EMMANUEL HOUSE SUPPORT CENTRE

England & Wales · Charity number 1077424

Details

Other names	EMMANUEL HOUSE DAY CENTRE
Status	Registered
Legal form	Charitable company
Company number	03798780
Registered	1999-09-15
Register	View on the Charity Commission register

Contact

Address	53-61 Goose Gate Nottingham NG1 1FE
Phone	01159507140
Email	Isabella.harriss@emmanuelhouse.org.uk
Website	www.emmanuelhouse.org.uk

Activities

Objects: THE OBJECTS OF THE CHARITY ARE FOR THE RELIEF OF POOR (SEE MEM & ARTS FOR DETAILS)

Activities: Based in Nottingham, we provide support services for vulnerable adults to prevent, intervene in and aid recovery from homelessness by providing open access services that address people's multiple and complex needs; basic services like food and clothing, multidimensional support, medical and mental health services and a social inclusion programme. We delver the Winter Shelter which has 20 beds.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Defined Groups

Downloaded from opencharities.uk/ew/1077424

Geography

- **Area of benefit:** NOT DEFINED - BUT REALISTICALLY NOTTINGHAM
- Nottingham City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,039,887	£1,249,199	£1,098,702	27
2024-03-31	£1,347,307	£1,015,758	£1,308,014	28
2023-03-31	£1,311,798	£1,149,276	£976,465	34
2022-03-31	£942,441	£942,588	£813,943	31
2021-03-31	£1,171,037	£1,001,563	£814,090	40

Trustees

Name	Role	Appointed
CLIVE SILLITO	Chair	2013-09-26
ALAN STEPHEN BOYDEN		2012-01-30
Chloe Elizabeth Mary Fellows		2024-09-25
Jackie Morris		2017-10-04
MARTIN PAUL MELLOR FCA		2016-05-26
Paul Hinchliffe		2007-07-26
Rev Richard Andrew Joseph - religious name - THOMAS O'Brien		2019-02-28
Theo Brown		2022-07-27
Tracy Dickinson		2023-03-01
VICTORIA ALICE GREEN		2013-02-01
graham stephen Bowpitt		2013-02-01

Downloaded from opencharities.uk/ew/1077424

EMMANUEL HOUSE SUPPORT CENTRE

England & Wales - Charity number 1077424

Accounts

Registered number: 03798780
Charity number: 1077424

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

CONTENTS

	Page
Reference and administrative details of the Company, its Trustees and advisers	1
Trustees' report	2 - 19
Independent auditors' report on the financial statements	20 - 23
Statement of financial activities	24
Balance sheet	25
Statement of cash flows	26
Notes to the financial statements	27 - 45

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

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

Trustees	Alan Boyden Victoria Green Paul Hinchliffe Martin Mellor Jacqueline Morris Richard O'Brien Clive Sillito Theo Brown Graham Bowpitt Tracy Dickinson Chloe Fellows (appointed 25 September 2024)
Company registered number	03798780
Charity registered number	1077424
Registered office	53-61 Goose Gate Nottingham NG1 1FE
Chief executive officer	Denis Tully
Independent auditors	PKF Smith Cooper Audit Limited 2 Lace Market Square Nottingham NG1 1PB
Bankers	Virgin Money 11 Smithy Row Nottingham NG1 3EJ
Solicitors	Nelsons Pennine House 8 Stanford Street Nottingham NG1 7BQ

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their annual report together with the audited financial statements of the Company for the 1 April 2024 to 31 March 2025. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

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

General context

The major challenge this year which has cut across all our services is staff recruitment. As exemplified in the general recruitment market Emmanuel House has found it very difficult to recruit staff for a wide range of roles. This has impacted on our data, in some cases reducing the number of people we have been able to work with. It has also meant that in some cases we had to recruit less experienced staff added to which was the need to provide basic training. This recruitment also increased our spend on HR. This alongside an increase in the demand for homelessness services and increase in the wellbeing needs of beneficiaries made for challenging year.

Objectives and activities

a. Purpose

The Charity Emmanuel House Support Centre is established to deliver services for the benefit of homeless and vulnerable adults. The Charity does not and shall not discriminate on the grounds of protected characteristics as described in the Human Rights Commission on any basis in any of its activities on its operations.

The vision for Emmanuel House is to make a positive difference in the lives of people who are homeless, vulnerable to homelessness, to make a valuable and purposeful contribution to the community of Nottingham and the surrounding area and to be of public benefit. Emmanuel House is committed to and has undertaken activities in the past year preventing homelessness, intervening in homelessness and aiding recovery from homelessness. It is an active partner with other statutory and voluntary sector agencies and services that contribute to or have the purpose of eliminating homelessness. Emmanuel House aspires to remain true to its values and to continue evolving to provide quality services unique to the city of Nottingham for people who need them.

We provide diverse and accessible services that meet basic need, providing vulnerable people with the means to be able to make informed decisions about their welfare and take practical steps to overcome issues that have become barriers to moving out of homelessness, or that threaten a return into homelessness. We support people to make positive changes in their lives and our open access drop-in provision and shelter are the only services of their kind in the city. With the exception of a risk assessment there are no criteria or thresholds that exclude anyone from accessing Emmanuel House. We take a holistic approach to meeting peoples' needs including material, practical, emotional, social and spiritual needs, using a person-centred approach.

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

Objectives and activities (continued)

Summary of our objectives

To achieve our purposes, our strategy is to:

- provide unique day support services for people who are homeless and vulnerable to homelessess
- provide first stage move on accommodation providing support for beneficiaries to access more secure and indepenedent accommodation
- providing the earliest and most appropriate intervention with a pathway of support towards alleviating poverty and promoting interdependence
- accompany beneficiaries for as long as support is needed including when they are accommodated
- provide services that are relevant to the needs of homeless and vulnerably housed people
- develop a sustainable funding model
- ensure staff are supported and trained to deliver qualitative services
- provide quality volunteering opportunities for volunteers including developing opportunities for their involvement in the development of Emmanuel House
- provide appropriate communication systems for supporters of Emmanuel House so they are informed about its work and future intent
- speak with an independent voice in the interests of beneficiaries
- be a strategic partner in the delivery of Nottingham's interagency Homelessness Prevention Stategy and Nottingham Changing Futures
- providing quality infrastructure to support service delivery.

There are five overarching outcomes that shape the work pathways:

1. HOME FIRST

- a measureable step from homelessness into appropriate housing and independent accommodation
- intervention that prevents a person falling out of settlement into homelessness
- better able to manage personal circumstances and that reduces the likelihood of homelessness.

2. ECONOMIC WELLBEING

- securing of benefit entitlement
- into employment
- undertaking volunteering or training

3. COMMUNITY CONNECTION

- engaging with Emmanuel House staff and other services
- engaging in social activities
- building positive relationships

4. WELLBEING - PHYSICAL AND PSYCHOLOGICAL

- decision making that contributes positively to wellbeing
- increased stability
- progress towards independence

5. FITNESS FOR PURPOSE

- improving financial sustainability
- resourcing personnel (staff, volunteers, trustees)
- improving resources (including premises and equipment)

Objectives and activities (continued)

Results that flow from this purpose:

- an enhanced quality of life and sense of well-being through the resettlement of beneficiaries from homelessness into more secure accommodation arrangements improving the life opportunities of vulnerable adults
- the reduction in the number of people who are rough sleeping
- reducing return to homelessness
- prevention of people becoming homeless and able to sustain their accommodation
- reducing demand for already stretched services
- improvement in the mental health of citizens, reducing demands on services
- reduction of isolation, enabling beneficiaries to avail themselves of the services they require and enabling access to services preventing the escalation of need

Public Benefit Statement

The Board of Trustees consider the work of Emmanuel House to be of Public Benefit to people who are homeless, people at risk of homelessness, people who are vulnerable and have complex needs and the community at large. The Board believes the charity provides a return of investment particularly to Nottingham City, in that, the cost of successfully intervening with someone who is homeless, which is the charity's first objective, far outweighs the cost to the community of leaving someone homeless. The charity adds value to the whole homelessness support system in Nottingham through its charitable work, some of which is of no cost to the tax payer or the local Council. It also adds value through its commitment to providing quality services that are flexible and responsive to ever changing needs of individuals and to the system at large. It is able to work with beneficiaries that do not qualify for services elsewhere and for many of them, find satisfactory solutions mediated by attention to a person's humanity and building positive and trustful relationships. The Board is attentive to ensuring the work of the charity is consummate with its Constitution and regularly examines the charity's financial position ensuring it is secure for the foreseeable future.

Public benefit that flows from this work is:

- reduction in the number of people who are homeless
- prevention in the rise of numbers of people becoming homeless
- improved well-being for a specific group of marginalised citizens
- added value to statutory services
- citizens being able to access services that do not meet statutory criteria

b. Main objectives and strategies for the year

The priorities for the year were to continue to attend to our income as there was no evidential indication as to whether there was consistent sufficient underpinning the charity to provide assuredness for the immediate future. Investment was made in building relationships with different sectors in the community and particularly business to ensure Emmanuel House has a raised profile and in as much as can be known, that the charity is in the foremost mind of the community.

Objectives and activities (continued)

c. Assessment and support plans

Support Workers undertake assessments to understand the needs of beneficiaries to inform the support plan. Where possible the assessments and support plans dovetail with other plans for beneficiaries provided by other services. Support plans are person centred and strengths based, recognizing the skills, knowledge, capabilities and goals of the beneficiary so they can be part of the solution towards achieving positive and sustainable outcomes.

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

Achievements and performance

a. Open access services

During the reporting period, our open access drop-in services have continued to provide essential support to people experiencing homelessness, social isolation, and hardship due to the cost-of-living crisis. The service is designed as a safe and welcoming environment where beneficiaries can access basic facilities, hot meals, advice, and a range of activities that promote wellbeing and social inclusion.

Overview of the year – data summary

Impact Metric	2024–25	2023–24	Change (Absolute)	% Change
Visits to drop-in service	10,790	7,297	+3,493	**+47.9%**
Meals served	11,214	2,496	+8,718	**+349.2%**
Clothing items distributed	1,414	279	+1,135	**+406.8%**
Showers provided	937	296	+641	**+216.6%**
Attendance at activities	706	—	+706	**n/a**
Individuals supported into shelter	129	107	+22	**+20.6%**
Supported accommodation moves	57	104	–47	**–45.2%**
Private rented moves	33	65	–32	**–49.2%**
Employment/volunteering/training supports	16	8	+8	**+100.0%**
Individuals reporting reduced isolation	34	89	–55	**–61.8%**

("–" indicates data not held in previous year.)

Service delivery and impact

During the year the drop-in delivered a total of **10,790 visits**, a substantial rise from **7,297** last year. The drop-in meals grew dramatically to **11,214**, up from **2,496**, following the removal of charges and relaunch of our Lunch Club. We also provided clothing; hygiene support and structured wellbeing activities that helped reduce social isolation among beneficiaries.

Partnerships and support delivered

We collaborated with health services and DWP in daily and weekly sessions respectively. These helped over **100 individuals** access benefit support they previously lacked. Our wrap-around casework enabled **129 people** to find shelter, **57** to move into supported accommodation, our **33** individuals into private rented housing. We also placed **16 people** into employment, volunteering or training and helped **34** feel less lonely through service engagement.

Operational Developments

This year we introduced new **digital information screens** in our main service centre and charity shop, faciliating improved psychologically informed communication with beneficiaries. We have also made progress on funding bids for **LED lighting** aimed at improving our environmental sustainability and reducing long-term running costs.

Challenge

The expansion in meal provision has strained resources, and staff recruitment remains challenging. We are actively exploring funding to appoint a dedicated chef to maintain quality of scale.

Achievements and performance (continued)

b. Culturally specific mental health support: programme overview

Service purpose and referral pathways

This service supports individuals from minoritised communities experiencing mental health difficulties, who are homeless or living in unsuitable housing. Referrals are received from mental health services, community organisations, health visitors, and through self-referral via word of mouth. Clients commonly face barriers such as language differences, low literacy, and difficulty navigating health and housing systems. The service works proactively to reduce stigma, challenge cultural misconceptions about mental health, and empower beneficiaries to access appropriate services. The service is guided by a steering group whose membership is made of the service manager, support staff, people with lived experience, and people from related culturally specific services. To improve accessibility we rented an office in the city making access to support staff more available.

A significant proportion of clients are parents with young children residing in overcrowded or poorly maintained accommodation. Key service interventions have included:

Case studies

Jamacian male client with learning difficulties

Sustained domestic abuse and exploitation over several years, resulting in homelessness. Unable to evidence prior addresses for Housing Solutions due to coercion and abuse. The service facilitated medical appointment attendance and is coordinating a multi agency team meeting to secure urgent practical support.

Mongolian family of five

Became homeless with no local connection or welfare entitlements. Housing Solutions and social care initially declined support, offering two days of emergency food and accommodation. The service's counsellor intervened by arranging an immediate Home Office visit, securing long?term housing and financial support, thereby preventing homelessness for the children.

Couple from Iran

Homeless due to a misunderstanding with the council - they declined a flat believing it lacked furniture. Following extensive support including medical appointment accompaniment and multiple visits to Loxley House, persistent advocacy led Housing Aid to reverse their decision. The family were housed in hotels until temporary accommodation became available.

Young family with two children

Living conditions adversely affecting the children's health. The support worker advocated continuously with Housing Solutions, securing temporary accommodation followed by social housing. This process required months of sustained coordination and direct staff involvement.

Service Challenges

The duration clients remain on support pathways has increased compared to prior years, due to heightened complexity in accessing affordable housing, more multifaceted client needs, and longer waiting times for statutory services. In addition we have not appointed a Community development Outreach Worker, despite interviewing several candidates.

Performance Data

Between March 2024 and April 2025, the culturally specific service supported 32 new clients, from the following countries and communities: Gambia, Iran, the Caribbean, Jamaica, Afghanistan, Portugal, and Denmark.

Achievements and performance (continued)

Outlook and Next Steps

Building on the progress to date, we will continue to develop and formalise the Culturally Specific Steering Group to drive service growth. Future priorities include:

- further co-creating service identity and governance and minoritised community representatives
- improve communication of services by providing multi-lingual information
- recruit a Community Development Outreach Worker.

c. Night Shelter

Nottingham Winter Shelter 2024-2025

The 2024-2025 seasons marked a significant transaction for the Nottingham Winter Shelter, as it operated exclusively from the second floor of Emmanuel House Support Centre for the first time. This move brought notable advantages in cost-efficiency, logistical management, and access to day services for guests. The shelter opened on **14 October 2024** and ran until **7 April 2025**, offering up to **30 beds** per night across a **25-week period**

.

This season saw **129 guests** accommodated for at least one night, down from 190 in 2023–24. While the reduced number reflects stricter risk and support assessments rather than diminished demand - there were 284 referrals in total - it underscores the increased complexity of guest needs. Of these referrals, around one-third were never followed up, while 62 were declined, largely due to high-risk behaviour or support needs beyond the shelter's capacity.

In total, the shelter delivered **2,510 bed-nights**, averaging **100 per week**, less than half the level of the previous season. The **average stay** per guest fell to **19 nights** (from 30), suggesting greater movement into informal or temporary arrangements rather than rapid progression into long-term accommodation.

Demographically, the shift towards a predominantly **non-British and refugee/asylum seeker population** continued and intensified. This population brought new challenges related to immigration status, income insecurity, and mental health. A quarter of guests had **no income**, often because of restrictions on public funds. Issues linked to the **withdrawal of Home Office accommodation** and delays in accessing benefits or employment contributed to higher levels of homelessness among new refugees.

Despite a more complex client group, the shelter achieved **positive move-on outcomes for 52 guests (40%)**, broadly in line with previous years. The introduction of **Francis House**, a 7-bed supported accommodation project funded through the DLUHC Shelter Transformation Fund, provided an additional move-on pathway and strengthened the overall accommodation network.

Operationally, the shelter adopted a **12-hour overnight model (8:00 p.m.–8:00 a.m.)**, with guests able to access Emmanuel House's day centre facilities the following morning. This arrangement balanced the benefits of continuity of care with resource constraints. While occupancy was lower, staff noted improved behaviour among guests, with fewer evictions for anti-social conduct and greater reliance on informal networks.

Overall, the 2024–25 Winter Shelter remained a vital lifeline amid ongoing housing shortages and systemic barriers faced by asylum seekers and refugees. Staff and volunteers are commended for their commitment in managing a season of transition and maintaining effective move-on outcomes under increasingly complex operational conditions.

Achievements and performance (continued)

Comparative Metrics: Winter Shelter 2023–24 vs 2024–25

Metric	2023–24	2024–25	Change / Comment
Season length (weeks)	26	25	Slightly shorter season
Guests (1+ nights)	190	129	↓ 32% – reduced occupancy due to stricter assessments
Total bed-nights	5,693	2,510	↓ 56% – significant under-occupancy
Average bed-nights per week	219	100	↓ 54%
Average stay per guest (nights)	30	19	↓ 37% – shorter stays, more informal housing exits
Women guests	25	32	↑ 28% – increase in female representation
Positive move-on outcomes	47% (89 guests)	40% (52 guests)	↓ Slightly lower success rate, though consistent overall
Proportion of non-British guests	58%	~60%+	Continued rise in refugee/asylum seeker population
Operation model	24/7 (Red Court & Arches)	12/7 (Emmanuel House)	Transition to single-site night shelter
New accommodation projects	Francis House project initiated	Francis House operational (7 beds)	New supported housing pathway established

d. Wellbeing Support Team

Wellbeing Support Team - Project Summary (Nottingham)

Background

The Wellbeing Support Team began working with homeless individuals in Nottingham in **January 2018**, building on the legacy of the **Multiple Needs Support Team** (2014–2017), which was funded by the Big Lottery.

Who We Support

The team supports **homeless and vulnerably housed individuals with multiple needs**, with a strong focus on **mental health support**. Many service users also experience issues such as substance misuse, trauma and social exclusion.

Achievements and performance (continued)

Approach

Our **person-centred** model focuses on:

- building **trusting relationships**
- meeting people **where they are**
- supporting individuals to **engage with services** at a pace that works for them

The team is made up of **three Wellbeing Support Workers**, who work flexibly and intensively to help individuals make positive changes in their lives.

Activity Groups

In addition to one-to-one support, we run two weekly activity groups - one for men and one for women. These groups provide:

- safe, welcoming spaces
- meaningful activities that support mental wellbeing, build confidence, and reduce isolation
- opportunities for peer connection and positive routines

Aims

The Wellbeing Support Team aims to bring about the following changes:

- improved mental health and wellbeing
- reduced social isolation
- greater engagement with services

Sustainability and Future Plans

Funding for the current service is due to end in March 2026. Planning is already underway to sustain the service beyond this point. This includes:

- a **reduced Lottery funding application**
- charity shop income ringfenced to support continuation of the service

Brief WBST City Case Studies

An individual residing in temporary accommodation was referred to Emmanuel House following his discharge from the Homeless Mental Health team. They primarily required support with issues stemming from their autism spectrum disorder, anxiety and social isolation. We supported this individual to go to GP appointments, take part in social activities and to enter full-time employment. They have also been supported into applying for university and are set to attend this September.

We have supported an individual who came to Emmanuel House with concerns surrounding alcohol use, in addition to depressive thoughts and suicidal ideation. They were supported into receiving and engaging with recovery support services and now attend weekly chats for emotional support. They have also been supported with their management of finances and with finding more affordable accommodation.

Achievements and performance (continued)

A gentleman presented at Emmanuel House, when he was living on the streets of Nottingham following a relationship breakdown and due to his physical health issues he was placed in temporary housing which has now become permanent. We have supported him with furnishing his flat, for him and his 3 children, through applications to The Arches project and Street Aid. We have supported him with evidence for his successful PIP tribunal working with Disability Support. We have also supported with a bus pass application and support at medical appointments.

Data

- March 2024 to March 2025 - 49 people were supported
- April 2023 to March 2024 - 24 people were supported (45 people supported in 22/23)

e. Mental Health Outreach (County)

Aims and objectives of service

The contract with NHS Nottingham and Nottinghamshire CCG was renewed in August 2023 and will run for three years.

This service provides time-limited mental health support for adults experiencing homelessness in Nottinghamshire who are not currently engaged with statutory health services (e.g. primary care or mainstream mental health services). The aim is to help individuals stabilise and build the confidence and capacity needed to access and engage with long-term, mainstream mental health support.

The service aimed to:

- Provide a persistent, strength-based approach to engaging individuals at risk of or experiencing homelessness.
- Deliver appropriate advice, support, and evidence-based brief interventions for people experiencing homelessness and mental health challenges.
- Offer telephone-based advice and assistance to both individuals and partner organisations.
- Signpost individuals to appropriate statutory and non-statutory services supporting physical health, mental health, and overall wellbeing.
- Develop joint plans with partners to deliver proactive, person-centred interventions addressing the health and wellbeing needs of each individual.
- Support individuals to stabilise their mental health and broader needs (e.g. housing, substance use) through strength-based engagement and planning.
- Facilitate appropriate access to mainstream services through positive advocacy and strong partnership working.
- Collaborate with other agencies involved in a person's care to identify access needs and co-develop strategies that support the successful delivery of interventions or treatment.

Service description/care pathway

The service provides physical presence at appropriate venues to meet the needs of individuals with housing connection to South County boroughs and continuity of support and undertook risk assessments, strength based personalised support plans to identify areas where physical or mental health support was needed.

Face to face support was in the form of assertive outreach and delivered in a range of settings that are flexible to the individual including street based, community and housing. The service provided practical and emotional support to liaise with wider health, social care and housing agencies on behalf or with beneficiaries to maximise their ability to access services and achieve their goals across a range of areas (e.g. telephone GP Practice with prescribing query, accompany to mental health service appointment or support to complete housing or benefits documentation).

Achievements and performance (continued)

Data

We supported 26 people in 24/25.

f. Volunteering

Volunteering continues to be a cornerstone of the charity's operations. Total volunteer hours at Emmanuel House have increased, demonstrating a deeper individual commitment among those who have returned. The Board extends heartfelt gratitude to every volunteer - without their contributions, our impact would be significantly reduced.

Volunteers contribute far more than completing tasks. Through their interactions and dedication across diverse roles - such as shop assistants, cooks, administrators, and event helpers - they enhance the experience of beneficiaries and allow our staff to focus intensively on providing direct support.

Once again, volunteers in our charity shop set a new record for income generated - a vital contribution to our annual balance of income and expenditure. In addition to retail work, volunteers also prepare meals, assist with administration, and support a wide array of centre functions.

Corporate volunteer teams from the business community deserve additional recognition. These groups contribute to a variety of ways - not least by helping to serve breakfast - but they offer much more than practical support. The interactions between these corporate volunteers and our beneficiaries are marked by professionalism and human warmth. Their courteous, respectful engagement plays a vital role in restoring dignity and reinforcing the supportive ethos that Emmanuel House embodies. These one-off corporate volunteering days provide invaluable contributions. Feedback from business teams consistently reflects that learning about homelessness and its human impact is as meaningful to them as the tasks they undertake.
Emmanuel House remains profoundly grateful to every individual and team - from local volunteers to corporate groups—whose efforts enhance our mission and deepen our impact.

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

Achievements and performance (continued)

Category	2023/24	2024/25	% Difference
Total volunteer hours	4,992	5,797	**16.10%**
Number of volunteers	81	111	**37.00%**
Volunteer hours by activities			
Activities	61	57	**-6.6%**
Admin	403	344	**-14.6%**
Charity Shop	2,557	2,625	**2.60%**
Kitchen	793	1,159	**46.20%**
Barber		37	
Shelter volunteering	1,178	1,575	**33.70%**
Corporate	1,305	1,436	**10.00%**

g. Fundraising activities

Emmanuel House has continued to build on the strong foundations of previous years, with 2024–2025 showing both resilience and innovation in Marketing and Fundraising. Positive trends are evident across multiple income streams, excluding charity shop takings, specific contracts, and reclaimed Gift Aid, while focusing on public donations, charitable trusts, legacies, fundraising events, and winter shelter contributions. Despite a challenging economic climate, annual income is projected to remain healthy, supported by a diverse range of donors including companies, charitable trusts, individuals, faith groups, community organisations, and legacy gifts. Regular giving continues to provide a stable base of almost £6,000 per month, while event income and targeted campaigns are delivering strong engagement. Faith group support remains consistent, and corporate partnerships - though facing a small dip compared to last year - are generating significant opportunities through both financial contributions and in-kind support. Emmanuel House has maintained a focus on authentic storytelling and collaborative relationships, encouraging volunteer involvement and community engagement. Looking forward, the priority will be to expand brand awareness, deepen donor stewardship, and build on the momentum of flagship events such as the Robin Hood Half Marathon, ensuring Emmanuel House remains synonymous with 'Nottingham charity' and continues to maximise every fundraising opportunity.

Achievements and performance (continued)

Board developments

In the year the Board improved its capacity in recruiting two new members recognising that it had a gap in experience and recruited one new female member with lived experience of homelessness and one new member with skills, knowledge and experience of developing and managing accommodation for vulnerable adults. In addition, one of the members is from a minoritised community background.

Structure, governance and management

Emmanuel House Support Centre is a registered charity and company limited by guarantee and was set up by a Trust deed.

The company was incorporated on 30th June 1999 and registered as a charity on November 1976 under the name of Emmanuel House Day Centre. The name was changed by a resolution of the members on 7th August 2019 and relevant filings made at Companies House and the Charity Commission shortly thereafter.

Performance of the board

The Board of Trustees has an ambition for the charity to become a Registered Provider for social housing. In order to comply with conditions for application a statement of intent needed to be added to its constitution and Purpose. The addition is in the form of 2.b and is approved by the Charity Commission:

2. PURPOSE

The Charity is established to:

a) maintain and develop the Emmanuel House Support Centre (hereinafter called "The Centre") and any other related projects for the benefit of homeless and vulnerable adults.

b) provide, maintain and improve houses and hostels, including social housing, providing residential accommodation for people in need upon terms appropriate to their need.

The Charity shall be non-party in politics and non-sectarian in religion, but it shall not promote or allow in the Centre practices contrary to the principles of the Christian faith, without excluding those holding other beliefs.

Nominations for Trustees are considered by the Board and interviewed by the Chair. They attend as an observer and there is agreement about their suitability amongst Trustees they are voted on as a Trustee formally at the AGM or subsequent Board meeting.

The Board of Trustees govern the charity, attending to its legal and financial obligations. The Chair manages the CEO who in turn manages four managers who oversee distinct domains of work. Decision making in the charity is demarcated according to the nature of decisions. The Board of Trustees met five times in the year and recruited one new trustee. The Finance Sub group met three times. The Marketing and Fundraising Sub group met once. The Health and Safety Sub Group met six times. These sub groups provide written reports to the Board. The Equality Diversity and Inclusion group met 3 times in the year.

The Board takes decisions on the strategic and financial direction of the charity taking account of information given it by the CEO. The CEO makes decisions on approval of budgetary expenditure and priorities about the direction of the charity and day to day operational matters. Managers made decisions relating to their job domains, supporting staff and their allocated budgets.

Financial review

a. Going concern

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

b. Financial performance

For the financial year 2024-2025, Emmanuel House reported a total income of £1,039,887. This reflects a sustained high level of activity, following an exceptional prior year. The Board of Trustees reports a net expenditure of £209,312 for the year, a result of strategic investment in services, building and infrastructure to secure the charity's long-term future.

Income Breakdown

- **Donations and Legacies:** Total donations and legacies were £578,155. While this is a decrease from the previous year's exceptional high, which included several one-off legacies, income from our core supporters remained robust, demonstrating continued commitment to our cause. We are deeply grateful to the many individuals, community groups, businesses, and trust funds that have remained steadfast in their support.
- **Unrestricted Funds:** Our unrestricted funds have been strategically utilised and now stand at £716,841, providing essential support for our core work and future development.
- **Charity Shop:** Thanks to the dedication of our volunteers, income from non-charitable trading activities, predominantly the charity shop, saw a significant increase to £62,590.
- **Bank Interest:** We received £15,165 in bank interest during the year.

We express particular gratitude to the various trust funds that continue to support our work, especially those providing restricted funding for specific projects.

Expenditure Overview

Total expenditure for the year amounted to £1,249,199, which is an increase of £233,441 compared to 2023-2024.

- **Staffing Costs:** Staff salaries, pensions, and associated costs totalled £905,218, making up 72% of total expenditure, reaffirming that our staff are our most valuable asset. A substantial amount, £52,533, was spent on agency staff (predominately funded from restricted sources), reflecting the ongoing recruitment challenges faced across the homelessness sector.
- **Legal and Professional Fees:** We incurred £77,651 in legal and professional fees.
- **Depreciation and Development:** The increase in expenditure is significantly attributed to a non-cash depreciation charge of £90,792 on recent capital investments and strategic spending on our building development, as the Board progresses plans to create new accommodation.

Our overall expenditure increased, indicating a year of strategic investment in the charity's long-term assets and service capacity.

Balance Sheet

Emmanuel House ends the financial year in a healthy financial position:

- Unrestricted Funds: These now stand at £716,841.
- Liquid Unrestricted Funds: These remain strong at £522,115.

While the charity maintains a solid financial base, the trustees remain cautious, particularly about the risks associated with recruiting and retaining staff and the execution of our strategic capital projects. The Board is actively managing these risks.

Furthermore, the trustees are addressing future financial considerations concerning the charity's premises, ensuring that Emmanuel House remains in a strong position to continue its work.

c. Risk

The Board exercises its duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud or error. For example, roles are designated with allocated and separated responsibilities. The Board recognises there are risks to which the charity is exposed and have systems in place to mitigate those risks. For example, it reviews its Finance Control Police annually, has in place risk assessments for governance, operation, finance, environmental and external factors and compliance.

d. Principal Risks and uncertainties

Recruitment and retention of staff: The charity faces the same market forces in the community as other charities and businesses as it finds itself in direct competition for staff. People who traditionally have worked in the voluntary sector for the satisfaction of machining a difference in society have been forced for economic reasons to apply for jobs with commercial higher waged employers.

Risk mitigation: the Board has attended to providing an uplift in salaries that brings the charity's salaries more in line, as far as it can, with local rates of pay in the sector. There has been continuous review and assessment of best outlets for advertising and implementation of flexible application processes. Additional expertise was accessed to aid recruitment. The organistion gives attention to the welfare of staff ensuring, where appropriate, reasonable adjustments are made to enable staff receive fulfilment through their job roles. Continuous work takes place on attending to the work-life balance of staff.

Financial sustainability: While other charities in Nottingham have either closed are experiencing major difficulties, by comparison we have financial stability that gives us confidence of future operating capacity for at least a further two years. In the short term the Trustees consider this risk to be similar in comparison to last year. The Trustees recognise the continuing tentative financial environment that the general population finds itself in which emerges in the lives of people we employ and to people to whom we deliver services. Effort to maintain the established momentum associated with fundraising will continue to be an active item on the Boards agenda.

Risk mitigation: The Trustees recognise the uplift in the profile of the charity in Nottingham. Resources will continue to be invested in our Marketing and Fundraising team through which come many enquiries about engaging with the charity and making financial donations. The CEO will continue to assess how Emmanuel House can offer services that are relevant to beneficiaries but are not provided by the wider system. If available they will be a source of income for the charity..

Future role and relevance of the charity in the sector: The environment in which Emmanuel House delivers its services remains extremely challenging due to significant societal and financial dynamics in the past year. There is a consensus locally that the immediate environment in which services are delivered is the most challenging it has been for 20 years, with a combination of numerical demand for support and increased level of needs particularly relating to destitution and mental health. There is a serious shortfall of capacity in the system, including a lack of suitable, affordable accommodation and increased expenditure related to the cost of services. It is questionable as to whether women are adequately served. Staff continue to deal with additional challenges from beneficiaries, as presentations often include high levels of severe and multiple disadvantages, complex case work, cost-of-living crisis and inflation.

Risk mitigation: The Board will review the staffing resources needed to sustain the charity's quality services regularly. It will undertake further reviews focusing particularly on succession planning, with special attention to the development of accommodation provision and all related aspects. This proactive approach aims to ensure continuity and stability in leadership and services despite the challenging external environment..

e. Reserves policy

As the expenditure increases The Board of Trustees has increased the set aside figure to £325,000 (from £250,000 in the previous year) to cover six months' worth of operational costs, ensuring that Emmanuel House can continue its vital work, even in the face of unforeseen challenges. The total unrestricted resevred provide coverage for approximately 10 months of operational expenditure. .

Future plans

a. Accommodation

- being committed to building on the work of Francis House and develop additional accommodation units of accommodation and make them financially viable.
- build our intellectual capacity in learning about the complexities of accommodation services and the Benefits system.
- provide accommodation that is of quality such that we meet the standards set by the SHIP and Safer Housing Teams.
- apply for registered provider status.

b. Culturally specific mental health support

- continue to capacity build a culturally specific steering group to develop the service.
- improve communication in providing information in numerically diverse languages.
- develop a community approach to providing wellbeing support for beneficiaries.
- recruit an additional support worker and development worker to develop outreach.
- develop a steering group for the service so it is relevant to people with lived experience and culturally specific communities.

c. Drop-in services

- increase capacity to respond to the increased level of demand for food.
- improve our capability to move people on into suitable accommodation from within the service.

d. Night shelter

- refurbish the shelter area to upgrade the environment so it is more fit for purpose.
- identify funding to fill the identified shortfalls in funding.
- identify ways to increase the capacity of the shelter to be able to accommodate people with higher levels of needs.

e. Wellbeing support team

- identify funding to sustain the service for 2025/26.
- prepare applications of funding beyond March 2026.
- work with health authorities to further embed the service beyond July 2026
- build on the establishment of the women's group model by providing a group for men, and groups with a the theme of drama and general recreation.

f. Staffing

- appoint a new CEO to lead the charity
- continually attend to terms and conditions of staff to improve recruitment prospects.
- review the business need for HR resource on site.

g. Governance

- recruit HR capacity

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

Statement of Trustees' responsibilities

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

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

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

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

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Auditors

The auditors, PKF Smith Cooper Audit Limited, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

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

Clive Sillito
Trustee

Martin Mellor
Trustee

Date: 05/11/2025

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE

Opinion

We have audited the financial statements of Emmanuel House Support Centre (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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 2025 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a 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.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE (CONTINUED)

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, 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.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE (CONTINUED)

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

Based on our understanding of the charitiable company and industry, we identify the key laws and regulations affecting the charitable company. We identified that the principal risk of fraud or non compliance with laws and regulations related to:

- management bias in respect of accounting estimates and judgementes made;
- management override of control;
- posting of unusual journals or transactions.

We focused on those areas that could give rise to a material misstatement in the charitable company financial statements.

Our procedures included, but were not limited to:

- Enquiry of management and those charged with governance around actual and potential litigation and claims, including instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of those charged with governance where available;
- Reviewing legal expenditure in the year to identify instances of non-compliance with laws and regulations and fraud
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

It is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE (CONTINUED)

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

PKF Smith Cooper Audit Limited

PKF Smith Cooper Audit Limited
Statutory Auditors
2 Lace Market Square
Nottingham
NG1 1PB

Date: 13/11/2025

PKF Smith Cooper Audit Limited are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

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

	Note	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Income from:					
Donations and legacies	2	**216,092**	**362,063**	**578,155**	*812,776*
Charitable activities	3	**364,327**	**829**	**365,156**	*432,276*
Other trading activities	5	**330**	**81,081**	**81,411**	*64,587*
Investments	6	**-**	**15,165**	**15,165**	*37,668*
Total income		**580,749**	**459,138**	**1,039,887**	*1,347,307*
Expenditure on:					
Charitable activities		**612,637**	**636,562**	**1,249,199**	*1,015,758*
Total expenditure		**612,637**	**636,562**	**1,249,199**	*1,015,758*
Net (expenditure)/income		**(31,888)**	**(177,424)**	**(209,312)**	*331,549*
Transfers between funds	14	**(41,811)**	**41,811**	**-**	*-*
Net movement in funds		**(73,699)**	**(135,613)**	**(209,312)**	*331,549*
Reconciliation of funds:					
Total funds brought forward		**455,560**	**852,454**	**1,308,014**	*976,465*
Net movement in funds		**(73,699)**	**(135,613)**	**(209,312)**	*331,549*
Total funds carried forward		**381,861**	**716,841**	**1,098,702**	*1,308,014*

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

The notes on pages 27 to 45 form part of these financial statements.

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)
REGISTERED NUMBER: 03798780

BALANCE SHEET
AS AT 31 MARCH 2025

	Note		2025 £		2024 £
Fixed assets					
Tangible assets	11		**368,877**		*326,172*
Current assets					
Debtors	12	**4,824**		*139,142*	
Cash at bank and in hand		**816,146**		*1,064,377*	
		820,970		*1,203,519*	
Current liabilities					
Creditors: amounts falling due within one year	13	**(91,145)**		*(221,677)*	
Net current assets			**729,825**		*981,842*
Total net assets			**1,098,702**		*1,308,014*
Charity funds					
Restricted funds	14		**381,861**		*455,560*
Unrestricted funds	14		**716,841**		*852,454*
Total funds			**1,098,702**		*1,308,014*

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

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

However, an audit is required at the request of the Trustees in accordance with section 144 of the Charities Act 2011.

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

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

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

.....

Clive Sillito
Trustee
Date: 05/11/2025

The notes on pages 27 to 45 form part of these financial statements.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	*2024* *£*
Cash flows from operating activities		
Net cash used in/(provided by) operating activities	**(171,558)**	*930,415*
Cash flows from investing activities		
Purchase of tangible fixed assets	**(91,838)**	*(245,143)*
Interest receivable and similar income	**15,165**	*37,668*
Net cash used in investing activities	**(76,673)**	**(207,475)**
Change in cash and cash equivalents in the year	**(248,231)**	**722,940**
Cash and cash equivalents at the beginning of the year	**1,064,377**	*341,437*
Cash and cash equivalents at the end of the year	**816,146**	*1,064,377*

The notes on pages 27 to 45 form part of these financial statements

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

1. Accounting policies

1.1 Basis of preparation of financial statements

Emmanuel House Support Centre is a private company limited by guarantee and incorporated in England within the United Kingdom. The address of the registered office is given in the company information of these financial statements. The company's registration number is 03798780 and the charity registration number is 1077424.

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

Emmanuel House Support Centre meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are presented in sterling, which is the functional currency of the company and the financial statements are presented to the nearest £1.

The significant accounting policies have been applied in the preparation of these financial statements are set out below.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

1. Accounting policies (continued)

1.4 Income

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

1.5 Government grants

Grants are included in the Statement of Financial Activies on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of meeting any performance related conditions there is not unconditional entitlement to the income and its recognition is deferred and included in creditors as deferred income until the performance-related conditions are met. Where entitlement occurs before income is received, the income is accrued.

1.6 Interest receivable

Interest 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.

1.7 Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

1. Accounting policies (continued)

1.8 Tangible fixed assets and depreciation

Indivdual fixed assets costing £1,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impariment losses.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Long-term leasehold property	- Straight line over the remaining life of the lease
Fixtures and fittings	- 10% Straight line
Office equipment	- 33.3% Straight line

1.9 Debtors

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

1.10 Cash at bank and in hand

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

1.11 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any discounts due.

1.12 Financial instruments

The 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.

1.13 Operating leases

Rentals paid under operating leases are charged to the Statement of financial activities on a straight-line basis over the lease term.

