

**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**  
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**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**

<b>Trustees</b>	Alan Boyden Victoria Green Paul Hinchliffe Martin Mellor Jacqueline Morris Richard O'Brien Clive Sillito Colin Slater Graham Bowpitt Denis Tully Debbie Webster
<b>Company registered number</b>	03798780
<b>Charity registered number</b>	1077424
<b>Registered office</b>	53-61 Goose Gate Nottingham Nottinghamshire NG1 1FE
<b>Chief executive officer</b>	Denis Tully
<b>Independent auditors</b>	PKF Smith Cooper Audit Limited 2 Lace Market Square Nottingham NG1 1PB
<b>Bankers</b>	Yorkshire Bank 11 Smithy Row Nottingham NG1 3EJ
<b>Solicitors</b>	Nelsons Pennine House 8 Stanford Street Nottingham NG1 7BQ

**EMMANUEL HOUSE SUPPORT CENTRE**  
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**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

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**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 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)

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 otherwise would have remained inaccessible to services preventing the escalation of need

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
- Prevention of contagion of Covid 19 and reduction of illnesses and fatalities

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**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.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**Achievements and performance (continued)**

**b. Drop-in Services**

The Government's announcement in March 2020 of 'Everybody 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.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**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.



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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**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**

<b>Guest group</b>	<b>Night Shelter 2019-20</b>	<b>Hotel 2020-21</b>
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.

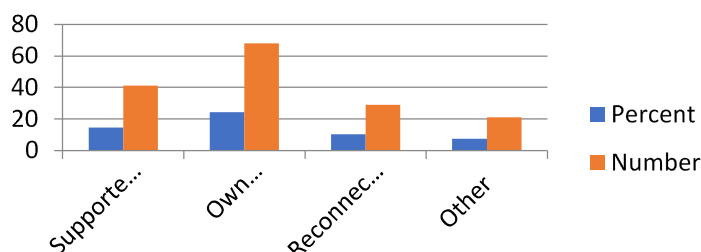
During the year the project supported 281 people with the following outcomes:

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**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 from '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.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**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]'.*

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**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.

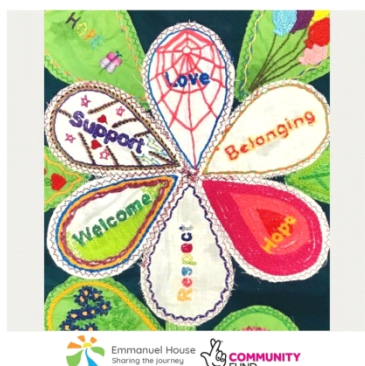
We also asked people if they felt more confident since they had been involved with the Wellbeing Support Team. 7 people said they did, 1 said that their confidence is not great, but they feel more confident meeting people, 1 said they struggle with it but feel slightly more confident, 2 said no, and 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 as 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 take 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:

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**TRUSTEES' REPORT (CONTINUED)**  
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**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 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.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**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.

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**TRUSTEES' REPORT (CONTINUED)**  
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**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.

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**TRUSTEES' REPORT (CONTINUED)**  
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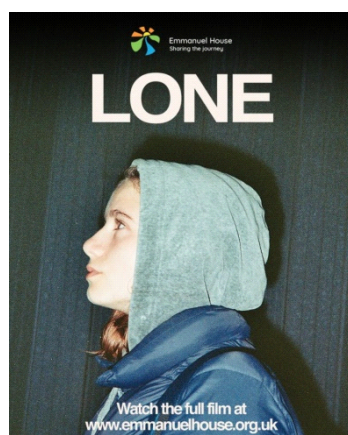
**Achievements and performance (continued)**

**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 envisaged 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.



**EMMANUEL HOUSE SUPPORT CENTRE**  
**(A company limited by guarantee)**

**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.

**EMMANUEL HOUSE SUPPORT CENTRE**  
(A company limited by guarantee)

**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**c. Principal risks and uncertainties**

<b>Risks</b>	<b>Risk management</b>
Financial sustainability	<ul style="list-style-type: none"> <li>• The charity has established a broad spectrum of income sources to account for fluctuations in income. That broad spectrum will be maintained.</li> <li>• A budget is set annually which is monitored regularly by the Board</li> <li>• The Board does not spend beyond its budgetary capability or put the charity at risk</li> <li>• There are recent additional resources in place to improve our income capability</li> </ul>
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.

