

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
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**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

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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

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TRUSTEES' REPORT (CONTINUED)
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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

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

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 through 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

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TRUSTEES' REPORT (CONTINUED)
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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.

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TRUSTEES' REPORT (CONTINUED)
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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.

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TRUSTEES' REPORT (CONTINUED)
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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.

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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.

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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

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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.

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TRUSTEES' REPORT (CONTINUED)
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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.

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TRUSTEES' REPORT (CONTINUED)
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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 of 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.

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TRUSTEES' REPORT (CONTINUED)
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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.

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TRUSTEES' REPORT (CONTINUED)
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c. Principal risks and uncertainties

Risks	Risk management
Financial sustainability	<ul style="list-style-type: none"> • The charity has established a broad spectrum of income sources to account for fluctuations 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	<p>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.</p>
A negative effect on the charity's reputation.	<p>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.</p>
Compliance	<p>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.</p>

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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.

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

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

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.

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

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:

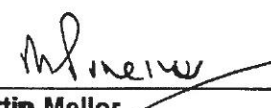
- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors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

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 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.

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 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 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. 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: 5/12/2022

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	736,478
		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
	<hr/>	<hr/>
Cash flows from investing activities		
Interest receivable and similar income	684	594
Purchase of tangible fixed assets	(2,280)	(3,000)
	<hr/>	<hr/>
Net cash used in investing activities	(1,596)	(2,406)
	<hr/>	<hr/>
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
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	<u>732,345</u>	<u>736,478</u>

The notes on pages 25 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 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.

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

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

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 2022

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.

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

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

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.

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

**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 £	<i>Total funds 2021 £</i>
Donations and legacies	95,202	289,462	384,664	375,545
Government grants	-	-	-	70,766
Gift aid recovered	-	29,842	29,842	33,651
	<u>95,202</u>	<u>319,304</u>	<u>414,506</u>	<u>479,962</u>

3. Income from charitable activities

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Grants	440,054	3,912	443,966	456,735
Contracts	37,715	-	37,715	218,387
Sundry income	-	-	-	8
	<u>477,769</u>	<u>3,912</u>	<u>481,681</u>	<u>675,130</u>

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

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	-
	<u>535,256</u>	<u>293,374</u>	<u>828,630</u>	<u>832,280</u>

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

**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 £	<i>Total funds 2021 £</i>
Trading income	31,398	31,398	4,722
Property rental income	14,172	14,172	10,629
	<hr/> 45,570 <hr/>	<hr/> 45,570 <hr/>	<hr/> 15,351 <hr/>

6. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Interest receivable on bank deposits	684	684	594
	<hr/> 684 <hr/>	<hr/> 684 <hr/>	<hr/> 594 <hr/>

EMMANUEL HOUSE SUPPORT CENTRE
(A company limited by guarantee)

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 £	<i>Total funds 2021 £</i>
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
<i>Total 2021</i>	685,520	316,043	1,001,563	

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**NOTES TO THE FINANCIAL STATEMENTS
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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 £13,980 (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	2021
	No.	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)

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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	<u>169,018</u>	<u>30,099</u>	<u>36,192</u>	<u>235,309</u>
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	<u>85,020</u>	<u>11,965</u>	<u>36,192</u>	<u>133,177</u>
Net book value				
At 31 March 2022	<u>83,998</u>	<u>18,134</u>	<u>-</u>	<u>102,132</u>
At 31 March 2021	<u>87,838</u>	<u>21,094</u>	<u>6,498</u>	<u>115,430</u>

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**NOTES TO THE FINANCIAL STATEMENTS
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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

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**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
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	-	-	-	270,600	270,600
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

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

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)	-	-

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

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
	<u>175,790</u>	<u>572,971</u>	<u>(588,292)</u>	<u>34,072</u>	<u>194,541</u>
Total of funds	<u>814,090</u>	<u>942,441</u>	<u>(942,588)</u>	<u>-</u>	<u>813,943</u>

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.

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**NOTES TO THE FINANCIAL STATEMENTS
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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
	<u>814,090</u>	<u>942,441</u>	<u>(942,588)</u>	<u>-</u>	<u>813,943</u>

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	<u>194,541</u>	<u>619,402</u>	<u>813,943</u>

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	<u>175,790</u>	<u>638,300</u>	<u>814,090</u>

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**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.

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NOTES TO THE FINANCIAL STATEMENTS
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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.