1.14 Pensions

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

1. Accounting policies (continued)

1.15 Fund accounting

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

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

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

2. Income from donations and legacies

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Donations	216,092	328,984	**545,076**	*783,732*
Gift aid recovered	-	33,079	**33,079**	*29,044*
	216,092	362,063	**578,155**	*812,776*
Total 2024	*155,536*	*657,240*	*812,776*	

3. Income from charitable activities

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Grants	364,327	829	**365,156**	*412,276*
Contracts	-	-	**-**	*20,000*
	364,327	829	**365,156**	*432,276*
Total 2024	*420,732*	*11,544*	*432,276*	

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

4. Grants & donations

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Big Lottery (WBST)	44,311	-	**44,311**	*74,046*
Individuals	4,733	194,794	**199,527**	*160,794*
Nottingham City Council	106,441	-	**106,441**	*141,673*
Faith Groups & Churches	-	22,950	**22,950**	*49,672*
Church Homeless Trust	1,225	-	**1,225**	*3,052*
Department for Levelling Up, Housing and Communities	141,371	-	**141,371**	*118,629*
COI Nottingham Equal	-	-	**-**	*7,913*
Nottingham City Homes Registered Provider Limited	-	-	**-**	*10,041*
The Forman Hardy Charitable Trust	-	21,500	**21,500**	*20,000*
Community Groups	1,000	21,571	**22,571**	*17,127*
Businesses	87,290	29,544	**116,834**	*162,084*
The Jessie Spencer Trust	5,000	-	**5,000**	*5,000*
The 29th May 1961 Charitable Trust	-	5,000	**5,000**	*5,000*
Finnis Scott Foundation	-	-	**-**	*1,000*
Street Aid	18,096	-	**18,096**	-
Albert Hunt Trust	7,000	-	**7,000**	*7,000*
Funeral and Legacies	-	13,020	**13,020**	*132,310*
NHS CCG	20,780	-	**20,780**	-
Winifred Eileen Kemp Trust	7,000	-	**7,000**	*7,000*
The Fifty Fund	3,900	-	**3,900**	*3,675*
Mary Robertson Trust	-	3,000	**3,000**	*3,000*
The Thomas Farr Charity	3,000	-	**3,000**	*5,000*
Sir John Eastwood Foundation	3,000	-	**3,000**	*3,000*
The Foyle Foundation	-	10,000	**10,000**	*10,000*
The Grace Trust	-	-	**-**	*4,500*
JN Derbyshire Trust	5,000	-	**5,000**	*2,000*
The Lady Hind Trust	-	-	**-**	*15,000*
The Gray Trust	1,000	-	**1,000**	*1,000*
Department of Work and Pensions	-	-	**-**	*4,764*
The Jones 1986 Charitable Trust	50,000	-	**50,000**	*50,000*
Mazars Charitable Trust	15,959	-	**15,959**	*1,250*
The Laing Family Trust	-	-	**-**	*3,000*
Alex Ferry Foundation	5,000	-	**5,000**	*5,000*
Elly Tams Fund	-	-	**-**	*250*
Sisters of St Joseph of Peace	4,648	5,000	**9,648**	*4,500*
PIB Community Trust	-	-	**-**	*500*
Samuel Fox Foundation	-	-	**-**	*100,000*

Grants & donations (continued)				
Gemini Trust	-	-	**-**	*5,000*
Other trusts	-	829	**829**	*1,447*
Nottingham Bid	3,500	-	**3,500**	*-*
Henry Smith Grant	33,771	-	**33,771**	*-*
Gift aid small donations scheme	-	1,389	**1,389**	*-*
Arc	-	-	**-**	*50,781*
Nineveh Charitable Trust	2,000	-	**2,000**	*-*
AW Lymn Centenary Foundation	-	1,480	**1,480**	*-*
The Barratt Foundation	-	2,500	**2,500**	*-*
Skiption Building Society Charitable Foundation	-	1,000	**1,000**	*-*
Masonic Charitable Foundation	-	180	**180**	*-*
The Helen Jean Cope Charity	1,000	-	**1,000**	*-*
Co-op Local Community Fund	1,458	-	**1,458**	*-*
St Mary's Relief in Need Charity	2,000	-	**2,000**	*-*
	579,483	333,757	**913,240**	*1,196,008*

5. Income from other trading activities

Income from fundraising events

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Fundraising events	330	18,491	**18,821**	*17,696*
Total 2024	*2,882*	*14,814*	*17,696*	

Income from non charitable trading activities

	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Trading income	55,751	**55,751**	*46,273*
Property rental income	6,839	**6,839**	*618*
	62,590	**62,590**	*46,891*

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

6. Investment income

	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Interest receivable on bank deposits	15,165	**15,165**	*37,668*

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

7. Analysis of expenditure on charitable activities

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Accommodation Costs	5,820	30	**5,850**	*13,198*
Administration	3,250	12,053	**15,303**	*8,254*
Agency staff	52,533	-	**52,533**	*182,160*
Bank charges	-	36	**36**	*102*
Beneficiary costs	20,536	845	**21,381**	*22,810*
Charity shop costs	-	1,936	**1,936**	*3,415*
Cleaning	847	16,017	**16,864**	*16,688*
Depreciation	24,101	25,032	**49,133**	*22,264*
Equipment	8,477	1,454	**9,931**	*3,366*
Insurance	525	8,343	**8,868**	*4,721*
IT and telephone costs	6,684	10,143	**16,827**	*14,928*
Kitchen costs	3,418	7,632	**11,050**	*9,572*
Legal and professional	5,269	72,382	**77,651**	*94,022*
Mobile phones	1,874	2,043	**3,917**	*3,153*
Publicity and Marketing	-	7,228	**7,228**	*7,691*
Recruitment	40	4,229	**4,269**	*2,919*
Repairs and maintenance	5,359	7,205	**12,564**	*18,938*
Salaries, NI and pensions	349,280	501,190	**850,470**	*558,930*
Staff training	1,679	4,962	**6,641**	*1,003*
Staff travel and subsistence	1,500	715	**2,215**	*1,447*
Subscriptions	170	994	**1,164**	*1,165*
Sundry expenses	23,105	6,776	**29,881**	*7,428*
Utilities	16,809	25,858	**42,667**	*17,085*
Volunteer costs	-	820	**820**	*497*
Management recharge	81,361	(81,361)	**-**	-
	612,637	636,562	**1,249,199**	*1,015,756*
Total 2024	*551,408*	*464,348*	*1,015,756*	

Support costs have not been separately allocated and disclosed as the Trustees believe they are immaterial to the financial statements.

Included within the above costs are £25,805 (2024: £24,586) in relation to governance costs, £20,250 (2024: £19,110) of which is in relation to legal and professional costs and £5,555 (2024: £5,476) in relation to salaries, NI and pensions.

Volunteers contribute towards the activities of the charity. The equivalent cost of the volunteer hours totalled £75,939 (2024: £72,038).

8. Auditors' remuneration

The auditors' remuneration amounts to an auditor fee of £11,250 (2024: £10,400).

9. Staff costs

	2025 £	*2024* *£*
Wages and salaries	**817,787**	*694,600*
Social security costs	**55,999**	*33,985*
Contribution to defined contribution pension schemes	**31,432**	*13,953*
	905,218	*742,538*

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

	2025 No.	*2024* *No.*
Employees	**35**	*28*

The average headcount expressed as full-time equivalents was 27 (2024: 22).

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

The total employee benefits of the key management personnel of the charity were £64,068 (2024: £55,491).

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

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2024 - £31,986)*.

During the year ended 31 March 2025, £128 of Trustee expenses have been incurred *(2024 - £Nil)*

11. Tangible fixed assets

	Land and buildings £	Assets under construction £	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation					
At 1 April 2024	**319,879**	**77,956**	**50,683**	**42,626**	**491,144**
Additions	**-**	**83,051**	**8,787**	**-**	**91,838**
Transfers between classes	**161,007**	**(161,007)**	**-**	**-**	**-**
At 31 March 2025	**480,886**	**-**	**59,470**	**42,626**	**582,982**
Depreciation					
At 1 April 2024	**108,262**	**-**	**19,710**	**37,000**	**164,972**
Charge for the year	**41,513**	**-**	**5,156**	**2,464**	**49,133**
At 31 March 2025	**149,775**	**-**	**24,866**	**39,464**	**214,105**
Net book value					
At 31 March 2025	**331,111**	**-**	**34,604**	**3,162**	**368,877**
At 31 March 2024	*211,617*	*77,956*	*30,973*	*5,626*	*326,172*

12. Debtors

	2025 £	*2024 £*
Due within one year		
Trade debtors	**780**	*74,130*
Other debtors	**644**	*20,697*
Prepayments and accrued income	**3,400**	*44,315*
	4,824	*139,142*

13. Creditors: Amounts falling due within one year

	2025 £	2024 £
Trade creditors	13,056	40,613
Other taxation and social security	14,448	10,121
Other creditors	6,368	4,005
Accruals and deferred income	57,273	166,938
	91,145	221,677

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Unrestricted funds					
Designated funds					
Building investigation	237,750	-	-	-	237,750
Francis House	-	-	(100,000)	100,000	-
General funds					
General Funds - all funds	614,704	459,138	(536,562)	(58,189)	479,091
Total Unrestricted funds	852,454	459,138	(636,562)	41,811	716,841
Restricted funds					
Allotment	-	10,606	(10,473)	-	133
Big Lottery WBST	75,855	44,311	(58,766)	(41,811)	19,589
Defibrillator	1,338	-	-	-	1,338
Drop In Refurbishment	5,445	-	(5,155)	-	290
Early Morning Breakfast	1,500	-	(1,500)	-	-
Trips AFA	1,090	-	-	-	1,090
Winter Shelter	-	234,073	(234,073)	-	-
Independent Living Service	55,789	-	-	-	55,789
Francis House	91,577	197,295	(194,018)	-	94,854
Counselling	2,000	-	-	-	2,000
Henry Smith	-	33,771	(33,771)	-	-
Gemini Trust	4,500	-	(3,752)	-	748
NHS CCG	15,627	20,780	(20,403)	-	16,004

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

14. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Culturally Specific Mental Health Support	4,973	16,092	(21,065)	-	-
Development	47,154	-	(7,584)	-	39,570
Single support service	120,707	-	-	-	120,707
Street support	8,994	18,096	(16,059)	-	11,031
Night shelter Transformation Fund	9,650	-	-	-	9,650
Other	9,361	5,725	(6,018)	-	9,068
	455,560	580,749	(612,637)	(41,811)	381,861
Total of funds	1,308,014	1,039,887	(1,249,199)	-	1,098,702

14. Statement of funds (continued)

Designated funds

Building investigation

In response to the new circumstance which both restrict and promote its traditional emergency respite care service (The Shelter) the board is committed to investigating the possibilities of providing new high quality emergency respite accommodation on its premises. This can only be done by employing specialist professional services that have the competencies to meet professional standards and statutory regulations which are in line with the Board's commitment to quality and that would capture the confidence of authorities that are gatekeepers to statutory decision making such as planning permission. This expenditure is in line with its duty to provide public benefit and is coherent with its constitution as it believes this initiative will contribute to securing the relevance of the charity in the future.

Restricted funds

Allotment

Service users go to allotment and learn different skills. It is organised by support workers and meals are provided occassionally.

WBST

The Wellbeing Support team provides an unique and important service to people with severe and multiple disadvantage and is confident in the quality of provision it makes to people vulnerable to homelessness. The designated funds are to underwrite the service while additional funding is applied for.

Defibrilator

To repair and replace defibrilator.

Drop In Reburbishment

Drop in area is the ground floor area where service users are served meals and where service user activities are organised. This fund is used to cover costs of the maintenance of this area, such as decorating and new information screens.

Early Morning Breakfast Service

This was funding which was used to serve meals at early hours each morning. Usually this would be Monday to Friday at 7am.

Trips AFA

To cover costs of client transport - taxi or bus service.

Winter Shelter

Winter Shelter is a night shelter for rough sleepers and homeless people stay over night during the winter period, and it is usually opened during the period October - March. This includes bed, meal and shower.

Independent Living Service

The service provides intensive support to individuals identified as former rough sleepers to support them to achieve and maintain settled accommodation in their own tenancy.

14. Statement of funds (continued)

Francis House (St Edward's)

Accommodation project which accommodates homeless people who are on the way to more stable and independent living.

Counselling

Funding to pay for counselling costs for beneficiaries.

Henry Smith

Supporting people from different minority backgrounds and people with language barriers in to appropriate accommodation, signposting and advocating for them so they could reach right services. Meaningful activities for service users like drama or women's group. This is CSS funded by Henry Smith charity trust.

Gemini Trust

Trust has donated funds to buy bedding and clothes which cannot be donated by public and cannot be accepted due to H&S reasons. The Charity also uses this funding to buy sleeping bags.

NHS CCG

Emotional and practical support for people with mental health issues in Nottinghamshire South. Signposting clients to relevant services and organising wellbeing activities for service users.

Mental Health Suicide Support

Meaningful activities and support for people affected by suicidal thoughts.

Culturally Specific Mental Health Support

Supporting people from different minority backgrounds and people with language barriers in to appropriate accommodation, signposting and advocating for them so the could reach right services. Meaningful activities for service users like drama or women's groups.

Development

Windows investment at Emmanuel House.

Street Support

Agreement with Street Aid national charity network and their Nottingham branch to administer their funds.

Night Shelter Transformation Fund

Funding received from DULCH to pay consultants to apply for registered housing provider status.

Single Support Service

The Single Support Service works with people who sleep rough, or are vulnerable to rough sleeping to access appropriate local services, move away from the streets and into settled accommodation.

14. Statement of funds (continued)

Other - Client Fund

To use money to support clients withouot income in emergency situations - deposit, birth certificate, applicances, transport etc.

Statement of funds - prior year

	Balance at 1 April 2023 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2024* £
Unrestricted funds					
Designated funds					
WBST	*35,343*	-	-	*(35,343)*	-
Winter Shelter	*80,000*	-	-	*(80,000)*	-
Building investigation	*240,600*	-	*(2,850)*	-	*237,750*
	355,943	-	*(2,850)*	*(115,343)*	*237,750*
General funds					
General Funds - all funds	*323,324*	*768,157*	*(456,296)*	*(20,481)*	*614,704*
Total Unrestricted funds	*679,267*	*768,157*	*(459,146)*	*(135,824)*	*852,454*
Restricted funds					
Allotment	*11,354*	*1,000*	*(12,354)*	-	-
Big Lottery WBST	*20,958*	*74,646*	*(55,092)*	*35,343*	*75,855*
Defibrillator	*1,338*	-	-	-	*1,338*
Drop In Refurbishment	*5,445*	-	-	-	*5,445*
Early Morning Breakfast	-	*1,500*	-	-	*1,500*
Trips AFA	*1,090*	-	-	-	*1,090*
Winter Shelter	*20,628*	*152,083*	*(272,108)*	*99,397*	-
Independent Living Service	*47,012*	*26,613*	*(17,836)*	-	*55,789*
Francis House	-	*118,629*	*(27,052)*	-	*91,577*
Counselling	*2,000*	-	-	-	*2,000*
Henry Smith	*985*	*86,791*	*(88,860)*	*1,084*	-
Gemini Trust	-	*5,000*	*(500)*	-	*4,500*
NHS CCG	*7,681*	*20,000*	*(12,054)*	-	*15,627*
Culturally Specific Mental Health Support	*37,502*	-	*(32,529)*	-	*4,973*
Development	-	*50,781*	*(3,627)*	-	*47,154*

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

14. Statement of funds (continued)

Statement of funds - prior year (continued)

	Balance at 1 April 2023 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2024* £
Single support service	*100,700*	*38,310*	*(18,303)*	-	*120,707*
Street support	*23,241*	*745*	*(14,992)*	-	*8,994*
Night Shelter Transformation Fund	*10,000*	-	*(350)*	-	*9,650*
Other	*7,264*	*3,052*	*(955)*	-	*9,361*
	297,198	*579,150*	*(556,612)*	*135,824*	*455,560*
Total of funds	*976,465*	*1,347,307*	*(1,015,758)*	-	*1,308,014*

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

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Designated funds	**237,750**	**-**	**(100,000)**	**100,000**	**237,750**
General funds	**614,704**	**459,138**	**(536,562)**	**(58,189)**	**479,091**
Restricted funds	**455,560**	**580,749**	**(612,637)**	**(41,811)**	**381,861**
	1,308,014	**1,039,887**	**(1,249,199)**	**-**	**1,098,702**

Summary of funds - prior year

	Balance at 1 April 2023 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2024* £
Designated funds	*355,943*	*-*	*(2,850)*	*(115,343)*	*237,750*
General funds	*323,324*	*768,157*	*(456,296)*	*(20,481)*	*614,704*
Restricted funds	*297,198*	*579,150*	*(556,612)*	*135,824*	*455,560*
	976,465	*1,347,307*	*(1,015,758)*	*-*	*1,308,014*

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	109,235	259,642	**368,877**
Current assets	298,855	522,115	**820,970**
Creditors due within one year	(26,229)	(64,916)	**(91,145)**
Total	381,861	716,841	**1,098,702**

16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Restricted funds 2024 £	*Unrestricted funds 2024 £*	*Total funds 2024 £*
Tangible fixed assets	*47,154*	*279,018*	*326,172*
Current assets	*555,111*	*648,408*	*1,203,519*
Creditors due within one year	*(146,705)*	*(74,972)*	*(221,677)*
Total	*455,560*	*852,454*	*1,308,014*

17. Reconciliation of net movement in funds to net cash flow from operating activities

	2025 £	*2024 £*
Net expenditure/income for the year (as per Statement of Financial Activities)	**(209,312)**	*331,549*
Adjustments for:		
Depreciation charges	**90,792**	*22,264*
Dividends, interests and rents from investments	**(15,165)**	*(37,668)*
Decrease in debtors	**134,318**	*467,480*
(Decrease)/increase in creditors	**(133,530)**	*146,790*
Net cash (used in)/provided by operating activities	**(132,897)**	*930,415*

18. Analysis of cash and cash equivalents

	2025 £	*2024 £*
Cash in hand	**816,146**	*1,064,377*

19. Analysis of changes in net debt

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	1,064,377	(248,231)	816,146
	1,064,377	(248,231)	816,146

20. Pension commitments

The entity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the entity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £31,432 (2024: £13,953) during the year. This cost is split between restricted and unrestricted funds on the basis of the underlying staff cost. Contributions of £5,499 (2024: £3,331) were payable to the fund at the balance sheet date and are included within creditors.

21. Operating lease commitments

At 31 March 2025 the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025	*2024*
	£	*£*
Not later than 1 year	1,833	*1,474*

22. Related party transactions

During the year the charity made the following related party transactions:

Donations of £Nil (2024: £350) were made by trustees with no conditions attached.

Donations of £600 (2024: £Nil) were made by key management personnel with no conditions attached.

Donations of £20,756 (2024: £20,756) were received from a company with directors in common. Purchases of £396 (2024: £956) were made from this company. At the year end, an amount of £Nil (2024: £Nil) was due from this related party.

EMMANUEL HOUSE SUPPORT CENTRE

England & Wales - Charity number 1077424

Accounts

Registered number: 03798780
Charity number: 1077424

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

CONTENTS

	Page
Reference and administrative details of the Company, its Trustees and advisers	1
Trustees' report	2 - 21
Independent auditors' report on the financial statements	22 - 25
Statement of financial activities	26
Balance sheet	27
Statement of cash flows	28
Notes to the financial statements	29 - 45

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

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

Trustees	Alan Boyden Victoria Green Paul Hinchliffe Martin Mellor Jacqueline Morris Richard O'Brien Clive Sillito Theo Brown Graham Bowpitt Denis Tully (resigned 12 October 2023) Tracy Dickinson
Company registered number	03798780
Charity registered number	1077424
Registered office	53-61 Goose Gate Nottingham Nottinghamshire NG1 1FE
Chief executive officer	Denis Tully
Independent auditors	PKF Smith Cooper Audit Limited Statutory Auditors 2 Lace Market Square Nottingham NG1 1PB
Bankers	Virgin Money 11 Smithy Row Nottingham NG1 3EJ
Solicitors	Nelsons Pennine House 8 Stanford Street Nottingham NG1 7BQ

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their annual report together with the audited financial statements of the Company for the 1 April 2023 to 31 March 2024. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

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

General context

The major challenge this year which has cut across all our services is staff recruitment. As exemplified in the general recruitment market Emmanuel House has found it very difficult to recruit staff for a wide range of roles. This has impacted on our data, in some cases reducing the number of people we have been able to work with. It has also meant that in some cases we had to recruit less experienced staff added to which was the need to provide basic training. This recruitment also increased our spend on HR. This alongside an increase in the demand for homelessness services and increase in the wellbeing needs of beneficiaries made for challenging year.

Objectives and activities

a. Purpose

The Charity Emmanuel House Support Centre is established to deliver services for the benefit of homeless and vulnerable adults. The Charity does not and shall not discriminate on the grounds of protected characteristics as described in the Human Rights Commission on any basis in any of its activities on its operations.

The vision for Emmanuel House is to make a positive difference in the lives of people who are homeless, vulnerable to homelessness, to make a valuable and purposeful contribution to the community of Nottingham and the surrounding area and to be of public benefit. Emmanuel House is committed to and has undertaken activities in the past year preventing homelessness, intervening in homelessness and aiding recovery from homelessness. It is an active partner with other statutory and voluntary sector agencies and services that contribute to or have the purpose of eliminating homelessness. Emmanuel House aspires to remain true to its values and to continue evolving to provide quality services unique to the city of Nottingham for people who need them.

We provide diverse and accessible services that meet basic need, providing vulnerable people with the means to be able to make informed decisions about their welfare and take practical steps to overcome issues that have become barriers to moving out of homelessness, or that threaten a return into homelessness. We support people to make positive changes in their lives and our open access drop-in provision and shelter are the only services of their kind in the city. With the exception of a risk assessment there are no criteria or thresholds that exclude anyone from accessing Emmanuel House. We take a holistic approach to meeting peoples' needs including material, practical, emotional, social and spiritual needs, using a person-centred approach.

Objectives and activities (continued)

To achieve our purposes, our strategy is to:

- provide unique day support services for people who are homeless and people vulnerable to homelessness
- provide the earliest and most appropriate intervention with a pathway of support towards alleviating poverty and promoting interdependence
- accompany beneficiaries for as long as support is needed including when they are accommodated
- provide services that are relevant to the needs of homeless and vulnerably housed people
- develop a sustainable funding model
- ensure staff are supported and trained to deliver qualitative services
- provide quality volunteering opportunities for volunteers including developing opportunities for their involvement in the development of Emmanuel House
- provide appropriate communication systems for supporters of Emmanuel House so they are informed about its work and future intent
- speak with an independent voice in the interests of beneficiaries.
- be a strategic partner in the delivery of Nottingham's interagency Homelessness Prevention Strategy and Nottingham Changing Futures
- provide quality infrastructure to support service delivery.

There are five overarching outcomes that shape the work pathways:

1. HOME FIRST
- a measurable step from homelessness into appropriate housing and independent accommodation
- intervention that prevents a person falling out of settlement into homelessness
- better able to manage personal circumstances and that reduces the likelihood of homelessness.

2. ECONOMIC WELLBEING
- securing of benefit entitlement
- into employment
- undertaking volunteering or training

3. COMMUNITY CONNECTION
- engaging with Emmanuel House staff and other services
- engaging in social activities
- building positive relationships

4. WELLBEING - PHYSICAL AND PSYCHOLOGICAL
- decision making that contributes positively to wellbeing
- increased stability
- progress towards independence

5. FITNESS FOR PURPOSE
- improving financial sustainability
- resourcing personnel (staff, volunteers, trustees)
- Improving resources (including premises and equipment

Objectives and activities (continued)

Results that flow from this purpose:

- An enhanced quality of life and sense of well-being through the resettlement of beneficiaries from homelessness into more secure accommodation arrangements improving the life chances of vulnerable adults.
- The reduction in the number of people who are rough sleeping.
- Prevention of people becoming homeless and able to sustain their accommodation.
- Reducing demand on already stretched services
- Improvement in the mental health of citizens, reducing demands on services.
- Reduction of isolation, enabling beneficiaries to avail of the services they require, and enabling access to services for citizens, who otherwise would have remained inaccessible to services preventing the escalation of need

Public Benefit Statement

The Board of Trustees consider the work of Emmanuel House to be of Public Benefit to people who are homeless, people at risk of homelessness, people who are vulnerable and have complex needs and the community at large. The Board believes the charity provides a return of investment particularly to Nottingham City, in that, the cost of successfully intervening with someone who is homeless, which is the charity's first objective, far outweighs the cost to the community of leaving someone homeless. The charity adds value to the whole homelessness support system in Nottingham through its charitable work, some of which is of no cost to the tax payer or the local Council. It also adds value through its commitment to providing quality services that are flexible and responsive to ever changing needs of individuals and to the system at large. It is able to work with beneficiaries that do not qualify for services elsewhere and for many of them, find satisfactory solutions mediated by attention to a person's humanity and building positive and trustful relationships. The Board is attentive to ensuring the work of the charity is consummate with its Constitution and regularly examines the charity's financial position ensuring it is secure for the foreseeable future.

Public benefit that flows from this work is:

- Reduction in the number of people who are homeless.
- Prevention in the rise of numbers of people becoming homeless.
- Improved well-being for a specific group of marginalised citizens.
- Added value to statutory services.
- Citizens being able to access services that do not meet statutory criteria

b. Main objectives and strategies for the year

The priorities for the year were to continue to attend to our income as there was no evidential indication as to whether there was consistent sufficient underpinning the charity to provide assuredness for the immediate future. Investment was made in building relationships with different sectors in the community and particularly business to ensure Emmanuel House has a raised profile and in as much as can be known, that the charity is in the foremost mind of the community. We attended to our building and installed new windows throughout, reducing our carbon footprint and contributing to the future ambition of installing 20 rooms of accommodation. There was a long runway of uncertainty about the plight of failed asylum seekers and refugees being evicted from National Asylum seeker Support Accommodation (NASS) but it was Emmanuel house that was first to respond to the crisis of increase homelessness a consequence of immediate eviction in providing 20 emergency beds.

c. Assessment and support plans

Support Workers undertake assessments to understand the needs of beneficiaries to inform the support plan. Where possible the assessments and support plans dovetail with other plans for beneficiaries provided by other services. Support plans are person centred and strengths based, recognizing the skills, knowledge, capabilities and goals of the beneficiary so they can be part of the solution towards achieving positive and sustainable outcomes.

Achievements and performance

a. Drop-in Services

Drop-in provision provided services for people who were rough sleeping, homeless, in crisis or had No Recourse to Public Funds (NRPF). The service is in two parts: the provision of basic services such as food, clothing, laundry, access to communication equipment and secondly case work that establishes a person-centred pathway of support with each beneficiary which is then delivered through a partnership between the member of staff and beneficiary. Whilst an appointment system contributes to structuring time and using the resources of staff support is also delivered informally on an ‘as needed’ basis. European nationals continue to access services but the establishment of the Right to Reside and previous work on supporting people to achieve their status has reduced the number of people from European countries needing services because of destitution as many people are now entitled to benefits. In the year more people accessed our services which is not surprising given that there was a consistent increase in rough sleepers in Nottingham City. There were also additional financial pressures on people resulting in a general increase in the number of people who were homeless. In response there was an uplift in finding accommodation solutions for 276 people compared with 234 people in the previous year alongside a general uplift in the use of our services.

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

Achievements and performance (continued)

Data from April 2022-March 2024

Outputs from Drop-in services	23/24	22/23
Total Visits to drop-in	4252	2892
Total individual involved in all services	716	739
Total individual involved in drop-in	581	488
Food provision	2106	1383
Clothing provision	279	493
Showers	296	382
Appointments with support workers	393	533

Outcomes from across all services	23/24	22/23
Supported Accommodation	65	61
PRS	20	29
Accommodated -other	34	22
City Homes/RSL	8	7
Place of safety	3	8
Shelter	107	73
Emergency	28	24
Reconnection UK	8	6
Reconnection – Outside UK	3	1
Residency status	4	3
Benefits in place	47	38
Obtaining ID	8	9
Registered GP	13	18
Training and education	2	3
Employment	5	7
Volunteering	1	3
Reduced social isolation	89	6

Achievements and performance (continued)

During the year there was the revival of sessions on Tuesday evening provided by Heart Church. This service provides a means of people being able, to access food and social activities contributing to people being able to maintain connection, reducing isolation. The drop-in services function as a hub for many beneficiaries and other services. Mental Health Nurses, Alcohol and Drug, and employment services us the Drop-in for in-reach providing a bridge that staff frequently facilitate.

b. Culturally Specific Mental Health Support

Service provision

The service supports people from minoritized communities who are experiencing mental health difficulties and who are homeless or living in unsuitable accommodation in the community. Referrals come from mental health services, communities, health visitors, self-referrals via word of mouth. Challenges faced by this client group have included language, poor literacy, difficulty in navigating health and housing systems. The service works with individuals to break down stigma attached to mental health difficulties and has understanding about cultural barriers to accessing services. A number of people supported were parents with young children living accommodation that was overcrowded or in poor repair. The work has included:

- Support for a single Polish father, successfully applying for child benefit after he was given custody of his son.We supported him in setting up activities online for his son over the summer holidays, and applying or a British passport for his son.
- Support for a single man in temporary accommodation in a difficult environment. We worked with him to acquire a two-bedroom flat. This provided him with a home and a sense of community.
- Support for a young polish mother. Her 14-year daughter was not attending school because of bullying. We set up liaison between the mother, the school the GP, Social Services and CAMHS. We supported her with a court case regarding family matters and with housing repairs. Mum is home tutoring her daughter as support continues to ensure mum and daughter can access the services they need, including legal and educations services.
- Support for a young mother at GP appointments who was asking for a referral for her son to be assessed for Autism, as she was struggling with his behaviour. We liaised with the staff in the hostel she was staying in about repairs that were needed. As she suffers from Sciatica and found it very difficult to walk with a pram, we successfully supported her in applying for a bus pass.

In addition, this year attention has been given to developing the service to acquire additional funding to recruit an additional development worker and outreach worker.

Data

The services supported 20 new people in the year (22/23: 18) from April 2023 to March 2024 from Moroccan, Pakistani, Black Caribbean, British Caribbean, Black British, Indian, Portuguese, Polish, Mixed white & Pakistan, Indonesian, British-American Caribbean, Afghanistan Indian and Santo Domingo backgrounds.

c. The Independent Living Support Service

The Independent Living Support Service came on line in September 2021.

Service Aims

This service ran for the period until 30th June 2023 when the contract came to an end. Emmanuel House did not apply for a new contract as it was judged that the criteria were unrealistic and not possible to deliver.

The primary aim of the service is to help facilitate the resettlement of rough sleepers and prevent repeat street homelessness by providing support for former rough sleepers who have been rehoused into independent tenancies, highlighting the service for individuals with new, shared housing within the Private Rented Sector (PRS) but also self-contained PRS accommodation and social housing.

Achievements and performance (continued)

Support Workers build up trust and rapport with the beneficiary and provides assistance with setting-up and settling-in to the new home. Support can continue up to an average of six months to ensure that all support needs are being met within the community so the risk of tenancy failure and a return to rough sleeping is minimised.

The service continued to provide a retained point of contact for service users to get in touch again if they are experiencing issues that may ultimately jeopardise their tenancy. This included regular wellbeing checks for beneficiaries who have exited support.

Service Objectives

The service:

- provides support to rough sleepers moving into an independent tenancy;
- works in partnership with other agencies to ensure appropriate access to the service;
- prioritises access for people genuinely sleeping rough and those in emergency accommodation following episodes of street homelessness;
- maintains a safe environment within the service delivery, in line with public health regulations;
- works with individuals to better understand their needs, strengths and goals to collectively develop the next stage of their personalised support plan;
- provides practical support in setting up the tenancy (including applying for welfare benefits, setting up utilities, obtaining furniture);
- provides support and encouragement to help individuals pursue their interests and work towards obtaining their goals
- provides general support and assistance to people to seek to improve their health and wellbeing.
- provides support to enable former rough sleepers to develop the skills to maintain future living arrangements in settled accommodation.

Assessment and Support Plans

Support Workers undertake assessments to understand the needs of beneficiaries to inform the support plan. Where possible the assessments and support plans dovetail with other plans for the beneficiaries provided by other services. Support plans are person centered and strengths based, recognizing the skills, knowledge, capabilities and goals of the beneficiary so they can be part of the solution towards achieving positive sustainable outcomes.

Beneficiaries were transitioned across to the new provider.

d. The Night Shelter and Accommodation

Night Shelter provision

We were able to open in October 2023 and remained open until April 2024, making 26 weeks in total. The only other significant difference was the more relaxed public health environment that pertained this season that enabled us to accommodate guests at a slightly greater density than the six per room last season. The change in Government funding away from shared accommodation to single room provision prevented the project form applying for funding. The project was funded totally from funds raised.

We are grateful to Nottingham University for making the facilities of Red Court available for a third season. The partnership with the University of Nottingham has yet again been excellent. Emmanuel House is indebted to the University for providing a building in which we were able to accommodate the shelter.

Achievements and performance (continued)

Shelter guests accommodated on the university campus

The Shelter ran over a 26-week period from October 2023 to April 2024. The shelter initially opened with 27 beds at Red Court, later expanding to 40 beds, and from early February, an additional 20 beds were provided at Trent Vineyard's Arches premises. This expansion responded to the rising number of rough sleepers in Nottingham. The shelters accommodated 190 guests, a significant increase from the 107 guests the previous season, with a total of 5,693 bed-nights compared to 3,922 bed-nights last season. The average stay per guest decreased from 37 to 30 nights. The guest demographics shifted notably, with a majority (58%) now being non-British and primarily non-EEA nationals, including a substantial number of refugees and asylum seekers. Positive move-on outcomes were achieved for 47% of the guests, slightly up from 42% last season. More guests secured private tenancies, reflecting both increased employment among refugees and the persistent efforts of support staff. However, there was also an increase in guests leaving without notice, potentially due to informal housing solutions with friends or family. Looking ahead, the report discusses the possibility of continuing 24/7 support versus night-time only operations, noting that round-the-clock support has been beneficial for move-on success but might reduce guests' motivation to seek more permanent solutions. The shelter continues to face challenges with staffing, heavily relying on costly agency workers.

Season	2023-24	2022-23
Number of weeks	26	25
Guests who stayed 1+ nights	190	107
Number of bed-nights	5,693	3,922
Average bed-nights per week	219	157
Average stay (nights)	30	37
Women guests	25	20

Establishment of 7 bed emergency respite accommodation

In the year Emmanuel House was successful in bidding for 260,000 provided by DLUHC Shelter Transformation Fund to set up an accommodation provision for seven beds following an offer of a premises from the Catholic Diocese of Nottingham. The process for development stated in July 2023 but the project did not get near to completion until March 2024. Setting the project up was extremely challenging and included delays in the planning permission proves, accessibility to documents, unfounded protests from the community, and unhelpful anxiety raising from one elected representative. The first beneficiaries will move in during March 2024.

Achievements and performance (continued)

e. Wellbeing Support Team

This service suffered from a shortage of staff. Despite several interviews and staff moving posts sufficient staffing was not secured into January 2024. This has impacted the number of people we were able to support in the year.

The Wellbeing Support Team started working with homeless people in Nottingham in January 2018. It follows on from the work of a previous project, the Multiple Needs Support Team, which was funded by the Big Lottery from 2014-17.

The team works with homeless people who have mental health support needs alongside a number of other support needs, often referred to as 'multiple needs'. The team's approach is based on meeting people, building trust, and working in a person-centred way that supports people to access services and make changes in their lives at their own pace. The team consists of three Wellbeing Support Workers.

Aims

- The Wellbeing Support Team aims to achieve the following changes for homeless people with multiple needs who use its services:
- Improved mental health and wellbeing.
- Reduction in social isolation.
- Improved ability to access and engage with the services they need.

Funding for the service will end in October 2024 and work is under way to look to how the service will be sustained beyond then. This will include a reduced Lottery application with investment from the income from our Charity Shop dedicated to sustaining the service.

Data

April 2023 to March 2024 – 24 people were supported (45 people supported in 22/23)
October 23 till January 24 we had one staff member, since January we were successfully appointing new staff

Achievements and performance (continued)

f. Single Support Service

Emmanuel House tendered for a reduced contract beginning July 2023 but was unsuccessful. Thus the service provide by Emmanuel House ended in June 2023.

The Single Support Service provided an early point of contact for rough sleepers including a comprehensive assessment of their needs and their own tailored and personalised Support Action Plan, which identified obstacles to engagement and independent living. Support plans also accounted for the strengths and goals of each person accessing the service and how these could be harnessed in accordance with Psychologically Informed Environment (PIE) principles. The service adopted a multi-disciplinary approach with a focus on coordinating support.

The Single Support Service worked with health providers (GP's, community providers and secondary care) to ensure that assertive outreach and flexible treatment for people with multiple complex needs (particularly rough sleepers) was coordinated, consistent and with continuity in place to avoid reliance on individual health care professionals.

Aims and Objectives

The aim of the Single Support Service is to provide intensive support to individuals who are rough sleeping or persistent rough sleepers and who are recognised as having complex needs.

The service provided a single support offer and assisted individuals identified as rough sleepers to acquire and sustain independent accommodation through the provision of flexible, proactive, timely, targeted and effective support.

In the previous year the Navigators responded to changes in service delivery in relation to COVID-19 Pandemic instructions, adopting a flexible approach to delivering support and utilising active outreach in response to the pandemic including offering telephone support and engagement at emergency accommodation provision to meet the health, well-being and safety of rough sleepers and staff. These arrangements were sustained for some months into this year but in the course of time tapered out with services providing face to face support.

Nature of support

Navigators provided support for:

- entrenched rough sleepers with multiple and complex needs who had not engaged in other forms of support or offers of accommodation.
- individuals who were at likely risk of rough sleeping and those who were relatively new to rough sleeping and with less severe support needs.
- individuals who were identified as rough sleepers to sustain independent accommodation.
- beneficiaries were transition across to the new provider.

Achievements and performance (continued)

g. Helix project

Funding for this service ended in June 2023.

Funded by the Department for Leveling Up Housing and Communities the Helix project provided accommodation for up to five women at any one time who experienced domestic abuse and or violence and who were homeless. The project was delivered through a partnership between Emmanuel House (homelessness), Juno Women's Aid (domestic abuse) and Nottingham City Homes (housing management). Access to the accommodation was low threshold. It enabled women with very high needs to easily access accommodation without the necessity of complex and involved registration processes. It is worth of note that the women who accessed the provision had no previous contact with women's domestic abuse services.

Beneficiaries were transitioned across to the new provider.

h. Mental Health Outreach (County)

Aims and objectives of service
The contract with NHS Nottingham and Nottinghamshire CCG was renewed in August 2023 and will run for three years.

The service aims to support the mental health needs of adults who are homeless in Nottinghamshire, who are not receiving a service from statutory health services such as primary care or mental health services. The service provided time-limited support to enable people to engage with mainstream mental health services.

The service's objectives included:

- Providing persistent, strength-based approach to engaging people at risk of homelessness
- Providing appropriate advice, support and evidence-based brief interventions for homeless people with mental health problems
- Providing telephone assistance and advice to other organisations and directly to homeless people
- Providing signposting to other statutory and non-statutory physical, mental health and wellbeing services as appropriate.
- Developing joint plans to deliver proactive and impactful interventions that will support the personalised health and wellbeing needs of the individual
- Through a strength-based approach to engagement and planning, supporting the individual to stabilise their wellbeing and wider needs (e.g. housing, substance misuse)
- Supporting appropriate access to mainstream services through positive advocacy and partnership relationships
- Working with other agencies involved in the person's care to identify access needs and strategies to support successful delivery of interventions or treatment.

Service description/care pathway

The service provides physical presence at appropriate venues to meet the needs of individuals with housing connection to South County boroughs and continuity of support and undertook risk assessments, strength based personalised support plans to identify areas where physical or mental health support was needed;

Face to face support was in the form of assertive outreach and delivered in a range of settings that are flexible to the individual including street based, community and housing. The service provided practical support to liaise with wider health, social care and housing agencies on behalf or with beneficiaries to maximise their ability to access services and achieve their goals across a range of areas (e.g. telephone GP Practice with prescribing query, accompany to mental health service appointment or support to complete housing or benefits documentation). The worker took an active role in multi-agency meeting (e.g., rough sleeper action groups, MARAC domestic abuse). The service was provided to individuals who were at risk of rough sleeping with a particular focus on individuals who experienced Severe Multiple Disadvantage.

Achievements and performance (continued)

Data

We supported 23 people (17 people in 22/23)

i. Volunteering

Volunteering always has been and remains a mainstay of the charity. While number of people volunteering has not returned to pre-pandemic levels there was an increase in the number of volunteer hours offered to Emmanuel House despite there being fewer people volunteering. The Board is very grateful to everyone who volunteers in Emmanuel House without which the charity would be significantly diminished. Volunteers do not only deliver on tasks. They add qualities to the beneficiaries' experience of services, by engaging with them, undertaking numerous tasks, they free up staff time to focus on providing support. Yet again the shop volunteers broke the record for the amount raised through the charity shop; money essential to funding services and balancing our annual income and expenditure. Volunteers also cook meals, support administration and with numerous other tasks. The data below does not include the many companies that arrive with teams of people for particularly volunteering days. It is evident from feedback from these teams that it is as important to them to learn about homelessness and its impact on people as it is to undertake their tasks. We are grateful to them all.

Data

	2022/23	2023/24
Volunteers hours	4032	4822
Number of volunteers	85	81
Volunteer hours in roles		
Activities		61
Admin	158	403
Charity Shop	2636	2,557
Kitchen	744	793
Shelter volunteering		1178
Corporate		1305

Achievements and performance (continued)

k. Fundraising

Emmanuel House experienced a very successful year for Marketing and Fundraising. Significant trends and outcomes are evident in our funding sources and donor engagement including various income streams, excluding charity shop income, specific contracts, and reclaimed Gift Aid, while focusing on public donations, charitable trusts, legacies, fundraising events, and winter shelter contributions. The annual income increased notably over recent years, from £240,817 in 2020-2021 to £677,160 in 2023-2024. This growth was driven in the year by diverse donor groups, including companies, charitable trusts, individuals, faith groups, fundraising events, community groups, and legacies. Individual donations doubled in the first year but have since plateaued, likely due to the cost-of-living crisis. The use of Donorfy CRM has helped streamline online donations and improve donor stewardship. Faith group contributions have returned to pre-pandemic levels, while local businesses have significantly increased their support, benefitting from corporate social responsibility (CSR) and environmental, social, and governance (ESG) policies. The Centre has focused on authentic messaging and nurturing partnerships, leading to more group volunteering and donation opportunities. Future goals include strengthening brand awareness and increasing event participation, exemplified by the 34 runners at the Robin Hood Half Marathon. The Centre aims to be synonymous with 'Nottingham charity', maximizing every opportunity for fundraising and transparency.