**EMMANUEL HOUSE SUPPORT CENTRE**  
**(A company limited by guarantee)**

**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 its 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.

**EMMANUEL HOUSE SUPPORT CENTRE**  
**(A company limited by guarantee)**

**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**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 are 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.

**EMMANUEL HOUSE SUPPORT CENTRE**  
**(A company limited by guarantee)**

**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:

**EMMANUEL HOUSE SUPPORT CENTRE**  
**(A company limited by guarantee)**

**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.

**EMMANUEL HOUSE SUPPORT CENTRE**  
**(A company limited by guarantee)**

**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.

**EMMANUEL HOUSE SUPPORT CENTRE**  
**(A company limited by guarantee)**

**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 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 judgements 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.



## **EMMANUEL HOUSE SUPPORT CENTRE**

**(A company limited by guarantee)**

### **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](http://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**

		<b>Restricted funds 2021 £</b>	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<i>As restated Total funds 2020 £</i>
	<b>Note</b>				
<b>Income from:</b>					
Donations and legacies	2	<b>64,780</b>	<b>415,182</b>	<b>479,962</b>	264,525
Charitable activities	3	<b>668,460</b>	<b>6,670</b>	<b>675,130</b>	575,384
Other trading activities	5	-	<b>15,351</b>	<b>15,351</b>	43,394
Investments	6	-	<b>594</b>	<b>594</b>	2,249
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Total income</b>		<b>733,240</b>	<b>437,797</b>	<b>1,171,037</b>	885,552
<b>Expenditure on:</b>					
Charitable activities		<b>685,520</b>	<b>316,043</b>	<b>1,001,563</b>	780,363
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Total expenditure</b>		<b>685,520</b>	<b>316,043</b>	<b>1,001,563</b>	780,363
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Net movement in funds</b>		<b>47,720</b>	<b>121,754</b>	<b>169,474</b>	105,189
<b>Reconciliation of funds:</b>					
Total funds brought forward		<b>128,070</b>	<b>516,546</b>	<b>644,616</b>	539,427
Net movement in funds		<b>47,720</b>	<b>121,754</b>	<b>169,474</b>	105,189
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Total funds carried forward</b>		<b>175,790</b>	<b>638,300</b>	<b>814,090</b>	644,616
		<hr/>	<hr/>	<hr/>	<hr/>

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**

	<b>Note</b>	<b>2021 £</b>	<i>As restated 2020 £</i>
<b>Fixed assets</b>			
Tangible assets	11	<b>115,430</b>	130,542
<b>Current assets</b>			
Debtors	12	<b>79,732</b>	34,606
Cash at bank and in hand		<b>736,478</b>	553,936
		<b>816,210</b>	588,542
Creditors: amounts falling due within one year	13	<b>(117,550)</b>	(74,468)
<b>Net current assets</b>		<b>698,660</b>	514,074
<b>Total net assets</b>		<b>814,090</b>	644,616
<b>Charity funds</b>			
Restricted funds	15	<b>175,790</b>	128,070
Unrestricted funds	15	<b>638,300</b>	516,546
<b>Total funds</b>		<b>814,090</b>	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 £
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	<b>184,950</b>	156,226
	<hr/>	<hr/>
<b>Cash flows from investing activities</b>		
Interest receivable and similar income	<b>594</b>	2,249
Purchase of tangible fixed assets	<b>(3,000)</b>	(99,702)
	<hr/>	<hr/>
<b>Net cash used in investing activities</b>	<b>(2,406)</b>	<b>(97,453)</b>
	<hr/>	<hr/>
<b>Change in cash and cash equivalents in the year</b>	<b>182,544</b>	<b>58,773</b>
Cash and cash equivalents at the beginning of the year	<b>553,934</b>	495,161
	<hr/>	<hr/>
<b>Cash and cash equivalents at the end of the year</b>	<b>736,478</b>	553,934
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 27 to 41 form part of these financial statements

**EMMANUEL HOUSE SUPPORT CENTRE**  
**(A company limited by guarantee)**

**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.

**EMMANUEL HOUSE SUPPORT CENTRE**  
**(A company limited by guarantee)**

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

**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 Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of 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.

