SCHOOL-HOME SUPPORT SERVICE (UK)

England & Wales · Charity number 1084696

Details

Status	Registered
Legal form	Charitable company
Company number	03991440
Registered	2001-01-24
Register	View on the Charity Commission register

Contact

Address	Solar House 3rd Floor 1 - 9 Romford Road Stratford London E15 4LJ
Phone	08453370850
Email	enquiries@shs.org.uk
Website	www.schoolhomesupport.org.uk

Activities

Objects: 1. TO ADVANCE EDUCATION AND IN PARTICULAR BY THE PROVISION OF HOME-SCHOOL SUPPORT SERVICES TO IMPROVE THE PASTORAL CARE OF PUPILS; 2. TO PROMOTE THE EFFICIENCY AND EFFECTIVENESS OF CHARITIES WHICH ADVANCE EDUCATION AND THE EFFICIENT AND EFFECTIVE APPLICATION OF RESOURCES FOR THE CHARITABLE PURPOSES OF ADVANCING EDUCATION BY PROMOTING, DEVELOPING AND ASSISTING IN THE PROVISION OF SERVICES WHICH CONTRIBUTE TO THE PASTORAL CARE OF PUPILS OR WHICH FOSTER LINKS BETWEEN HOME AND SCHOOL.

Activities: School-Home Support's vision is that every child has the support they need to thrive and achieve. We work to make this vision a reality by helping disadvantaged, vulnerable and disaffected children overcome barriers to learning through the support of highly-trained, independent workers in schools and through training and consultancy services around our best practice.

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Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training
- **Who:** Children/young People, Other Defined Groups

Geography

- Blackpool
- Bradford City
- East Sussex
- Kent
- Liverpool City
- Manchester City
- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-08-31	£2,981,554	£3,331,193	£528,630	78
2024-08-31	£3,362,622	£3,784,041	£878,269	88
2023-08-31	£2,328,472	£3,022,287	£1,299,688	73
2022-08-31	£3,258,342	£3,066,915	£1,993,503	86
2021-08-31	£3,661,110	£2,662,928	£1,802,076	79

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Trustees

Name	Role	Appointed
Alexander Parker		2025-01-29
Christopher Yiannakou		2025-07-15
Dan O'Brien		2021-04-29
David Alexander MacPherson Dickson		2022-07-19
Emma Grace Tina Fay		2022-10-18
Faye Stevenson		2026-01-08
Hazel Pitchers		2025-10-21
JOSEPH WILLIAM HOWES		2023-09-01
Laura Naomi Bruce		2020-04-22
Matthew James Koster-Marcon		2023-09-21
Nikolai Petrou		2020-04-22
Tatiana Parilova		2025-07-15
Tillie Elizabeth Wigger		2026-04-10

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SCHOOL-HOME SUPPORT SERVICE (UK)

England & Wales - Charity number 1084696

Accounts

School-Home Support

School-Home Support Service (UK)

Report and Financial Statements
Year ended 31 August 2025

Company number: 03991440

Charity number: 1084696

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School-Home Support's objects, as set out in its Memorandum of Association, are to advance education by promoting, developing and assisting in the provision of services which contribute to the pastoral care of pupils and/or which foster links between school and home.

ABOUT SCHOOL-HOME SUPPORT

At School-Home Support, our remit is to improve attendance. We look beyond the school gate, working directly with children and families to understand and overcome barriers to education and learning. Our family support practitioners build trust, resilience and skills across the whole family, strengthening the bridge between home and school to create positive changes within families and communities.

We work with and through schools to help understand and tackle barriers to good school attendance. We provide training for school staff with pastoral duties, and campaign for a reformed education system that delivers a support-first, family-centric approach to tackling school absence.