Future development of Emmanual House building and services

The Board of Trustees has taken note of the desire of the Department for Levelling Up Housing and communities that communal shelter provision should transform to single room accommodation. The Trustees agree with this in principle; that all people should be offered appropriate high-quality accommodation. This is also consummate with the values of Emmanuel House. In responding to this ambition, the Trustees looked for possible premises in the city that the existing shelter provision might move to. Such buildings are extremely scarce and found to be unobtainable so the Trustees decided to embark on changing two floors of its premises on Goose Gate, Nottingham into 20 rooms of accommodation. In the year plans were drawn up, costed and approved. We are waiting for a decision from Nottingham City Council about our rent and lease before launching a funding campaign to raise £2M. In this year we received a legacy which will be dedicated to commencing the first stage of the conversion by replacing all our windows early next financial year.

Board developments

In the year the Board improved its capacity in recruiting two new members recognising that it had a gap in experience and recruited one new female member with lived experience of homelessness and one new member with skills, knowledge and experience of developing and managing accommodation for vulnerable adults. In addition, one of the members is from a minoritised community background.

Financial review

a. Going concern

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

b. Financial statement

Going Concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has sufficient resources to continue operating for the foreseeable future. Therefore, the trustees continue to adopt the going concern basis in preparing the financial statements. Further details about this can be found in the accounting policies.

Financial Performance

For the financial year 2023-2024, Emmanuel House reported a total income of £1,347,307, which reflects a significant level of activity and sustained growth for the charity. This growth has been continuous over the past six years. The Board of Trustees is pleased to report a surplus of £331,549, indicating that income exceeded expenditure during the year.

Income Breakdown

- Donations and Legacies: Total donations increased by 40% to £812,776, which played a crucial role in sustaining the charity's core activities, particularly as these are not funded by statutory means. We are deeply grateful to the many individuals, community groups, businesses, and trust funds that have either remained committed or offered their support to Emmanuel House for the first time this year.

- Unrestricted Funds: Our unrestricted funds grew by 25.5%, rising from £679,267 in 2023 to £852,454, providing essential support for our core work.

- Income from Donations (Business, Faith, and Community Groups): They have gone up by 42%, from £480,261 to £680,466, highlighting the generosity of various sectors in contributing to our cause.

- Charity Shop: Thanks to the dedication of our volunteers, charity shop revenue saw a significant 13% increase, generating an additional £5,312 compared to the previous year, bringing the total to £45,578. There was, also, income of £694 from catering and £617 from rent.

- Bank Interest: We also received £37,668 in bank interest during the year.

We express particular gratitude to the various trust funds that continue to support our work, especially those providing restricted funding for the Winter Shelter.

Expenditure Overview

Total expenditure for the year amounted to £1,015,758, which is a decrease of £133,518 compared to 2022-2023.

- Staffing Costs: Staff salaries and pensions totalled £742,538, making up 73% of total expenditure, reaffirming that our staff are our most valuable asset. However, a substantial amount, £182,160, was spent on agency staff (predominately funded from restricted sources), reflecting the significant recruitment challenges faced this year. This challenge is not unique to us, but is widespread across the homelessness sector, where we now compete with larger organizations offering more attractive salaries and benefits.

- Legal and Professional Fees: We incurred £94,022 in legal and professional fees, primarily to defend a baseless legal claim brought by a beneficiary.

- Other Costs: Despite widespread increases in utility costs, Emmanuel House managed to avoid severe impacts due to favourable contract arrangements that extended into part of the year.

Our overall expenditure fell by 11.6%, indicating prudent financial management.

Balance Sheet

Emmanuel House ends the financial year in a healthy financial position:

- Unrestricted Funds: These increased by 25.5%, rising from £679,267 to £852,454.
- Liquid Unrestricted Funds: Went down by £2,453, bringing the total to £648,408.

While the charity has had a strong financial performance, the trustees remain cautious, particularly about the risks associated with recruiting and retaining staff. The Board is in the process of developing a medium-term strategy to mitigate these risks.

Furthermore, the trustees are addressing future financial considerations concerning the charity's premises, ensuring that Emmanuel House remains in a strong position to continue its work.
Financial Reserves

The Board of Trustees has set aside £250,000 to cover six months' worth of operational costs, ensuring that Emmanuel House can continue its vital work, even in the face of unforeseen challenges.

c. Risk

The Board exercises its duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud or error. For example, roles are designated with allocated and separated responsibilities. The Board recognises there are risks to which the charity is exposed and have systems in place to mitigate those risks. For example, it reviews its Finance Control Police annually, has in place risk assessments for governance, operation, finance, environmental and external factors and compliance.

d. Principal Risks and uncertainties

Recruitment and retention of staff: The charity faces the same market forces in the community as other charities and businesses as it finds itself in direct competition for staff. People who traditionally have worked in the voluntary sector for the satisfaction of machining a difference in society have been forced for economic reasons to apply for jobs with commercial higher waged employers.

Risk mitigation: the Board has attended to providing an uplift in salaries that brings the charities salaries in line with local rates of pay. There has been continuous review and assessment of best outlets for advertising and implementation of flexible application processes. The organistion will attention to the welfare of staff ensuring, where appropriate, reasonable adjustments are made to enable staff receive fulfilment through their job roles.

Financial sustainability: There is evidence that our income is superseding the level of income pre-pandemic fiscal pattern, in the short term the Trustees consider this risk to be downgraded in comparison to last year. The Trustees recognise the continuing tentative financial environment that the general population finds itself in. Effort to maintain the established momentum associated with fundraising will continue to be an active item on the Boards agenda.

Risk mitigation: The Trustees recognise the uplift in the profile of the charity in Nottingham. Resources will continue to be invested in our Marketing and Fundraising team through which come many enquiries about engaging with the charity and making financial donations. The CEO will continue to assess how Emmanuel House can offer services the that are relevant to beneficiaries but are not provided by the wider system that will be a source of income for the charity and facilitate applications for funding.

Future role and relevance of the charity in the sector: The environment in which Emmanuel House delivers its services remains extremely challenging due to significant societal and financial dynamics in the past year. There is a serious shortfall of capacity in the system, including a lack of suitable, affordable accommodation and increased expenditure related to the cost of services. Staff continue to deal with additional challenges from beneficiaries, as presentations often include high levels of severe and multiple disadvantages, particularly mental health issues. Casework is complex, and resources, especially for accommodation solutions, are significantly reduced due to various socioeconomic circumstances, including the cost-of-living crisis and inflation. Additionally, potential future personnel changes may impact the charity's direction and effectiveness.

Risk mitigation: The Board will review the staffing resources needed to sustain the charity’s quality services regularly. It will undertake further reviews focusing particularly on succession planning, with special attention to the development of accommodation provision and all related aspects. This proactive approach aims to ensure continuity and stability in leadership and services despite the challenging external environment.

e. Reserves policy

The Board is retaining six months reserves which is reviewed on a six monthly basis.

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

Structure, governance and management

a. Constitution

Emmanuel House Support Centre is a registered charity and company limited by guarantee and was set up by a Trust deed.

The company was incorporated on 30th June 1999 and registered as a charity on November 1976 under the name of Emmanuel House Day Centre. The name was changed by a resolution of the members on 7th August 2019 and relevant filings made at Companies House and the Charity Commission shortly thereafter.

b. Methods of appointment or election of Trustees

The Board of Trustees has an ambition for the charity to become a Registered Provider for social housing. In order to comply with conditions for application a statement of intent needed to be added to its constitution and Purpose. the addition is in the form of 2.b and is approved by the Charity Commission.

2. PURPOSE The Charity is established to:

a) maintain and develop the Emmanuel House Support Centre (hereinafter called "The Centre") and any other related projects for the benefit of homeless and vulnerable adults.
b) provide, maintain and improve houses and hostels, including social housing, providing residential accommodation for people in need upon terms appropriate to their need.

The Charity shall be non-party in politics and non-sectarian in religion, but it shall not promote or allow in the Centre practices contrary to the principles of the Christian faith, without excluding those holding other beliefs.

Nominations for Trustees are considered by the Board and interviewed by the Chair. They attend as an observer and there is agreement about their suitability amongst Trustees they are voted on as a Trustee formally at the AGM or subsequent Board meeting.

The Board of Trustees govern the charity, attending to its legal and financial obligations. The Chair manages the CEO who in turn manages four managers who oversee distinct domains of work. Decision making in the charity is demarcated according to the nature of decisions. The Board of Trustees met four times in the year. The Finance Sub group met three times. The Marketing and Fundraising Sub group met once and has been recently redeveloped. The Health and Safety Sub Group met four times. The Winter Shelter Sub-group met three times. These sub groups provide written reports. The Equality Diversity and Inclusion group met 5 times in the year.

The Board takes decisions on the strategic and financial direction of the charity taking account of information given it by the CEO. The CEO makes decisions on approval of budgetary expenditure and priorities about the direction of the charity and day to day operational matters. Managers made decisions relating to their job domains, supporting staff and their allocated budgets.

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

Structure, governance and management (continued)

c. Organisational structure and decision-making policies

The Board of Trustees govern the charity, attending to its legal and financial obligations. The Chair manages the CEO who in turn manages four managers who oversee distinct domains of work. Decision making in the charity is demarcated according to the nature of decisions. The Board of Trustees met four times in the year. The Finance Sub group met five times. The Marketing and Fundraising Sub group met three times. The Health and Safety Sub Group met four times. The Winter Shelter Sub-group met three times. The Equality Diversity and Inclusion group met 5 times in the year. The sub groups provide written reports.

The Board takes decisions on the strategic and financial direction of the charity taking account of information given it by the CEO. The CEO makes decisions on approval of budgetary expenditure and priorities about the direction of the charity and day to day operational matters. Managers made decisions relating to their job domains as to support staff.

d. Policies and procedures for induction and training of trustees

When Trustees are appointed a comprehensive handbook is provided for them containing background information, policies and procedures. Trustees are able to access an induction visit to Emmanuel House, including meeting the staff and volunteers.

e. Pay policy for key management personnel

Pay is set according to the level of roles in the organisation which in the main are: CEO, Manager, Senior Support Worker and officer, support worker with specialism and support worker. Salaries have been reviewed so that there is no discrimination on characteristics other than the job description and terms and conditions relating to the job. Emmanuel House salaries in comparison to other similar roles advertised in the market are neither excessively high or low but are mid range.

f. Financial risk management

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the operations and finances of the Company, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

Plans for future periods

Culturally Specific Mental Health Support
- Continue to capacity build a culturally specific steering group to develop the service.
- Create an identity for the service.
- Recruit an additional support worker and development worker to undertake these tasks.
- Develop a steering group for the service so it is relevant to people with lived experience and culturally specific communities.

Drop-in services
- Expand the service to include a Wednesday morning
- Develop an early morning breakfast service.

Develop accommodation
- Complete arrangements to establish 7 rooms of respite accommodation.
- Complete agreement with the City Council to advance plans for 20 rooms of accommodation.
- Initiate fundraising campaign
- Continue interim emergency respite accommodation during the coldest months of the year (November – March)
- Establish additional residential accommodation upon which to begin to build a portfolio of accommodation provision.

Night Shelter
- Seek alternative solutions to communal provision
- Replace all our windows
- Replace the lift
- Adapt the second floor for services in the interim
- Agree lease and rent with Nottingham City Council
- Initiate fundraising campaign

Welbeing Support Team
- Establishment of a women’s group and other social groups.

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

Statement of Trustees' responsibilities

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

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

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

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

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Auditors

The auditors, PKF Smith Cooper Audit Limited, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

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

_____ _____

Clive Sillito **Martin Mellor**

Date:

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE

Opinion

We have audited the financial statements of Emmanuel House Support Centre (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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 Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a 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.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE (CONTINUED)

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, 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.

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

Based on our understanding of the company and industry, we identify the key laws and regulations affecting the charity. We identified that the principal risk of fraud or non compliance with laws and regulations related to:

- management bias in respect of accounting estimates and judgementes made;
- management override of control;
- posting of unusual journals or transactions.

We focused on those areas that could give rise to a material misstatement in the Charity financial statements.

Our procedures included, but were not limited to:

- Enquiry of management and those charged with governance around actual and potential litigation and claims, including instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of those charged with governance where available;
- Reviewing legal expenditure in the year to identify instances of non-compliance with laws and regulations and fraud
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

It is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

PKF Smith Cooper Audit Limited

Statutory Auditors
2 Lace Market Square
Nottingham
NG1 1PB

Date:

PKF Smith Cooper Audit Limited are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

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

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Income from:					
Donations and legacies	2	**155,536**	**657,240**	**812,776**	*580,261*
Charitable activities	3	**420,732**	**11,544**	**432,276**	*681,617*
Other trading activities	5	**2,882**	**61,705**	**64,587**	*38,825*
Investments	6	**-**	**37,668**	**37,668**	*11,095*
Total income		**579,150**	**768,157**	**1,347,307**	*1,311,798*
Expenditure on:					
Charitable activities		**556,612**	**459,146**	**1,015,758**	*1,149,276*
Total expenditure		**556,612**	**459,146**	**1,015,758**	*1,149,276*
Net income		**22,538**	**309,011**	**331,549**	*162,522*
Transfers between funds	14	**135,824**	**(135,824)**	**-**	*-*
Total transfers		**135,824**	**(135,824)**	**-**	*-*
Net movement in funds		**158,362**	**173,187**	**331,549**	*162,522*
Reconciliation of funds:					
Total funds brought forward		**297,198**	**679,267**	**976,465**	*813,943*
Net movement in funds		**158,362**	**173,187**	**331,549**	*162,522*
Total funds carried forward		**455,560**	**852,454**	**1,308,014**	*976,465*

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

The notes on pages 29 to 45 form part of these financial statements.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)
REGISTERED NUMBER: 03798780

BALANCE SHEET
AS AT 31 MARCH 2024

	Note		2024 £		*2023 £*
Fixed assets					
Tangible assets	11		**326,172**		*103,293*
Current assets					
Debtors	12	**139,142**		*606,622*	
Cash at bank and in hand		**1,064,377**		*341,437*	
		1,203,519		*948,059*	
Creditors: amounts falling due within one year	13	**(221,677)**		*(74,887)*	
Net current assets			**981,842**		*873,172*
Total net assets			**1,308,014**		*976,465*
Charity funds					
Restricted funds	14		**455,560**		*297,198*
Unrestricted funds	14		**852,454**		*679,267*
Total funds			**1,308,014**		*976,465*

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

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

However, an audit is required at the request of the Trustees in accordance with section 144 of the Charities Act 2011.

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

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

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

.....
Clive Sillito

Date:

The notes on pages 29 to 45 form part of these financial statements.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	*2023* *£*
Cash flows from operating activities		
Net cash used in operating activities	**930,415**	*(391,311)*
Cash flows from investing activities		
Purchase of tangible fixed assets	**(245,143)**	*(10,692)*
Interest receivable and similar income	**37,668**	*11,095*
Net cash (used in)/provided by investing activities	**(207,475)**	**403**
Change in cash and cash equivalents in the year	**722,940**	**(390,908)**
Cash and cash equivalents at the beginning of the year	**341,437**	*732,345*
Cash and cash equivalents at the end of the year	**1,064,377**	*341,437*

The notes on pages 29 to 45 form part of these financial statements

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

1. Accounting policies

1.1 Basis of preparation of financial statements

Emmanuel House Support Centre is a private company limited by guarantee and incorporated in England within the United Kingdom. The address of the registered office is given in the company information of these financial statements. The company's registration number is 03798780 and the charity registration number is 1077424.

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

Emmanuel House Support Centre meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are presented in sterling, which is the functional currency of the company and the financial statements are presented to the nearest £1.

The significant accounting policies have been applied in the preparation of these financial statements are set out below.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

1. Accounting policies (continued)

1.4 Income

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

1.5 Government grants

Grants are included in the Statement of Financial Activies on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of meeting any performance related conditions there is not unconditional entitlement to the income and its recognition is deferred and included in creditors as deferred income until the performance-related conditions are met. Where entitlement occurs before income is received, the income is accrued.

1.6 Interest receivable

Interest 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.

1.7 Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

1. Accounting policies (continued)

1.8 Tangible fixed assets and depreciation

Indivdual fixed assets costing £1,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impariment losses.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Long-term leasehold property	- Straight line over the remaining life of the lease
Fixtures and fittings	- 10% Straight line
Office equipment	- 33.3% Straight line
Assets under construction	- Not depreciated

1.9 Debtors

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

1.10 Cash at bank and in hand

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

1.11 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any discounts due.

1.12 Financial instruments

The 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.

1.13 Operating leases

Rentals paid under operating leases are charged to the Statement of financial activities on a straight-line basis over the lease term.

1.14 Pensions

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

1. Accounting policies (continued)

1.15 Fund accounting

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

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

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

2. Income from donations and legacies

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Donations and legacies	155,536	628,196	**783,732**	*552,249*
Gift aid recovered	-	29,044	**29,044**	*28,012*
	155,536	657,240	**812,776**	*580,261*

3. Income from charitable activities

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Grants	400,732	11,544	**412,276**	*652,622*
Contracts	20,000	-	**20,000**	*28,995*
	420,732	11,544	**432,276**	*681,617*

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

4. Grants & donations

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Big Lottery (WBST)	74,046	-	**74,046**	*36,402*
Individuals	775	160,019	**160,794**	*150,077*
Nottingham City Council	141,673	-	**141,673**	*538,944*
Faith Groups & Churches	21,506	28,166	**49,672**	*32,188*
Church Homeless Trust	3,052	-	**3,052**	-
Department for Levelling Up, Housing and Communities	118,629	-	**118,629**	-
COI Nottingham Equal	1,301	6,612	**7,913**	-
Nottinham City homes Registered Provider Limited	10,041	-	**10,041**	*37,791*
The Forman Hardy Charitable Trust	-	20,000	**20,000**	*30,000*
Community Groups	-	17,127	**17,127**	*23,507*
Businesses	12,610	149,474	**162,084**	*69,657*
The Jessie Spencer Trust	5,000	-	**5,000**	*5,000*
The 29th May 1961 Charitable Trust	5,000	-	**5,000**	*5,000*
Finnis Scott Foundation	1,000	-	**1,000**	-
B&Q Foundation	-	-	**-**	*5,000*
Albert Hunt Trust	7,000	-	**7,000**	*7,000*
Funeral and Legacies	-	132,310	**132,310**	*100,000*
The Gordon Trust	-	-	**-**	*1,000*
D'Oyly Carte Trust	-	-	**-**	*3,418*
Mary Magdalen Foundation	-	-	**-**	*12,729*
Winifred Eileen Kemp Trust	7,000	-	**7,000**	*7,000*
The Helen Jean Cope Charity	-	-	**-**	*1,000*
The Fifty Fund	3,675	-	**3,675**	-
Mary Robertson Trust	-	3,000	**3,000**	*3,000*
The Thomas Farr Charity	5,000	-	**5,000**	*5,000*
Souter Charitable Trust	-	-	**-**	*3,000*
Sir John Eastwood Foundation	3,000	-	**3,000**	*3,000*
The Foyle Foundation	-	10,000	**10,000**	-
The Mary Potter Convent Hospital Trust	-	-	**-**	*1,000*
The Grace Trust	-	4,500	**4,500**	-
CLA Charitable Trust	-	-	**-**	*4,000*
Juno Women's Aid	-	-	**-**	*25,142*
JN Derbyshire Trust	2,000	-	**2,000**	*2,000*
The Lady Hind Trust	15,000	-	**15,000**	*15,000*
The Gray Trust	-	1,000	**1,000**	-
Department of Work and Pensions	4,764	-	**4,764**	-
The Jones 1986 Charitable Trust	50,000	-	**50,000**	*50,000*

Mazars Charitable Trust	-	1,250	**1,250**	-
The Laing Family Trust	3,000	-	**3,000**	-
Alex Ferry Foundation	5,000	-	**5,000**	*5,000*
Elly Tams Fund	-	250	**250**	-
Sisters of St Joseph of Peace	-	4,500	**4,500**	-
PIB Community Trust	-	500	**500**	-
The Labone Charitable Foundation	-	-	**-**	*500*
Samuel Fox Foundation	-	100,000	**100,000**	*15,000*
Gemini Trust	5,000	-	**5,000**	-
Other trusts	415	1,032	**1,447**	*7,514*
Arc	50,781	-	**50,781**	-
	556,268	639,740	**1,196,008**	*1,204,869*

5. Income from other trading activities

Income from fundraising events

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Fundraising events	2,882	14,814	**17,696**	*330*
Total 2023	*-*	*330*	*330*	

Income from non charitable trading activities

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Trading income	46,273	**46,273**	*34,832*
Property rental income	618	**618**	*3,663*
	46,891	**46,891**	*38,495*

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

6. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Interest receivable on bank deposits	37,668	**37,668**	*11,095*

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

7. Analysis of expenditure on charitable activities

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Accomodation Costs	13,198	-	**13,198**	*8,496*
Administration	79	8,175	**8,254**	*8,834*
Agency staff	171,250	10,910	**182,160**	*185,721*
Bank charges	-	102	**102**	*157*
Beneficiary costs	20,873	1,937	**22,810**	*23,196*
Charity shop costs	-	3,415	**3,415**	*2,674*
Cleaning	3,716	12,972	**16,688**	*14,501*
Depreciation	3,627	18,637	**22,264**	*9,531*
Equipment	2,215	1,151	**3,366**	*4,424*
Insurance	-	4,721	**4,721**	*5,309*
IT and telephone costs	9,002	5,926	**14,928**	*16,398*
Kitchen costs	4,323	5,249	**9,572**	*9,733*
Legal and professional	5,794	88,228	**94,022**	*39,869*
Mobile phones	1,725	1,428	**3,153**	*5,559*
Publicity and Marketing	497	7,194	**7,691**	*10,979*
Recruitment	193	2,726	**2,919**	*1,134*
Repairs and maintenance	694	18,244	**18,938**	*8,654*
Salaries, NI and pensions	259,203	299,727	**558,930**	*768,265*
Staff training	311	692	**1,003**	*1,046*
Staff travel and subsistence	1,154	293	**1,447**	*2,864*
Subscriptions	-	1,165	**1,165**	*3,093*
Sundry expenses	2,676	4,752	**7,428**	*2,216*
Utilities	91	16,994	**17,085**	*9,683*
Volunteer costs	4	493	**497**	*534*
Service transfer	-	-	**-**	*7,990*
Management recharge	50,783	(50,783)	**-**	*-*
	551,408	464,348	**1,015,756**	*1,150,860*
Total 2023	*695,866*	*454,994*	*1,150,860*	

Support costs have not been separately allocated and disclosed as the Trustees believe they are immaterial to the financial statements.

Included within the above costs are £14,186 (2023: £13,392) in relation to governance costs £8,710 (2023: £9,990) of which is in relation to legal and professional costs and £5,476 (2023: £3,402) in relation to salaries, NI and pensions.

Volunteers contribute towards the activities of the charity. The equivalent cost of the volunteer hours totalled £44,266 (2023: £37,014).

8. Auditors' remuneration

The auditors' remuneration amounts to an auditor fee of £10,400 (2023: £10,000).

9. Staff costs

	2024 £	*2023* *£*
Wages and salaries	**694,600**	*887,009*
Social security costs	**33,985**	*51,421*
Contribution to defined contribution pension schemes	**13,953**	*18,421*
	742,538	*956,851*

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

	2024 No.	*2023* *No.*
Employees	**28**	*34*

The average headcount expressed as full-time equivalents was 28 (2023: 34).

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

The total employee benefits of the key management personnel of the charity were £55,491 (2023: £54,109)

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

10. Trustees' remuneration and expenses

During the year, 1 Trustee, (2023: 1) has been paid remuneration from an employment with the Company.

The value of Trustees' remuneration was £27,311 (2022: £46,018). Pension contributions of £1,639 (2023: £2,731) were paid in respect of this trustee. Employers NI contributions paid in respect of this employee totalled £3,037 (2023: £5,361).

During the year ended 31 March 2024, no Trustee expenses have been incurred *(2023 - £Nil)*.

11. Tangible fixed assets

	Land and buildings £	Assets under construction £	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation					
At 1 April 2023	**169,018**	**-**	**39,099**	**37,884**	**246,001**
Additions	**150,861**	**77,956**	**11,584**	**4,742**	**245,143**
At 31 March 2024	**319,879**	**77,956**	**50,683**	**42,626**	**491,144**
Depreciation					
At 1 April 2023	**91,139**	**-**	**15,271**	**36,298**	**142,708**
Charge for the year	**17,123**	**-**	**4,439**	**702**	**22,264**
At 31 March 2024	**108,262**	**-**	**19,710**	**37,000**	**164,972**
Net book value					
At 31 March 2024	**211,617**	**77,956**	**30,973**	**5,626**	**326,172**
At 31 March 2023	*77,879*	*-*	*23,828*	*1,586*	*103,293*

12. Debtors

	2024 £	2023 £
Due within one year		
Trade debtors	**74,130**	*402,671*
Other debtors	**20,697**	*5,273*
Prepayments and accrued income	**44,315**	*198,678*
	139,142	*606,622*

13. Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	**40,613**	*23,963*
Other taxation and social security	**10,121**	*12,183*
Other creditors	**4,005**	*8,587*
Accruals and deferred income	**166,938**	*30,154*
	221,677	*74,887*

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

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
Designated funds					
WBST	**35,343**	**-**	**-**	**(35,343)**	**-**
Winter Shelter	**80,000**	**-**	**-**	**(80,000)**	**-**
Building investigation	**240,600**	**-**	**(2,850)**	**-**	**237,750**
	355,943	**-**	**(2,850)**	**(115,343)**	**237,750**

Designated funds

WBST

The Wellbeing Support team provides an unique and important service to people with severe and multiple disadvantage and is confident in the quality of provision it makes to people vulnerable to homelessness. The designated funds are to underwrite the service while additional funding is applied for.

Winter Shelter

The Winter Shelter is a unique service in Nottingham and is integral to the Winter Plan for the City, providing up to 24 beds for people who would otherwise sleep rough.

Building investigation

In response to the new circumstance which both restrict and promote its traditional emergency respite care service (The Shelter) the board is committed to investigating the possibilities of providing new high quality emergency respite accommodation on its premises. This can only be done by employing specialist professional services that have the competencies to meet professional standards and statutory regulations which are in line with the Board's commitment to quality and that would capture the confidence of authorities that are gatekeepers to statutory decision making such as planning permission. This expenditure is in line with its duty to provide public benefit and is coherent with its constitution as it believes this initiative will contribute to securing the relevance of the charity in the future.

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
General funds					
General Funds - all funds	**323,324**	**768,157**	**(456,296)**	**(20,481)**	**614,704**
Total Unrestricted funds	**679,267**	**768,157**	**(459,146)**	**(135,824)**	**852,454**

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

14. Statement of funds (continued)

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Restricted funds					
Allotment	**11,354**	**1,000**	**(12,354)**	**-**	**-**
Big Lottery WBST	**20,958**	**74,646**	**(55,092)**	**35,343**	**75,855**
Defibrillator	**1,338**	**-**	**-**	**-**	**1,338**
Drop In Refurbishment	**5,445**	**-**	**-**	**-**	**5,445**
Early Morning Breakfast	**-**	**1,500**	**-**	**-**	**1,500**
Trips AFA	**1,090**	**-**	**-**	**-**	**1,090**
Winter Shelter	**20,628**	**152,083**	**(272,108)**	**99,397**	**-**
Independent Living Service	**47,012**	**26,613**	**(17,836)**	**-**	**55,789**
Francis House	**-**	**118,629**	**(27,052)**	**-**	**91,577**
Counselling	**2,000**	**-**	**-**	**-**	**2,000**
Helix	**985**	**86,791**	**(88,860)**	**1,084**	**-**
Gemini Trust	**-**	**5,000**	**(500)**	**-**	**4,500**
NHS CCG	**7,681**	**20,000**	**(12,054)**	**-**	**15,627**
Culturally Specific Mental Health Support Service	**37,502**	**-**	**(32,529)**	**-**	**4,973**
Development	**-**	**50,781**	**(3,627)**	**-**	**47,154**
Single support service	**100,700**	**38,310**	**(18,303)**	**-**	**120,707**
Street support	**23,241**	**745**	**(14,992)**	**-**	**8,994**
Night shelter Transformation Fund	**10,000**	**-**	**(350)**	**-**	**9,650**
Other	**7,264**	**3,052**	**(955)**	**-**	**9,361**
	297,198	**579,150**	**(556,612)**	**135,824**	**455,560**
Total of funds	**976,465**	**1,347,307**	**(1,015,758)**	**-**	**1,308,014**

14. Statement of funds (continued)

Restricted funds

WBST

The Wellbeing Support team provides an unique and important service to people with severe and multiple disadvantage and is confident in the quality of provision it makes to people vulnerable to homelessness. The designated funds are to underwrite the service while additional funding is applied for.

Single Support Service

The Single Support Service works with people who sleep rough, or are vulnerable to rough sleeping to access appropriate local services, move away from the streets and into settled accommodation.

Independent Living Service

The service provides intensive support to individuals identified as former rough sleepers to support them to achieve and maintain settled accommodation in their own tenancy.

Helix

The Helix project provided easy access respite accommodation for up to five women who were homeless and had experience of domestic abuse.

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Designated funds	**355,943**	**-**	**(2,850)**	**(115,343)**	**237,750**
General funds	**323,324**	**768,157**	**(456,296)**	**(20,481)**	**614,704**
Restricted funds	**297,198**	**579,150**	**(556,612)**	**135,824**	**455,560**
	976,465	**1,347,307**	**(1,015,758)**	**-**	**1,308,014**

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

16. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	47,154	279,018	**326,172**
Current assets	555,111	648,408	**1,203,519**
Creditors due within one year	(146,705)	(74,972)	**(221,677)**
Total	455,560	852,454	**1,308,014**

Analysis of net assets between funds - prior period

	Restricted funds 2023 £	*Unrestricted funds 2023 £*	*Total funds 2023 £*
Tangible fixed assets	*-*	*103,293*	*103,293*
Current assets	*297,198*	*650,861*	*948,059*
Creditors due within one year	*-*	*(74,887)*	*(74,887)*
Total	*297,198*	*679,267*	*976,465*

17. Reconciliation of net movement in funds to net cash flow from operating activities

	2024 £	*2023 £*
Net income for the period (as per Statement of Financial Activities)	**331,549**	*162,522*
Adjustments for:		
Depreciation charges	**22,264**	*9,531*
Dividends, interests and rents from investments	**(37,668)**	*(11,095)*
Decrease/(increase) in debtors	**467,480**	*(560,349)*
Increase in creditors	**146,790**	*8,080*
Net cash provided by/(used in) operating activities	**930,415**	*(391,311)*

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

18. Analysis of cash and cash equivalents

	2024 £	*2023 £*
Cash in hand	**1,064,377**	*341,437*

19. Analysis of changes in net debt

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank and in hand	**341,437**	**722,940**	**1,064,377**
	341,437	**722,940**	**1,064,377**

20. Capital commitments

	2024 £	*2023 £*
Contracted for but not provided in these financial statements		
Acquisition of tangible fixed assets	**-**	*185,981*

21. Pension commitments

The entity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the entity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £13,953 (2023: £18,421) during the year. This cost is split between restricted and unrestricted funds on the basis of the underlying staff cost. Contributions of £3,331 (2023: £4,017) were payable to the fund at the balance sheet date and are included within creditors.

22. Operating lease commitments

At 31 March 2024 the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024 £	*As restated 2023 £*
Not later than 1 year	**1,474**	*2,949*
Later than 1 year and not later than 5 years	**-**	*1,474*
	1,474	*4,423*

23. Related party transactions

During the year the charity made the following related party transactions:

Donations of £350 (2023: £1,100) were made by trustees with no conditions attached.

Donations of £20,756 (2023: £Nil) were received from a company with directors in common. Purchases of £956 (2023: £Nil) were made from this company.

EMMANUEL HOUSE SUPPORT CENTRE

England & Wales - Charity number 1077424

Accounts

Registered number: 03798780
Charity number: 1077424

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

CONTENTS

	Page
Reference and administrative details of the Company, its Trustees and advisers	1
Trustees' report	2 - 18
Independent auditors' report on the financial statements	19 - 22
Statement of financial activities	23
Balance sheet	24
Statement of cash flows	25
Notes to the financial statements	26 - 40

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

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

Trustees	Alan Boyden Victoria Green Paul Hinchliffe Martin Mellor Jacqueline Morris Richard O'Brien Clive Sillito Theo Brown (appointed 27 July 2022) Graham Bowpitt Denis Tully Debbie Webster (resigned 1 March 2023) Tracy Dickinson (appointed 1 March 2023)
Company registered number	03798780
Charity registered number	1077424
Registered office	53-61 Goose Gate Nottingham Nottinghamshire NG1 1FE
Chief executive officer	Denis Tully
Independent auditors	PKF Smith Cooper Audit Limited Statutory Auditors 2 Lace Market Square Nottingham NG1 1PB
Bankers	Virgin Money 11 Smithy Row Nottingham NG1 3EJ
Solicitors	Nelsons Pennine House 8 Stanford Street Nottingham NG1 7BQ

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023

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

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

General context

The major challenge this year which has cut across all our services is staff recruitment. As exemplified in the general recruitment market Emmanuel House has found it very difficult to recruit staff for a wide range of roles. This has impacted on our data, in some cases reducing the number of people we have been able to work with. It has also meant that in some cases we had to recruit less experienced staff added to which was the need to provide basic training. This recruitment also increased our spend on HR. This alongside an increase in the demand for homelessness services and increase in the wellbeing needs of beneficiaries made for challenging year.

Objectives and activities

a. Our vision and aims

The Charity Emmanuel House Support Centre is established to deliver services for the benefit of homeless and vulnerable adults. The Charity does not and shall not discriminate on the grounds of protected characteristics as described in the Human Rights Commission on any basis in any of its activities on its operations.

The vision for Emmanuel House is to make a positive difference in the lives of people who are homeless, vulnerable to homelessness, to make a valuable and purposeful contribution to the community of Nottingham and the surrounding area and to be of public benefit. Emmanuel House is committed to and has undertaken activates in the past year preventing homelessness, intervening in homelessness and aiding recovery from homelessness. It is an active partner with other statutory and voluntary sector agencies and services that contribute to or have the purpose of eliminating homelessness. Emmanuel House aspires to remain true to its values and to continue evolving to provide quality services unique to the city of Nottingham for people who need them.

We provide diverse and accessible services that meet basic need, providing vulnerable people with the means to be able to make informed decisions about their welfare and take practical steps to overcome issues that have become barriers to moving out of homelessness, or that threaten a return into homelessness. We support people to make positive changes in their lives and our open access drop-in provision and shelter are the only services of their kind in the city. There are no criteria or thresholds that exclude anyone from accessing Emmanuel House. We take a holistic approach to meeting peoples' needs including material, practical, emotional, social and spiritual needs, using a person-centred approach.

To achieve our purposes, our strategy is to:

- provide unique day support services for people who are homeless and people vulnerable to homelessness
- provide the earliest and most appropriate intervention with a pathway of support towards alleviating poverty and promoting interdependence
- accompany beneficiaries for as long as support is needed including when they are accommodated
- provide services that are relevant to the needs of homeless and vulnerably housed people
- develop a sustainable funding model
- ensure staff are supported and trained to deliver qualitative services
- provide quality volunteering opportunities for volunteers including developing opportunities for their involvement in the development of Emmanuel House

Objectives and activities (continued)

- provide appropriate communication systems for supporters of Emmanuel House so they are informed about its work and future intent
- speak with an independent voice in the interests of beneficiaries.
- be a strategic partner in the delivery of Nottingham's interagency Homelessness Prevention Strategy and Nottingham Changing Futures
- provide quality infrastructure to support service delivery.

There are five overarching outcomes that shape the work pathways:

1. HOME FIRST
- A measurable step from homelessness into appropriate housing and independent accommodation
- intervention that prevents a person falling out of settlement into homelessness
- better able to manage personal circumstances and that reduces the likelihood of homelessness.

2. ECONOMIC WELLBEING
- securing of benefit entitlement
- into employment
- undertaking volunteering or training

3. COMMUNITY CONNECTION
- engaging with Emmanuel House staff and other services
- engaging in social activities
- building positive relationships

4. WELLBEING - PHYSICAL AND PSYCHOLOGICAL
- decision making that contributes positively to wellbeing
- increased stability
- progress towards independence

5. FITNESS FOR PURPOSE
- improving financial sustainability
- resourcing personnel (staff, volunteers, trustees)
- Improving resources (including premises and equipment

Results that flow from this purpose:

- An enhanced quality of life and sense of well-being through the resettlement of beneficiaries from homelessness into more secure accommodation arrangements improving the live chances of vulnerable adults.
- The reduction in the number of people who are rough sleeping.
- Prevention of people becoming homeless and able to sustain their accommodation.
- Reducing demand on already stretch services
- Improvement in the mental health of citizens, reducing demands on services.
- Reduction of isolation, enabling beneficiaries to avail of the services they require, and enabling access to services for citizens, who otherwise would have remained inaccessible to services preventing the escalation of need

Public Benefit Statement

The Board of Trustees consider the work of Emmanuel House to be of Public Benefit to people who are homeless, people at risk of homelessness, people who are vulnerable and have complex needs and the community at large. The Board believes the charity provides a return of investment particularly to Nottingham City, in that, the cost of successfully intervening with someone who is homeless far outweighs the cost to the community of leaving someone homeless which is the charity's first objective. The charity adds value to the whole homelessness support system in Nottingham through its charitable work, some of which is of no cost to the tax payer or the local Council. It also adds value through its commitment to providing quality services that

Objectives and activities (continued)

are flexible and responsive to ever changing needs of individuals and to the system at large. It is able to work with beneficiaries that do not qualify for services elsewhere and for many of them, find satisfactory solutions mediated by attention to a person's humanity and building positive and trustful relationships. The Board is attentive to ensuring the work of the charity is consummate with its Constitution and regularly examines the charity's financial position ensuring it is secure for the foreseeable future.

Public benefit that flows from this work is:

- Reduction in the number or people who are homeless.
- Prevention in the rise of numbers of people becoming homeless.
- Improved well-being for a specific group of marginalised citizens.
- Added value to statutory services.
- Citizens being able to access services when not meeting statutory criteria.

b. Main objectives and strategies for the year

Going into the year, the impact of Covid remained an on-going dynamic around the re-establishment of routines for beneficiaries and in the recovery of our pre-Covid fiscal yearly pattern. These both created uncertainty in relation to how beneficiaries might respond to services and in relation to our financial income. Within that, our main objectives and strategies for the year were to develop our Culturally Specific Support Service, ensure the continuation of the Wellbeing Support Team (WBST), increase the number of people we support through our drop-in services, increase the diversity representation on the Board and develop the provision of long-term accommodation.

c. Assessment and support plans

Support Workers undertake assessments to understand the needs of beneficiaries to inform the support plan. Where possible the assessments and support plans dovetail with other plans for beneficiaries provided by other services. Support plans are person centred and strengths based, recognizing the skills, knowledge, capabilities and goals of the beneficiary so they can be part of the solution towards achieving positive and sustainable outcomes.

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

Achievements and performance

a. Our activities and achievements

The year did see a return to more regularised pre-pandemic format of services with the drop-in service becoming established again focusing on case work while outreach services worked with people in a variety of settings, unhindered by restrictions. The Shelter was able to be a more liberal environment providing a more communal structure that benefited the delivery of services and the experience beneficiaries had of the service. Routine and regularity are important facets of services for people who may tend to live chaotic lives to varying degrees so being able to establish consistency was of benefit for everyone concerned. Drop-in services continued to be a vital source of support for people who did not meet statutory thresholds while staff in outreach service experienced a raise in the level of unrealistic expectations.

b. Drop-in Services

Drop-in provision provided services for people who were rough sleeping, homeless, in crisis or had No Recourse to Public Funds (NRPF). The service is in two parts: the provision of basic services such as food, clothing, laundry, access to communication equipment and secondly case work that establishes a person-centred pathway of support with each beneficiary which is then delivered through a partnership between the member of staff and beneficiary. Whilst an appointment system contributes to structuring time and using the resources of staff support is also delivered informally on an ‘as needed’ basis. European nationals continue to access services but the establishment of the Right to Reside and previous work on supporting people to achieve their status has reduced the number of people needing services from within destitution as many people were then entitled to benefits. In the year, fewer individual people came into Emmanuel House while at the same time they accessed more services. Demand for accommodation services was sustained with a significant increase in the number of people accessing the Shelter which provides emergency respite care. This is partly influenced by the continuation of Everybody In during the first quarter when 50 people were accommodated in a hotel.