**EMMANUEL HOUSE SUPPORT CENTRE**  
**(A company limited by guarantee)**

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

**1. Accounting policies (continued)**

**1.8 Tangible fixed assets and depreciation**

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

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**2. Income from donations and legacies**

	<b>Restricted funds 2021 £</b>	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<i>As restated Total funds 2020 £</i>
Donations and legacies	64,780	310,765	<b>375,545</b>	243,292
Government grants	-	70,766	<b>70,766</b>	-
Gift aid recovered	-	33,651	<b>33,651</b>	21,233
	<u>64,780</u>	<u>415,182</u>	<u><b>479,962</b></u>	<u>264,525</u>

**3. Income from charitable activities**

	<b>Restricted funds 2021 £</b>	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<i>Total funds 2020 £</i>
Grants	452,255	4,480	<b>456,735</b>	492,251
Contracts	216,205	2,182	<b>218,387</b>	72,578
Sundry income	-	8	<b>8</b>	851
Kitchen sales	-	-	<b>-</b>	9,704
	<u>668,460</u>	<u>6,670</u>	<u><b>675,130</b></u>	<u>575,384</u>



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**4. Grants & donations**

	<b>Restricted funds 2021 £</b>	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>
Big Lottery (WBST)	55,468	-	<b>55,468</b>
Individuals	8,379	205,309	<b>213,688</b>
Nottingham City Council	397,111	4,156	<b>401,267</b>
Faith Groups & Churches	10,875	29,601	<b>40,476</b>
The Henry Smith Charity	20,000	-	<b>20,000</b>
The Forman Hardy Charitable Trust	-	20,000	<b>20,000</b>
Community Groups	3,827	6,213	<b>10,040</b>
Businesses	1,375	32,556	<b>33,931</b>
The Jessie Spencer Trust	5,000	-	<b>5,000</b>
Albert Hunt Trust	5,000	-	<b>5,000</b>
Funeral and Legacies	-	12,210	<b>12,210</b>
Winifred Eileen Kemp Trust	5,000	-	<b>5,000</b>
Mary Robertson Trust	-	3,000	<b>3,000</b>
Sir John Eastwood Foundation	3,000	-	<b>3,000</b>
Masonic Charitable Foundation	-	200	<b>200</b>
Serco Foundation	-	2,000	<b>2,000</b>
JN Derbyshire Trust	2,000	-	<b>2,000</b>
	<hr/> 517,035 <hr/>	<hr/> 315,245 <hr/>	<hr/> <b>832,280</b> <hr/>

**5. Income from other trading activities**

**Income from non charitable trading activities**

	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<i>Total funds 2020 £</i>
Trading income	4,722	<b>4,722</b>	26,938
Local fundraising and street collection income	-	-	6,013
Property rental income	10,629	<b>10,629</b>	10,443
	<hr/> 15,351 <hr/>	<hr/> <b>15,351</b> <hr/>	<hr/> 43,394 <hr/>

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**6. Investment income**

	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<i>Total funds 2020 £</i>
Interest receivable on bank deposits	594	<b>594</b>	2,249
	<u>          </u>	<u>          </u>	<u>          </u>

**EMMANUEL HOUSE SUPPORT CENTRE**  
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**7. Analysis of expenditure on charitable activities**

	<b>Restricted funds 2021 £</b>	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<i>As restated Total funds 2020 £</i>
Accommodation costs	6,380	-	<b>6,380</b>	8,322
Activities	127	-	<b>127</b>	4,258
Administration	828	4,348	<b>5,176</b>	4,525
Agency staff	365	-	<b>365</b>	7,133
Bank charges	-	127	<b>127</b>	241
Beneficiary costs	11,269	51	<b>11,320</b>	8,639
Charity shop costs	-	1,353	<b>1,353</b>	-
Cleaning	466	9,959	<b>10,425</b>	12,469
Depreciation	-	18,112	<b>18,112</b>	17,812
Equipment	17,826	150	<b>17,976</b>	3,324
Insurance	-	5,029	<b>5,029</b>	9,981
IT and telephone costs	45	8,308	<b>8,353</b>	7,901
Kitchen costs	7,073	181	<b>7,254</b>	20,507
Legal and professional	2,000	53,993	<b>55,993</b>	26,853
Management recharges	118,054	(118,054)	-	-
Mobile phones	3,665	798	<b>4,463</b>	6,864
Publicity and marketing	-	4,115	<b>4,115</b>	1,882
Recruitment	116	15	<b>131</b>	50
Repairs and maintenance	9,326	16,578	<b>25,904</b>	12,578
Salaries, NI and pensions	505,762	298,453	<b>804,215</b>	606,349
Staff training	675	2,448	<b>3,123</b>	2,690
Staff travel and subsistence	762	17	<b>779</b>	4,025
Subscriptions	395	1,027	<b>1,422</b>	3,068
Sundry expenses	386	260	<b>646</b>	423
Utilities	-	8,570	<b>8,570</b>	7,175
Volunteer costs	-	205	<b>205</b>	3,294
	<b>685,520</b>	<b>316,043</b>	<b>1,001,563</b>	<b>780,363</b>
<i>Total 2020 as restated</i>	<b>427,290</b>	<b>353,073</b>	<b>780,363</b>	