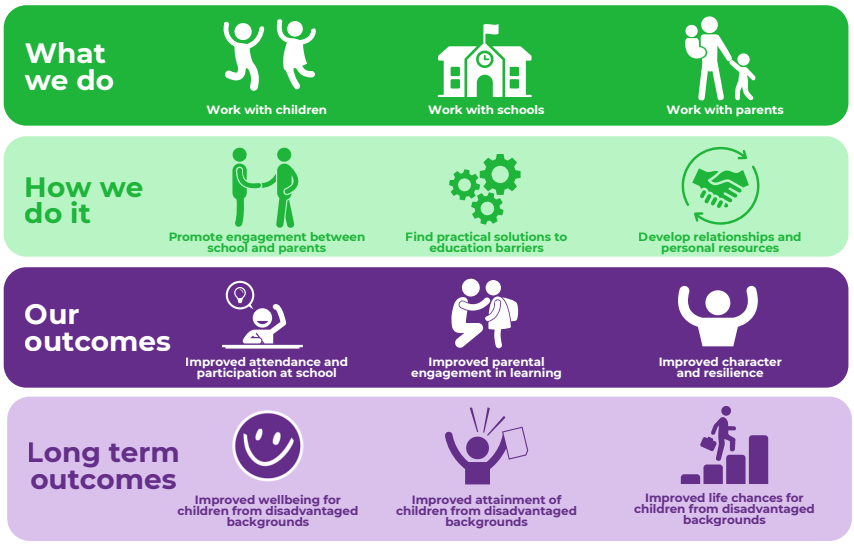
We use campaigns and the media to amplify families' voices so their concerns remain at the forefront of public debate. We work with policy makers to advocate changes to law, funding and practice in education.

Our vision and mission

School-Home Support's mission is to get children in school, ready to learn, whatever it takes. Our ambitious vision is that every child will be in school, every day, by 2050.

Theory of change

Our theory of change guides our work with children, their families and their schools. It is a proven model for successful intervention that brings together the way we work, and how we measure our impact.



MESSAGE FROM OUR CHAIR

Despite the rising demand for our services, our determination to get children back to school, ready to learn is stronger than ever.

CHARLES GANNON
Chair of Trustees

Across the charity sector, reduced funding, rising costs, and increasing demand for support have placed real strain on services. School-Home Support (SHS) has continued to stand alongside families, schools, and children through an exceptionally complex time.

Despite the challenges, the impact of our work has been remarkable. Our 2024–2025 Impact Report shows that we have reached 12,457 individuals overall and provided direct attendance support to 1,077 children. For the severely absent children, attendance improved by 29%, representing an additional term of learning back in school.

Like all charities, we are operating in uncertain times. However, we have a fierce ambition to reach more children and families, and this means we need to think carefully about how to best maximise our impact and reach.

The post-Covid landscape and cost of living in particular affected the families we support and increased the need for our services. We've also seen an increase in the number and complexity of issues families are dealing with, and all of this has meant a rise in demand for our services.

Thanks to financial reserves we built up in the pandemic, we've been able to meet this rise in demand for the last couple of years. However, recent financial challenges have had a significant effect on our organisation. As a result, we've had to cut costs and most recently that resulted in a restructure. We ensured that within this restructure we protected our direct service delivery. We reorganised teams to ensure we can continue to deliver our services with and for families, support schools with low attendance and campaign for change.

We have reviewed our strategy and decided that our focus for the 2025-2026 academic year will be to grow our practitioner service within our existing areas, allowing us to deepen our commitment to communities where we have already built networks and laid down roots. This will mean pausing our expansion to any new areas, and instead focusing on embedding and developing our services to reach more children and families in the areas we currently work: Birmingham, Sheffield, Blackpool, Bradford, Liverpool, Manchester, London and the South East.

We are welcoming new trustees to strengthen our already excellent governance team and have established a new strategic growth sub-committee to support the board's future direction. Our teams will continue driving progress towards our three strategic goals.

As we say thank you and goodbye to our CEO Jaine Stannard for her exceptional leadership, we also look ahead with optimism. Our new CEO will bring fresh energy, direction and strategies to guide SHS into the future.

None of our achievements this year would have been possible without the dedication of our staff, trustees, and supporters, who live out the values at the core of SHS every day. We extend particular gratitude to Jaine, whose vision and commitment have shaped the charity through both challenges and successes. We wish her all the very best in her next chapter.

The year ahead no doubt will pose new challenges and opportunities, yet with our leading position as the go to charity for solving complex needs of children who are absent, we can look forward to another highly impactful year.

MESSAGE FROM OUR CEO

Our practitioners have been helping to turn the tide on lost learning through whole-family support, enabling children to regain more than 5,000 days of learning.