Data from April 2022-March 2023

Outputs from Drop-in services	22/23	21/22
Total Visits to drop-in	4252	2892
Total individual involved in all services	716	739
Total individual involved in drop-in	581	488
Food provision	2106	1383
Clothing provision	279	493
Showers	296	382
Appointments with support workers	393	533

Achievements and performance (continued)

Outcomes from across all services	22/23	21/22
Supported Accommodation	65	61
PRS	20	29
Accommodated -other	34	22
City Homes/RSL	8	7
Place of safety	3	8
Shelter	107	73
Emergency	28	24
Reconnection UK	8	6
Reconnection – Outside UK	3	1
Residency status	4	3
Benefits in place	47	38
Obtaining ID	8	9
Registered GP	13	18
Training and education	2	3
Employment	5	7
Volunteering	1	3
Reduced social isolation	89	6

During the year there was the revival of sessions on Tuesday evening provided by Heart Church. This service provides a means of people being able, to access food and social activities contributing to people being able to maintain connection, reducing isolation. The drop-in services function as a hup for many beneficiaries and other services. Mental Health Nurses, Alcohol and Drug services us the Drop-in for in-reach providing a bridge that staff frequently facilitate.

c. Culturally Specific Mental Health Support

Service provision

The service supports people from minoritized communities who are experiencing mental health difficulties and who are homeless or living in unsuitable accommodation in the community. Referrals come from mental health services, communities, health visitors, self-referrals via word of mouth. Challenges faced by this client group have included language, poor literacy, difficulty in navigating health and housing systems. The service works with individuals to break down stigma attached to mental health difficulties and has understanding about cultural barriers to accessing services. A number of people supported were parents with young children living accommodation that was overcrowded or in poor repair. The work has included:

- Support for a single Polish father, successfully applying for child benefit after he was given custody of his son. We supported him in setting up activities online for his son over the summer holidays, and applying for a British passport for his son.
- Support for a single man in temporary accommodation in a difficult environment. We worked with him to acquire a two-bedroom flat. This provided him with a home and a sense of community.
- Support for a young polish mother. Her 14-year daughter was not attending school because of bullying. We set up liaison between the mother, the school the GP, Social Services and CAMHS. We supported her with a court case regarding family matters and with housing repairs. Mum is home tutoring her daughter as support continues to ensure mum and daughter can access the services they need, including legal and educations services.
- Support for a young mother at GP appointments who was asking for a referral for her son to be assessed for Autism, as she was struggling with his behaviour. We liaised with the staff in the hostel she was

Achievements and performance (continued)

staying in about repairs that were needed. As she suffers from Sciatica and found it very difficult to walk with a pram, we successfully supported her in applying for a bus pass.

Data

The services supported 18 new people in the year from April 2022 to March 2023 (22 in 21/22) from Moroccan, Pakistani, Mixed Caribbean, Black Caribbean, Black British, Indian, Ghana, and Polish, backgrounds.

d. The Independent Living Support Service

The Independent Living Support Service came on line in September 2021.

Service Aims

The primary aim of the service is to help facilitate the resettlement of rough sleepers and prevent repeat street homelessness by providing support for former rough sleepers who have been rehoused into independent tenancies. Highlighting the service for individuals with new, shared housing within the Private Rented Sector (PRS) but also self-contained PRS accommodation and social housing.

Support Workers build up trust and rapport with the beneficiary and provides assistance with setting-up and settling-in to the new home. Support can continue up to an average of six months to ensure that all support needs are being met within the community so the risk of tenancy failure and a return to rough sleeping is minimised.

The service continues to provide a retained point of contact for service users to get in touch again if they are experiencing issues that may ultimately jeopardise their tenancy. This includes regular wellbeing checks for beneficiaries who have exited support.

Achievements and performance (continued)

Service Objectives

The service:

- provides support to rough sleepers moving into an independent tenancy;
- works in partnership with other agencies to ensure appropriate access to the service;
- prioritises access for people genuinely sleeping rough and those in emergency accommodation following episodes of street homelessness;
- maintains a safe environment within the service delivery, in line with public health regulations;
- works with individuals to better understand their needs, strengths and goals to collectively develop the next stage of their personalised support plan;
- provides practical support in setting up the tenancy (including applying for welfare benefits, setting up utilities, obtaining furniture);
- provides support and encouragement to help individuals pursue their interests and work towards obtaining their goals
- provides general support and assistance to people to seek to improve their health and wellbeing.
- Provides support to enable former rough sleepers to develop the skills to maintain future living arrangements in settled accommodation.

Assessment and Support Plans

Support Workers undertake assessments to understand the needs of beneficiaries to inform the support plan. Where possible the assessments and support plans dovetail with other plans for the beneficiaries provided by other services. Support plans are person centered and strengths based, recognizing the skills, knowledge, capabilities and goals of the beneficiary so they can be part of the solution towards achieving positive sustainable outcomes.

Data

In the year the service supported 104 people.

e. The Night Shelter

Night Shelter provision

We were able to open on 17th October 2022, slightly earlier than last season, and remained open until 10th April 2023, making 25 weeks in total. The only other significant difference was the more relaxed public health environment that pertained this season that enabled us to accommodate guests at a slightly greater density than the six per room last season. The change in Government funding away from shred accommodation to single room provision omitted the project form applying for funding. The project was funded totally from funds raised.

We are grateful to Nottingham University for making the facilities of Red Court available for a second season. The partnership with the University of Nottingham has yet again been excellent. Emmanuel House is indebted to the University for providing a building in which we were able to accommodate 107 people in emergency respite accommodation, The Winter Shelter. Each night we accommodated an average of 22 people. We provided 3,922 bed nights and supported 58 people into more secure accommodation options.

Achievements and performance (continued)

Shelter guests accommodated on the university campus

Guest group	Winter Shelter 22-23	Winter Shelter 21-22
Guests who stayed at least one night	107	72
Number of bed-nights	3,922	2,067
Average bed-nights per week	157	103
Average stay (nights)	37	29
Women guests	20	10

Firstly, the nightly accommodation on the campus returned to something like the level that used to be experienced at the standard winter shelter prior to Covid. Secondly, guests on average did not stay as long as they had done in the Hotel during Everybody In.. The Everyone In scheme attracted many homeless people with whom services had struggled to engage for years but its appeal reflected a mixture of contrasting motives, from the attractive quality of the accommodation to a deterrent fear of the virus. Although these factors still applied at is location on the university site, more move-on alternatives became available. Thirdly, the proportion of women guests declined somewhat, but we were not aware of women being deterred by lack of effective gender segregation as used to be the case when the shelter was located in one open area. Proportionately more women have sought refuge at the shelter. We were able to accommodate guests at a 50% higher density than last season owing to the relaxation of public health restrictions. We have accommodated an average of 22 guests per night compared with 15 during last season. This greater level of provision has inevitably placed increased strain on staff and other resources and accommodated a larger number of guests in total than last season. The average stay has been slightly longer, reflecting the challenges of securing move-on accommodation in an increasingly unaccommodating environment.

f. Wellbeing Support Team

The Wellbeing Support Team started working with homeless people in Nottingham in January 2018. It follows on from the work of a previous project, the Multiple Needs Support Team, which was funded by the Big Lottery from 2014-17.

The team works with homeless people who have mental health support needs alongside a number of other support needs, often referred to as ‘multiple needs’. The team’s approach is based on meeting people, building trust, and working in a person-centred way that supports people to access services and make changes in their lives at their own pace. The team consists of three Wellbeing Support Workers.

Aims

- The Wellbeing Support Team aims to achieve the following changes for homeless people with multiple needs who use its services:
- Improved mental health and wellbeing.
- Reduction in social isolation.
- Improved ability to access and engage with the services they need.

Lottery Funding for this provision ended and the Board of Trustees agreed to underwrite expenditure for the service while an application for continuation funding to the Lottery was submitted along with appeals to other Trust funds. At the same time some staff left the service reducing its capacity but nevertheless it continued to provide support that is not available through other services city-wide.

Data

In the year 2021-22 the WBST supported 45 individuals.
From April 22 – March 23 the WBST supported 23 people (45 2021/22). The service only had one member of staff for most of the year while additional funding was sought.

Achievements and performance (continued)

g. Single Support Service

The Single Support Service provided an early point of contact for rough sleepers including a comprehensive assessment of their needs and their own tailored and personalised Support Action Plan, which identified obstacles to engagement and independent living. Support plans also accounted for the strengths and goals of each person accessing the service and how these could be harnessed in accordance with Psychologically Informed Environment (PIE) principles. The service adopted a multi-disciplinary approach with a focus on coordinating support.

The Single Support Service worked with health providers (GP's, community providers and secondary care) to ensure that assertive outreach and flexible treatment for people with multiple complex needs (particularly rough sleepers) was coordinated, consistent and with continuity in place to avoid reliance on individual health care professionals.

Aims and Objectives

The aim of the Single Support Service is to provide intensive support to individuals who are rough sleeping or persistent rough sleepers and who are recognised as having complex needs.

The service provided a single support offer and assisted individuals identified as rough sleepers to acquire and sustain independent accommodation through the provision of flexible, proactive, timely, targeted and effective support.

In the previous year the Navigators responded to changes in service delivery in relation to COVID-19 Pandemic instructions, adopting a flexible approach to delivering support and utilising active outreach in response to the pandemic including offering telephone support and engagement at emergency accommodation provision to meet the health, well-being and safety of rough sleepers and staff. These arrangements were sustained for some months into this year but in the course of time tapered out with services providing face to face support.

Nature of support

Navigators provided support for:
- entrenched rough sleepers with multiple and complex needs who had not engaged in other forms of support or offers of accommodation.
- individuals who were at likely risk of rough sleeping and those who were relatively new to rough sleeping and with less severe support needs.
- individuals who were identified as rough sleepers to sustain independent accommodation.

Data

In the year the team supported 73 people (76 in 21/22).

Achievements and performance (continued)

h. Helix project

Funded by the Department for Leveling Up Housing and Communities the Helix project provided accommodation for up to five women at any one time who experienced domestic abuse and or violence and who were homeless. The project was delivered through a partnership between Emmanuel House (homelessness), Juno Women's Aid (domestic abuse) and Nottingham City Homes (housing management). Access to the accommodation was low threshold. It enabled women with very high needs to easily access accommodation without the necessity of complex and involved registration processes. It is worth of note that the women who accessed the provision had no previous contact with women's domestic abuse services.

Data

Number of women supported 33.

Engagement with Support Services

Health services (GP, HHT, dentist, opticians)	33
Drugs and Alcohol Services (NRN, Clean Slate)	24
Counselling services	12
Sex workers support (POW)/Jericho Road	16
DA Support (Juno)	30
Probation	22
Benefits/financial support	33
Housing advise/support	33

i. Mental Health Outreach (County)

Aims and objectives of service

The contract with NHS Nottingham and Nottinghamshire CCG was renewed in July 2021.

The service aims to support the mental health needs of adults who are homeless in Nottinghamshire, who are not receiving a service from statutory health services such as primary care or mental health services. The service provided time-limited support to enable people to engage with mainstream mental health services.

The service's objectives included:

- Providing persistent, strength-based approach to engaging people at risk of homelessness
- Providing appropriate advice, support and evidence-based brief interventions for homeless people with mental health problems
- Providing telephone assistance and advice to other organisations and directly to homeless people
- Providing signposting to other statutory and non-statutory physical, mental health and wellbeing services as appropriate.
- Developing joint plans to deliver proactive and impactful interventions that will support the personalised health and wellbeing needs of the individual
- Through a strength-based approach to engagement and planning, supporting the individual to stabilise their wellbeing and wider needs (e.g. housing, substance misuse)
- Supporting appropriate access to mainstream services through positive advocacy and partnership relationships
- Working with other agencies involved in the person's care to identify access needs and strategies to support successful delivery of interventions or treatment.

Achievements and performance (continued)

Service description/care pathway

The service provides physical presence at appropriate venues to meet the needs of individuals with housing connection to South County boroughs and continuity of support and undertook risk assessments, strength based personalised support plans to identify areas where physical or mental health support was needed;

Face to face support was in the form of assertive outreach and delivered in a range of settings that are flexible to the individual including street based, community and housing. The service provided practical support to liaise with wider health, social care and housing agencies on behalf or with beneficiaries to maximise their ability to access services and achieve their goals across a range of areas (e.g. telephone GP Practice with prescribing query, accompany to mental health service appointment or support to complete housing or benefits documentation). The worker took an active role in multi-agency meeting (e.g., rough sleeper action groups, MARAC domestic abuse). The service was provided to individuals who were at risk of rough sleeping with a particular focus on individuals who experienced Severe Multiple Disadvantage.

Data

In 22-23 17 people were supported in the first three quarters. This service was impacted by staff reduction. (38 2021/22)

j. Volunteering

Volunteering always has been and remains a mainstay of the charity. While number of people volunteering has not returned to pre-pandemic levels there was an increase in the number of volunteer hours offered to Emmanuel House despite there being fewer people volunteering. The Board is very grateful to everyone who volunteers in Emmanuel House without which the charity would be significantly diminished. Volunteers do not only deliver on tasks. They add qualities to the beneficiaries' experience of services, by engaging with them, undertaking numerous tasks, they free up staff time to focus on providing support. Yet again the shop volunteers broke the record for the amount raised through the charity shop; money essential to funding services and balancing our annual income and expenditure. Volunteers also cook meals, support administration and with numerous other tasks. The data below does not include the many companies that arrive with teams of people for particularly volunteering days. It is evident from feedback from these teams that it is as important to them to learn about homelessness and its impact on people as it is to undertake their tasks. We are grateful to them all.

Data

•	Number: of volunteers	85 (103 21/22)
•	Roles: Admin	158 hrs (273 21/22)
	Charity Shop	2636 hrs (2495 21/22)
	Kitchen	744 hrs (689 21/22)
•	Total volunteer hours:	4032 (3597 21/22) hrs

k. Fundraising

Unquestionably this was an uncertain year as the impact of the pandemic remained potent in the general economic environment. There were warnings from national umbrella organisations that nationally charities would struggle to sustain their income from financial donations with 1 in 7 people ceasing to give to charities. In the event our funding was sustained as many new people signed up to donate regularly. In addition, businesses, faith and community groups also donated. Marketing, communication and fundraising are considered an up-front activity in which the Board invests robust resources. This has resulted in excellent ongoing media communication with the community and supporters. This is evidenced in a general search for 'homelessness charity Nottingham' when Emmanuel House comes top of a search engine list. Our profile directly encourages individuals and organisations to engage with the charity often organising fundraising events, arranging to visit and see the work first hand. Through our communication we offer a range of activities and opportunities for all ages to 'do something about homelessness' which is a question people often ask.

Achievements and performance (continued)

Future development of Emmanual House building and services

The Board of Trustees has taken note of the desire of the Department for Levelling Up Housing and communities that communal shelter provision should transform to single room accommodation. The Trustees agree with this in principle; that all people should be offered appropriate high-quality accommodation. This is also consummate with the values of Emmanuel House. In responding to this ambition, the Trustees looked for possible premises in the city that the existing shelter provision might move to. Such buildings are extremely scarce and found to be unobtainable so the Trustees decided to embark on changing two floors of its premises on Goose Gate, Nottingham into 20 rooms of accommodation. In the year plans were drawn up, costed and approved. We are waiting for a decision from Nottingham City Council about our rent and lease before launching a funding campaign to raise £2M. In this year we received a legacy which will be dedicated to commencing the first stage of the conversion by replacing all our windows early next financial year.

Board developments

In the year the Board improved its capacity in recruiting two new members recognising that it had a gap in experience and recruited one new female member with lived experience of homelessness and one new member with skills, knowledge and experience of developing and managing accommodation for vulnerable adults. In addition, one of the members is from a minoritised community background.

Financial review

a. Going concern

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

b. Financial statement

Our total income for this year of £1,311,798 is the largest total of income in the charity's history indicating the growth in the charity which has been continuous over the past five years. The Board of Trustees is pleased to report an excess of income over expenditure (£162,522) give what has been up until the beginning of this financial year an uncertain time as we continue to emerge from the shadow of Covid. Indications in this year show that we have, at least for this twelve-month period, returned to the more familiar pattern of income. However, the excess in income is largely due to an unexpected large legacy of £100,000 but the outstanding balance of £62,522 does indicate a positive result for our income.

Donations and legacies are up by 29% to £580,261. Our total unrestricted funds increased by 18% from £369,470 in 2022 to £451,573, essential to sustaining the viability of our core work for which we do not receive statutory funding. We are grateful to the many supporters, individuals, community groups, businesses and trust funds who remined committed to, or chose to support Emmanuel House for the first time this past year. All income streams from donations from business, faith and community groups increased. While income from donation from individuals is slightly down we nevertheless consider this to be a good performance given national forecasts in the reduction of donations to charities over the year. We experienced a pattern of some donors ceasing to give or reducing their donations while others donated regularly for the first time.

The Trustees are grateful to all our volunteers who contributes in so many ways. Particular thanks to our charity shop volunteers who brought in an additional 3,434 on the previous year totally this year 34,832.

We are grateful to the many trust funds who support our work, the majority of which are restricted to funding the Winter Shelter.

Two particular changes to our income are that while we have lost rental income (circa £14,000) because the tenants moved to new premises and we have planned building work on the floor we have received greater income from bank interest of £11,095.

Our expenditure was £1,149,276 and increase of £206,688 on the previous year.

Our largest area of expenditure is on staff salaries and pensions of £768, 265 which is 67% of our total demonstrating that our staff are our most important asset. However, our spend on agency staff of £185,721 from restricted funds, reflects the challenge we have had this year of recruiting staff, a challenge which is in the sector locally. No longer are we competing with similar agencies but with larger business organisations that can afford higher salaries. Our spend on legal and professional was down by £18,201 which was predominantly due to the reduction in the need for HR services.

Our overall expenditure increased by 18% on the previous year expressed through mainly moderate increases in expenditure in the previous year which the Board considers to be a reasonable performance given inflationary pressures. We were able to avoid the major increases in utility price increase because we had outstanding contracts.

While we the charity has had a good financial performance, the Trustees remain caution because, as we emerge from the disturbance and drag of Covid, there are nevertheless continuing challenges. Inflation, the lack of supply in the employment market and the continuing risk of donor fatigue around homelessness all remain issues of which the Board is aware. For this year the Balance Sheet is in a heathy position. Our unrestricted funds amount to £679,267 an increase of £59,865 on the previous year. Our liquid unrestricted funds are £575,974 an increase on the previous year of £82,871.

The Board has reserved £250,000 to account for six months running costs of the charity and designated £80,000 towards the cost of replacing the passenger lift.

c. Risk

The Board exercises its duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud or error. For example, roles are designated with allocated and separated responsibilities. The Board recognises there are risks to which the charity is exposed and have systems in place to mitigate those risks. For example, it reviews its Finance Control Police annually, has in place risk assessments for example around venues, activities, staff and beneficiary welfare.

d. Principal Risks and uncertainties

Recruitment and retention of staff: The charity faces the same market forces in the community as other charities and businesses as it finds itself in direct competition for staff. People who traditionally have worked in the voluntary sector for the satisfaction of machining a difference in society have been forced for economic reasons to apply for jobs with commercial higher waged employers.

Risk mitigation: the Board has attended to providing an uplift in salaries that brings the charities salaries in line with local rates of pay. There has been continuous review and assessment of best outlets for advertising and implementation of flexible application processes. The organistion will attention to the welfare of staff ensuring, where appropriate, reasonable adjustments are made to enable staff receive fulfilment through their job roles.

Financial sustainability: Although there is evidence that our income has returned to the pre-pandemic fiscal pattern the Trustees recognise the continuing tentative financial environment that the general population finds itself in. The coming year may see a reduction in the delivery of statutory contracts as two are up for procurement and another will end. It is anticipated that there will be a decrease in income because of this. These dynamics together, represents a degree of uncertainty for its income for the following year with the additional challenge of predicting its future income.

Risk mitigation: The Trustees recognise the uplift in the profile of the charity in Nottingham. Resources will continue to be invested in our Marketing and Fundraising team through which come many enquiries about engaging with the charity and making financial donations. The CEO will continue to assess how Emmanuel House can offer services the that are relevant to beneficiaries but are not provided by the wider system that will be a source of income for the charity and facilitate applications for funding.

Future role and relevance of the charity in the sector: The environment in which Emmanuel House delivers its services has changed significantly over the past eighteen months. Staff are dealing with additional challenges from beneficiaries as presentation often include high levels of severe and multiple disadvantages, including mental health. Case work is complex and resources, especially in relation to accommodation solutions are significantly lessened due to a number of socioeconomic circumstances. In addition, there are likely to be future personnel changes that will impact on the direction of the charity.

Risk mitigation: The Board reviews the staffing resources that are needed to sustain the charity's quality services. It will undertake a further review that will attend particularly to succession planning, particularly accounting for the development of accommodation provision and all that involves.

e. Reserves policy

The Board is retaining six months reserves (£250,000) which is reviewed on a six monthly basis.

Structure, governance and management

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

Structure, governance and management (continued)

a. Constitution

Emmanuel House Support Centre is a registered charity and company limited by guarantee and was set up by a Trust deed.

The company was incorporated on 30th June 1999 and registered as a charity on November 1976 under the name of Emmanuel House Day Centre. The name was changed by a resolution of the members on 7th August 2019 and relevant filings made at Companies House and the Charity Commission shortly thereafter.

b. Methods of appointment or election of Trustees

Nominations for Trustees are considered by the Board and interviewed by the Chair. They attend as an observer and there is agreement about their suitability amongst Trustees they are voted on as a Trustee formally at the AGM or subsequent Board meeting.

c. Organisational structure and decision-making policies

The Board of Trustees govern the charity, attending to its legal and financial obligations. The Chair manages the CEO who in turn manages four managers who oversee distinct domains of work. Decision making in the charity is demarcated according to the nature of decisions. The Board of Trustees met four times in the year. The Finance Sub group met five times. The Marketing and Fundraising Sub group met three times. The Health and Safety Sub Group met four times. The Winter Shelter Sub-group met three times. The Equality Diversity and Inclusion group met 5 times in the year. The sub groups provide written reports.

The Board takes decisions on the strategic and financial direction of the charity taking account of information given it by the CEO. The CEO makes decisions on approval of budgetary expenditure and priorities about the direction of the charity and day to day operational matters. Managers made decisions relating to their job domains as to support staff.

d. Policies and procedures for induction and training of trustees

When Trustees are appointed a comprehensive handbook is provided for them containing background information, policies and procedures. Trustees are able to access an induction visit to Emmanuel House, including meeting the staff and volunteers.

e. Pay policy for key management personnel

Pay is set according to the level of roles in the organisation which in the main are: CEO, Manager, Senior Support Worker and officer, support worker with specialism and support worker. Salaries have been reviewed so that there is no discrimination on characteristics other than the job description and terms and conditions relating to the job. Emmanuel House salaries in comparison to other similar roles advertised in the market are neither excessively high or low but are mid range.

f. Financial risk management

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the operations and finances of the Company, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

Plans for future periods

Culturally Specific Mental Health Support
- To capacity build a culturally specific steering group to develop the service.
- Create an identity for the service.
- Recruit an additional support worker and development worker to undertake these tasks.

Drop-in services
- Expand the service to include a Wednesday morning
- Develop an early morning breakfast service.

Develop accommodation
- Complete agreement the City Council to advance plans for 20 rooms of accommodation.
- In the meantime initiate fundraising campaign
- Continue interim emergency respite accommodation during the coldest months of the year (November – March)
- Establish additional residential accommodation upon which to begin to build a portfolio of accommodation provision.

Night Shelter
- Seek alternative solutions to communal provision

Premises
- Replace all our windows
- Replace the lift
- Adapt the second floor for services in the interim
- Agree lease and rent with Nottingham City Council
- Initiate fundraising campaign

Welbeing Support Team
- Establishment of a women’s group

Contracted services
- Tender for new contracts with the City Council for the delivery of Independent Living Support and Navigator services.

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

Statement of Trustees' responsibilities

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

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

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

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

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Auditors

The auditors, PKF Smith Cooper Audit Limited, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

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

_____ _____

Clive Sillito **Martin Mellor**

Date:

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE

Opinion

We have audited the financial statements of Emmanuel House Support Centre (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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 2023 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 Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a 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.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE (CONTINUED)

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, 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.

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

Based on our understanding of the charity and industry, key laws and regulations that we identified included:

- Charities SORP
- health and safety and employment legislation

We identified that the principal risk of fraud or non compliance with laws and regulations related to:

- management bias in respect of accounting estimates and judgementes made;
- management override of control;
- posting of unusual journals or transactions.

We focused on those areas that could give rise to a material misstatement in the Charity financial statements.

Our procedures included, but were not limited to:

- Enquiry of management and those charged with governance around actual and potential litigation and claims, including instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of those charged with governance where available;
- Reviewing legal expenditure in the year to identify instances of non-compliance with laws and regulations and fraud
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

It is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

PKF Smith Cooper Audit Limited

Statutory Auditors
2 Lace Market Square
Nottingham
NG1 1PB

Date:

PKF Smith Cooper Audit Limited are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

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

	Note	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Income from:					
Donations and legacies	2	**186,208**	**394,053**	**580,261**	*414,506*
Charitable activities	3	**674,017**	**7,600**	**681,617**	*481,681*
Other trading activities	5	**-**	**38,825**	**38,825**	*45,570*
Investments	6	**-**	**11,095**	**11,095**	*684*
Total income		**860,225**	**451,573**	**1,311,798**	*942,441*
Expenditure on:					
Charitable activities		**781,729**	**367,547**	**1,149,276**	*942,588*
Total expenditure		**781,729**	**367,547**	**1,149,276**	*942,588*
Net income/(expenditure)		**78,496**	**84,026**	**162,522**	*(147)*
Transfers between funds	14	**24,161**	**(24,161)**	**-**	*-*
Total transfers		**24,161**	**(24,161)**	**-**	*-*
Net movement in funds		**102,657**	**59,865**	**162,522**	*(147)*
Reconciliation of funds:					
Total funds brought forward		**194,541**	**619,402**	**813,943**	*814,090*
Net movement in funds		**102,657**	**59,865**	**162,522**	*(147)*
Total funds carried forward		**297,198**	**679,267**	**976,465**	*813,943*

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

The notes on pages 26 to 40 form part of these financial statements.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)
REGISTERED NUMBER: 03798780

BALANCE SHEET
AS AT 31 MARCH 2023

	Note		2023 £		*2022 £*
Fixed assets					
Tangible assets	11		**103,293**		*102,132*
Current assets					
Debtors	12	**606,622**		*44,110*	
Cash at bank and in hand		**341,437**		*732,345*	
		948,059		*776,455*	
Creditors: amounts falling due within one year	13	**(74,887)**		*(64,644)*	
Net current assets			**873,172**		*711,811*
Total net assets			**976,465**		*813,943*
Charity funds					
Restricted funds	14		**297,198**		*194,541*
Unrestricted funds	14		**679,267**		*619,402*
Total funds			**976,465**		*813,943*

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

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

However, an audit is required at the request of the Trustees in accordance with section 144 of the Charities Act 2011.

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

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

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

.....
Clive Sillito

Date:

The notes on pages 26 to 40 form part of these financial statements.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	*2022* *£*
Cash flows from operating activities		
Net cash used in operating activities	**(391,311)**	*(2,537)*
Cash flows from investing activities		
Interest receivable and similar income	**11,095**	*684*
Purchase of tangible fixed assets	**(10,692)**	*(2,280)*
Net cash provided by/(used in) investing activities	**403**	**(1,596)**
Change in cash and cash equivalents in the year	**(390,908)**	**(4,133)**
Cash and cash equivalents at the beginning of the year	**732,345**	*736,478*
Cash and cash equivalents at the end of the year	**341,437**	*732,345*

The notes on pages 26 to 40 form part of these financial statements

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

1. Accounting policies

1.1 Basis of preparation of financial statements

Emmanuel House Support Centre is a private company limited by guarantee and incorporated in England within the United Kingdom. The address of the registered office is given in the company information of these financial statements. The company's registration number is 03798780 and the charity registration number is 1077424.

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

Emmanuel House Support Centre meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are presented in sterling, which is the functional currency of the company and the financial statements are presented to the nearest £1.

The significant accounting policies have been applied in the preparation of these financial statements are set out below.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

1. Accounting policies (continued)

1.4 Income

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

1.5 Government grants

Grants are included in the Statement of Financial Activies on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of meeting any performance related conditions there is not unconditional entitlement to the income and its recognition is deferred and included in creditors as deferred income until the performance-related conditions are met. Where entitlement occurs before income is received, the income is accrued.

1.6 Interest receivable

Interest 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.

1.7 Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

1. Accounting policies (continued)

1.8 Tangible fixed assets and depreciation

Indivdual fixed assets costing £1,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impariment losses.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Long-term leasehold property	- Straight line over the remaining life of the lease
Fixtures and fittings	- 10% Straight line
Office equipment	- 33.3% Straight line

1.9 Debtors

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

1.10 Cash at bank and in hand

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

1.11 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any discounts due.

1.12 Financial instruments

The 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.

1.13 Pensions

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

1. Accounting policies (continued)

1.14 Fund accounting

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

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

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

2. Income from donations and legacies

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Donations and legacies	186,208	366,041	**552,249**	*384,664*
Gift aid recovered	-	28,012	**28,012**	*29,842*
	186,208	394,053	**580,261**	*414,506*

3. Income from charitable activities

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Grants	652,622	-	**652,622**	*443,966*
Contracts	21,395	7,600	**28,995**	*37,715*
	674,017	7,600	**681,617**	*481,681*

4. Grants & donations

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Big Lottery (WBST)	36,402	-	**36,402**	*-*
Individuals	4,677	145,400	**150,077**	*158,454*
Nottingham City Council	538,944	-	**538,944**	*425,060*
Faith Groups & Churches	8,441	23,747	**32,188**	*25,423*
Nottinham City homes Registered Provider Limited	37,791	-	**37,791**	*-*
The Forman Hardy Charitable Trust	10,000	20,000	**30,000**	*20,000*
Community Groups	2,750	20,757	**23,507**	*14,780*
Businesses	29,226	40,431	**69,657**	*37,652*
The Jessie Spencer Trust	5,000	-	**5,000**	*10,000*
The 29th May 1961 Charitable Trust	5,000	-	**5,000**	*-*
The Fifty Fund	-	-	**-**	*7,175*
B&Q Foundation	5,000	-	**5,000**	*-*
Albert Hunt Trust	7,000	-	**7,000**	*7,000*
Funeral and Legacies	-	100,000	**100,000**	*42,230*
The Gordon Trust	1,000	-	**1,000**	*-*
D'Oyly Carte Trust	3,418	-	**3,418**	*-*
Mary Magdalen Foundation	-	12,729	**12,729**	*-*
Winifred Eileen Kemp Trust	7,000	-	**7,000**	*5,000*
The Helen Jean Cope Charity	1,000	-	**1,000**	*1,000*
Lloyds Bank Foundation	-	-	**-**	*76*
Mary Robertson Trust	-	3,000	**3,000**	*3,000*
The Thomas Farr Charity	5,000	-	**5,000**	*-*
Souter Charitable Trust	3,000	-	**3,000**	*3,000*
Sir John Eastwood Foundation	3,000	-	**3,000**	*3,000*
The Beatrice Laing Trust	-	-	**-**	*2,500*
The Mary Potter Convent Hospital Trust	1,000	-	**1,000**	*-*
Enterprise Rent a Car	-	-	**-**	*1,500*
CLA Charitable Trust	4,000	-	**4,000**	*-*
Juno Women's Aid	25,142	-	**25,142**	*-*
JN Derbyshire Trust	2,000	-	**2,000**	*2,000*
The Lady Hind Trust	15,000	-	**15,000**	*9,500*
St Lazarus Charitable Trust	-	-	**-**	*500*
St Mary's Relief in Need Charity	250	-	**250**	*500*
The Jones 1986 Charitable Trust	50,000	-	**50,000**	*25,000*
Mazars Charitable Trust	-	-	**-**	*375*
Thomas Farr Charity	-	-	**-**	*3,000*
Alex Ferry Foundation	5,000	-	**5,000**	*2,000*

National Emergencies Trust	-	-	**-**	*5,000*
Severn Trent Community Fund	-	-	**-**	*9,999*
Nineveh Charitable Trust	-	-	**-**	*3,000*
The Labone Charitable Foundation	500	-	**500**	*-*
Samuel Fox Foundation	15,000	-	**15,000**	*-*
Nottingham Community and Voluntary Service	-	-	**-**	*562*
Other income	7,264	-	**7,264**	*562*
Other government grant	-	-	**-**	*344*
	838,805	366,064	**1,204,869**	*829,192*

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Fundraising events	330	**330**	*-*

Income from non charitable trading activities

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Trading income	34,832	**34,832**	*31,398*
Property rental income	3,663	**3,663**	*14,172*
	38,495	**38,495**	*45,570*

6. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Interest receivable on bank deposits	11,095	**11,095**	*684*

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

7. Analysis of expenditure on charitable activities

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Accommodation Costs	8,496	-	**8,496**	*8,467*
Activities	149	-	**149**	*154*
Administration	475	8,359	**8,834**	*7,197*
Agency staff	185,721	-	**185,721**	*24,395*
Bank charges	-	157	**157**	*26*
Beneficiary costs	19,907	3,289	**23,196**	*15,348*
Charity shop costs	-	2,674	**2,674**	*2,546*
Cleaning	1,813	12,688	**14,501**	*12,837*
Depreciation	-	9,531	**9,531**	*15,578*
Equipment	3,774	650	**4,424**	*11,950*
Insurance	203	5,106	**5,309**	*5,488*
IT and telephone costs	2,329	14,069	**16,398**	*10,517*
Kitchen costs	6,463	3,270	**9,733**	*9,945*
Legal and professional	874	38,995	**39,869**	*58,070*
Mobile phones	2,762	2,797	**5,559**	*4,733*
Publicity and marketing	3,721	7,258	**10,979**	*6,900*
Recruitment	1,134	-	**1,134**	*2,042*
Repairs and maintenance	5,194	3,460	**8,654**	*23,094*
Salaries, NI and pensions	442,123	326,142	**768,265**	*705,405*
Staff training	14	1,032	**1,046**	*1,833*
Staff travel and subsistence	2,594	270	**2,864**	*3,341*
Subscriptions	-	3,093	**3,093**	*1,636*
Sundry expenses	126	1,941	**2,067**	*2,237*
Utilities	-	9,683	**9,683**	*8,418*
Volunteer costs	4	530	**534**	*432*
Service transfer	7,990	-	**7,990**	*-*
	695,866	454,994	**1,150,860**	*942,589*
Total 2022	*588,292*	*354,297*	*942,589*	

Support costs have not been separately allocated and disclosed as the Trustees believe they are immaterial to the financial statements.

Included within the above costs are £13,392 (2022: £13,980) in relation to governance costs £9,990 (2022: £11,340) of which is in relation to legal and professional costs and £3,402 (2022: £2,640) in relation to salaries, NI and pensions.

Volunteers contribute towards the activities of the charity. The equivalent cost of the volunteer hours totalled £37,014 (2022: £31,374).

8. Auditors' remuneration

The auditors' remuneration amounts to an auditor fee of £10,000 (2022: £8,325).

9. Staff costs

	2023 £	*2022* *£*
Wages and salaries	**887,009**	*666,602*
Social security costs	**51,421**	*48,498*
Contribution to defined contribution pension schemes	**18,421**	*18,041*
	956,851	*733,141*

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

	2023 No.	*2022* *No.*
Employees	**34**	*31*

The average headcount expressed as full-time equivalents was 34 (2022: 31).

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

The total employee benefits of the key management personnel of the charity were £54,109 (2022: £50,879)

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

10. Trustees' remuneration and expenses

During the year, one Trustee, Denis Tully, (2022: 1) has been paid remuneration from an employment with the Company.

The value of Trustees' remuneration was £46,018 (2022: £43,488). Pension contributions of £2,731 (2022: £2,609) were paid in respect of this trustee. Employers NI contributions paid in respect of this employee totalled £5,361 (2022: £4,782).

During the year ended 31 March 2023, no Trustee expenses have been incurred *(2022 - £Nil)*.

11. Tangible fixed assets

	Land and buildings £	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation				
At 1 April 2022	**169,018**	**30,099**	**36,192**	**235,309**
Additions	**-**	**9,000**	**1,692**	**10,692**
At 31 March 2023	**169,018**	**39,099**	**37,884**	**246,001**
Depreciation				
At 1 April 2022	**85,020**	**11,965**	**36,192**	**133,177**
Charge for the year	**6,119**	**3,306**	**106**	**9,531**
At 31 March 2023	**91,139**	**15,271**	**36,298**	**142,708**
Net book value				
At 31 March 2023	**77,879**	**23,828**	**1,586**	**103,293**
At 31 March 2022	*83,998*	*18,134*	*-*	*102,132*

12. Debtors

	2023 £	*2022* *£*
Due within one year		
Trade debtors	**402,671**	*40,809*
Other debtors	**5,273**	*649*
Prepayments and accrued income	**198,678**	*2,652*
	606,622	*44,110*

13. Creditors: Amounts falling due within one year

	2023 £	*2022* *£*
Trade creditors	**23,963**	*19,592*
Other taxation and social security	**12,183**	*11,220*
Other creditors	**8,587**	*4,344*
Accruals and deferred income	**30,154**	*29,488*
	74,887	*64,644*

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

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
WBST	**50,000**	**-**	**(14,657)**	**-**	**35,343**
Winter Shelter	**80,000**	**-**	**-**	**-**	**80,000**
Building investigation	**140,600**	**-**	**-**	**100,000**	**240,600**
	270,600	**-**	**(14,657)**	**100,000**	**355,943**

Designated funds

WBST

The Wellbeing Support team provides an unique and important service to people with severe and multiple disadvantage and is confident in the quality of provision it makes to people vulnerable to homelessness. The designated funds are to underwrite the service while additional funding is applied for.

Winter Shelter

The Winter Shelter is a unique service in Nottingham and is integral to the Winter Plan for the City, providing up to 24 beds for people who would otherwise sleep rough.

Building investigation

In response to the new circumstance which both restrict and promote its traditional emergency respite care service (The Shelter) the board is committed to investigating the possibilities of providing new high quality emergency respite accommodation on its premises. This can only be done by employing specialist professional services that have the competencies to meet professional standards and statutory regulations which are in line with the Board's commitment to quality and that would capture the confidence of authorities that are gatekeepers to statutory decision making such as planning permission. This expenditure is in line with its duty to provide public benefit and is coherent with its constitution as it believes this initiative will contribute to securing the relevance of the charity in the future.

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
General funds					
General Funds - all funds	**348,802**	**451,573**	**(352,890)**	**(124,161)**	**323,324**
Total Unrestricted funds	**619,402**	**451,573**	**(367,547)**	**(24,161)**	**679,267**

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

14. Statement of funds (continued)

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Restricted funds					
Allotment	**13,023**	**12,418**	**(14,087)**	**-**	**11,354**
Big Lottery WBST	**-**	**36,402**	**(15,444)**	**-**	**20,958**
Defibrillator	**1,338**	**-**	**-**	**-**	**1,338**
Drop In Refurbishment	**5,445**	**-**	**-**	**-**	**5,445**
Healthbus	**7,990**	**-**	**(7,990)**	**-**	**-**
Trips AFA	**1,090**	**-**	**-**	**-**	**1,090**
Winter Shelter	**35,041**	**144,922**	**(159,335)**	**-**	**20,628**
Counselling	**-**	**2,000**	**-**	**-**	**2,000**
Independent Living Service	**26,027**	**106,452**	**(85,467)**	**-**	**47,012**
Helix	**-**	**335,287**	**(334,302)**	**-**	**985**
NHS CCG	**-**	**20,000**	**(12,319)**	**-**	**7,681**
Culturally Specific Mental Health Support Service	**40,798**	**-**	**(27,457)**	**24,161**	**37,502**
Single support service	**63,789**	**153,382**	**(116,471)**	**-**	**100,700**
Street support	**-**	**32,098**	**(8,857)**	**-**	**23,241**
Night shelter Transformation Fund	**-**	**10,000**	**-**	**-**	**10,000**
Other	**-**	**7,264**	**-**	**-**	**7,264**
	194,541	**860,225**	**(781,729)**	**24,161**	**297,198**
Total of funds	**813,943**	**1,311,798**	**(1,149,276)**	**-**	**976,465**

14. Statement of funds (continued)

Restricted funds

Winter Shelter

The Winter Shelter provides accommodation for up to 24 people who would otherwise sleep rough over the winter months.