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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**

	<b>2021</b>	<i>As restated</i>
	<b>£</b>	<b>2020</b>
		<b>£</b>
Wages and salaries	<b>744,140</b>	567,048
Social security costs	<b>42,928</b>	34,261
Contribution to defined contribution pension schemes	<b>18,291</b>	16,198
	<b>805,359</b>	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:

	<b>2021</b>	<b>2020</b>
	<b>No.</b>	<b>No.</b>
Employees	<b>40</b>	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).

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**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 £
<b>Cost or valuation</b>				
At 1 April 2020	166,738	27,099	36,192	230,029
Additions	-	3,000	-	3,000
At 31 March 2021	<u>166,738</u>	<u>30,099</u>	<u>36,192</u>	<u>233,029</u>
<b>Depreciation</b>				
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	<u>78,900</u>	<u>9,005</u>	<u>29,694</u>	<u>117,599</u>
<b>Net book value</b>				
At 31 March 2021	<u>87,838</u>	<u>21,094</u>	<u>6,498</u>	<u>115,430</u>
At 31 March 2020	<u>93,957</u>	<u>21,104</u>	<u>15,481</u>	<u>130,542</u>

**12. Debtors**

	2021 £	As restated 2020 £
<b>Due within one year</b>		
Trade debtors	66,006	7,322
Other debtors	392	140
Prepayments and accrued income	13,334	27,144
	<u>79,732</u>	<u>34,606</u>

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**NOTES TO THE FINANCIAL STATEMENTS  
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**13. Creditors: Amounts falling due within one year**

	<b>2021</b>	<i>As restated</i>
	<b>£</b>	<i>2020</i>
		<b>£</b>
Trade creditors	<b>8,926</b>	<i>10,525</i>
Other taxation and social security	<b>12,929</b>	<i>9,271</i>
Other creditors	<b>4,198</b>	<i>32,818</i>
Accruals and deferred income	<b>91,497</b>	<i>21,854</i>
	<b>117,550</b>	<i>74,468</i>

**14. Prior year adjustments**

Prior year adjustments have been made to better reflect the position as at 31 March 2020. These included accruing for Gift Aid 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.

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**NOTES TO THE FINANCIAL STATEMENTS  
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**15. Statement of funds**

**Statement of funds - current year**

	As restated Balance at 1 April 2020 £	Income £	Expenditure £	Balance at 31 March 2021 £
<b>Unrestricted funds</b>				
General Funds - all funds	<b>516,546</b>	<b>437,797</b>	<b>(316,043)</b>	<b>638,300</b>
<b>Restricted funds</b>				
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)	-
	<b>128,070</b>	<b>733,240</b>	<b>(685,520)</b>	<b>175,790</b>
<b>Total of funds</b>	<b>644,616</b>	<b>1,171,037</b>	<b>(1,001,563)</b>	<b>814,090</b>

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**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.



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**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
	<u>644,616</u>	<u>1,171,037</u>	<u>(1,001,563)</u>	<u>814,090</u>

**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)
<b>Total</b>	<u>175,790</u>	<u>638,300</u>	<u>814,090</u>

**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)
<b>Total</b>	<u>128,070</u>	<u>516,546</u>	<u>644,616</u>

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**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)	<b>169,474</b>	105,189
<b>Adjustments for:</b>		
Depreciation charges	<b>18,112</b>	17,812
Dividends, interests and rents from investments	<b>(594)</b>	(2,294)
(Increase)/decrease in debtors	<b>(45,126)</b>	33,771
Increase in creditors	<b>43,084</b>	1,703
<b>Net cash provided by operating activities</b>	<b>184,950</b>	156,181

**19. Analysis of cash and cash equivalents**

	2021 £	2020 £
Cash in hand	<b>736,478</b>	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	<b>553,936</b>	<b>182,542</b>	<b>736,478</b>
Debt due within 1 year	-	-	-
	<b>553,936</b>	<b>182,542</b>	<b>736,478</b>

**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.

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**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.