JAINE STANNARD
Chief Executive

Across the country, too many children are still missing out on their education, not because they don't want to learn, but because poverty, poor mental health, or family challenges stand in their way.

Lost learning through school absence remains one of the most urgent education issues of our time, and SHS has been at the forefront stemming the tide of lost learning for over forty years.

In 2024–2025, SHS has continued to make a difference in the lives of children and families most affected by school absence and disadvantage.

Our practitioners recovered 5,745 additional days of learning in school, reaching those who need us most and giving them a chance to reconnect with education, rediscover confidence, and rebuild belonging. They also provided 7,600 days of additional support in schools, giving teachers more time to focus on teaching and learning, while providing holistic whole family support to overcome the barriers that keep children out of education.

Our work goes far beyond improving attendance. Our practitioners take a holistic, relational approach, supporting the whole family to strengthen the bridge between home and school, improve wellbeing, and re-engage with learning.

By building strong relationships between parents, carers and schools, SHS helps to create the conditions children need to be ready to learn, not only attending school but feeling safe, supported, and part of a community that believes in them.

This inclusive, partnership-based ethos lies at the heart of SHS. Our work is grounded in co-creation and belonging, equity and barrier-reduction. These principles guide everything we do, helping to deliver sustainable solutions to the national school attendance challenge and contributing to better wellbeing, engagement, and attainment for children who need our support the most.

On a more personal note, after eight years of leading this fantastic organisation, I have made the difficult decision to retire from my role as CEO of SHS.

This organisation and its mission are incredibly dear to my heart, and while I am very sad about stepping away, I have the opportunity to begin an exciting new chapter.

I'd like to say a huge thank you to all my colleagues, our patrons, past and present trustees and all of our fabulous funders. Over the past eight years, we've achieved so much together, and it is largely thanks to the inspirational passion and commitment to changing children's lives. The incredible SHS staff team ensures we are able to help so many children and families who are experiencing very challenging times, supporting them to fulfil their potential and improve their life chances.

I am hugely excited and grateful to have the opportunity to spend more time with my wonderful family, particularly my fabulous grandchildren. SHS will always be with me through all that we have achieved together and of course through the stories I have read and had the privilege to hear first hand from the families we support.

As I step down, I do so with complete confidence in SHS's future. We remain more determined than ever to build on the success achieved, continue the efforts to ensure children are in school, ready to learn, so they have the opportunity to thrive in education and life. The need for our support has never been greater, but neither has our determination. I know SHS will continue to grow, innovate, and reach even more children and families in the years ahead.

Thank you to everyone who made this journey possible.

J. Stannard

Legend

Work in progress

Good progress

On target

OUR STRATEGY

School-Home Support aims to get children back to school ready to learn, whatever it takes. In 2022 we launched our highly ambitious five year strategy to reach more children and give them the best start in life. As we reached the halfway point in delivering our five-year strategy, we took time to reflect on our progress and review how we're doing against each of our 3 goals.

Goal 1: Reach more children and families

We made excellent progress on delivering our organisational strategy and expanding our Practitioner services to three new locations that have higher than average rates of overall and persistence absence. This is a big step towards ensuring more children are in school, ready to learn.

Sustain current practitioner model - We continued to work with existing partner schools where we deliver our practitioner service. Limited school budgets, short-term contracts, and the end of external funding created challenges. We'll therefore continue focusing on this model by strengthening partnerships and diversifying our income to ensure we reach more children.

Expand the practitioner model - We successfully started delivery in Birmingham, Sheffield and Hertfordshire. These areas have higher than average rates of overall and persistence absence.

Investment in a new IT system - We rolled out a new data portal across all of SHS. The system is now used by all practitioners as a way of recording activities with families they are supporting, along with inputting attendance data for the young people supported. The data portal is linked to a new live dashboard which is updated automatically once data is inputted to the portal, meaning staff across SHS have access to updated accurate data for all schools we deliver in.

Legend

Work in progress

Good progress

On target

OUR STRATEGY

Goal 2: Support more schools to address persistent absence

To meet the varying needs from the education community we developed our training services to offer 3-level Attendance Development and Support Programme; supervision, which continues to be one of the cornerstones of the SHS service; and our membership which continues to develop and this year included the production of expert blogs and toolkits.