Culturally Specific Mental Health Support Service

The project supports members of minoritized ethnic communities for whom the English language is a barrier and accessing services is therefore a challenge.

Single Support Service

The Single Support Service works with people who sleep rough, or are vulnerable to rough sleeping to access appropriate local services, move away from the streets and into settled accommodation.

Independent Living Service

The service provides intensive support to individuals identified as former rough sleepers to support them to achieve and maintain settled accommodation in their own tenancy.

Helix

The Helix project provided easy access respite accommodation for up to five women who were homeless and had experience of domestic abuse.

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Designated funds	**270,600**	**-**	**(14,657)**	**100,000**	**355,943**
General funds	**348,802**	**451,573**	**(352,890)**	**(124,161)**	**323,324**
Restricted funds	**194,541**	**860,225**	**(781,729)**	**24,161**	**297,198**
	813,943	**1,311,798**	**(1,149,276)**	**-**	**976,465**

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

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	-	103,293	**103,293**
Current assets	297,198	650,861	**948,059**
Creditors due within one year	-	(74,887)	**(74,887)**
Total	297,198	679,267	**976,465**

Analysis of net assets between funds - prior year

	Restricted funds 2022 £	*Unrestricted funds 2022 £*	*Total funds 2022 £*
Tangible fixed assets	*-*	*102,132*	*102,132*
Current assets	*194,541*	*581,914*	*776,455*
Creditors due within one year	*-*	*(64,644)*	*(64,644)*
Total	*194,541*	*619,402*	*813,943*

17. Reconciliation of net movement in funds to net cash flow from operating activities

	2023 £	*2022 £*
Net income/expenditure for the year (as per Statement of Financial Activities)	**162,522**	*(147)*
Adjustments for:		
Depreciation charges	**9,531**	*15,578*
Dividends, interests and rents from investments	**(11,095)**	*(684)*
Decrease/(increase) in debtors	**(560,349)**	*35,621*
Increase/(decrease) in creditors	**8,080**	*(52,905)*
Net cash used in operating activities	**(391,311)**	*(2,537)*

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

18. Analysis of cash and cash equivalents

	2023	*2022*
	£	*£*
Cash in hand	**341,437**	*732,345*

19. Analysis of changes in net debt

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	**732,345**	**(390,908)**	**341,437**
	732,345	**(390,908)**	**341,437**

20. Capital commitments

	2023	*2022*
	£	*£*
Contracted for but not provided in these financial statements		
Acquisition of tangible fixed assets	**185,981**	-

21. Pension commitments

The entity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the entity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £18,421 (2022: £18,041) during the year. This cost is split between restricted and unrestricted funds on the basis of the underlying staff cost. Contributions of £4,017 (2022: £3,231) were payable to the fund at the balance sheet date and are included within creditors.

22. Related party transactions

During the year the charity made the following related party transactions:

Donations of £1,100 (2022: £1,440) were made by trustees with no conditions attached.

Registered number: 03798780
Charity number: 1077424

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

CONTENTS

	Page
Reference and administrative details of the Company, its Trustees and advisers	1
Trustees' report	2 - 18
Independent auditors' report on the financial statements	19 - 22
Statement of financial activities	23
Balance sheet	24
Statement of cash flows	25
Notes to the financial statements	26 - 40

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

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

Trustees	Alan Boyden Victoria Green Paul Hinchliffe Martin Mellor Jacqueline Morris Richard O'Brien Clive Sillito Theo Brown (appointed 27 July 2022) Graham Bowpitt Denis Tully Debbie Webster (resigned 1 March 2023) Tracy Dickinson (appointed 1 March 2023)
Company registered number	03798780
Charity registered number	1077424
Registered office	53-61 Goose Gate Nottingham Nottinghamshire NG1 1FE
Chief executive officer	Denis Tully
Independent auditors	PKF Smith Cooper Audit Limited Statutory Auditors 2 Lace Market Square Nottingham NG1 1PB
Bankers	Virgin Money 11 Smithy Row Nottingham NG1 3EJ
Solicitors	Nelsons Pennine House 8 Stanford Street Nottingham NG1 7BQ

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023

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

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

General context

The major challenge this year which has cut across all our services is staff recruitment. As exemplified in the general recruitment market Emmanuel House has found it very difficult to recruit staff for a wide range of roles. This has impacted on our data, in some cases reducing the number of people we have been able to work with. It has also meant that in some cases we had to recruit less experienced staff added to which was the need to provide basic training. This recruitment also increased our spend on HR. This alongside an increase in the demand for homelessness services and increase in the wellbeing needs of beneficiaries made for challenging year.

Objectives and activities

a. Our vision and aims

The Charity Emmanuel House Support Centre is established to deliver services for the benefit of homeless and vulnerable adults. The Charity does not and shall not discriminate on the grounds of protected characteristics as described in the Human Rights Commission on any basis in any of its activities on its operations.

The vision for Emmanuel House is to make a positive difference in the lives of people who are homeless, vulnerable to homelessness, to make a valuable and purposeful contribution to the community of Nottingham and the surrounding area and to be of public benefit. Emmanuel House is committed to and has undertaken activates in the past year preventing homelessness, intervening in homelessness and aiding recovery from homelessness. It is an active partner with other statutory and voluntary sector agencies and services that contribute to or have the purpose of eliminating homelessness. Emmanuel House aspires to remain true to its values and to continue evolving to provide quality services unique to the city of Nottingham for people who need them.

We provide diverse and accessible services that meet basic need, providing vulnerable people with the means to be able to make informed decisions about their welfare and take practical steps to overcome issues that have become barriers to moving out of homelessness, or that threaten a return into homelessness. We support people to make positive changes in their lives and our open access drop-in provision and shelter are the only services of their kind in the city. There are no criteria or thresholds that exclude anyone from accessing Emmanuel House. We take a holistic approach to meeting peoples' needs including material, practical, emotional, social and spiritual needs, using a person-centred approach.

To achieve our purposes, our strategy is to:

- provide unique day support services for people who are homeless and people vulnerable to homelessness
- provide the earliest and most appropriate intervention with a pathway of support towards alleviating poverty and promoting interdependence
- accompany beneficiaries for as long as support is needed including when they are accommodated
- provide services that are relevant to the needs of homeless and vulnerably housed people
- develop a sustainable funding model
- ensure staff are supported and trained to deliver qualitative services
- provide quality volunteering opportunities for volunteers including developing opportunities for their involvement in the development of Emmanuel House

Objectives and activities (continued)

- provide appropriate communication systems for supporters of Emmanuel House so they are informed about its work and future intent
- speak with an independent voice in the interests of beneficiaries.
- be a strategic partner in the delivery of Nottingham's interagency Homelessness Prevention Strategy and Nottingham Changing Futures
- provide quality infrastructure to support service delivery.

There are five overarching outcomes that shape the work pathways:

1. HOME FIRST
- A measurable step from homelessness into appropriate housing and independent accommodation
- intervention that prevents a person falling out of settlement into homelessness
- better able to manage personal circumstances and that reduces the likelihood of homelessness.

2. ECONOMIC WELLBEING
- securing of benefit entitlement
- into employment
- undertaking volunteering or training

3. COMMUNITY CONNECTION
- engaging with Emmanuel House staff and other services
- engaging in social activities
- building positive relationships

4. WELLBEING - PHYSICAL AND PSYCHOLOGICAL
- decision making that contributes positively to wellbeing
- increased stability
- progress towards independence

5. FITNESS FOR PURPOSE
- improving financial sustainability
- resourcing personnel (staff, volunteers, trustees)
- Improving resources (including premises and equipment

Results that flow from this purpose:

- An enhanced quality of life and sense of well-being through the resettlement of beneficiaries from homelessness into more secure accommodation arrangements improving the live chances of vulnerable adults.
- The reduction in the number of people who are rough sleeping.
- Prevention of people becoming homeless and able to sustain their accommodation.
- Reducing demand on already stretch services
- Improvement in the mental health of citizens, reducing demands on services.
- Reduction of isolation, enabling beneficiaries to avail of the services they require, and enabling access to services for citizens, who otherwise would have remained inaccessible to services preventing the escalation of need

Public Benefit Statement

The Board of Trustees consider the work of Emmanuel House to be of Public Benefit to people who are homeless, people at risk of homelessness, people who are vulnerable and have complex needs and the community at large. The Board believes the charity provides a return of investment particularly to Nottingham City, in that, the cost of successfully intervening with someone who is homeless far outweighs the cost to the community of leaving someone homeless which is the charity's first objective. The charity adds value to the whole homelessness support system in Nottingham through its charitable work, some of which is of no cost to the tax payer or the local Council. It also adds value through its commitment to providing quality services that

Objectives and activities (continued)

are flexible and responsive to ever changing needs of individuals and to the system at large. It is able to work with beneficiaries that do not qualify for services elsewhere and for many of them, find satisfactory solutions mediated by attention to a person's humanity and building positive and trustful relationships. The Board is attentive to ensuring the work of the charity is consummate with its Constitution and regularly examines the charity's financial position ensuring it is secure for the foreseeable future.

Public benefit that flows from this work is:

- Reduction in the number or people who are homeless.
- Prevention in the rise of numbers of people becoming homeless.
- Improved well-being for a specific group of marginalised citizens.
- Added value to statutory services.
- Citizens being able to access services when not meeting statutory criteria.

b. Main objectives and strategies for the year

Going into the year, the impact of Covid remained an on-going dynamic around the re-establishment of routines for beneficiaries and in the recovery of our pre-Covid fiscal yearly pattern. These both created uncertainty in relation to how beneficiaries might respond to services and in relation to our financial income. Within that, our main objectives and strategies for the year were to develop our Culturally Specific Support Service, ensure the continuation of the Wellbeing Support Team (WBST), increase the number of people we support through our drop-in services, increase the diversity representation on the Board and develop the provision of long-term accommodation.

c. Assessment and support plans

Support Workers undertake assessments to understand the needs of beneficiaries to inform the support plan. Where possible the assessments and support plans dovetail with other plans for beneficiaries provided by other services. Support plans are person centred and strengths based, recognizing the skills, knowledge, capabilities and goals of the beneficiary so they can be part of the solution towards achieving positive and sustainable outcomes.

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

Achievements and performance

a. Our activities and achievements

The year did see a return to more regularised pre-pandemic format of services with the drop-in service becoming established again focusing on case work while outreach services worked with people in a variety of settings, unhindered by restrictions. The Shelter was able to be a more liberal environment providing a more communal structure that benefited the delivery of services and the experience beneficiaries had of the service. Routine and regularity are important facets of services for people who may tend to live chaotic lives to varying degrees so being able to establish consistency was of benefit for everyone concerned. Drop-in services continued to be a vital source of support for people who did not meet statutory thresholds while staff in outreach service experienced a raise in the level of unrealistic expectations.

b. Drop-in Services

Drop-in provision provided services for people who were rough sleeping, homeless, in crisis or had No Recourse to Public Funds (NRPF). The service is in two parts: the provision of basic services such as food, clothing, laundry, access to communication equipment and secondly case work that establishes a person-centred pathway of support with each beneficiary which is then delivered through a partnership between the member of staff and beneficiary. Whilst an appointment system contributes to structuring time and using the resources of staff support is also delivered informally on an ‘as needed’ basis. European nationals continue to access services but the establishment of the Right to Reside and previous work on supporting people to achieve their status has reduced the number of people needing services from within destitution as many people were then entitled to benefits. In the year, fewer individual people came into Emmanuel House while at the same time they accessed more services. Demand for accommodation services was sustained with a significant increase in the number of people accessing the Shelter which provides emergency respite care. This is partly influenced by the continuation of Everybody In during the first quarter when 50 people were accommodated in a hotel.

Data from April 2022-March 2023

Outputs from Drop-in services	22/23	21/22
Total Visits to drop-in	4252	2892
Total individual involved in all services	716	739
Total individual involved in drop-in	581	488
Food provision	2106	1383
Clothing provision	279	493
Showers	296	382
Appointments with support workers	393	533

Achievements and performance (continued)

Outcomes from across all services	22/23	21/22
Supported Accommodation	65	61
PRS	20	29
Accommodated -other	34	22
City Homes/RSL	8	7
Place of safety	3	8
Shelter	107	73
Emergency	28	24
Reconnection UK	8	6
Reconnection – Outside UK	3	1
Residency status	4	3
Benefits in place	47	38
Obtaining ID	8	9
Registered GP	13	18
Training and education	2	3
Employment	5	7
Volunteering	1	3
Reduced social isolation	89	6

During the year there was the revival of sessions on Tuesday evening provided by Heart Church. This service provides a means of people being able, to access food and social activities contributing to people being able to maintain connection, reducing isolation. The drop-in services function as a hup for many beneficiaries and other services. Mental Health Nurses, Alcohol and Drug services us the Drop-in for in-reach providing a bridge that staff frequently facilitate.

c. Culturally Specific Mental Health Support

Service provision

The service supports people from minoritized communities who are experiencing mental health difficulties and who are homeless or living in unsuitable accommodation in the community. Referrals come from mental health services, communities, health visitors, self-referrals via word of mouth. Challenges faced by this client group have included language, poor literacy, difficulty in navigating health and housing systems. The service works with individuals to break down stigma attached to mental health difficulties and has understanding about cultural barriers to accessing services. A number of people supported were parents with young children living accommodation that was overcrowded or in poor repair. The work has included:

- Support for a single Polish father, successfully applying for child benefit after he was given custody of his son. We supported him in setting up activities online for his son over the summer holidays, and applying for a British passport for his son.
- Support for a single man in temporary accommodation in a difficult environment. We worked with him to acquire a two-bedroom flat. This provided him with a home and a sense of community.
- Support for a young polish mother. Her 14-year daughter was not attending school because of bullying. We set up liaison between the mother, the school the GP, Social Services and CAMHS. We supported her with a court case regarding family matters and with housing repairs. Mum is home tutoring her daughter as support continues to ensure mum and daughter can access the services they need, including legal and educations services.
- Support for a young mother at GP appointments who was asking for a referral for her son to be assessed for Autism, as she was struggling with his behaviour. We liaised with the staff in the hostel she was

Achievements and performance (continued)

staying in about repairs that were needed. As she suffers from Sciatica and found it very difficult to walk with a pram, we successfully supported her in applying for a bus pass.

Data

The services supported 18 new people in the year from April 2022 to March 2023 (22 in 21/22) from Moroccan, Pakistani, Mixed Caribbean, Black Caribbean, Black British, Indian, Ghana, and Polish, backgrounds.

d. The Independent Living Support Service

The Independent Living Support Service came on line in September 2021.

Service Aims

The primary aim of the service is to help facilitate the resettlement of rough sleepers and prevent repeat street homelessness by providing support for former rough sleepers who have been rehoused into independent tenancies. Highlighting the service for individuals with new, shared housing within the Private Rented Sector (PRS) but also self-contained PRS accommodation and social housing.

Support Workers build up trust and rapport with the beneficiary and provides assistance with setting-up and settling-in to the new home. Support can continue up to an average of six months to ensure that all support needs are being met within the community so the risk of tenancy failure and a return to rough sleeping is minimised.

The service continues to provide a retained point of contact for service users to get in touch again if they are experiencing issues that may ultimately jeopardise their tenancy. This includes regular wellbeing checks for beneficiaries who have exited support.

Achievements and performance (continued)

Service Objectives

The service:

- provides support to rough sleepers moving into an independent tenancy;
- works in partnership with other agencies to ensure appropriate access to the service;
- prioritises access for people genuinely sleeping rough and those in emergency accommodation following episodes of street homelessness;
- maintains a safe environment within the service delivery, in line with public health regulations;
- works with individuals to better understand their needs, strengths and goals to collectively develop the next stage of their personalised support plan;
- provides practical support in setting up the tenancy (including applying for welfare benefits, setting up utilities, obtaining furniture);
- provides support and encouragement to help individuals pursue their interests and work towards obtaining their goals
- provides general support and assistance to people to seek to improve their health and wellbeing.
- Provides support to enable former rough sleepers to develop the skills to maintain future living arrangements in settled accommodation.

Assessment and Support Plans

Support Workers undertake assessments to understand the needs of beneficiaries to inform the support plan. Where possible the assessments and support plans dovetail with other plans for the beneficiaries provided by other services. Support plans are person centered and strengths based, recognizing the skills, knowledge, capabilities and goals of the beneficiary so they can be part of the solution towards achieving positive sustainable outcomes.

Data

In the year the service supported 104 people.

e. The Night Shelter

Night Shelter provision

We were able to open on 17th October 2022, slightly earlier than last season, and remained open until 10th April 2023, making 25 weeks in total. The only other significant difference was the more relaxed public health environment that pertained this season that enabled us to accommodate guests at a slightly greater density than the six per room last season. The change in Government funding away from shred accommodation to single room provision omitted the project form applying for funding. The project was funded totally from funds raised.

We are grateful to Nottingham University for making the facilities of Red Court available for a second season. The partnership with the University of Nottingham has yet again been excellent. Emmanuel House is indebted to the University for providing a building in which we were able to accommodate 107 people in emergency respite accommodation, The Winter Shelter. Each night we accommodated an average of 22 people. We provided 3,922 bed nights and supported 58 people into more secure accommodation options.

Achievements and performance (continued)

Shelter guests accommodated on the university campus

Guest group	Winter Shelter 22-23	Winter Shelter 21-22
Guests who stayed at least one night	107	72
Number of bed-nights	3,922	2,067
Average bed-nights per week	157	103
Average stay (nights)	37	29
Women guests	20	10

Firstly, the nightly accommodation on the campus returned to something like the level that used to be experienced at the standard winter shelter prior to Covid. Secondly, guests on average did not stay as long as they had done in the Hotel during Everybody In.. The Everyone In scheme attracted many homeless people with whom services had struggled to engage for years but its appeal reflected a mixture of contrasting motives, from the attractive quality of the accommodation to a deterrent fear of the virus. Although these factors still applied at is location on the university site, more move-on alternatives became available. Thirdly, the proportion of women guests declined somewhat, but we were not aware of women being deterred by lack of effective gender segregation as used to be the case when the shelter was located in one open area. Proportionately more women have sought refuge at the shelter. We were able to accommodate guests at a 50% higher density than last season owing to the relaxation of public health restrictions. We have accommodated an average of 22 guests per night compared with 15 during last season. This greater level of provision has inevitably placed increased strain on staff and other resources and accommodated a larger number of guests in total than last season. The average stay has been slightly longer, reflecting the challenges of securing move-on accommodation in an increasingly unaccommodating environment.

f. Wellbeing Support Team

The Wellbeing Support Team started working with homeless people in Nottingham in January 2018. It follows on from the work of a previous project, the Multiple Needs Support Team, which was funded by the Big Lottery from 2014-17.

The team works with homeless people who have mental health support needs alongside a number of other support needs, often referred to as ‘multiple needs’. The team’s approach is based on meeting people, building trust, and working in a person-centred way that supports people to access services and make changes in their lives at their own pace. The team consists of three Wellbeing Support Workers.

Aims

- The Wellbeing Support Team aims to achieve the following changes for homeless people with multiple needs who use its services:
- Improved mental health and wellbeing.
- Reduction in social isolation.
- Improved ability to access and engage with the services they need.

Lottery Funding for this provision ended and the Board of Trustees agreed to underwrite expenditure for the service while an application for continuation funding to the Lottery was submitted along with appeals to other Trust funds. At the same time some staff left the service reducing its capacity but nevertheless it continued to provide support that is not available through other services city-wide.

Data

In the year 2021-22 the WBST supported 45 individuals.
From April 22 – March 23 the WBST supported 23 people (45 2021/22). The service only had one member of staff for most of the year while additional funding was sought.

Achievements and performance (continued)

g. Single Support Service

The Single Support Service provided an early point of contact for rough sleepers including a comprehensive assessment of their needs and their own tailored and personalised Support Action Plan, which identified obstacles to engagement and independent living. Support plans also accounted for the strengths and goals of each person accessing the service and how these could be harnessed in accordance with Psychologically Informed Environment (PIE) principles. The service adopted a multi-disciplinary approach with a focus on coordinating support.

The Single Support Service worked with health providers (GP's, community providers and secondary care) to ensure that assertive outreach and flexible treatment for people with multiple complex needs (particularly rough sleepers) was coordinated, consistent and with continuity in place to avoid reliance on individual health care professionals.

Aims and Objectives

The aim of the Single Support Service is to provide intensive support to individuals who are rough sleeping or persistent rough sleepers and who are recognised as having complex needs.

The service provided a single support offer and assisted individuals identified as rough sleepers to acquire and sustain independent accommodation through the provision of flexible, proactive, timely, targeted and effective support.

In the previous year the Navigators responded to changes in service delivery in relation to COVID-19 Pandemic instructions, adopting a flexible approach to delivering support and utilising active outreach in response to the pandemic including offering telephone support and engagement at emergency accommodation provision to meet the health, well-being and safety of rough sleepers and staff. These arrangements were sustained for some months into this year but in the course of time tapered out with services providing face to face support.

Nature of support

Navigators provided support for:
- entrenched rough sleepers with multiple and complex needs who had not engaged in other forms of support or offers of accommodation.
- individuals who were at likely risk of rough sleeping and those who were relatively new to rough sleeping and with less severe support needs.
- individuals who were identified as rough sleepers to sustain independent accommodation.

Data

In the year the team supported 73 people (76 in 21/22).

Achievements and performance (continued)

h. Helix project

Funded by the Department for Leveling Up Housing and Communities the Helix project provided accommodation for up to five women at any one time who experienced domestic abuse and or violence and who were homeless. The project was delivered through a partnership between Emmanuel House (homelessness), Juno Women's Aid (domestic abuse) and Nottingham City Homes (housing management). Access to the accommodation was low threshold. It enabled women with very high needs to easily access accommodation without the necessity of complex and involved registration processes. It is worth of note that the women who accessed the provision had no previous contact with women's domestic abuse services.

Data

Number of women supported 33.

Engagement with Support Services

Health services (GP, HHT, dentist, opticians)	33
Drugs and Alcohol Services (NRN, Clean Slate)	24
Counselling services	12
Sex workers support (POW)/Jericho Road	16
DA Support (Juno)	30
Probation	22
Benefits/financial support	33
Housing advise/support	33

i. Mental Health Outreach (County)

Aims and objectives of service

The contract with NHS Nottingham and Nottinghamshire CCG was renewed in July 2021.

The service aims to support the mental health needs of adults who are homeless in Nottinghamshire, who are not receiving a service from statutory health services such as primary care or mental health services. The service provided time-limited support to enable people to engage with mainstream mental health services.

The service's objectives included:

- Providing persistent, strength-based approach to engaging people at risk of homelessness
- Providing appropriate advice, support and evidence-based brief interventions for homeless people with mental health problems
- Providing telephone assistance and advice to other organisations and directly to homeless people
- Providing signposting to other statutory and non-statutory physical, mental health and wellbeing services as appropriate.
- Developing joint plans to deliver proactive and impactful interventions that will support the personalised health and wellbeing needs of the individual
- Through a strength-based approach to engagement and planning, supporting the individual to stabilise their wellbeing and wider needs (e.g. housing, substance misuse)
- Supporting appropriate access to mainstream services through positive advocacy and partnership relationships
- Working with other agencies involved in the person's care to identify access needs and strategies to support successful delivery of interventions or treatment.

Achievements and performance (continued)

Service description/care pathway

The service provides physical presence at appropriate venues to meet the needs of individuals with housing connection to South County boroughs and continuity of support and undertook risk assessments, strength based personalised support plans to identify areas where physical or mental health support was needed;

Face to face support was in the form of assertive outreach and delivered in a range of settings that are flexible to the individual including street based, community and housing. The service provided practical support to liaise with wider health, social care and housing agencies on behalf or with beneficiaries to maximise their ability to access services and achieve their goals across a range of areas (e.g. telephone GP Practice with prescribing query, accompany to mental health service appointment or support to complete housing or benefits documentation). The worker took an active role in multi-agency meeting (e.g., rough sleeper action groups, MARAC domestic abuse). The service was provided to individuals who were at risk of rough sleeping with a particular focus on individuals who experienced Severe Multiple Disadvantage.

Data

In 22-23 17 people were supported in the first three quarters. This service was impacted by staff reduction. (38 2021/22)

j. Volunteering

Volunteering always has been and remains a mainstay of the charity. While number of people volunteering has not returned to pre-pandemic levels there was an increase in the number of volunteer hours offered to Emmanuel House despite there being fewer people volunteering. The Board is very grateful to everyone who volunteers in Emmanuel House without which the charity would be significantly diminished. Volunteers do not only deliver on tasks. They add qualities to the beneficiaries' experience of services, by engaging with them, undertaking numerous tasks, they free up staff time to focus on providing support. Yet again the shop volunteers broke the record for the amount raised through the charity shop; money essential to funding services and balancing our annual income and expenditure. Volunteers also cook meals, support administration and with numerous other tasks. The data below does not include the many companies that arrive with teams of people for particularly volunteering days. It is evident from feedback from these teams that it is as important to them to learn about homelessness and its impact on people as it is to undertake their tasks. We are grateful to them all.

Data

•	Number: of volunteers	85 (103 21/22)
•	Roles: Admin	158 hrs (273 21/22)
	Charity Shop	2636 hrs (2495 21/22)
	Kitchen	744 hrs (689 21/22)
•	Total volunteer hours:	4032 (3597 21/22) hrs

k. Fundraising

Unquestionably this was an uncertain year as the impact of the pandemic remained potent in the general economic environment. There were warnings from national umbrella organisations that nationally charities would struggle to sustain their income from financial donations with 1 in 7 people ceasing to give to charities. In the event our funding was sustained as many new people signed up to donate regularly. In addition, businesses, faith and community groups also donated. Marketing, communication and fundraising are considered an up-front activity in which the Board invests robust resources. This has resulted in excellent ongoing media communication with the community and supporters. This is evidenced in a general search for 'homelessness charity Nottingham' when Emmanuel House comes top of a search engine list. Our profile directly encourages individuals and organisations to engage with the charity often organising fundraising events, arranging to visit and see the work first hand. Through our communication we offer a range of activities and opportunities for all ages to 'do something about homelessness' which is a question people often ask.

Achievements and performance (continued)

Future development of Emmanual House building and services

The Board of Trustees has taken note of the desire of the Department for Levelling Up Housing and communities that communal shelter provision should transform to single room accommodation. The Trustees agree with this in principle; that all people should be offered appropriate high-quality accommodation. This is also consummate with the values of Emmanuel House. In responding to this ambition, the Trustees looked for possible premises in the city that the existing shelter provision might move to. Such buildings are extremely scarce and found to be unobtainable so the Trustees decided to embark on changing two floors of its premises on Goose Gate, Nottingham into 20 rooms of accommodation. In the year plans were drawn up, costed and approved. We are waiting for a decision from Nottingham City Council about our rent and lease before launching a funding campaign to raise £2M. In this year we received a legacy which will be dedicated to commencing the first stage of the conversion by replacing all our windows early next financial year.

Board developments

In the year the Board improved its capacity in recruiting two new members recognising that it had a gap in experience and recruited one new female member with lived experience of homelessness and one new member with skills, knowledge and experience of developing and managing accommodation for vulnerable adults. In addition, one of the members is from a minoritised community background.

Financial review

a. Going concern

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

b. Financial statement

Our total income for this year of £1,311,798 is the largest total of income in the charity's history indicating the growth in the charity which has been continuous over the past five years. The Board of Trustees is pleased to report an excess of income over expenditure (£162,522) give what has been up until the beginning of this financial year an uncertain time as we continue to emerge from the shadow of Covid. Indications in this year show that we have, at least for this twelve-month period, returned to the more familiar pattern of income. However, the excess in income is largely due to an unexpected large legacy of £100,000 but the outstanding balance of £62,522 does indicate a positive result for our income.

Donations and legacies are up by 29% to £580,261. Our total unrestricted funds increased by 18% from £369,470 in 2022 to £451,573, essential to sustaining the viability of our core work for which we do not receive statutory funding. We are grateful to the many supporters, individuals, community groups, businesses and trust funds who remined committed to, or chose to support Emmanuel House for the first time this past year. All income streams from donations from business, faith and community groups increased. While income from donation from individuals is slightly down we nevertheless consider this to be a good performance given national forecasts in the reduction of donations to charities over the year. We experienced a pattern of some donors ceasing to give or reducing their donations while others donated regularly for the first time.

The Trustees are grateful to all our volunteers who contributes in so many ways. Particular thanks to our charity shop volunteers who brought in an additional 3,434 on the previous year totally this year 34,832.

We are grateful to the many trust funds who support our work, the majority of which are restricted to funding the Winter Shelter.

Two particular changes to our income are that while we have lost rental income (circa £14,000) because the tenants moved to new premises and we have planned building work on the floor we have received greater income from bank interest of £11,095.

Our expenditure was £1,149,276 and increase of £206,688 on the previous year.

Our largest area of expenditure is on staff salaries and pensions of £768, 265 which is 67% of our total demonstrating that our staff are our most important asset. However, our spend on agency staff of £185,721 from restricted funds, reflects the challenge we have had this year of recruiting staff, a challenge which is in the sector locally. No longer are we competing with similar agencies but with larger business organisations that can afford higher salaries. Our spend on legal and professional was down by £18,201 which was predominantly due to the reduction in the need for HR services.

Our overall expenditure increased by 18% on the previous year expressed through mainly moderate increases in expenditure in the previous year which the Board considers to be a reasonable performance given inflationary pressures. We were able to avoid the major increases in utility price increase because we had outstanding contracts.

While we the charity has had a good financial performance, the Trustees remain caution because, as we emerge from the disturbance and drag of Covid, there are nevertheless continuing challenges. Inflation, the lack of supply in the employment market and the continuing risk of donor fatigue around homelessness all remain issues of which the Board is aware. For this year the Balance Sheet is in a heathy position. Our unrestricted funds amount to £679,267 an increase of £59,865 on the previous year. Our liquid unrestricted funds are £575,974 an increase on the previous year of £82,871.

The Board has reserved £250,000 to account for six months running costs of the charity and designated £80,000 towards the cost of replacing the passenger lift.

c. Risk

The Board exercises its duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud or error. For example, roles are designated with allocated and separated responsibilities. The Board recognises there are risks to which the charity is exposed and have systems in place to mitigate those risks. For example, it reviews its Finance Control Police annually, has in place risk assessments for example around venues, activities, staff and beneficiary welfare.

d. Principal Risks and uncertainties

Recruitment and retention of staff: The charity faces the same market forces in the community as other charities and businesses as it finds itself in direct competition for staff. People who traditionally have worked in the voluntary sector for the satisfaction of machining a difference in society have been forced for economic reasons to apply for jobs with commercial higher waged employers.

Risk mitigation: the Board has attended to providing an uplift in salaries that brings the charities salaries in line with local rates of pay. There has been continuous review and assessment of best outlets for advertising and implementation of flexible application processes. The organistion will attention to the welfare of staff ensuring, where appropriate, reasonable adjustments are made to enable staff receive fulfilment through their job roles.

Financial sustainability: Although there is evidence that our income has returned to the pre-pandemic fiscal pattern the Trustees recognise the continuing tentative financial environment that the general population finds itself in. The coming year may see a reduction in the delivery of statutory contracts as two are up for procurement and another will end. It is anticipated that there will be a decrease in income because of this. These dynamics together, represents a degree of uncertainty for its income for the following year with the additional challenge of predicting its future income.

Risk mitigation: The Trustees recognise the uplift in the profile of the charity in Nottingham. Resources will continue to be invested in our Marketing and Fundraising team through which come many enquiries about engaging with the charity and making financial donations. The CEO will continue to assess how Emmanuel House can offer services the that are relevant to beneficiaries but are not provided by the wider system that will be a source of income for the charity and facilitate applications for funding.

Future role and relevance of the charity in the sector: The environment in which Emmanuel House delivers its services has changed significantly over the past eighteen months. Staff are dealing with additional challenges from beneficiaries as presentation often include high levels of severe and multiple disadvantages, including mental health. Case work is complex and resources, especially in relation to accommodation solutions are significantly lessened due to a number of socioeconomic circumstances. In addition, there are likely to be future personnel changes that will impact on the direction of the charity.

Risk mitigation: The Board reviews the staffing resources that are needed to sustain the charity's quality services. It will undertake a further review that will attend particularly to succession planning, particularly accounting for the development of accommodation provision and all that involves.

e. Reserves policy

The Board is retaining six months reserves (£250,000) which is reviewed on a six monthly basis.

Structure, governance and management

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

Structure, governance and management (continued)

a. Constitution

Emmanuel House Support Centre is a registered charity and company limited by guarantee and was set up by a Trust deed.

The company was incorporated on 30th June 1999 and registered as a charity on November 1976 under the name of Emmanuel House Day Centre. The name was changed by a resolution of the members on 7th August 2019 and relevant filings made at Companies House and the Charity Commission shortly thereafter.

b. Methods of appointment or election of Trustees

Nominations for Trustees are considered by the Board and interviewed by the Chair. They attend as an observer and there is agreement about their suitability amongst Trustees they are voted on as a Trustee formally at the AGM or subsequent Board meeting.

c. Organisational structure and decision-making policies

The Board of Trustees govern the charity, attending to its legal and financial obligations. The Chair manages the CEO who in turn manages four managers who oversee distinct domains of work. Decision making in the charity is demarcated according to the nature of decisions. The Board of Trustees met four times in the year. The Finance Sub group met five times. The Marketing and Fundraising Sub group met three times. The Health and Safety Sub Group met four times. The Winter Shelter Sub-group met three times. The Equality Diversity and Inclusion group met 5 times in the year. The sub groups provide written reports.

The Board takes decisions on the strategic and financial direction of the charity taking account of information given it by the CEO. The CEO makes decisions on approval of budgetary expenditure and priorities about the direction of the charity and day to day operational matters. Managers made decisions relating to their job domains as to support staff.

d. Policies and procedures for induction and training of trustees

When Trustees are appointed a comprehensive handbook is provided for them containing background information, policies and procedures. Trustees are able to access an induction visit to Emmanuel House, including meeting the staff and volunteers.

e. Pay policy for key management personnel

Pay is set according to the level of roles in the organisation which in the main are: CEO, Manager, Senior Support Worker and officer, support worker with specialism and support worker. Salaries have been reviewed so that there is no discrimination on characteristics other than the job description and terms and conditions relating to the job. Emmanuel House salaries in comparison to other similar roles advertised in the market are neither excessively high or low but are mid range.

f. Financial risk management

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the operations and finances of the Company, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

Plans for future periods

Culturally Specific Mental Health Support
- To capacity build a culturally specific steering group to develop the service.
- Create an identity for the service.
- Recruit an additional support worker and development worker to undertake these tasks.

Drop-in services
- Expand the service to include a Wednesday morning
- Develop an early morning breakfast service.

Develop accommodation
- Complete agreement the City Council to advance plans for 20 rooms of accommodation.
- In the meantime initiate fundraising campaign
- Continue interim emergency respite accommodation during the coldest months of the year (November – March)
- Establish additional residential accommodation upon which to begin to build a portfolio of accommodation provision.

Night Shelter
- Seek alternative solutions to communal provision

Premises
- Replace all our windows
- Replace the lift
- Adapt the second floor for services in the interim
- Agree lease and rent with Nottingham City Council
- Initiate fundraising campaign

Welbeing Support Team
- Establishment of a women’s group

Contracted services
- Tender for new contracts with the City Council for the delivery of Independent Living Support and Navigator services.

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

Statement of Trustees' responsibilities

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

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

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

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

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Auditors

The auditors, PKF Smith Cooper Audit Limited, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

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

_____ _____

Clive Sillito **Martin Mellor**

Date:

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE

Opinion

We have audited the financial statements of Emmanuel House Support Centre (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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 2023 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 Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a 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.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE (CONTINUED)

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, 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.

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

Based on our understanding of the charity and industry, key laws and regulations that we identified included:

- Charities SORP
- health and safety and employment legislation

We identified that the principal risk of fraud or non compliance with laws and regulations related to:

- management bias in respect of accounting estimates and judgementes made;
- management override of control;
- posting of unusual journals or transactions.

We focused on those areas that could give rise to a material misstatement in the Charity financial statements.

Our procedures included, but were not limited to:

- Enquiry of management and those charged with governance around actual and potential litigation and claims, including instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of those charged with governance where available;
- Reviewing legal expenditure in the year to identify instances of non-compliance with laws and regulations and fraud
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

It is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

PKF Smith Cooper Audit Limited

Statutory Auditors
2 Lace Market Square
Nottingham
NG1 1PB

Date:

PKF Smith Cooper Audit Limited are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

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

	Note	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Income from:					
Donations and legacies	2	**186,208**	**394,053**	**580,261**	*414,506*
Charitable activities	3	**674,017**	**7,600**	**681,617**	*481,681*
Other trading activities	5	**-**	**38,825**	**38,825**	*45,570*
Investments	6	**-**	**11,095**	**11,095**	*684*
Total income		**860,225**	**451,573**	**1,311,798**	*942,441*
Expenditure on:					
Charitable activities		**781,729**	**367,547**	**1,149,276**	*942,588*
Total expenditure		**781,729**	**367,547**	**1,149,276**	*942,588*
Net income/(expenditure)		**78,496**	**84,026**	**162,522**	*(147)*
Transfers between funds	14	**24,161**	**(24,161)**	**-**	*-*
Total transfers		**24,161**	**(24,161)**	**-**	*-*
Net movement in funds		**102,657**	**59,865**	**162,522**	*(147)*
Reconciliation of funds:					
Total funds brought forward		**194,541**	**619,402**	**813,943**	*814,090*
Net movement in funds		**102,657**	**59,865**	**162,522**	*(147)*
Total funds carried forward		**297,198**	**679,267**	**976,465**	*813,943*

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

The notes on pages 26 to 40 form part of these financial statements.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)
REGISTERED NUMBER: 03798780

BALANCE SHEET
AS AT 31 MARCH 2023

	Note		2023 £		*2022 £*
Fixed assets					
Tangible assets	11		**103,293**		*102,132*
Current assets					
Debtors	12	**606,622**		*44,110*	
Cash at bank and in hand		**341,437**		*732,345*	
		948,059		*776,455*	
Creditors: amounts falling due within one year	13	**(74,887)**		*(64,644)*	
Net current assets			**873,172**		*711,811*
Total net assets			**976,465**		*813,943*
Charity funds					
Restricted funds	14		**297,198**		*194,541*
Unrestricted funds	14		**679,267**		*619,402*
Total funds			**976,465**		*813,943*

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

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

However, an audit is required at the request of the Trustees in accordance with section 144 of the Charities Act 2011.

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

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

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

.....
Clive Sillito

Date:

The notes on pages 26 to 40 form part of these financial statements.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	*2022* *£*
Cash flows from operating activities		
Net cash used in operating activities	**(391,311)**	*(2,537)*
Cash flows from investing activities		
Interest receivable and similar income	**11,095**	*684*
Purchase of tangible fixed assets	**(10,692)**	*(2,280)*
Net cash provided by/(used in) investing activities	**403**	**(1,596)**
Change in cash and cash equivalents in the year	**(390,908)**	**(4,133)**
Cash and cash equivalents at the beginning of the year	**732,345**	*736,478*
Cash and cash equivalents at the end of the year	**341,437**	*732,345*

The notes on pages 26 to 40 form part of these financial statements

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

1. Accounting policies

1.1 Basis of preparation of financial statements

Emmanuel House Support Centre is a private company limited by guarantee and incorporated in England within the United Kingdom. The address of the registered office is given in the company information of these financial statements. The company's registration number is 03798780 and the charity registration number is 1077424.

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

Emmanuel House Support Centre meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are presented in sterling, which is the functional currency of the company and the financial statements are presented to the nearest £1.

The significant accounting policies have been applied in the preparation of these financial statements are set out below.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

1. Accounting policies (continued)

1.4 Income

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

1.5 Government grants

Grants are included in the Statement of Financial Activies on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of meeting any performance related conditions there is not unconditional entitlement to the income and its recognition is deferred and included in creditors as deferred income until the performance-related conditions are met. Where entitlement occurs before income is received, the income is accrued.

1.6 Interest receivable

Interest 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.

1.7 Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

1. Accounting policies (continued)

1.8 Tangible fixed assets and depreciation

Indivdual fixed assets costing £1,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impariment losses.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Long-term leasehold property	- Straight line over the remaining life of the lease
Fixtures and fittings	- 10% Straight line
Office equipment	- 33.3% Straight line

1.9 Debtors

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

1.10 Cash at bank and in hand

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

1.11 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any discounts due.

1.12 Financial instruments

The 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.

1.13 Pensions

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

1. Accounting policies (continued)

1.14 Fund accounting

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

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

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

2. Income from donations and legacies

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Donations and legacies	186,208	366,041	**552,249**	*384,664*
Gift aid recovered	-	28,012	**28,012**	*29,842*
	186,208	394,053	**580,261**	*414,506*

3. Income from charitable activities

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Grants	652,622	-	**652,622**	*443,966*
Contracts	21,395	7,600	**28,995**	*37,715*
	674,017	7,600	**681,617**	*481,681*

4. Grants & donations

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Big Lottery (WBST)	36,402	-	**36,402**	*-*
Individuals	4,677	145,400	**150,077**	*158,454*
Nottingham City Council	538,944	-	**538,944**	*425,060*
Faith Groups & Churches	8,441	23,747	**32,188**	*25,423*
Nottinham City homes Registered Provider Limited	37,791	-	**37,791**	*-*
The Forman Hardy Charitable Trust	10,000	20,000	**30,000**	*20,000*
Community Groups	2,750	20,757	**23,507**	*14,780*
Businesses	29,226	40,431	**69,657**	*37,652*
The Jessie Spencer Trust	5,000	-	**5,000**	*10,000*
The 29th May 1961 Charitable Trust	5,000	-	**5,000**	*-*
The Fifty Fund	-	-	**-**	*7,175*
B&Q Foundation	5,000	-	**5,000**	*-*
Albert Hunt Trust	7,000	-	**7,000**	*7,000*
Funeral and Legacies	-	100,000	**100,000**	*42,230*
The Gordon Trust	1,000	-	**1,000**	*-*
D'Oyly Carte Trust	3,418	-	**3,418**	*-*
Mary Magdalen Foundation	-	12,729	**12,729**	*-*
Winifred Eileen Kemp Trust	7,000	-	**7,000**	*5,000*
The Helen Jean Cope Charity	1,000	-	**1,000**	*1,000*
Lloyds Bank Foundation	-	-	**-**	*76*
Mary Robertson Trust	-	3,000	**3,000**	*3,000*
The Thomas Farr Charity	5,000	-	**5,000**	*-*
Souter Charitable Trust	3,000	-	**3,000**	*3,000*
Sir John Eastwood Foundation	3,000	-	**3,000**	*3,000*
The Beatrice Laing Trust	-	-	**-**	*2,500*
The Mary Potter Convent Hospital Trust	1,000	-	**1,000**	*-*
Enterprise Rent a Car	-	-	**-**	*1,500*
CLA Charitable Trust	4,000	-	**4,000**	*-*
Juno Women's Aid	25,142	-	**25,142**	*-*
JN Derbyshire Trust	2,000	-	**2,000**	*2,000*
The Lady Hind Trust	15,000	-	**15,000**	*9,500*
St Lazarus Charitable Trust	-	-	**-**	*500*
St Mary's Relief in Need Charity	250	-	**250**	*500*
The Jones 1986 Charitable Trust	50,000	-	**50,000**	*25,000*
Mazars Charitable Trust	-	-	**-**	*375*
Thomas Farr Charity	-	-	**-**	*3,000*
Alex Ferry Foundation	5,000	-	**5,000**	*2,000*

National Emergencies Trust	-	-	**-**	*5,000*
Severn Trent Community Fund	-	-	**-**	*9,999*
Nineveh Charitable Trust	-	-	**-**	*3,000*
The Labone Charitable Foundation	500	-	**500**	*-*
Samuel Fox Foundation	15,000	-	**15,000**	*-*
Nottingham Community and Voluntary Service	-	-	**-**	*562*
Other income	7,264	-	**7,264**	*562*
Other government grant	-	-	**-**	*344*
	838,805	366,064	**1,204,869**	*829,192*

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Fundraising events	330	**330**	*-*

Income from non charitable trading activities

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Trading income	34,832	**34,832**	*31,398*
Property rental income	3,663	**3,663**	*14,172*
	38,495	**38,495**	*45,570*

6. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Interest receivable on bank deposits	11,095	**11,095**	*684*

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

7. Analysis of expenditure on charitable activities

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Accommodation Costs	8,496	-	**8,496**	*8,467*
Activities	149	-	**149**	*154*
Administration	475	8,359	**8,834**	*7,197*
Agency staff	185,721	-	**185,721**	*24,395*
Bank charges	-	157	**157**	*26*
Beneficiary costs	19,907	3,289	**23,196**	*15,348*
Charity shop costs	-	2,674	**2,674**	*2,546*
Cleaning	1,813	12,688	**14,501**	*12,837*
Depreciation	-	9,531	**9,531**	*15,578*
Equipment	3,774	650	**4,424**	*11,950*
Insurance	203	5,106	**5,309**	*5,488*
IT and telephone costs	2,329	14,069	**16,398**	*10,517*
Kitchen costs	6,463	3,270	**9,733**	*9,945*
Legal and professional	874	38,995	**39,869**	*58,070*
Mobile phones	2,762	2,797	**5,559**	*4,733*
Publicity and marketing	3,721	7,258	**10,979**	*6,900*
Recruitment	1,134	-	**1,134**	*2,042*
Repairs and maintenance	5,194	3,460	**8,654**	*23,094*
Salaries, NI and pensions	442,123	326,142	**768,265**	*705,405*
Staff training	14	1,032	**1,046**	*1,833*
Staff travel and subsistence	2,594	270	**2,864**	*3,341*
Subscriptions	-	3,093	**3,093**	*1,636*
Sundry expenses	126	1,941	**2,067**	*2,237*
Utilities	-	9,683	**9,683**	*8,418*
Volunteer costs	4	530	**534**	*432*
Service transfer	7,990	-	**7,990**	*-*
	695,866	454,994	**1,150,860**	*942,589*
Total 2022	*588,292*	*354,297*	*942,589*	

Support costs have not been separately allocated and disclosed as the Trustees believe they are immaterial to the financial statements.

Included within the above costs are £13,392 (2022: £13,980) in relation to governance costs £9,990 (2022: £11,340) of which is in relation to legal and professional costs and £3,402 (2022: £2,640) in relation to salaries, NI and pensions.

Volunteers contribute towards the activities of the charity. The equivalent cost of the volunteer hours totalled £37,014 (2022: £31,374).

8. Auditors' remuneration

The auditors' remuneration amounts to an auditor fee of £10,000 (2022: £8,325).

9. Staff costs

	2023 £	*2022* *£*
Wages and salaries	**887,009**	*666,602*
Social security costs	**51,421**	*48,498*
Contribution to defined contribution pension schemes	**18,421**	*18,041*
	956,851	*733,141*

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

	2023 No.	*2022* *No.*
Employees	**34**	*31*

The average headcount expressed as full-time equivalents was 34 (2022: 31).

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

The total employee benefits of the key management personnel of the charity were £54,109 (2022: £50,879)

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

10. Trustees' remuneration and expenses

During the year, one Trustee, Denis Tully, (2022: 1) has been paid remuneration from an employment with the Company.

The value of Trustees' remuneration was £46,018 (2022: £43,488). Pension contributions of £2,731 (2022: £2,609) were paid in respect of this trustee. Employers NI contributions paid in respect of this employee totalled £5,361 (2022: £4,782).

During the year ended 31 March 2023, no Trustee expenses have been incurred *(2022 - £Nil)*.

11. Tangible fixed assets

	Land and buildings £	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation				
At 1 April 2022	**169,018**	**30,099**	**36,192**	**235,309**
Additions	**-**	**9,000**	**1,692**	**10,692**
At 31 March 2023	**169,018**	**39,099**	**37,884**	**246,001**
Depreciation				
At 1 April 2022	**85,020**	**11,965**	**36,192**	**133,177**
Charge for the year	**6,119**	**3,306**	**106**	**9,531**
At 31 March 2023	**91,139**	**15,271**	**36,298**	**142,708**
Net book value				
At 31 March 2023	**77,879**	**23,828**	**1,586**	**103,293**
At 31 March 2022	*83,998*	*18,134*	*-*	*102,132*

12. Debtors

	2023 £	*2022* *£*
Due within one year		
Trade debtors	**402,671**	*40,809*
Other debtors	**5,273**	*649*
Prepayments and accrued income	**198,678**	*2,652*
	606,622	*44,110*

13. Creditors: Amounts falling due within one year

	2023 £	*2022* *£*
Trade creditors	**23,963**	*19,592*
Other taxation and social security	**12,183**	*11,220*
Other creditors	**8,587**	*4,344*
Accruals and deferred income	**30,154**	*29,488*
	74,887	*64,644*

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

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
WBST	**50,000**	**-**	**(14,657)**	**-**	**35,343**
Winter Shelter	**80,000**	**-**	**-**	**-**	**80,000**
Building investigation	**140,600**	**-**	**-**	**100,000**	**240,600**
	270,600	**-**	**(14,657)**	**100,000**	**355,943**

Designated funds

WBST

The Wellbeing Support team provides an unique and important service to people with severe and multiple disadvantage and is confident in the quality of provision it makes to people vulnerable to homelessness. The designated funds are to underwrite the service while additional funding is applied for.

Winter Shelter

The Winter Shelter is a unique service in Nottingham and is integral to the Winter Plan for the City, providing up to 24 beds for people who would otherwise sleep rough.

Building investigation

In response to the new circumstance which both restrict and promote its traditional emergency respite care service (The Shelter) the board is committed to investigating the possibilities of providing new high quality emergency respite accommodation on its premises. This can only be done by employing specialist professional services that have the competencies to meet professional standards and statutory regulations which are in line with the Board's commitment to quality and that would capture the confidence of authorities that are gatekeepers to statutory decision making such as planning permission. This expenditure is in line with its duty to provide public benefit and is coherent with its constitution as it believes this initiative will contribute to securing the relevance of the charity in the future.

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
General funds					
General Funds - all funds	**348,802**	**451,573**	**(352,890)**	**(124,161)**	**323,324**
Total Unrestricted funds	**619,402**	**451,573**	**(367,547)**	**(24,161)**	**679,267**

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

14. Statement of funds (continued)

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Restricted funds					
Allotment	**13,023**	**12,418**	**(14,087)**	**-**	**11,354**
Big Lottery WBST	**-**	**36,402**	**(15,444)**	**-**	**20,958**
Defibrillator	**1,338**	**-**	**-**	**-**	**1,338**
Drop In Refurbishment	**5,445**	**-**	**-**	**-**	**5,445**
Healthbus	**7,990**	**-**	**(7,990)**	**-**	**-**
Trips AFA	**1,090**	**-**	**-**	**-**	**1,090**
Winter Shelter	**35,041**	**144,922**	**(159,335)**	**-**	**20,628**
Counselling	**-**	**2,000**	**-**	**-**	**2,000**
Independent Living Service	**26,027**	**106,452**	**(85,467)**	**-**	**47,012**
Helix	**-**	**335,287**	**(334,302)**	**-**	**985**
NHS CCG	**-**	**20,000**	**(12,319)**	**-**	**7,681**
Culturally Specific Mental Health Support Service	**40,798**	**-**	**(27,457)**	**24,161**	**37,502**
Single support service	**63,789**	**153,382**	**(116,471)**	**-**	**100,700**
Street support	**-**	**32,098**	**(8,857)**	**-**	**23,241**
Night shelter Transformation Fund	**-**	**10,000**	**-**	**-**	**10,000**
Other	**-**	**7,264**	**-**	**-**	**7,264**
	194,541	**860,225**	**(781,729)**	**24,161**	**297,198**
Total of funds	**813,943**	**1,311,798**	**(1,149,276)**	**-**	**976,465**

14. Statement of funds (continued)

Restricted funds

Winter Shelter

The Winter Shelter provides accommodation for up to 24 people who would otherwise sleep rough over the winter months.

Culturally Specific Mental Health Support Service

The project supports members of minoritized ethnic communities for whom the English language is a barrier and accessing services is therefore a challenge.

Single Support Service

The Single Support Service works with people who sleep rough, or are vulnerable to rough sleeping to access appropriate local services, move away from the streets and into settled accommodation.

Independent Living Service

The service provides intensive support to individuals identified as former rough sleepers to support them to achieve and maintain settled accommodation in their own tenancy.

Helix

The Helix project provided easy access respite accommodation for up to five women who were homeless and had experience of domestic abuse.

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Designated funds	**270,600**	**-**	**(14,657)**	**100,000**	**355,943**
General funds	**348,802**	**451,573**	**(352,890)**	**(124,161)**	**323,324**
Restricted funds	**194,541**	**860,225**	**(781,729)**	**24,161**	**297,198**
	813,943	**1,311,798**	**(1,149,276)**	**-**	**976,465**

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

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	-	103,293	**103,293**
Current assets	297,198	650,861	**948,059**
Creditors due within one year	-	(74,887)	**(74,887)**
Total	297,198	679,267	**976,465**

Analysis of net assets between funds - prior year

	Restricted funds 2022 £	*Unrestricted funds 2022 £*	*Total funds 2022 £*
Tangible fixed assets	*-*	*102,132*	*102,132*
Current assets	*194,541*	*581,914*	*776,455*
Creditors due within one year	*-*	*(64,644)*	*(64,644)*
Total	*194,541*	*619,402*	*813,943*

17. Reconciliation of net movement in funds to net cash flow from operating activities

	2023 £	*2022 £*
Net income/expenditure for the year (as per Statement of Financial Activities)	**162,522**	*(147)*
Adjustments for:		
Depreciation charges	**9,531**	*15,578*
Dividends, interests and rents from investments	**(11,095)**	*(684)*
Decrease/(increase) in debtors	**(560,349)**	*35,621*
Increase/(decrease) in creditors	**8,080**	*(52,905)*
Net cash used in operating activities	**(391,311)**	*(2,537)*

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

18. Analysis of cash and cash equivalents

	2023	*2022*
	£	*£*
Cash in hand	**341,437**	*732,345*

19. Analysis of changes in net debt

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	**732,345**	**(390,908)**	**341,437**
	732,345	**(390,908)**	**341,437**

20. Capital commitments

	2023	*2022*
	£	*£*
Contracted for but not provided in these financial statements		
Acquisition of tangible fixed assets	**185,981**	-

21. Pension commitments

The entity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the entity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £18,421 (2022: £18,041) during the year. This cost is split between restricted and unrestricted funds on the basis of the underlying staff cost. Contributions of £4,017 (2022: £3,231) were payable to the fund at the balance sheet date and are included within creditors.

22. Related party transactions

During the year the charity made the following related party transactions:

Donations of £1,100 (2022: £1,440) were made by trustees with no conditions attached.

PKF SMITH COOPER

Emmanuel House Support Centre
Audit Findings Report

Year ended 31 March 2023

LOCAL KNOWLEDGE, GLOBAL EXPERTISE

Contents

1. Introduction 2
2. Audit summary and significant risks 3
3. Key matters arising during the course of the audit 5
4. Summary of misstatements 7
5. Related party transactions 8
6. Outstanding matters 9
7. Ethical considerations 10
8. Fraud, error, laws and regulations 11
9. Internal controls 12

This report has been prepared for the sole use of the directors and must not be shown to third parties without our prior consent. No responsibilities are accepted by PKF Smith Cooper Audit Limited towards any party acting or refraining from action as a result of this report.

1. Introduction

The purpose of this report is to provide management and those charged with governance of Emmanuel House Support Centre an update on the key points from our audit of the financial statements for the year ended 31 March 2023 including our conclusions on the key issues and risks identified at the planning stage. This report focuses on those areas that are significant to those charged with governance as required by International Standard in Auditing (UK & Ireland) 260.

We are responsible for forming and expressing an opinion on the statutory financial statements.

The matters dealt with in this report came to our attention during the course of our normal audit procedures which are primarily designed for the purpose of expressing our opinion on the statutory financial statements of the charity.

We did not experience any significant difficulties during the audit process, our audit work is complete, subject to the outstanding matters in Section 6. We expect an **unmodified/clean** audit report to be issued assuming no matters arise from completion of the outstanding work.

This report has been prepared for the sole use of the company and must not be shown to third parties without our prior consent. No responsibilities are accepted by PKF Smith Cooper Audit Limited towards any party acting or refraining from action as a result of this report.

2. Audit summary and significant risks

We communicated our audit approach in our meeting on 3rd August 2023.

Our work combines substantive and other procedures, including direct verification of balances and transactions, which included obtaining confirmation from third parties where we considered this to be necessary. No significant limitations of scope were placed on our audit.

Materiality

We do not seek to certify that the financial statements are 100% accurate, rather we use the concept of 'materiality' to plan our sample sizes and also to decide whether any errors or misstatements discovered during the audit require adjustment. The assessment of materiality is a matter of professional judgement but overall, the matter is material if its omission or misstatement would reasonably influence the economic decisions of a user of the financial statements. Whether adjustments are material to the "true and fair" view, can only be judged in the particular circumstances of the items and their impact on the financial statements to which they relate. Materiality has been considered having due regard to the overall financial statement totals, the relevant individual balance, the type of transaction and the disclosures.

Significant risks

The following significant risk areas were identified at the planning stage of the audit and our conclusions from the audit evidence we obtained is set out below:

Significant risk area	Potential issues	Audit evidence obtained	Audit conclusions
Revenue recognition	There is a rebuttable presumption set out in international Standard on Auditing (ISA) 240 that the fraud risk from revenue recognition is a significant audit risk.	We performed extensive substantive testing around revenue and for cut off our audit focus was around deferred and accrued income.	From the audit evidence we have obtained, we did not identify any issues with regards to revenue recognition.
Management override of controls	There is a non-rebuttable risk set out in international Standard on Auditing (ISA) 240 that the financial statements may be misstated due to management fraud, error, bias and override of controls.	Detailed review of journal adjustments throughout the period and particularly at the year-end to identify any unusual entries. Key accounting estimates were reviewed for evidence of management bias. We also considered significant transactions outside the normal course of business.	From the audit evidence we have obtained, we did not identify any issues with regards to management override of controls.

Accounting estimates and policies

We should adopt professional scepticism at all times when assessing the methods, significant assumptions and data used by management when determining accounting estimates included in the financial statements, as well as the associated financial statement disclosures. The following key accounting estimates were identified at the planning stage of the audit and our conclusions from the audit evidence we obtained is set out below:

Accounting estimate	Potential issues	Audit evidence obtained	Audit conclusion
Revenue recognition and cut-off	Given the nature of the entity as a charity and that the income received may be subject to specific	We performed extensive substantive testing around revenue and for cut off our	From the audit evidence we have obtained, we did not identify any issues with

	restrictions, revenue could be recognised incorrectly	audit focus was around deferred and accrued income.	regards to revenue recognition.

We have considered the adopted accounting policies as part of our audit work and consider these to be appropriate and in accordance with UK accounting standards.

Other information

We have reviewed the information within the Trustees' Report and did not identify any material misstatements or material inconsistencies.

Going concern

In accordance with International Auditing Standards 570 Going concern, we planned our audit to obtain sufficient appropriate audit evidence regarding the appropriateness of management's use of going concern and whether a material uncertainty relating to going concern exists. In performing our work, we have reviewed the assessment provided by management, which included budgets and forecasts for the 2023/24 financial year. We wish to review extended forecasts and also cashflow forecasts covering a period of 12 months from the date of signing the financial statements (to end December 2024). We have also considered the appropriateness of disclosures made in the financial statements. We did not identify any events or conditions that give rise to a material uncertainty, therefore the use of the going concern basis of preparation is appropriate pending receipt of the extended forecasts.

3. Key matters arising during the course of the audit

Matters arising	Resolution
Going concern In accordance with International Auditing Standards 570 Going concern, we planned our audit to obtain sufficient appropriate audit evidence regarding the appropriateness of management's use of going concern and whether a material uncertainty relating to going concern exists. In performing our work, we have reviewed the assessment provided by management, which included budgets and forecasts for the 2023/24 financial year. We wish to review extended forecasts and also cashflow forecasts covering a period of 12 months from the date of signing the financial statements (to end December 2024). We have also considered the appropriateness of disclosures made in the financial statements. We did not identify any events or conditions that give rise to a material uncertainty, therefore the use of the going concern basis of preparation is appropriate pending receipt of the extended forecasts.	
Potential capital commitment As at year-end, a deposit had been paid in relation to window upgrades and additional works had been invoiced in relation to the building re-design. Although this work was not complete until post year-end, the deposit and other pre-year end invoices are strong indicators that there may have been a capital commitment as at year-end for disclosure within the financial statements. We would like to discuss this with you in order to conclude as to whether a capital commitment existed as at the year-end.	
Capital items found within review of repairs We note within repairs nominal codes an amount of c. £15k expenditure incurred in relation to bathroom and toilet renovations, new laptops and CCTV. These costs were expended in the year under audit rather than being capitalized and depreciated over a few years. This value has been adjusted through our adjusted audit journal schedule.	

Client funds (accruals) Included within year-end accruals is £7,264 in relation to client funds. We understand this to be in relation to cash received which is only allowed to be spent on certain events/individuals. After reviewing the breakdown of this balance, c. £7k relates to amounts received before the start of the financial year under audit. We would like to further understand this balance and the restrictions on it. If unspent, would the funds have to be returned to the client who gave them? We would like to understand the plan for the older balances and if any of these should be released or returned.	

4. Summary of misstatements

The auditor is required to communicate all misstatements which we identified as a result of our audit process and which were not adjusted, other than those considered to be clearly trivial in size or nature, to the company's management. Trivial was deemed to be £1,290.

Our audit approach is based on consideration of audit materiality. We determine materiality for the purpose of the company's statutory reporting by our judgment as to what adjustments would influence the reader's perception of the financial statements. We do not therefore seek to review all immaterial amounts.

The aggregate impact of adjusted and unadjusted misstatements are summarized on separate schedules accompanying this report.

5. Related party transactions

Management confirmed that there were related party transactions during the year, as well as director's remuneration, which require disclosure as follows:

21. Related party transactions

During the year the charity made the following related party transactions:

Donations of £600 (2022: £1,440) were made by trustees with no conditions attached.

The total employee benefits of the key management personnel of the charity were £54,109 (2022: £50,879)

10. Trustees' remuneration and expenses

During the year, one Trustee, Denis Tully, (2022: 1) has been paid remuneration from an employment with the Company.

The value of Trustees' remuneration was £46,018 (2022: £43,488). Pension contributions of £2,731 (2022: £2,609) were paid in respect of this trustee. Employers NI contributions paid in respect of this employee totalled £5,361 (2022: £4,782).

During the year ended 31 March 2023, no Trustee expenses have been incurred *(2022* - £Nil*)*.

6. Outstanding matters

- Final wording for front-end financial statements:
  - Financial statement section of the Trustees Report – wording to be provided (PDF page 15, document page 13)
  - Data and Bullet points within the 'Service Provision' section of the Trustees Report – wording to be reviewed and provided, prior year wording currently included (PDF page 9, document page 7)
- Extended forecasts as discussed in section 3 of this report
- Declaration of business interests form for T Dickson
- Credit card statement for year-end

7. Ethical considerations

Provision of non-audit services

Under the FRC Ethical Standard, the provision of audit and non-audit services to you by the firm gives rise to a potential threat to independence.

The following table shows how the threats to this independence are protected against:

Work done	Threat to independence	Safeguard
Preparation of statutory financial statements	Self-review	We generate the financial statements using your TB, which is directly inputted into our software. The charity qualifies as a small company under the Companies Act 2006 and therefore we are not required to have safeguards in place as we can rely on the standard in relation to the Provision of Audits for Smaller Entities.
Proposing adjusting journals	Management	The financial statements and adjusting journals are all discussed and agreed with informed management.
Provision of taxation services	Management	The charity qualifies as a small company under the Companies Act 2006 and therefore we are not required to have safeguards in place as we can rely on the standard in relation to the Provision of Audits for Smaller Entities.

These safeguards have all been discussed with informed management and have been communicated to you previously at our audit planning meeting. We are satisfied that these safeguards were appropriately implemented and mitigated any threat to our objectivity and independence.

8. Fraud, error, laws and regulations

In accordance with International Auditing Standards, we planned our audit so that we have a reasonable expectation of detecting material misstatements in the financial statements or accounting records (including any material misstatements resulting from fraud, error or non-compliance with law or regulations.)

However, we acknowledge that no internal control structure, no matter how effective, can eliminate the possibility that errors or irregularities may occur and remain undetected. In addition, because we use selective testing in our audit, we cannot guarantee that errors or irregularities if present, will be detected. Accordingly, our audit should not be relied upon to disclose all such misstatements or frauds, errors or instances of non-compliance as may exist.

It is ultimately the directors' responsibility to safeguard assets and to design and implement internal control systems to prevent and detect fraud, error and non-compliance with laws and regulations and to assess the risk any such matters may have on the accuracy of the financial statements.

We considered the risk of material misstatement relating to fraud, error and non-compliance with laws and regulations and completed audit procedures including but not limited to:

- Enquiry of management around actual and potential litigation and claims, including instances of non-compliance with laws and regulations and fraud.
- Evaluating the design and implementation of accounting and internal controls implemented by management to address the risk of fraud or error.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Undertaking audit procedures to assess the risk of fraud or error associated with management override of controls (as set out in Section 2).

Management have confirmed to us that they are not aware of any actual or potential fraud. We have not been made aware of any non-compliance with laws and regulations during the year. During the course of our work we found no evidence of fraud. However, we must emphasis that it is the responsibility of management for the prevention and detection of fraud and our work does not eliminate the possibility that fraud may have occurred and remains undetected.

We have included appropriate paragraphs in the letter of representation, regarding fraud, error, laws and regulations. The letter will require the approval of the Directors together with the financial statements.

9. Internal controls

The purpose or our audit is to form an opinion on the financial statements. As part of our audit we have considered internal controls in order to design and undertake our audit procedures only. Our audit does not express an opinion on the overall effectiveness of internal controls and therefore should not be relied upon to disclose all errors or weaknesses in systems and processes nor irregularities or errors not material in relation to the financial statements.

During the course of the audit certain control improvements were identified as follows:

Assessment

- **Significant deficiency – findings fundamental to the management of risk.**
- **Deficiency – findings which are minor to the management of risk but would strengthen existing practice.**

The following matters were raised in the prior year and remain relevant in the current year:

Observation and risk	Recommendation	Management comments
Missing payroll contracts & ID During our payroll transaction testing, we identified some employees for whom no contract or ID was held or the contract held was not signed by the employee. In each case, these employees were employees who were temporary or sessional workers.	We understand that the problem has been rectified going forwards and would recommend that signed contracts are held on file for all employees in future.	We accept that not all contracts have been completed in the past but have put measures in place to ensure better compliance with the policy.

The following matters were identified in the current year:

Observation and risk	Recommendation	Management comments
Missing declarations of business interest forms – upon requesting DBI forms for all relevant individuals, up to date forms were not held in all cases. This could result in potential related party transactions going unnoticed or not being appropriately approved.	We recommend that DBI forms are updated annually or when anything changes (whichever is sooner) for all relevant individuals.	
Misposting of costs to inappropriate nominal code – it	We recommend that purchase postings are	

was noted in our purchase testing that a cost invoice for mobile phones had been inappropriately allocated to the health & safety nominal code. This could result in certain purchases not being reviewed or approved appropriately and could cause unusual fluctuations in costs.	subject to a second review prior to posting to ensure that the nominal code allocation is appropriate.	
Lack of segregation of duties between reconciling funds and recording in accounting system – this could expose the charity to risk of misallocation of funds	We recommend that reconciling of funds and posting to the nominal is segregated.	
Lack of controls over correct recording of charity shop income in bank/ledger – it was noted in our review of revenue controls that there are no formal controls over checking that the income received in the shop is correctly received in the bank/ledger. This could result in misappropriation of income received through the charity shop.	We recommend that appropriate controls are introduced around the recording/reconciliation of charity shop income.	

EMMANUEL HOUSE SUPPORT CENTRE

England & Wales - Charity number 1077424

Accounts

Registered number: 03798780
Charity number: 1077424

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

CONTENTS

	Page
Reference and administrative details of the Company, its Trustees and advisers	1
Trustees' report	2 - 17
Independent auditors' report on the financial statements	18 - 21
Statement of financial activities	22
Balance sheet	23
Statement of cash flows	24
Notes to the financial statements	25 - 41

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

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

Trustees	Alan Boyden Victoria Green Paul Hinchliffe Martin Mellor Jacqueline Morris Richard O'Brien Clive Sillito Colin Slater (deceased 10 January 2022) Graham Bowpitt Denis Tully Debbie Webster
Company registered number	03798780
Charity registered number	1077424
Registered office	53-61 Goose Gate Nottingham Nottinghamshire NG1 1FE
Chief executive officer	Denis Tully
Independent auditors	PKF Smith Cooper Audit Limited Statutory Auditors 2 Lace Market Square Nottingham NG1 1PB
Bankers	Yorkshire Bank 11 Smithy Row Nottingham NG1 3EJ
Solicitors	Nelsons Pennine House 8 Stanford Street Nottingham NG1 7BQ

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

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

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

Board loss

The Board was deeply saddened to learn of the death of Mr Colin Slater early in 2022, a Trustee of Emmanuel House who had contributed significantly to seeing the charity being a persistent and effective presence in Nottingham City. Colin had specially honed talents in and around Public Relations and communication from which the charity benefited. The Board is grateful for all Colin contributed. He is deeply missed as we live with the loss of his sharp insights, advice decisiveness and wit. RIP.

Covid-19 overview

In the year Emmanuel House has gradually emerged from the impact of Covid 19 and lockdown measures. Some services have changed permanently like the drop -in service which has evolved from receiving a daily population of people with wide ranging needs to a more focused population requiring one to one support. Outreach work remains unchanged while we sustained Everybody In accommodation for the first quarter graduating to semi-communal provision Winter Shelter later in the year.

Objectives and activities

a. Our vision and aims

The Charity Emmanuel House Support Centre is established to deliver services for the benefit of homeless and vulnerable adults. The Charity does not and shall not discriminate on the grounds of protected characteristics as described by the Human Rights Commission on any basis in any of its activities or its operations.

The vision for Emmanuel House is to make a positive difference in the lives of people who are homeless, vulnerable to homelessness, to make a valuable and purposeful contribution to the community of Nottingham and the surrounding area and to be of public benefit. Emmanuel House is committed to and has undertaken activities in the past year preventing homelessness, intervening in homelessness and aiding recovery from homelessness. It is an active partner with other statutory and voluntary sector agencies and services that contribute to or have the purpose of eliminating homelessness. Emmanuel House aspires to remain true to its values and to continue evolving to provide quality services unique to the city of Nottingham for people who need them.

We provide diverse and accessible services that meet basic need, providing vulnerable people with the means to be able to make informed decisions about their welfare and take practical steps to overcome issues that have become barriers to moving out of homelessness, or that threaten a return into homelessness. We support people to make positive changes in their lives and our open access drop-in provision and shelter are the only services of their kind in the city. There are no criteria or thresholds that exclude anyone from accessing Emmanuel House. We take a holistic approach to meeting peoples' needs including material, practical, emotional, social and spiritual needs, using a person-centred approach.

To achieve our purposes, our strategy is to:

- provide unique day support services for people who are homeless and people vulnerable to homelessness
- provide the earliest and most appropriate intervention with a pathway of support towards alleviating poverty and promoting interdependence

Objectives and activities (continued)

- accompany beneficiaries for as long as support is needed including when they are accommodated
- provide services that are relevant to the needs of homeless and vulnerably housed people
- develop a sustainable funding model
- ensure staff are supported and trained to deliver qualitative services
- provide quality volunteering opportunities for volunteers including developing opportunities for their involvement in the development of Emmanuel House
- provide appropriate communication systems for supporters of Emmanuel House so they are informed about its work and future intent
- speak with an independent voice in the interests of beneficiaries.
- be a strategic partner in the delivery of Nottingham's interagency Homelessness Prevention Strategy and Nottingham Changing Futures
- provide quality infrastructure to support service delivery.

There are five overarching outcomes that shape the work pathways:

1. HOME FIRST
- A measurable step from homelessness into appropriate housing and independent accommodation
- intervention that prevents a person falling out of settlement into homelessness
- better able to manage personal circumstances and that reduces the likelihood of homelessness..

2. ECONOMIC WELLBEING
- securing of benefit entitlement
- into employment
- undertaking volunteering or training

3. COMMUNITY CONNECTION
- engaging with Emmanuel House staff and other services
- engaging in social activities
- building positive relationships

4. WELLBEING - PHYSICAL AND PSYCHOLOGICAL
- decision making that contributes positively to wellbeing
- increased stability
- progress towards independence

5. FITNESS FOR PURPOSE
- improving financial sustainability
- resourcing personnel (staff, volunteers, trustees)
- Improving resources (including premises and equipment

Whilst guidance around Covid fluctuated Emmanuel House maintained two priorities; to protect staff from getting infected through work related activities and maintain constancy of service delivery. To that end our services returned to something resembling 'normal', slightly behind the national curve of initiatives reducing Covid restrictions. Our focus was on providing stability in services so that those who needed them, were able to access services; drop-in, outreach and emergency shelter.

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

Public Benefit Statement

The Board of Trustees consider the work of Emmanuel House to be of Public Benefit to people who are homeless, people at risk of homelessness, people who are vulnerable and have complex needs and the community at large. The Board believes the charity provides a return of investment particularly to Nottingham City, in that the cost of successfully intervening with someone who is homeless far outweighs the cost to the

Objectives and activities (continued)

community of leaving someone homeless for a year which is the charity's first objective. The charity adds value to the whole homelessness support system in Nottingham through its charitable work, some of which is of no cost to the tax payer or the local Council. It also adds value through its commitment to providing quality services that are flexible and responsive to ever changing needs of individuals and to the system at large. It is able to work with beneficiaries that do not qualify for services elsewhere and for many of them find, satisfactory solutions mediated by attention to a person's humanity and building positive and trustful relationships. The Board is attentive to ensuring the work of the charity is consummate with its Constitution and regularly examines the charity's financial position ensuring it is secure for the foreseeable future.

Results that flow from purpose are:

- An enhanced quality of life and sense of well-being through the resettlement of beneficiaries from homelessness into more secure accommodation arrangements improving the life chances of vulnerable adults
- The reduction in the number of people who are street homeless
- Prevention of people becoming homeless and able to sustain their accommodation reducing pressure on already stretched services
- Improvement in the mental health of citizens reducing demands on services
- Reduction of isolation enabling beneficiaries to avail of the services they require and enabling access to services for citizens who other wise would have remained inaccessible to services preventing the escalation of need

Public benefit that flows from this work is:

- Reduction in the number or people who are homeless
- Prevention in the rise of numbers of people becoming homeless
- Prevention of contagion of Covid 19 and reduction of illnesses and fatalities
- Improved wellbeing for a specific group of marginalised citizens
- Added value to statutory services
- Citizens being able to access services when not meeting statutory criteria

b. Volunteers

In the two years previous to the pandemic nearly 1000 individual people volunteered for Emmanuel House. The pandemic had a serious and significant impact on volunteering more than any other Emmanuel House activity. Volunteering has not recovered to its previous level of activity. Through the year there were 103 active volunteers who are all very committed to Emmanuel House. Nevertheless, the contribution they made is as valuable as ever, bringing in a record amount of money though the Charity Shop, cooking and serving meals for rough sleepers and people who are homeless and volunteering in the shelter. Volunteers remain essential to the life and work of Emmanuel House. Without volunteers it would not be possible to contribute the same quality of services. The Board of Trustees is deeply appreciative of all they contribute.

Data
- Number: of volunteers 103
- Roles: Admin 273 hrs, Charity Shop 2495 hrs, Kitchen 689 hrs
- Total volunteer hours: 3597 hrs

Achievements and performance

a. Our activities and achievements

The provision of Everybody In had a knock-on impact on our drop-in service as many who were accommodated and would have directly accessed Emmanuel House were otherwise accommodated, which lasted until 31st July 2021. Whilst historically drop-in services were the focal point of Emmanuel House provision, Everybody In enabled us to provide higher quality of service, particularly wrap-around care and quality accommodation. The size of the hotel and its facilities made it easier to contact a larger number of beneficiaries in one location. This provision which became established in the previous year became embedded in the system of services in Nottingham and in Emmanuel House. With 179 beneficiaries being supported into accommodation solutions in 15 months the initiative had a knock-on effect in reducing the number of people with low to medium needs requiring support until much later in the year when people began to enter the homelessness system.

Achievements and performance (continued)

b. Drop-in Services

The change in drop-in provision from meeting general needs of a wide range of people to specifically providing services for people who were rough sleeping, homeless, in crisis or had No Recourse to Public Funds provided a change in how services were delivered. There was a new emphasis on case work delivered initially through an appointment system which has allowed for better quality work while there was a consistent need for basic services.. Many of the people who accessed services were European Nationals who required support with establishing residency status, help with benefits and accessing health care services. During lockdowns and periods of restrictions many agencies were inaccessible, creating additional barriers to accessing the services beneficiaries required.

Data from April 2021-March 2022

Outputs from Drop-in services	
Total Visits	2892
Food provision	1383
Clothing provision	493
Showers	382
Appointments with support workers	533

Outcomes from across all services	
Supported Accommodation	61
PRS	29
Accommodated -other	22
City Homes/RSL	7
Place of safety	8
Shelter	73
Emergency	24
Reconnection UK	6
Reconnection – Outside UK	1
Residency status	3
Benefits in place	38
Obtaining ID	9
Registered GP	18
Training and education	3
Employment	7
Volunteering	3
Reduced social isolation	6

In addition, we provided 134 individuals with 367 meals/food parcels which is a service that was offered specifically in the midst of lockdown.

Achievements and performance (continued)

c. Culturally Specific Mental Health Support

The Culturally Specific Support Service has become more embedded as an Emmanuel House offer this year. Reasons why people are asking for the service is primarily because they are not heard by services, often because of language barriers. People supported often present for the first time, so for them to undertake tasks such as claiming benefits is very challenging. Other reasons for needing support include illness, and homelessness often as a result of unforeseen circumstances.

Aim of the service

To support and empower people from global majority communities to:

- engage with local organisations and community leaders.
- support members of global majority communities to build confidence in accessing services they need across the health and wellbeing sector so they can sustain a tenancy
- reduce homelessness, isolation, issues with mental health and benefits and any barriers they may have to access services they need.

Service provision

The service supports people from a range of global majority communities who are experiencing mental health difficulties and who are homeless or living in unsuitable accommodation in the community. Referrals come from mental health services, communities, health visitors, self-referrals via word of mouth. Challenges faced by this client group have included language, poor literacy, difficulty in navigating health and housing systems. The service works with individuals to break down stigma attached to mental health difficulties and has understanding about cultural barriers to accessing services. A number of people supported were parents with young children living in accommodation that was overcrowded or in poor repair. The work has included:

- Supporting a man living in one living room/bedroom with issues such as poor drainage and damp.
- Rehousing and supporting three families that were homeless, assisting with benefits and communication.
- Partnership working with a Health Visitor to ensure accommodation was suitable for a Pakistani parent and her young child and supporting them in accessing secure accommodation in a house.
- Supporting a family of four. The father had poor health and was supported in accessing appointments with the GP, hospital, benefits (Personal Independence Payment) and the Job Centre. The worker also supported his partner in writing her CV and accessing appointments with the Job Centre and for her health.

Data

The services supported 14 new people in the year from April 2021 to March 2022 from Moroccan, Pakistani, Mixed Caribbean, Black Caribbean, Black – White Caribbean, Black British, Irish-Pakistan, Black-Japanese, Indian, Portuguese, Bengali, Polish, and Jamaican backgrounds.

Achievements and performance (continued)

d. The Independent Living Support Service

The Independent Living Support Service came on line in September 2021.

Service Aims

The primary aim of the service is to help facilitate the resettlement of rough sleepers and prevent repeat street homelessness by providing support for former rough sleepers who have been rehoused into independent tenancies. Highlighting the service for individuals with new, shared housing within the Private Rented Sector (PRS) but also self-contained PRS accommodation and social housing.

Support Workers build up trust and rapport with the beneficiary and provide assistance with setting-up and settling-in to the new home. Support can continue up to an average of six months to ensure that all support needs are being met within the community so the risk of tenancy failure and a return to rough sleeping is minimised.

The service continues to provide a retained point of contact for service users to get in touch again if they are experiencing issues that may ultimately jeopardise their tenancy. This includes regular wellbeing checks for beneficiaries who have exited support.

Service Objectives

The service:

- provides support to rough sleepers moving into an independent tenancy;
- works in partnership with other agencies to ensure appropriate access to the service;
- prioritises access for people genuinely sleeping rough and those in emergency accommodation following episodes of street homelessness;
- maintains a safe environment within the service delivery, in line with public health regulations;
- works with individuals to better understand their needs, strengths and goals to collectively develop the next stage of their personalised support plan;
- provides practical support in setting up the tenancy (including applying for welfare benefits, setting up utilities, obtaining furniture);
- provides support and encouragement to help individuals pursue their interests and work towards obtaining their goals
- provides general support and assistance to people to seek to improve their health and wellbeing.
- Provides support to enable former rough sleepers to develop the skills to maintain future living arrangements in settled accommodation.

Assessment and Support Plans

Support Workers undertake assessments to understand the needs of beneficiaries to inform the support plan. Where possible the assessments and support plans dovetail with other plans for the beneficiaries provided by other services. Support plans are person centered and strengths based, recognizing the skills, knowledge, capabilities and goals of the beneficiary so they can be part of the solution towards achieving positive sustainable outcomes.

Data

In seven months, the service supported 49 people.

Achievements and performance (continued)

e. The Night Shelter

Night Shelter provision under *Everyone In*

Our night shelter provision continued from the previous year, located in a hotel, under *Everyone In* until 31st July 2021 when funding was withdrawn. Although intended for an initial twelve weeks the project extended for fifteen months; three months into this financial year. In those three months the service continued on a 24/7 basis offering wrap around care with emphasis on supporting people to find more secure accommodation options. The hotel had the added benefit of guaranteed meals and TVs in every room to limit the need for interaction between guests in the strictest lockdown period.

Shelter Support in the traditional Shelter

Emmanuel House is fully supportive of the MHCLG (now Department for Leveling Up Housing and Communities (DLUHC)) initiative to progress from communal shelter style accommodation to single room accommodation, the value of which was learned through *Everyone In*. Emmanuel House partnered with a housing association and lettings agency to source premises for single room accommodation but we were unsuccessful. Nottingham is hard pressed for available properties.

With the failure to secure an alternative building to accommodate the Shelter, the timescale to identify any suitable venue for a shelter was short. We were fortunate in being able to secure access a venue on the main campus of the University of Nottingham. This was a large house that enabled us to provide sleeping accommodation in clusters. As in the previous year we worked in partnership with Public Health and Nottingham City Council. The building was inspected to ensure that it met public health regulations. Segregating guests into four separate rooms making support 'bubbles' possible; food was provided three times each day. All guests underwent a lateral flow test before being admitted to the shelter and were asked to wear face masks in all communal areas. This was a 24/7 service which was planned from November to April.

Shelter guests accommodated on the university campus

In what follows, there will be some attempt to compare shelter provision on the campus during the five months from November 2021 to March 2022 with that at the Mercure Hotel (Everybody In) during the 15 months from April 2020 to June 2021. Table 1 gives some basic figures for the two periods.

Guest group	Winter Shelter 2021-22	Hotel 2020-21
Guests who stayed at least one night	72	281
Number of bed-nights	2,067	13,814
Average bed-nights per week	103	212
Average stay (nights)	29	49
Women guests	10	49

First, the nightly accommodation on the campus returned to something like the level that used to be experienced at the standard winter shelter. Secondly, guests on average did not stay as long as they had done in the Hotel. The Everyone In scheme attracted many homeless people with whom services had struggled to engage for years but its appeal reflected a mixture of contrasting motives, from the attractive quality of the accommodation to a deterrent fear of the virus. Although these factors still applied at the university site, more move-on alternatives became available. Thirdly, the proportion of women guests declined somewhat, but we were not aware of women being deterred by lack of effective gender segregation as used to be the case at the winter shelter.

Conclusion and the way forward

National and local ambition is interested in a move away from 'shared air' provision towards single room accommodation for single rough sleepers. We actively support this aspiration and will be exploring ways of

Achievements and performance (continued)

achieving it. As a Board we considered all options and concluded that the best way to provide single room emergency respite accommodation is to look to our own premises. We started the process of exploring whether we can put 20 beds into floors 1 and 2 of Emmanuel House. This would have the advantage of providing accommodation in a recognized and established homelessness service. It would also allow the provision to be accessible by wrap around care (external services) and dovetail with other Emmanuel House services. To this end we have employed a project manager and architect to begin the process. We will know the outcome in the next financial year.

f. Wellbeing Support Team

The Wellbeing Support Team started working with homeless people in Nottingham in January 2018. It follows on from the work of a previous project, the Multiple Needs Support Team, which was funded by the Big Lottery from 2014-17.

The team works with homeless people who have mental health support needs alongside a number of other support needs, often referred to as 'multiple needs'. The team's approach is based on meeting people, building trust, and working in a person-centred way that supports people to access services and make changes in their lives at their own pace. The team consists of three Wellbeing Support Workers.

Aims

The Wellbeing Support Team aims to achieve the following changes for homeless people with multiple needs who use its services:

- Improved mental health and wellbeing.
- Reduction in social isolation.
- Improved ability to access and engage with the services they need.

Lottery Funding for this provision ended and the Board of Trustees agreed to underwrite expenditure for the service while an application for continuation funding to the Lottery was submitted along with appeals to other Trust funds. At the same time some staff left the service reducing its capacity but nevertheless it continued to provide support that is not available through other services city-wide.

Data

In the year 2021-22 the WBST supported 45 individuals.

Achievements and performance (continued)

g. Single Support Service

The Single Support Service provided an early point of contact for rough sleepers including a comprehensive assessment of their needs and their own tailored and personalised Support Action Plan, which identified obstacles to engagement and independent living. Support plans also accounted for the strengths and goals of each person accessing the service and how these could be harnessed in accordance with Psychologically Informed Environment (PIE) principles. The service adopted a multi-disciplinary approach with a focus on coordinating support.

The Single Support Service worked with health providers (GP's, community providers and secondary care) to ensure that assertive outreach and flexible treatment for people with multiple complex needs (particularly rough sleepers) was coordinated, consistent and with continuity in place to avoid reliance on individual health care professionals.

Aims and Objectives

The aim of the Single Support Service is to provide intensive support to individuals who are rough sleeping or persistent rough sleepers and who are recognised as having complex needs.

The service provided a single support offer and assisted individuals identified as rough sleepers to acquire and sustain independent accommodation through the provision of flexible, proactive, timely, targeted and effective support.

In the previous year the Navigators responded to changes in service delivery in relation to COVID-19 Pandemic instructions, adopting a flexible approach to delivering support and utilising active outreach in response to the pandemic including offering telephone support and engagement at emergency accommodation provision to meet the health, well-being and safety of rough sleepers and staff. These arrangements were sustained for some months into this year but in the course of time tapered out with services providing face to face support.

Nature of support

Navigators provided support for:

- entrenched rough sleepers with multiple and complex needs who had not engaged in other forms of support or offers of accommodation.
- individuals who were at likely risk of rough sleeping and those who were relatively new to rough sleeping and with less severe support needs.
- individuals who were identified as rough sleepers to sustain independent accommodation.

Data

The team actively worked with 76 people who were rough sleeping or at significant risk of returning to rough sleeping. 68 were found accommodation in either supported hostel, Private Rented or emergency accommodation.

Achievements and performance (continued)

h. Mental Health Outreach (County)

Aims and objectives of service

The contract with NHS Nottingham and Nottinghamshire CCG was renewed in July 2021.

The service aims to support the mental health needs of adults who are homeless in Nottinghamshire, who are not receiving a service from statutory health services such as primary care or mental health services. The service provided time-limited support to enable people to engage with mainstream mental health services.

The service's objectives included:

- Providing persistent, strength-based approach to engaging people at risk of homelessness
- Providing appropriate advice, support and evidence-based brief interventions for homeless people with mental health problems
- Providing telephone assistance and advice to other organisations and directly to homeless people
- Providing signposting to other statutory and non-statutory physical, mental health and wellbeing services as appropriate.
- Developing joint plans to deliver proactive and impactful interventions that will support the personalised health and wellbeing needs of the individual
- Through a strength-based approach to engagement and planning, supporting the individual to stabilise their wellbeing and wider needs (e.g., housing, substance misuse)
- Supporting appropriate access to mainstream services through positive advocacy and partnership relationships
- Working with other agencies involved in the person's care to identify access needs and strategies to support successful delivery of interventions or treatment.

Service description/care pathway

The service provides physical presence at appropriate venues to meet the needs of individuals with housing connection to South County boroughs and continuity of support and undertook risk assessments, strength based personalised support plans to identify areas where physical or mental health support was needed;

Face to face support was in the form of assertive outreach and delivered in a range of settings that are flexible to the individual including street based, community and housing. The service provided practical support to liaise with wider health, social care and housing agencies on behalf or with beneficiaries to maximise their ability to access services and achieve their goals across a range of areas (e.g., telephone GP Practice with prescribing query, accompany to mental health service appointment or support to complete housing or benefits documentation). The worker took an active role in multi-agency meetings (e.g. rough sleeper action groups, MARAC domestic abuse). The service was provided to individuals who were at risk of rough sleeping with a particular focus on individuals who experienced Severe Multiple Disadvantage.

Data

In last financial year 38 people were supported.

i. Fundraising activities

The most significant yearly fundraising event is our Winter Appeal which takes place between November and January. We commissioned the film 'Sanctuary' which became the core feature of our campaign this year. We increased the staff hours of our fundraising team creating a job share across 60 hours per week. The roles are generally divided between marketing and fundraising and writing bids to trust funds. This latter role is a new demarcation and proved immensely valuable in the year as we were not able to begin fundraising for the shelter until late in the year. The role provided focus on the tasks and brought in a considerable amount of money that otherwise would not have been possible.

Financial review

a. Going concern

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

b. Financial statement

The financial challenge for the year is expressed in the very small deficit of (£147) showing that our expenditure was matched by our income which the Board of Trustees is pleased to report given the unpredictable climate in which the budget was set, following the unusual Covid year that preceded this one. Our total income for the year being £942,441 (£1,171,037 in 2021) with our unrestricted income of £369,470 decreasing by 16% on the previous year (£437,797).

We are very grateful to our many supporters, individuals, community groups, businesses and trust funds who remained committed to supporting Emmanuel House in what remained challenging times.

Donations and legacies were up 32% to £95,202 impacted by one very generous legacy, without which we would otherwise be showing a deficit of circa £40,000. Without this legacy we would have raised less than the previous year, indicating the underlying challenging environment for raising charitable funds.

Our income was also reduced due to a reduction in management recharge which amounted to £44,348. The reduction was not unexpected as in the previous year Emmanuel House provided an additional year-round 24/7 service for Everybody In, the Government's Covid initiative for rough sleepers.

We are very grateful to our volunteers who manage and run the charity shop and who, in this year, raised a record amount of £31,398, which is amplified by the fact that the shop was open for only 9 months of the year because of Covid restrictions.

Our expenditure this year reduced by £58,975 on the previous year. However, our staffing costs in the previous year were £34,170 more because of *Everybody In*. This year staffing included three months staffing for the hotel and 6 months staffing for the shelter 24/7. Usually, the shelter would require night time only staffing.

Our main cost this year was staffing (£705,405) which accounted for just under 75% of total expenditure in comparison to the previous year which was 80% but accounted for the additional staffing for *Everyone In*.

The Board has a good record of controlling expenditure and this year succeeded in coming in below budget. However, there were pressures around staffing which saw an extra £4,070 spent on supporting staff and acquiring HR advice; £2,343 additional core costs supporting beneficiaries in a heightened time of crisis (£15,348 including restricted funds); IT and telephone costs increased because of the use of electronic communication; a £6,310 contribution to upgrade of our toilets; and marginal increases in most other lines of expenditure.

Despite the challenges of this year the Balance Sheet remains in a healthy position. Our unrestricted funds amount to £619,402 a reduction of £18,898 on the previous year. Our liquid unrestricted funds are £493,103 reductions of £29,763 on the previous year.

The Board has reserved £240,000 to account for six months running costs of the charity and designated £140,600 towards the cost of developing the accommodation project.

c. Principal risks and uncertainties

Risks	Risk management
Financial sustainability	• The charity has established a broad spectrum of income sources to account for flections in income. That broad spectrum will be maintained. • A budget is set annually which is monitored regularly by the Board • The Board does not spend beyond its budgetary capability or put the charity at risk • There are recent additional resources in place to improve our income capability
Remaining relevant in the sector	Emmanuel House has been established for 45 years. It maintains providing services for people who often do not qualify for statutory support e.g People with No Recourse to Public Funds. There are no indications that statutory support will be come any more available that the level offered at present.
A negative effect on the charity's reputation.	The positive reputation of Emmanuel House has grown particularly in recent years. It's reputation is integral to all its activities. Emmanuel House has a robust communication infrastructure and is able to communicate effectively mitigations and corrections to supporters, agencies and funders. The Charity will continue to report on its outcomes and impact. Expenditure is focused mainly on the delivery of services as opposed to administration.
Compliance	Emmanuel House undertakes regular review of its policies and practice guidance which are to legal and monetary obligations. Specialised legal and professional services are bought in to offset any short fall in capacity.

d. Risk

The Board exercises its duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud or error. For example, roles are designated with allocated and separated responsibilities. The Board recognises there are risks to which the charity is exposed and have systems in place to mitigate those risks. For example, it reviews its Finance Control Police annually, has in place risk assessments for example around venues, activities, staff and beneficiary welfare.

e. Reserves policy

The Board is retaining six months reserves (£250,000) which is reviewed on a six monthly basis.

Structure, governance and management

a. Constitution

Emmanuel House Support Centre is a registered charity and company limited by guarantee and was set up by a Trust deed.

The company was incorporated on 30th June 1999 and registered as a charity on November 1976 under the name of Emmanuel House Day Centre. The name was changed by a resolution of the members on 7th August 2019 and relevant filings made at Companies House and the Charity Commission shortly thereafter.

b. Methods of appointment or election of Trustees

Nominations for Trustees are considered by the Board and interviewed by the Chair. They attend as an observer and there is agreement about their suitability amongst Trustees they are voted on as a Trustee formally at the AGM or subsequent Board meeting.

c. Organisational structure and decision-making policies

The Board of Trustees govern the charity, attending to its legal and financial obligations. The Chair manages the CEO who in turn manages four managers who oversee distinct domains of work. Decision making in the charity is demarcated according to the nature of decisions. The Board of Trustees met four times in the year. The Finance Sub group met five times. The Marketing and Fundraising Sub group met three times. The Health and Safety Sub Group met four times. The Winter Shelter Sub-group met five times. The sub groups provide written reports.

The Board takes decisions on the strategic and financial direction of the charity taking account of information given it by the CEO. The CEO makes decisions on approval of budgetary expenditure and priorities about the direction of the charity and day to day operational matters. Managers made decisions relating to their job domains as to support staff.

d. Policies and procedures for induction and training of trustees

When Trustees are appointed a comprehensive handbook is provided for them containing background information, policies and procedures. Trustees are able to access an induction visit to Emmanuel House, including meeting the staff and volunteers.

Structure, governance and management (continued)

e. Pay policy for key management personnel

Pay is set according to the level of roles in the organisation which in the main are: CEO, Manager, Senior Support Worker and officer, support worker with specialism and support worker. Salaries have been reviewed so that there is no discrimination on characteristics other than the job description and terms and conditions relating to the job. Emmanuel House salaries in comparison to other similar roles advertised in the market are neither excessively high or low but are mid range.

f. Financial risk management

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the operations and finances of the Company, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

Plans for future periods

Culturally Specific Mental Health Support
- To capacity build a culturally specific steering group to develop the service.
- Create an identity for the service.
- Recruit a development worker to undertake these tasks.

Funding for the WBST
- To source funding for the team for a further three years.

Drop-in services
- Develop the service so it increases numerical interventions with beneficiaries who do not meet the threshold of other services.
- Develop activities that address social isolation that are time limited but whose purpose are to achieve measurable outcomes.
- Maintain access to basic services such as food, clothing and shower.

Develop accommodation
- Explore the feasibility of Emmanuel House providing accommodation by consultation, the submission of planning permission and viability or acquiring Registered provider status.
- Continue interim emergency respite accommodation during the coldest months of the year (November – March)

Board of Trustees
- Look to recruiting greater diversity in the Board's membership.

Contracted services

Single Support Service
- to sustain quality of work achieving set targets for the benefit of people who are homeless and at risk of homelessness

Independent Living Support Service
- Develop a support service for people who do not qualify for supported accommodation.

Emergency Accommodation for Women
- In partnership with other services, continue providing emergency provision for women who are homeless and have experienced domestic abuse, learn from lessons in this new area of work and explore options for drawing down funding to continue the service.

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

Statement of Trustees' responsibilities

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

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

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

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

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Auditors

The auditors, PKF Smith Cooper Audit Limited, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

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

Clive Sillito
(Chair of Trustees)

Martin Mellor
(Trustee)

Date: 7/11/2022

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE

Opinion

We have audited the financial statements of Emmanuel House Support Centre (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a 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.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE (CONTINUED)

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, 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.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE (CONTINUED)

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 145 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

Based on our understanding of the charity and industry, key laws and regulations that we identified included:

- Charities SORP
- health and safety and employment legislation

We identified that the principal risk of fraud or non compliance with laws and regulations related to:

- management bias in respect of accounting estimates and judgementes made;
- management override of control;
- posting of unusual journals or transactions.

We focused on those areas that could give rise to a material misstatement in the Charity financial statements.

Our procedures included, but were not limited to:

- Enquiry of management and those charged with governance around actual and potential litigation and claims, including instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of those charged with governance where available;
- Reviewing legal expenditure in the year to identify instances of non-compliance with laws and regulations and fraud
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

It is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE (CONTINUED)

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

PKF Smith Cooper Audit Limited.

PKF Smith Cooper Audit Limited

Statutory Auditors
2 Lace Market Square
Nottingham
NG1 1PB

Date: 5/12/2012

PKF Smith Cooper Audit Limited are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

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

	Note	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Income from:					
Donations and legacies	2	**95,202**	**319,304**	**414,506**	*479,962*
Charitable activities	3	**477,769**	**3,912**	**481,681**	*675,130*
Other trading activities	5	**-**	**45,570**	**45,570**	*15,351*
Investments	6	**-**	**684**	**684**	*594*
Total income		**572,971**	**369,470**	**942,441**	*1,171,037*
Expenditure on:					
Charitable activities	7	**588,292**	**354,296**	**942,588**	*1,001,563*
Total expenditure		**588,292**	**354,296**	**942,588**	*1,001,563*
Net (expenditure)/income		**(15,321)**	**15,174**	**(147)**	*169,474*
Transfers between funds	14	**34,072**	**(34,072)**	**-**	*-*
Net movement in funds		**18,751**	**(18,898)**	**(147)**	*169,474*
Reconciliation of funds:					
Total funds brought forward		**175,790**	**638,300**	**814,090**	*644,616*
Net movement in funds		**18,751**	**(18,898)**	**(147)**	*169,474*
Total funds carried forward		**194,541**	**619,402**	**813,943**	*814,090*

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

The notes on pages 25 to 41 form part of these financial statements.

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)
REGISTERED NUMBER:
03798780

BALANCE SHEET
AS AT 31 MARCH 2022

	Note		2022 £		*2021* £
Fixed assets					
Tangible assets	11		**102,132**		*115,430*
Current assets					
Debtors	12	**44,110**		79, 732	
Cash at bank and in hand		**732,345**		*736,4 78*	
		776,455		*816,210*	
Creditors: amounts falling due within one year	13	**(64,644)**		*(117,550)*	
Net current assets			**711,811**		*698,660*
Total net assets			**813,943**		*814,090*
Charity funds					
Restricted funds	14		**194,541**		*175,790*
Unrestricted funds	14		**619,402**		*638,300*
Total funds			**813,943**		*814,090*

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

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

However, an audit is required at the request of the Trustees in accordance with section 145 of the Charities Act 2011.

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

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

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

.....
Clive Sillito
(Chair of Trustees)

Date: 7/11/2022

The notes on pages 24 to 40 form part of these financial statements.

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	*2021* *£*
Cash flows from operating activities		
Net cash used in operating activities	**(2,537)**	*184,950*
Cash flows from investing activities		
Interest receivable and similar income	**684**	*594*
Purchase of tangible fixed assets	**(2,280)**	*(3,000)*
Net cash used in investing activities	**(1,596)**	**(2,406)**
Change in cash and cash equivalents in the year	**(4,133)**	**182,544**
Cash and cash equivalents at the beginning of the year	**736,478**	*553,934*
Cash and cash equivalents at the end of the year	**732,345**	*736,478*

The notes on pages 25 to 41 form part of these financial statements

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

1. Accounting policies

1.1 Basis of preparation of financial statements

Emmanuel House Support Centre is a private company limited by guarantee and incorporated in England within the United Kingdom. The address of the registered office is given in the company information of these financial statements. The company's registration number is 03798780 and the charity registration number is 1077424.

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

Emmanuel House Support Centre meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are presented in sterling, which is the functional currency of the company and the financial statements are presented to the nearest £1.

The significant accounting policies have been applied in the preparation of these financial statements are set out below.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

1. Accounting policies (continued)

1.4 Income

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

1.5 Government grants

Grants are included in the Statement of Financial Activies on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of meeting any performance related conditions there is not unconditional entitlement to the income and its recognition is deferred and included in creditors as deferred income until the performance-related conditions are met. Where entitlement occurs before income is received, the income is accrued.

1.6 Interest receivable

Interest 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.

1.7 Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

1. Accounting policies (continued)

1.8 Tangible fixed assets and depreciation

Indivdual fixed assets costing £1,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impariment losses.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Long-term leasehold property	- Straight line over the remaining life of the lease
Fixtures and fittings	- 25% Straight line
Computer equipment	- 33.3% Straight line

1.9 Debtors

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

1.10 Cash at bank and in hand

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

1.11 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any discounts due.

1.12 Financial instruments

The 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.

1.13 Pensions

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

1. Accounting policies (continued)

1.14 Fund accounting

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

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

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

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

2. Income from donations and legacies

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Donations and legacies	95,202	289,462	**384,664**	*375,545*
Government grants	-	-	**-**	*70,766*
Gift aid recovered	-	29,842	**29,842**	*33,651*
	95,202	319,304	**414,506**	*479,962*

3. Income from charitable activities

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Grants	440,054	3,912	**443,966**	*456,735*
Contracts	37,715	-	**37,715**	*218,387*
Sundry income	-	-	**-**	*8*
	477,769	3,912	**481,681**	*675,130*

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

4. Grants & donations

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Big Lottery (WBST)	-	-	**-**	*55,468*
Individuals	9,992	148,462	**158,454**	*213,688*
Nottingham City Council	421,492	3,568	**425,060**	*401,267*
Faith Groups & Churches	2,263	23,160	**25,423**	*40,476*
The Henry Smith Charity	-	-	**-**	*20,000*
The Forman Hardy Charitable Trust	-	20,000	**20,000**	*20,000*
Community Groups	-	14,780	**14,780**	*10,040*
Businesses	7,273	30,379	**37,652**	*33,931*
The Jessie Spencer Trust	5,000	5,000	**10,000**	*5,000*
The Fifty Fund	7,175	-	**7,175**	-
Albert Hunt Trust	7,000	-	**7,000**	*5,000*
Funeral and Legacies	-	42,230	**42,230**	*12,210*
Winifred Eileen Kemp Trust	5,000	-	**5,000**	*5,000*
The Helen Jean Cope Charity	1,000	-	**1,000**	-
Lloyds Bank Foundation	-	76	**76**	-
Mary Robertson Trust	-	3,000	**3,000**	*3,000*
Souter Charitable Trust	3,000	-	**3,000**	-
Sir John Eastwood Foundation	3,000	-	**3,000**	*3,000*
The Beatrice Laing Trust	2,500	-	**2,500**	-
Enterprise Rent a Car	-	1,500	**1,500**	-
Masonic Charitable Trust	-	-	**-**	*200*
Serco Foundation	-	-	**-**	*2,000*
JN Derbyshire Trust	2,000	-	**2,000**	*2,000*
The Lady Hind Trust	9,500	-	**9,500**	-
St Lazarus Charitable Trust	-	500	**500**	-
St Mary's Relief in Need Charity	500	-	**500**	-
The Jones 1986 Charitable Trust	25,000	-	**25,000**	-
Mazars Charitable Trust	-	375	**375**	-
Thomas Farr Charity	3,000	-	**3,000**	-
Alex Ferry Foundation	2,000	-	**2,000**	-
National Emergencies Trust	5,000	-	**5,000**	-
Severn Trent Community Fund	9,999	-	**9,999**	-
Nineveh Charitable Trust	3,000	-	**3,000**	-
Nottingham Community and Voluntary Service	562	-	**562**	-
Other government grant	-	344	**344**	-
	535,256	293,374	**828,630**	*832,280*

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

5. Income from other trading activities

Income from non charitable trading activities

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Trading income	31,398	**31,398**	*4,722*
Property rental income	14,172	**14,172**	*10,629*
	45,570	**45,570**	*15,351*

6. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Interest receivable on bank deposits	684	**684**	*594*

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

7. Analysis of expenditure on charitable activities

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Accommodation costs	8,467	-	**8,467**	*6,380*
Activities	154	-	**154**	*127*
Administration	802	6,395	**7,197**	*5,176*
Agency staff	24,395	-	**24,395**	*365*
Bank charges	-	26	**26**	*127*
Beneficiary costs	12,954	2,394	**15,348**	*11,320*
Charity shop costs	-	2,546	**2,546**	*1,353*
Cleaning	1,231	11,606	**12,837**	*10,425*
Depreciation	-	15,578	**15,578**	*18,112*
Equipment	10,063	1,887	**11,950**	*17,976*
Insurance	-	5,488	**5,488**	*5,029*
IT and telephone costs	188	10,329	**10,517**	*8,353*
Kitchen costs	6,693	3,252	**9,945**	*7,254*
Legal and professional	-	58,070	**58,070**	*55,993*
Mobile phones	3,253	1,480	**4,733**	*4,463*
Publicity and marketing	-	6,900	**6,900**	*4,115*
Recruitment	1,783	259	**2,042**	*131*
Repairs and maintenance	206	22,888	**23,094**	*25,904*
Salaries, NI and pensions	441,124	264,281	**705,405**	*804,215*
Staff training	100	1,733	**1,833**	*3,123*
Staff travel and subsistence	2,502	839	**3,341**	*779*
Subscriptions	-	1,636	**1,636**	*1,422*
Sundry expenses	555	1,682	**2,237**	*646*
Utilities	-	8,418	**8,418**	*8,570*
Volunteer costs	116	316	**432**	*205*
	588,292	354,297	**942,589**	*1,001,563*
Total 2021	*685,520*	*316,043*	*1,001,563*	

Support costs have not been separately allocated and disclosed as the Trustees believe they are immaterial to the financial statements.

Included within the above costs are £13,980 (2021: £13,932) in relation to governance costs £11,340 (2021: £11,340) of which is in relation to legal and professional costs and £2,640 (2021: £2,592) in relation to salaries, NI and pensions.

Volunteers contribute towards the activities of the charity. The equivalent cost of the volunteer hours totalled £31,374 (2021: £3,593).

8. Auditors' remuneration

The auditors' remuneration amounts to an auditor fee of £8,325 (2021: £7,950).

9. Staff costs

	2022 £	*2021* *£*
Wages and salaries	**666,602**	*744,140*
Social security costs	**48,498**	*42,928*
Contribution to defined contribution pension schemes	**18,041**	*18,291*
	733,141	*805,359*

During the year, redundancy costs of £Nil (2021: £39,178) were charged to the Statement of financial activities in relation to Nil employees (2021: 12 employees).

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

	2022 No.	*2021* *No.*
Employees	**31**	*40*

The average headcount expressed as full-time equivalents was 31 (2021: 31).

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

The total employee benefits of the key management personnel of the charity were £50,879 (2021: £49,703)

10. Trustees' remuneration and expenses

During the year, one Trustee, Denis Tully, (2021: 1) has been paid remuneration from an employment with the Company.

The value of Trustees' remuneration was £43,488 (2021: £42,500). Pension contributions of £2,609 (2021: £2,550) were paid in respect of this trustee. Employers NI contributions paid in respect of this employee totalled £4,782 (2021: £4,653).

During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £NIL).

11. Tangible fixed assets

	Land and buildings £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2021	**166,738**	**30,099**	**36,192**	**233,029**
Additions	**2,280**	**-**	**-**	**2,280**
At 31 March 2022	**169,018**	**30,099**	**36,192**	**235,309**
Depreciation				
At 1 April 2021	**78,900**	**9,005**	**29,694**	**117,599**
Charge for the year	**6,120**	**2,960**	**6,498**	**15,578**
At 31 March 2022	**85,020**	**11,965**	**36,192**	**133,177**
Net book value				
At 31 March 2022	**83,998**	**18,134**	**-**	**102,132**
At 31 March 2021	*87,838*	*21,094*	*6,498*	*115,430*

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

12. Debtors

	2022 £	2021 £
Due within one year		
Trade debtors	**40,809**	*66,006*
Other debtors	**649**	*392*
Prepayments and accrued income	**2,652**	*13,334*
	44,110	*79,732*

13. Creditors: Amounts falling due within one year

	2022 £	2021 £
Trade creditors	**19,592**	*8,926*
Other taxation and social security	**11,220**	*12,929*
Other creditors	**4,344**	*4,198*
Accruals and deferred income	**29,488**	*91,497*
	64,644	*117,550*

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

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
WBST	-	-	-	50,000	50,000
Winter Shelter	-	-	-	80,000	80,000
Building investigation	-	-	-	140,600	140,600
	-	-	-	270,600	270,600

14. Statement of funds (continued)

Designated funds

WBST

The Wellbeing Support team provides an unique and important service to people with severe and multiple disadvantage and is confident in the quality of provision it makes to people vulnerable to homelessness. The designated funds are to underwrite the service while additional funding is applied for.

Winter Shelter

The Winter Shelter is a unique service in Nottingham and is integral to the Winter Plan for the City, providing up to 24 beds for people who would otherwise sleep rough.

Building investigation

In response to the new circumstance which both restrict and promote its traditional emergency respite care service (The Shelter) the board is committed to investigating the possibilities of providing new high quality emergency respite accommodation on its premises. This can only be done by employing specialist professional services that have the competencies to meet professional standards and statutory regulations which are in line with the Board's commitment to quality and that would capture the confidence of authorities that are gatekeepers to statutory decision making such as planning permission. This expenditure is in line with its duty to provide public benefit and is coherent with its constitution as it believes this initiative will contribute to securing the relevance of the charity in the future.

General funds

General Funds - all funds	**638,300**	**369,470**	**(354,296)**	**(304,672)**	**348,802**
Total Unrestricted funds	**638,300**	**369,470**	**(354,296)**	**(34,072)**	**619,402**
Restricted funds					
Allotment	**1,631**	**13,561**	**(2,169)**	**-**	**13,023**
Big Lottery WBST	**6,255**	**-**	**(6,255)**	**-**	**-**
Defibrillator	**1,338**	**-**	**-**	**-**	**1,338**
Drop In Refurbishment	**5,651**	**-**	**(206)**	**-**	**5,445**
Healthbus	**8,715**	**-**	**(725)**	**-**	**7,990**
Trips AFA	**1,090**	**-**	**-**	**-**	**1,090**
Winter Shelter	**66,149**	**96,802**	**(127,910)**	**-**	**35,041**
COI N&EC (Nottingham Equal)	**-**	**10,000**	**(10,000)**	**-**	**-**
Independent Living Service	**-**	**98,339**	**(72,312)**	**-**	**26,027**
Domestic Violence Domestic Abuse	**-**	**5,000**	**(5,000)**	**-**	**-**
Covid Grant	**5**	**6,115**	**(6,120)**	**-**	**-**
WBST	**20,000**	**-**	**(54,072)**	**34,072**	**-**
NHS CCG	**-**	**20,000**	**(20,000)**	**-**	**-**
Culturally Specific Mental Health Support Service	**64,956**	**-**	**(24,158)**	**-**	**40,798**
Mecure	**-**	**124,270**	**(124,270)**	**-**	**-**

14. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Single support service	-	198,884	(135,095)	-	63,789
	175,790	572,971	(588,292)	34,072	194,541
Total of funds	814,090	942,441	(942,588)	-	813,943

Restricted funds

Winter Shelter

The Winter Shelter provides accommodation for up to 24 people who would otherwise sleep rough over the winter months.

Culturally Specific Mental Health Support Service

The project supports members of minoritized ethnic communities for whom the English language is a barrier and accessing services is therefore a challenge.

Single Support Service

The Single Support Service works with people who sleep rough, or are vulnerable to rough sleeping to access appropriate local services, move away from the streets and into settled accommodation.

Independent Living Service

The service provides intensive support to individuals identified as former rough sleepers to support them to achieve and maintain settled accommodation in their own tenancy.

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

15. Summary of funds

Summary of funds - current year

	As restated Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Designated funds	-	-	-	270,600	270,600
General funds	638,300	369,470	(354,296)	(304,672)	348,802
Restricted funds	175,790	572,971	(588,292)	34,072	194,541
	814,090	942,441	(942,588)	-	813,943

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	-	102,132	102,132
Current assets	194,541	581,914	776,455
Creditors due within one year	-	(64,644)	(64,644)
Total	194,541	619,402	813,943

Analysis of net assets between funds - prior year

	As restated Restricted funds 2021 £	*As restated Unrestricted funds 2021 £*	*Total funds 2021 £*
Tangible fixed assets	-	*115,430*	*115,430*
Current assets	*175,790*	*640,420*	*816,210*
Creditors due within one year	-	*(117,550)*	*(117,550)*
Total	*175,790*	*638,300*	*814,090*

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

17. Reconciliation of net movement in funds to net cash flow from operating activities

	2022 £	2021 £
Net income/expenditure for the year (as per Statement of Financial Activities)	**(147)**	*169,474*
Adjustments for:		
Depreciation charges	**15,578**	*18,112*
Dividends, interests and rents from investments	**(684)**	*(594)*
Decrease/(increase) in debtors	**35,621**	*(45,126)*
Increase/(decrease) in creditors	**(52,905)**	*43,084*
Net cash provided by/(used in) operating activities	**(2,537)**	*184,950*

18. Analysis of cash and cash equivalents

	2022 £	2021 £
Cash in hand	**732,345**	*736,478*

19. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	**736,478**	**(4,133)**	**732,345**
	736,478	**(4,133)**	**732,345**

20. Pension commitments

The entity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the entity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £18,041 (2021: £18,291) during the year. This cost is split between restricted and unrestricted funds on the basis of the underlying staff cost. Contributions of £3,231 (2021: £3,041) were payable to the fund at the balance sheet date and are included within creditors.

21. Related party transactions

During the year the charity made the following related party transactions:

Donations of £1,440 (2021: £2,340) were made by trustees with no conditions attached.

EMMANUEL HOUSE SUPPORT CENTRE

England & Wales - Charity number 1077424

Accounts

Registered number: 03798780
Charity number: 1077424

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

CONTENTS

	Page
Reference and administrative details of the Company, its Trustees and advisers	1
Trustees' report	2 - 19
Independent auditors' report on the financial statements	20 - 23
Statement of financial activities	24
Balance sheet	25
Statement of cash flows	26
Notes to the financial statements	27 - 41

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

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

Trustees	Alan Boyden Victoria Green Paul Hinchliffe Martin Mellor Jacqueline Morris Richard O'Brien Clive Sillito Colin Slater Graham Bowpitt Denis Tully Debbie Webster
Company registered number	03798780
Charity registered number	1077424
Registered office	53-61 Goose Gate Nottingham Nottinghamshire NG1 1FE
Chief executive officer	Denis Tully
Independent auditors	PKF Smith Cooper Audit Limited 2 Lace Market Square Nottingham NG1 1PB
Bankers	Yorkshire Bank 11 Smithy Row Nottingham NG1 3EJ
Solicitors	Nelsons Pennine House 8 Stanford Street Nottingham NG1 7BQ

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

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

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

Covid-19 overview

Emmanuel House open-access services closed on 2nd April 2020 and reopened again in 13th July 2020. Our closure ran concurrent to the closure of much other day centre provision nationally.

With the implementation of 'Everybody In' the majority of people who usually used drop-in services for basic needs such as food and clothing had their needs met in the assigned hotel accommodation. For the first three months staff of non-commissioned services were furloughed. There was a phased plan for the return of services which were prioritised for beneficiaries who were rough sleeping, homeless, in crisis, at risk of homelessness and people with No Recourse to Public Funds.

Objectives and activities

a. Our vision and aims

The Charity Emmanuel House Support Centre is established to deliver services for the benefit of homeless and vulnerable adults. The Charity does not and shall not discriminate on the grounds of protected characteristics as described by the Human Rights Commission on any basis in any of its activities or its operations.

The vision for Emmanuel House is to make a positive difference in the lives of people who are homeless or vulnerable to homelessness, to make a valuable and purposeful contribution to the community of Nottingham and the surrounding area and to be of public benefit. Emmanuel House is committed to and has undertaken activities in the past year preventing homelessness, intervening in homelessness and aiding recovery from homelessness, is an active partner with other statutory and voluntary sector agencies and services that contribute to or have the purpose of eliminating homelessness. Emmanuel House aspires to remain true to its values and to continue evolving to provide quality services unique to the city of Nottingham for people who need them.

We provide diverse and accessible services that meet basic needs, providing vulnerable people with the means to be able to make informed decisions about their welfare and take practical steps to overcome issues that have become barriers to moving out of homelessness, or that threaten a return into homelessness. We support people to make positive changes in their lives and we are the only open access service of its kind in the city. There are no criteria or thresholds that exclude anyone from accessing Emmanuel House. We take a holistic approach to meeting peoples' needs including material, practical, emotional, social and spiritual needs, using a person-centred approach.

To achieve our purposes, our strategy is to:

*provide unique day support services for homeless people and people vulnerable to homelessness
*provide the earliest and most appropriate intervention providing a pathway of support towards alleviating poverty and promoting interdependence
*accompany the beneficiary for as long as they need support
* be a strategic partner in the delivery of Nottingham's interagency Homelessness Prevention Strategy
*provide services that are relevant to the needs of homeless and vulnerably housed people
*develop a sustainable funding model

Objectives and activities (continued)

*ensure staff are supported and trained to deliver qualitative services
*provide quality volunteering opportunities for volunteers including developing opportunities for their involvement in the development of Emmanuel House
*provide appropriate communication systems for supporters of Emmanuel House so they are informed about its work and future intent
*speak with an independent voice in the interests of beneficiaries.

There are five overarching outcomes that shape the work pathways:

1. HOME FIRST
-A measurable step from homelessness into appropriate housing and independent accommodation
-intervention that prevents a person falling out of settlement into homelessness
-better able to mange personal circumstances and that reduces the likelihood of homelessness.

2. ECONOMIC WELLBEING
-securing of benefit entitlement
into employment
undertaking volunteering or training

3. COMMUNITY CONNECTION
-Engaging with Emmanuel House staff and other services
-Engaging in social activities
-Building positive relationships

4. WELLBEING - PHYSICAL AND PSYCHOLOGICAL
-decision making that contributes positively to wellbeing
-Increased stability
-Progress towards independence

5. FITNESS FOR PURPOSE
-improving financial sustainability
-resourcing personnel (staff, volunteers, trustees)
-Improving resources (including premises and equipment

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

Results that flow from purpose are:

- An enhanced quality of life and sense of well-being through the resettlement of beneficiaries from homelessness into more secure accommodation arrangements improving the life chances of vulnerable adults
- The reduction in the number of people who are street homeless
- Prevention of people becoming homeless and able to sustain their accommodation reducing pressure on already stretched services
- Improvement in the mental health of citizens reducing demands on services
- Reduction of isolation enabling beneficiaries to avail of the services they require and enabling access to services for citizens who other wise would have remained inaccessible to services preventing the escalation of need

Public benefit that flows from this work is:

- Reduction in the number or people who are homeless
- Prevention in the rise of numbers of people becoming homeless
- Prevention of contagion of Covid 19 and reduction of illnesses and fatalities

Objectives and activities (continued)

- Improved wellbeing for a specific group of marginalised citizens
- Added value to statutory services
- Citizens being able to access services when not meeting statutory criteria

b. Main objectives and strategies for the year

Given the context the main objective was to ensure services continued to function and were accessible to those who needed them. We were flexible in and adaptable to the circumstances that presented. They were delivered in essentially three formats:

- Drop-in day support services changed to appointment only
- Outreach services: The Wellbeing Support Team, Single Support Service, Mental Health Outreach, Culturally Specific Support changed to communicating using electronic means but with gradual change to face to face as circumstances allowed. They also took resources to beneficiaries homes.
- Emergence accommodation moved to a hotel, a provision that expanded to 50 beds per night with 24 hour support, the provision of three meals each day and wraparound support.

c. Volunteers

In the two years previous to the pandemic nearly 1000 individual people volunteered for Emmanuel House. The pandemic had a serious and significant impact on volunteering more than any other Emmanuel House activity and did so in two ways. Firstly we had to close many of the activities associated with volunteering like serving meals and serving in our charity shop. In addition many of the people who volunteered for Emmanuel House were in clinically vulnerable categories and had to isolate. However some volunteering continued in the hotel with people assisting in delivering meals to individual rooms. It is also right to acknowledge the contribution of many community food providers and businesses that provided meals ensuring guests had access to three health meals each day which contributed to the improvement in the wellbeing of many of the guests.

Achievements and performance

a. Our activities and achievements

The Covid-19 pandemic created the most remarkable interruption in our society in modern times in which the only certainty was uncertainty and the uncertainty as to how long uncertainty would last. It was only possible to put in place a framework that enabled services to be available day to day. Our success was the degree to which services continued to be available, constant and consistent, underpinned by a comprehensive risk assessment which served the organisation well through the year. Staff adapted, were flexible and imaginative in their approach to service delivery. We were fortunate in accessing additional funding that helped acquire communication resources for vulnerable adults such as mobile phones and laptops. Staff delivered resources and food directly to the doors of people who needed them. These were invaluable. Working protocols changed as staff worked from home and other locations. The running of the provision in a hotel was integral to the offer in the city to rough sleepers. By March 2021 teams had successfully continued providing their assigned services and achieving positive outcomes supported by the wider community who continued to make donations to the charity in various forms.

Achievements and performance (continued)

b. Drop-in Services

The Government's announcement in March 2020 of 'Everbody In' made 24 hour supported accommodation available to people who were homeless. This meant that at that point there was no need for drop-in services and staff were furloughed. The service resumed on 13th July 2020 based on an appointment system. For the rest of the year numbers accessing drop-in services gradually rose. During the nine months 303 people (34 people per month) were provided with support on occasions for multiple services in comparison to 1065 individual (88.75 people per month) people accessing interventions in 2019/20.

Many of the people who accessed services were European Nationals who required support with establishing residency status, help with benefits and accessing health care services. During lockdowns and periods of restrictions many agencies were inaccessible creating additional barriers to beneficiaries accessing the services they required. For many beneficiaries the infrastructure and regular routines they depended on prior to the pandemic disintegrated requiring them to navigate a new unfamiliar environment which many of them found challenging.

(Data from July 2020-March 2021 accounting for the initial lockdown)

	Individuals who accessed services	Total number of interventions
Numbers visiting/total footfall	303	1326
Shower/clothing/laundry	145	664
Support with benefit claims	91	232
Health related support	37	90
Housing related support	115	330
Translation	7	15
Information, advice and guidance	117	231
Referrals to other agencies	50	91

In addition we provided 134 individuals with 367 meals/food parcels which is a service that was offered specifically in the midst of lockdown.

Achievements and performance (continued)

c. Culturally Specific Mental Health Support

Awaaz, an organisation providing a "Voice" for All the BME and New Emerging Communities, closed and asked Emmanuel House to host a strand of its culturally specific mental health support service. The role was consummate with the work Emmanuel House already provided and was an opportunity to develop services in Black and Minority Ethnic Communities. The service was transferred to Emmanuel House in August 2020. From then on it has carried a caseload providing support principally for members of Black and Minority Ethnic Communities.

Aim of the service

To support and empower people from BAME communities:

- To engage with local organisations and community leaders.
- To support members of BAME communities to build confidence in accessing services they need across the health and wellbeing sector so they can sustain a tenancy
- To reduce homelessness, isolation, issues with mental health and benefits and any barriers they may have to access services they need.

Service provision

The service supports people from a range of BAME communities who are experiencing mental health difficulties and who are homeless or living in unsuitable accommodation in the community.

Referrals come from mental health services, communities, health visitors and self referrals via word of mouth. Challenges faced by this client group have included language, poor literacy and difficulty in navigating health and housing systems. The service works with individuals to break down stigma attached with mental health difficulties and has understanding about cultural barriers to accessing services. A number of people supported were parents with young children whose living accommodation was often overcrowded or in poor repair. The work has included:

- involving the fire service as no escape route in accommodation which is 4 floors up.
- Rehousing family of 5 who were living in two rooms
- Partnership working with health visitor to ensure accommodation was suitable for parent and her young child.
- Liaison with courts re: young man who had a suspected undiagnosed mental illness.

Data

The services supported 22 people in the year from Moroccan, Pakistani, Mixed Caribbean, Black Caribbean, Portuguese, Bengali, Polish , and Jamaican backgrounds.

Achievements and performance (continued)

d. The Night Shelter

Introduction

Night shelter provision throughout the UK was completely transformed by the arrival of the Covid-19 pandemic at the end of March 2020. All communal shelters were deemed a public health risk and instructed to close by the Ministry of Housing, Communities and Local Government (MHCLG) with immediate effect in March 2020, with guests in Nottingham transferred to a hotel.

Night Shelter provision under the *Everyone In* initiative

The hotel had the added benefit of guaranteed meals and TVs in every room to limit the need for interaction between guests. Although intended for an initial twelve weeks the project extended for the full financial year.

Shelter guests accommodated at the Mercure Hotel

Comparison of figures for accommodation in the hotel and previous shelter provision during the 15 months from April 2020 to June 2021 with provision at the Winter/Night Shelters during the 12 months from April 2019 to March 2020. Table 1 gives some basic figures for the two periods.

Table 1: Guests and their stay

Guest group	Night Shelter 2019-20	Hotel 2020-21
Guests who stayed at least one night	193	281
Number of bed-nights	7,282	13,814
Average bed-nights per week	140	212
Average stay (nights)	34	49
Women guests	37	49

The sheer volume of work was vastly greater in the hotel compared with the shelter. The number of guests accommodated per week increased by 50%. Secondly, guests on average stayed nearly 50% longer in the hotel than in the shelter. Thirdly, the greater number of women guests is worth noting, reflecting the greater security afforded by single room accommodation.

Non-shelter guests accommodated

The accommodation pattern at the hotel included people who were deemed to be in priority need under homelessness legislation, typically because they were judged to be vulnerable or victims of domestic violence.

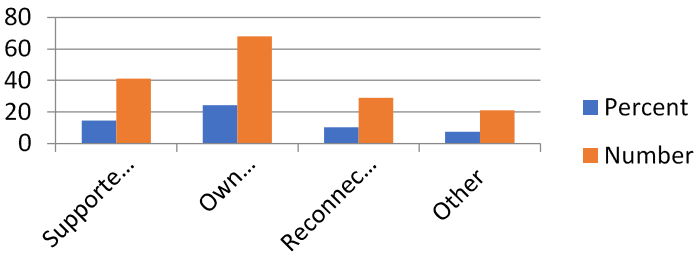
Moving on from the hotel

Positive outcomes for beneficiaries include tenancies, places in supported housing or safe reconnections elsewhere in the UK or abroad. Nearly half the hotel guests achieved this. Increases were achieved in the number of tenancies that were secured for hotel guests, mainly in the private rented sector, but also in the number reconnected, a particularly challenging process in the context of the travel restrictions imposed by public health regulations.

During the year the project supported 281 people with the following outcomes:

Achievements and performance (continued)

	Number	%
Supported Housing	41.03	14.6
Own tenancy	68	24.2
Reconnection	28.94	10.3
Other	21.08	7.5



Conclusion and the way forward

The future of shelter provision is shrouded in uncertainty. Since March 2020, hotel accommodation has been provided for varying numbers of rough sleepers with funding from the Ministry for Housing Communities and Local Government (MHCLG). Most of this has been at the hotel with support from staff at Emmanuel House, reaching 50 beds per night. Indications are that allied to the success of the hotel provision in Nottingham this has been so nationally. Indications are showing an interest in a move away form 'shared air' provision towards single room accommodation. We support this aspiration and will be exploring ways of achieving it. However, there are doubts about the sufficiency of this provision, especially if homelessness increases as lockdown is eased along with associated emergency support measures such as the moratorium on private sector evictions. There is also concern for asylum seekers and others with No Recourse to Public Funds and how Home Office deportation plans will operate in practice.

Whatever happens, we are unlikely to see a return to the pattern of provision to which we have become accustomed. But one thing is certain: we are as committed as ever to ensuring that no-one has to sleep rough on the streets of Nottingham without ready access to a sustainable alternative.

Achievements and performance (continued)

e. Wellbeing Support Team

The Wellbeing Support Team started working with homeless people in Nottingham in January 2018. It follows on from the work of a previous project, the Multiple Needs Support Team, which was funded by the Big Lottery from 2014-17.

The team works with homeless people who have mental health support needs alongside a number of other support needs, often referred to as 'multiple needs'. The team's approach is based on meeting people, building trust, and working in a person-centred way that supports people to access services and make changes in their lives at their own pace. The team consists of three Wellbeing Support Workers .

Aims

The Wellbeing Support Team aims to achieve the following changes for homeless people with multiple needs who use its services:

- Improved mental health and wellbeing.
- Reduction in social isolation.
- Improved ability to access and engage with the services they need.

The Year 2 Review Report made some suggestions about areas for development for the project during Year 3. The Wellbeing Support Team made progress in these areas:

Sharing knowledge and skills

We repeated our recommendation of the last two years that the Wellbeing Support Team continue to look at all opportunities to promote what it does and share what it has learned about working with homeless people with multiple needs. This year the Wellbeing Support Team promoted its work via social media using anonymized case studies. Although they were unable to go out to team meetings to promote the project, links have been made with new housing providers as a result of the Team's involvement at the winter shelter and hotel. This promotion is reflected in the 52 referrals made during year 3. This evidences that the team is recognised by other agencies as having the experience, skills and knowledge to work with this client group. The Wellbeing Support Team Manager contributes and participates in a number of sector strategic groups in the City.

Resources for beneficiaries

The Team has been successful this year in raising funds for small items for those that use the service. It became apparent during and because of lockdown that methods of communication with beneficiaries require access to a mobile phone. The team applied to various trust funds for phones and other requirements for people who were moving into their own tenancies or had recently moved into tenancies but had then accrued arrears, for example electricity and water bills.

Outcomes

Improved mental health and wellbeing

Of the 12 people who completed a questionnaire, 10 people said they have seen an improvement in their physical and/or mental health, one said it had helped a bit, whilst another said it hadn't got any worse or better. Examples of improvement we beneficiaries told us about include:

'I got put in touch with [my worker] and I'm on a methadone programme, she makes sure I don't miss any appointments, and helps with any problems I may have, both physical and mental'.
'I'm feeling supported, I'm no longer homeless and my health is being looked after due to the support from [my worker]'.

Achievements and performance (continued)

13 out of 14 of professionals from organisations said they had seen an improvement in the mental health and wellbeing of their clients since they have been working with the Wellbeing Support Team. One example they gave of how support from the Team has improved people's physical and mental health includes:

'I rely on the Wellbeing Support Team who take instructions regarding ongoing treatment, follow up with GP's, hospitals, mental health crisis teams etc. Without this valuable resource the patients that I see are highly likely to have a deterioration in mental and physical health and lose continued engagement with other services. The team is also proficient in alerting the homeless health team where there is a deterioration in mental and physical health. They are proficient in assessing any deterioration and alerting the team. This is invaluable in preventing hospital admissions and out of hours presentations'.

Reduction in social isolation

Of the 12 people who completed questionnaires or 1:1 discussions, 6 said they felt less lonely since they had been involved with the Wellbeing Support Team.

We also asked people if they felt more confident since they had been involved with the Wellbeing Support Team. 7 people said they did, 1 said that their confidence is not great, but they feel more confident meeting people, 1 said they struggle with it but feel slightly more confident, 2 said no, and one said that they were already confident.

One organisation responded:

'Clients are more confident and better able to cope with difficult situations after a period of being supported by a Wellbeing Support Team worker. They often progress to a point where they feel able to go to appointments alone and engage in the community. Clients have said that they feel more part of the local community and more able to communicate with other agencies such at GP's as a result of this support'.

Activities

Staff members identified the important role of activities in bringing people together and helping to reduce isolation and build confidence. However, Lockdowns and restrictions during the Covid-19 Pandemic has had a significant impact on these activities. Various activities did took place prior to Lockdown. One activity to the Galleries of Justice inspired the women's group (Womanuel) talking about a project they wanted to start by embroidering inspirational words about how the women's group made them feel.

What difference has the Wellbeing Support Team made to the work of other organisations working with homeless people in Nottingham?

We asked the people from organisations who completed the survey how the Wellbeing Support Team supports and assists their organisation. All 14 said that the team helped their organisation to do its work and all said they would recommend the team to other agencies. Two of many examples given of the difference the team makes to organisations' work include:

Achievements and performance (continued)

'Regular updates, liaison, joint care planning, practical support to come to appointments.If we have been unable to make contact with a client, our first point of call is their Wellbeing Team support worker as they can usually provide our service with an update. Their staff encourage our clients to engage with our service, especially during a crisis.'

We also asked the people from organisations what they thought was different about the service provided by the Wellbeing Support Team. Some of what they said includes:

- Person centred.
- Non-judgemental
- A deeper understanding of some of the issues impacting on women with complex needs.
- They understand barriers faced by clients.

What if there wasn't a Wellbeing Support Team

Feedback from beneficiaries demonstrates that the Wellbeing Support team provides a unique service in the city. All beneficiaries who gave feedback indicated decline in the wellbeing and circumstances. It is also clear from the feedback from services that the Wellbeing Support Team brings enormous added value to both primary and secondary services in the homelessness and health sectors.

In the context of the Covid pandemic

At the end of its third year, the feedback we received shows that the Wellbeing Support Team has continued to support homeless people with complex needs to make real changes in their lives. The project has established a strong reputation amongst the people who use its services and with other organisations. There are a number of common factors identified by people using the service, staff and other agencies that contribute to the success of the project.

In service user feedback staff members have often been named individually and recognised for the support that they have provided, along with the impact that that this support has had on service user wellbeing. There were many comments from other organisations about the quality of the support offered by staff, including their understanding of the client group, their attitude, flexibility and approach.

The Wellbeing Support Team continued to work throughout the Lockdowns and restrictions over the past year. They have been able to adapt their working processes to ensure that service users have still received support whilst keeping staff safe. Even during Lockdowns everyone on the caseload was contacted at least once a week by a member of the staff team.

Flexibility – the word often used by other organisations about the team was flexibility. Workers can respond to the needs and wishes of the people they work with, going at the person's own pace and without a deadline for the ending of support, and this makes a big contribution to the positive outcomes that are achieved. The team being flexible also contributed to a continuation of a high level of support during the Covid-19 Pandemic.

Creativity – the Wellbeing Support Team model has continued to develop during the year, with the staff team adapting its approach and developing new ways of working due to the Pandemic. The team is now well known by other organisations, which enables joint working and partnerships to flourish.

Data

During the year (January 2020 to March 2021), the Wellbeing Support Team has worked with 85 people, 52 of these were new to the Team and 33 were people whose support continued from year 2. There were 52 referrals from other services.

Achievements and performance (continued)

f. Single Support Service

In March 2020 the Government announced £3.2 million emergency funding as a consequence of the Covid-19 pandemic and the closure of a number of services to help rough sleepers to self-isolate. Emmanuel House took on a contract to provide 5 Navigators and became a first point of contact and reference for issues relating to service users. Each rough sleeper was provided with a comprehensive assessment and had their own tailored and personalised Support Action Plan, which identified obstacles to engagement and independent living. Support plans also accounted for the strengths and goals of each person accessing the service and how these could be harnessed in accordance with Psychologically Informed Environment (PIE) principles. The service adopted a multi-disciplinary approach with a focus on coordinating support.

The Single Support Service worked with health providers (GP's, community providers and secondary care) to ensure that assertive outreach and flexible treatment for people with multiple complex needs (particularly rough sleepers) was coordinated, consistent and with continuity in place to avoid reliance on individual health care professionals.

Aims and Objectives

The aim of the Single Support Service was to provide intensive support to individuals who are rough sleeping or persistent rough sleepers and who are recognised as having complex needs.

The new service provided a single support offer and was delivered by staffing comprising of 5 Navigators. The service assisted individuals identified as rough sleepers to acquire and sustain independent accommodation through the provision of flexible, proactive, timely, targeted and effective support.

The Navigators responded to changes in service delivery due to the ongoing Covid-19 Pandemic adopting a flexible approaches to delivering support and utilising active outreach approaches in response to the Pandemic including offering telephone support and engagement at emergency accommodation provision to meet the health, well-being and safety of rough sleepers and staff.

Nature of support

Navigators provided support for:
- entrenched rough sleepers with multiple and complex needs who had not engaged in other forms of support or offers of accommodation.
- individuals who were at likely risk of rough sleeping and those who were relatively new to rough sleeping and with less severe support needs.
- individuals who were identified as rough sleepers to sustain independent accommodation.

Data

Total number of people supported: 90.

Outcomes

Number of individuals successfully sustaining a tenancy, or taking on a new sustained tenancy 6 months after entering the programme: 41.

Achievements and performance (continued)

g. Mental Health Outreach (County)

Aims and objectives of service

The service aims to support the mental health needs of adults who are homeless in Nottinghamshire, who are not receiving a service from statutory health services such as primary care or mental health services. The service provided time-limited support to enable people to engage with mainstream mental health services.

The service's objectives included:

- Providing persistent, strength based approach to engaging people at risk of homelessness
- Providing appropriate advice, support and evidence-based brief interventions for homeless people with mental health problems
- Providing telephone assistance and advice to other organisations and directly to homeless people
- Providing signposting to other statutory and non-statutory physical, mental health and wellbeing services as appropriate.
- Develop joint plans to deliver proactive and impactful interventions that will support the personalised health and wellbeing needs of the individual
- Through a strength based approach to engagement and planning, support the individual to stabilise their wellbeing and wider needs (e.g. housing, substance misuse)
- Support appropriate access to mainstream services through positive advocacy and partnership relationships
- Work with other agencies involved in the person's care to identify access needs and strategies to support successful delivery of interventions or treatment.

Service description/care pathway

The service provide physical presence at appropriate venues to meet the needs of individuals with housing connection to South County boroughs and continuity of support and undertook risk assessments, strength based personalised support plans to identify areas where physical or mental health support was needed;

Face to face support was in the form of assertive outreach and delivered in a range of settings that are flexible to the individual including street based, community and housing. The service provided practical support to liaise with wider health, social care and housing agencies on behalf or with beneficiaries to maximise their ability to access services and achieve their goals across a range of areas (e.g. telephone GP Practice with prescribing query, accompany to mental health service appointment or support to complete housing or benefits documentation). The worker took an active role in Multi-Agency meetings (e.g. rough sleeper action groups, MARAC domestic abuse). The service was provided to individuals who were at risk of rough sleeping with a particular focus on individuals who experienced Severe Multiple Disadvantage.

Achievements and performance (continued)

h. Building and facilities

The long term project of gradual improvements to facilities for beneficiaries in Emmanuel House concluded with an upgrade of the drop-in area and toilets for staff and volunteers.

Fundraising activities

The most significant fundraising event is our winter appeal which takes place between November and January. We commissioned the film Lone which became the core feature of our campaign. Two companies offered us free advertising. It was our best ever campaign increasing our income by 45% on the previous year. We updated our means of managing personal data of people who support Emmanuel House and through social media maintained our public profile. The lack of social interaction depleted many of the usual activities by faith and community groups and it is envisage that it will take up to two years to re-establish the culture of community support that benefited Emmanuel house prior to Covid.

Financial review

a. Going concern

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

b. Financial statement

After what has been a very difficult year operationally, the Board of Trustees is pleased to report a surplus for the year of £169,474 (2020 £105,189), of which £121,754 are unrestricted funds.

The generosity of our supporters has been amazing over the period of the pandemic. Donations and Legacies for the year totalled £479,962, and we were able to reclaim an additional £33,651 gift aid. In addition we received Restricted Donations and Legacies of £64,780, and Government grants of £70,766. Overall income from Donations and Legacies is up by over £200,000 on the previous year.

The income from Charitable Activities being Government Grants and Contracts totalled £675,130 in 2021 (2020: £575,384). The main reason, as explained in the Trustees report, is the Contact for supporting our Homeless clients in hotel accommodation.

As expected, the Shop income was well below the previous year as it was closed for most of the financial year.

As always, there is a tight control over our expenditure. 80% of our expenditure is on salaries (2020: 78%). This shows our ongoing commitment to providing high quality support to our client base.

The Balance Sheet shows a healthy position. Our unrestricted funds amount to £638,300 up from £516,546. Our liquid unrestricted funds have now increased to £522,870.

c. Principal risks and uncertainties

Risks	Risk management
Financial sustainability	• The charity has established a broad spectrum of income sources to account for flections in income. That broad spectrum will be maintained. • A budget is set annually which is monitored regularly by the Board • The Board does not spend beyond its budgetary capability or put the charity at risk • There are recent additional resources in place to improve our income capability
Remaining relevant in the sector	Emmanuel House has been established for 45 years. It maintains providing services for people who often do not qualify for statutory support e.g People with No Recourse to Public Funds. There are no indications that statutory support will be come any more available that the level offered at present.
A negative effect on the charity's reputation.	The positive reputation of Emmanuel House has grown particularly in recent years. It's reputation is integral to all its activities. Emmanuel House has a robust communication infrastructure and is able to communicate effectively mitigations and corrections to supporters, agencies and funders. The Charity will continue to report on its outcomes and impact. Expenditure is focused mainly on the delivery of services as opposed to administration.
Compliance	Emmanuel House undertakes regular review of its policies and practice guidance which are to legal and monetary obligations. Specialised legal and professional services are bought in to offset any short fall in capacity.

d. Reserves policy

In the previous two years (2019-2021) Emmanuel House saw an uplift in its income. In contrast these are uncertain times and the Board is retaining six months reserves (£250,000) which is reviewed on a six monthly basis.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management

a. Constitution

Emmanuel House Support Centre is registered as a charitable company limited by guarantee and was set up by a Trust deed.

b. Methods of appointment or election of Trustees

The management of the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

Nominations for Trustees are considered by the Board and interviewed by the Chair. They attend as an observer and there is agreement about their suitability amongst Trustees. They are then voted on as a Trustee formally at the AGM or subsequent Board meeting.

The company was incorporated on 30th June 1999 and registered as a charity on November 1976 under the name of Emmanuel House Day Centre. The name was changed by a resolution of the members on 7th August 2019 and relevant filings made at Companies House and the Charity Commission shortly thereafter.

c. Organisational structure and decision-making policies

The Board of Trustees govern the charity attending to is legal and financial obligations. The Chair manages the CEO who in turn manages for managers who oversee distinct domains of work Decision making in the charity is demarcated according to the nature of decisions. The Board of Trustees met four times in the year. The Finance Sub group met eight times in the year. The Marketing and Fundraising Sub group met three times. The Health and safety Sub Group met three times. The sub groups provide written reports.

The Board takes decisions on the strategic and financial direction of the charity taking account of information given it by the CEO. The CEO makes decisions on approval of budgetary expenditure and priorities about the direction of the charity and day to day operational matters.

d. Policies and procedures for induction and training of trustees

When Trustees are appointed a comprehensive handbook is provided for them containing background information, policies and procedures. Trustees are able to access an induction visit to Emmanuel House, including meeting the staff and volunteers.

e. Pay policy for key management personnel

Pay is set according to the level of roles in the organisation which in the main are: CEO, Manager, Senior Support Worker and officer, support worker with specialism and support worker. Salaries have been reviewed so that there is no discrimination on characteristics other than the job description and terms and conditions relating to the job. Emmanuel House salaries in comparison to other similar roles advertised in the market are neither excessively high or low but are mid range.

f. Financial risk management

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the operations and finances of the Company, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

Plans for future periods

Culturally Specific Mental Health Support

- To capacity build a culturally specific steering group to develop the service.
- Create an identity for the service.
- Recruit a development worker to undertake these tasks.

Funding for the WBST

- To source funding for the team for the following three years.
- To develop partnership with the emerging Severe and Multiple Disadvantage (SMD) in the Changing Futures initiative.

Drop-in services

- Develop the service so it sustains numerical interventions with beneficiaries who do not meet the threshold of other services.
- Develop activities that address social isolation that are time limited but whose purpose are to achieve measurable outcomes.
- Maintain access to basic services such as food clothing and shower.

Develop accommodation

- Explore the feasibility of Emmanuel house providing accommodation either directly or with a third party.
- Contribute to the city accommodation portfolio for emergency accommodation and move-on accommodation.
- Develop an alternative model and source premises to provide emergency accommodation.

Contracted services

Single Support Service

- to sustain quality of work achieving set targets for the benefit of people who are homeless and at risk of homelessness

Independent Living Support Service

- Develop a support service for people who do not qualify for supported accommodation.

Emergency Accommodation for Women

- In partnership with other services develop emergency provision who hare homeless, at risk of homelessness and who have experienced Domestic Violence and or Domestic Abuse.

County Mental Health

- Look to have the County Mental Health Contract extended which is due to finish in July 2021

Emergency accommodation

- To develop alternative provision to share air accommodation.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Statement of Trustees' responsibilities

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

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

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

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

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Auditors

The auditors, PKF Smith Cooper Audit Limited, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

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

.....
Clive Sillito
(Chair of Trustees)
Date:

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE

Opinion

We have audited the financial statements of Emmanuel House Support Centre (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a 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.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF EMMANUEL HOUSE SUPPORT CENTRE (CONTINUED)

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, 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.

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

Based on our understanding of the charity and industry, key laws and regulations that we identified included:

- Charities SORP
- health and safety and employment legislation

We identified that the principal risk of fraud or non compliance with laws and regulations related to:

- management bias in respect of accounting estimates and judgementes made;
- management override of control;
- posting of unusual journals or transactions.

We focused on those areas that could give rise to a material misstatement in the Charity financial statements.

Our procedures included, but were not limited to:

- Enquiry of management and those charged with governance around actual and potential litigation and claims, including instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of those charged with governance where available;
- Reviewing legal expenditure in the year to identify instances of non-compliance with laws and regulations and fraud
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

It is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Other matters

The financial statements for the comparative period, being for the year ended 31 March 2020, are unaudited. Certain adjustments have been made to the comparative figures as discussed further within note 14.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

PKF Smith Cooper Audit Limited
Chartered Accountants and Statutory Auditors
2 Lace Market Square
Nottingham
NG1 1PB

Date:

PKF Smith Cooper Audit Limited are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

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

	Note	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*As restated Total funds 2020 £*
Income from:					
Donations and legacies	2	**64,780**	**415,182**	**479,962**	*264,525*
Charitable activities	3	**668,460**	**6,670**	**675,130**	*575,384*
Other trading activities	5	**-**	**15,351**	**15,351**	*43,394*
Investments	6	**-**	**594**	**594**	*2,249*
Total income		**733,240**	**437,797**	**1,171,037**	*885,552*
Expenditure on:					
Charitable activities		**685,520**	**316,043**	**1,001,563**	*780,363*
Total expenditure		**685,520**	**316,043**	**1,001,563**	*780,363*
Net movement in funds		**47,720**	**121,754**	**169,474**	*105,189*
Reconciliation of funds:					
Total funds brought forward		**128,070**	**516,546**	**644,616**	*539,427*
Net movement in funds		**47,720**	**121,754**	**169,474**	*105,189*
Total funds carried forward		**175,790**	**638,300**	**814,090**	*644,616*

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

The notes on pages 27 to 41 form part of these financial statements.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)
REGISTERED NUMBER: 03798780

BALANCE SHEET
AS AT 31 MARCH 2021

	Note		2021 £		*As restated 2020 £*
Fixed assets					
Tangible assets	11		**115,430**		*130,542*
Current assets					
Debtors	12	**79,732**		*34,606*	
Cash at bank and in hand		**736,478**		*553,936*	
		816,210		*588,542*	
Creditors: amounts falling due within one year	13	**(117,550)**		*(74,468)*	
Net current assets			**698,660**		*514,074*
Total net assets			**814,090**		*644,616*
Charity funds					
Restricted funds	15		**175,790**		*128,070*
Unrestricted funds	15		**638,300**		*516,546*
Total funds			**814,090**		*644,616*

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

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

However, an audit is required in accordance with section 144 of the Charities Act 2011.

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

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

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

.....
Clive Sillito
(Chair of Trustees)
Date:

.....
Martin Mellor
(Trustee)

The notes on pages 27 to 41 form part of these financial statements.

EMMANUEL HOUSE SUPPORT CENTRE

(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	*2020* *£*
Cash flows from operating activities		
Net cash used in operating activities	**184,950**	*156,226*
Cash flows from investing activities		
Interest receivable and similar income	**594**	*2,249*
Purchase of tangible fixed assets	**(3,000)**	*(99,702)*
Net cash used in investing activities	**(2,406)**	**(97,453)**
Change in cash and cash equivalents in the year	**182,544**	**58,773**
Cash and cash equivalents at the beginning of the year	**553,934**	*495,161*
Cash and cash equivalents at the end of the year	**736,478**	*553,934*

The notes on pages 27 to 41 form part of these financial statements

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

1. Accounting policies

1.1 Basis of preparation of financial statements

Emmanuel House Support Centre is a private company limited by guarantee and incorporated in England within the United Kingdom. The address of the registered office is given in the company information of these financial statements. The company's registration number is 03798780 and the charity registration number is 1077424.

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

Emmanuel House Support Centre meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are presented in sterling, which is the functional currency of the company and the financial statements are presented to the nearest £1.

The significant accounting policies have been applied in the preparation of these financial statements are set out below.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

1. Accounting policies (continued)

1.4 Income

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

1.5 Government grants

Grants are included in the Statement of Financial Activies on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of meeting any performance related conditions there is not unconditional entitlement to the income and its recognition is deferred and included in creditors as deferred income until the performance-related conditions are met. Where entitlement occurs before income is received, the income is accrued.

1.6 Interest receivable

Interest 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.

1.7 Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

1. Accounting policies (continued)

1.8 Tangible fixed assets and depreciation

Indivdual fixed assets costing £1,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impariment losses.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Long-term leasehold property	- Straight line over the remaining life of the lease
Fixtures and fittings	- 25% Straight line
Computer equipment	- 33.3% Straight line

1.9 Debtors

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

1.10 Cash at bank and in hand

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

1.11 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any discounts due.

1.12 Financial instruments

The 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.

1.13 Pensions

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

1.14 Fund accounting

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

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

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

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

2. Income from donations and legacies

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*As restated Total funds 2020 £*
Donations and legacies	64,780	310,765	**375,545**	*243,292*
Government grants	-	70,766	**70,766**	*-*
Gift aid recovered	-	33,651	**33,651**	*21,233*
	64,780	415,182	**479,962**	*264,525*

3. Income from charitable activities

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Grants	452,255	4,480	**456,735**	*492,251*
Contracts	216,205	2,182	**218,387**	*72,578*
Sundry income	-	8	**8**	*851*
Kitchen sales	-	-	**-**	*9,704*
	668,460	6,670	**675,130**	*575,384*

4. Grants & donations

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Big Lottery (WBST)	55,468	-	**55,468**
Individuals	8,379	205,309	**213,688**
Nottingham City Council	397,111	4,156	**401,267**
Faith Groups & Churches	10,875	29,601	**40,476**
The Henry Smith Charity	20,000	-	**20,000**
The Forman Hardy Charitable Trust	-	20,000	**20,000**
Community Groups	3,827	6,213	**10,040**
Businesses	1,375	32,556	**33,931**
The Jessie Spencer Trust	5,000	-	**5,000**
Albert Hunt Trust	5,000	-	**5,000**
Funeral and Legacies	-	12,210	**12,210**
Winifred Eileen Kemp Trust	5,000	-	**5,000**
Mary Robertson Trust	-	3,000	**3,000**
Sir John Eastwood Foundation	3,000	-	**3,000**
Masonic Charitbale Foundation	-	200	**200**
Serco Foundation	-	2,000	**2,000**
JN Derbyshire Trust	2,000	-	**2,000**
	517,035	315,245	**832,280**

5. Income from other trading activities

Income from non charitable trading activities

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Trading income	4,722	**4,722**	*26,938*
Local fundraising and street collectionincome	-	**-**	*6,013*
Property rental income	10,629	**10,629**	*10,443*
	15,351	**15,351**	*43,394*

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

6. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Interest receivable on bank deposits	594	**594**	*2,249*

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

7. Analysis of expenditure on charitable activities

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*As restated Total funds 2020 £*
Accommodation costs	6,380	-	**6,380**	*8,322*
Activities	127	-	**127**	*4,258*
Administration	828	4,348	**5,176**	*4,525*
Agency staff	365	-	**365**	*7,133*
Bank charges	-	127	**127**	*241*
Beneficiary costs	11,269	51	**11,320**	*8,639*
Charity shop costs	-	1,353	**1,353**	*-*
Cleaning	466	9,959	**10,425**	*12,469*
Depreciation	-	18,112	**18,112**	*17,812*
Equipment	17,826	150	**17,976**	*3,324*
Insurance	-	5,029	**5,029**	*9,981*
IT and telephone costs	45	8,308	**8,353**	*7,901*
Kitchen costs	7,073	181	**7,254**	*20,507*
Legal and professional	2,000	53,993	**55,993**	*26,853*
Management recharges	118,054	(118,054)	**-**	*-*
Mobile phones	3,665	798	**4,463**	*6,864*
Publicity and marketing	-	4,115	**4,115**	*1,882*
Recruitment	116	15	**131**	*50*
Repairs and maintenance	9,326	16,578	**25,904**	*12,578*
Salaries, NI and pensions	505,762	298,453	**804,215**	*606,349*
Staff training	675	2,448	**3,123**	*2,690*
Staff travel and subsistence	762	17	**779**	*4,025*
Subscriptions	395	1,027	**1,422**	*3,068*
Sundry expenses	386	260	**646**	*423*
Utlities	-	8,570	**8,570**	*7,175*
Volunteer costs	-	205	**205**	*3,294*
	685,520	316,043	**1,001,563**	*780,363*
Total 2020 as restated	*427,290*	*353,073*	*780,363*	

Support costs have not been separately allocated and disclosed as the Trustees believe they are immaterial to the financial statements.

Included within the above costs are £13,932 (2020: £5,652) in relation to governance costs. £11,340 (2020: £3,660) of which is in relation to legal and professional costs and £2,592 (2020: £1,992) in relation to salaries, NI and pensions.

Volunteers contribute towards the activities of the charity. The equivalent cost of the volunteer hours totalled £3,593 (2020: £137,739).

8. Auditors' remuneration

The auditors' remuneration amounts to an auditor fee of £7,950 (*2020* - £Nil).

9. Staff costs

	2021	*As restated 2020*
	£	*£*
Wages and salaries	**744,140**	*567,048*
Social security costs	**42,928**	*34,261*
Contribution to defined contribution pension schemes	**18,291**	*16,198*
	805,359	*617,507*

During the year, redundancy costs of £39,178 were charged to the Statement of financial activities in relation to 12 employees.

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

	2021	*2020*
	No.	*No.*
Employees	**40**	*37*

The average headcount expressed as full-time equivalents was 31 (2020: 25).

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

The total employee benefits of the key management personnel of the charity were £49,703 (2020 - £41,977).

10. Trustees' remuneration and expenses

During the year, one Trustee, Denis Tully, (2020 - 1) has been paid remuneration from an employment with the Company.

The value of Trustees' remuneration was £42,500 (2020 - £36,034). Pension contributions of £2,550 (2020 - £2,162) were paid in respect of this trustee. Employers NI contributions paid in respect of this employee totalled £4,653 (2020 - £3,781).

10. Trustees' remuneration and expenses (continued)

During the year ended 31 March 2021, no Trustee expenses have been incurred *(2020 - £NIL)*.

11. Tangible fixed assets

	Land and buildings £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2020	**166,738**	**27,099**	**36,192**	**230,029**
Additions	**-**	**3,000**	**-**	**3,000**
At 31 March 2021	**166,738**	**30,099**	**36,192**	**233,029**
Depreciation				
At 1 April 2020	**72,781**	**5,995**	**20,711**	**99,487**
Charge for the year	**6,119**	**3,010**	**8,983**	**18,112**
At 31 March 2021	**78,900**	**9,005**	**29,694**	**117,599**
Net book value				
At 31 March 2021	**87,838**	**21,094**	**6,498**	**115,430**
At 31 March 2020	*93,957*	*21,104*	*15,481*	*130,542*

12. Debtors

	2021 £	*As restated 2020 £*
Due within one year		
Trade debtors	**66,006**	*7,322*
Other debtors	**392**	*140*
Prepayments and accrued income	**13,334**	*27,144*
	79,732	*34,606*

13. Creditors: Amounts falling due within one year

	2021 £	*As restated 2020 £*
Trade creditors	**8,926**	*10,525*
Other taxation and social security	**12,929**	*9,271*
Other creditors	**4,198**	*32,818*
Accruals and deferred income	**91,497**	*21,854*
	117,550	*74,468*

14. Prior year adjustments

Prior year adjustments have been made to better reflect the position as at 31 March 2020. Thes included accruing for Gift Ad income in relation to the year and also accruing for wages costs incurred during the year but paid post year end.

These adjustments have resulted in an increase to accrued income of £21,233, an increase to accrued costs of £9,948 and an increase in previously reported surplus for the year of £11,285.

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

15. Statement of funds

Statement of funds - current year

	As restated Balance at 1 April 2020 £	Income £	Expenditure £	Balance at 31 March 2021 £
Unrestricted funds				
General Funds - all funds	**516,546**	**437,797**	**(316,043)**	**638,300**
Restricted funds				
Allotment Boots	**1,773**	**-**	**(142)**	**1,631**
Big Lottery WBST	**58,629**	**55,468**	**(107,842)**	**6,255**
Defibrillator	**1,338**	**-**	**-**	**1,338**
Drop In Refurbishment	**13,712**	**744**	**(8,805)**	**5,651**
Healthbus	**8,939**	**-**	**(224)**	**8,715**
Trips AFA	**1,090**	**-**	**-**	**1,090**
Winter Shelter	**42,589**	**47,588**	**(24,028)**	**66,149**
COI N&EC (Nottingham Equal)	**-**	**10,000**	**(10,000)**	**-**
Nottingham Shelter	**-**	**135,942**	**(135,942)**	**-**
BBO Framework	**-**	**7,420**	**(7,420)**	**-**
Covid Grant	**-**	**8,310**	**(8,305)**	**5**
WBST	**-**	**20,000**	**-**	**20,000**
Heart Church	**-**	**2,980**	**(2,980)**	**-**
CA Mental Health Service	**-**	**81,500**	**(16,544)**	**64,956**
Mecure	**-**	**261,529**	**(261,529)**	**-**
Single support service	**-**	**81,759**	**(81,759)**	**-**
NHS CCG Work	**-**	**20,000**	**(20,000)**	**-**
	128,070	**733,240**	**(685,520)**	**175,790**
Total of funds	**644,616**	**1,171,037**	**(1,001,563)**	**814,090**

15. Statement of funds (continued)

Restricted funds

Winter Shelter

The entity makes annual requests for funding specifically for the purpose of the running of the Winter Shelter. All funding is based on donations for the purpose of running the Winter Shelter only. Hence this funding is restricted.

WBST

Original funding, which is ended, for the WBST originated with the National Lottery. The 20,000 assigned to the WBST was donated specifically for that service.

CA Mental Health Service

Changing Attitudes funding is received from Nottingham City Council for the purposes of providing services for people from new and emerging communities living in crisis. Funding for the mental Health Service comes from the Nottinghamshire Healthcare trust for the specific purpose of providing mental health services in the boroughs of Rushcliffe, Broxtowe and Gedling.

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

16. Summary of funds

Summary of funds - current year

	As restated Balance at 1 April 2020 £	Income £	Expenditure £	Balance at 31 March 2021 £
General funds	**516,546**	**437,797**	**(316,043)**	**638,300**
Restricted funds	**128,070**	**733,240**	**(685,520)**	**175,790**
	644,616	**1,171,037**	**(1,001,563)**	**814,090**

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	-	115,430	**115,430**
Current assets	175,790	640,420	**816,210**
Creditors due within one year	-	(117,550)	**(117,550)**
Total	175,790	638,300	**814,090**

Analysis of net assets between funds - prior year

	As restated Restricted funds 2020 £	*As restated Unrestricted funds 2020 £*	*Total funds 2020 £*
Tangible fixed assets	*-*	*130,542*	*130,542*
Current assets	*128,070*	*460,472*	*588,542*
Creditors due within one year	*-*	*(74,468)*	*(74,468)*
Total	*128,070*	*516,546*	*644,616*

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

18. Reconciliation of net movement in funds to net cash flow from operating activities

	2021 £	*2020 £*
Net income for the year (as per Statement of Financial Activities)	**169,474**	*105,189*
Adjustments for:		
Depreciation charges	**18,112**	*17,812*
Dividends, interests and rents from investments	**(594)**	*(2,294)*
(Increase)/decrease in debtors	**(45,126)**	*33,771*
Increase in creditors	**43,084**	*1,703*
Net cash provided by operating activities	**184,950**	*156,181*

19. Analysis of cash and cash equivalents

	2021 £	*2020 £*
Cash in hand	**736,478**	*553,934*

20. Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	**553,936**	**182,542**	**736,478**
Debt due within 1 year	**-**	**-**	**-**
	553,936	**182,542**	**736,478**

21. Pension commitments

The entity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the entity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £18,291 (2020 - £16,198) during the year. This cost is split between restricted and unrestricted funds on the basis of the underlying staff cost. Contributions of £3,041 (2020: £3,604) were payable to the fund at the balance sheet date and are included within creditors.

22. Related party transactions

During the year the charity made the following related party transactions:

Alan Boyden

The partner of Alan Boyden (Tustee) was an employee of the charity until November 2019. The employee received gross remuneration of £Nil (2020 - £9,719) in the period. At the balance sheet date the amount due to/from Alan Boyden and his partner was £Nil (2020 - £Nil).

Donations of £2,340 (2020: £700) were made by trustees with no conditions attached.