Attendance Support and Development Programme - We further developed our Attendance Support and Development programme and now offer three levels of support to schools to improve attendance through proven, hands-on strategies. We are currently reviewing the Mastering Attendance course to respond to feedback.

Providing external supervision - We continued to deliver external supervision and support to individuals working with children and families.

Membership - Our membership engagement programme continues to develop. We are using stakeholder engagement to inform plans which include the development of expert resources including toolkits and blogs.

Legend

Work in progress

Good progress

On target

OUR STRATEGY

Goal 3: Influence policy and practice

We have made significant progress towards our influencing goals - embedding support-first, family-centred approaches to attendance across schools and local authorities nationwide. Our national profile has grown considerably since our Goal 3 work began. We are viewed as a national thought leader in our areas of expertise, attendance and family engagement, as evidenced by our growing media and political profile.

Campaign for support-first, family centric approach to tackling absence - Key campaign moments from last year include our first School Attendance Gap Day, Parliamentary amendments to the Children's Wellbeing and Schools Bill and our call for the Government guidance for schools to improve attendance to be reviewed following it becoming statutory in August 2024.

Evidence School-Home Support's credentials as a thought leader on attendance and parental engagement - We were invited to contribute to national reports on attendance, to give evidence to the Education Select Committee and the Housing Select Committee, and invited to the Government's launch of the civil society covenant.

Have strong strategic relationships with key stakeholders including the new Government - We built relationships with Education Ministers and other MPs in the Government. We worked closely with senior officials to develop our Spending Review Submission.

Be seen as a go to organisation by the media for commentary and insights into the national debate around school attendance - We've surpassed our media mentions target and the number of requests we receive by the media is increasing.

WHAT WE SAID WE'D DO AND WHAT WE DID IN 2024/2025

In 2024/2024, we set out ambitious goals to strengthen our impact, deepen our influence, and ensure more children and families received the support they need to thrive in education. We have made meaningful progress against these goals, translating our strategic intent into practical action across our services, partnerships, and policy work.

This section outlines what we aimed to do and what we achieved, and shows how these commitments were brought to life in real terms.

Goal 1: Reach more children and families

What we said we would do

- Sustain and grow our Practitioner Service.
- Expand delivery into Sheffield and explore expansion into Birmingham, both areas with high rates of persistent absence.
- Strengthen relationships with schools, multi-academy trusts, regional governments, parliament and local authorities to maximise statutory funding.
- Embed the new data portal to strengthen impact, widen reach, and increase practitioner time spent with families.

What we did

- Successfully expanded our Practitioner Service into both target regions:
  - Five practitioners began delivering in Birmingham and one in Telford.
  - Two practitioners began delivering in Sheffield
- Expanded into an additional area, Hertfordshire, after schools requested support.
- Improved practitioner service by maximising practitioner time with families through improved systems and agile, impact-driven delivery models.

How we made it happen

A week of work experience after an aspiration session

When Ben, a pupil in one of our partner schools took part in one of our Aspiration Days, he met Managing Director, Chris Yiannakou (also SHS trustee). Inspired by their conversation, Ben proactively approached Chris to explore a career in finance and was offered a week-long work experience placement. Ben had a glimpse into a real workplace that gave him a sense of direction and possibilities he hadn't considered before.

WHAT WE SAID WE'D DO AND WHAT WE DID IN 2024/2025

How we made it happen

Berna and Adem's Story

When SHS practitioner Daniel first met Mr. Rahman at the school gate in Sheffield, he could tell he was struggling. A quick chat revealed that Mr. Rahman had recently lost his wife and was overwhelmed by grief, caring for his children alone, and supporting Adem, who has autism.

Although the children's attendance was still good, Daniel could see the children were at risk of missing school and disengaging with learning.
As Daniel built the relationship with the family, he saw there was an additional issue: their two-bedroom home wasn't suitable for the family. Adem shared a room with his sister Berna, and his disrupted sleep meant no one was getting proper rest.

Daniel worked with housing services to help secure a more suitable home. Through the SHS Welfare Fund, he helped the family furnish their new home with essential items, creating a safer, calmer environment. With separate bedrooms, both children began sleeping better, and routines improved.

As life became more stable for the children, Mr. Rahman's mental health also improved. He told Daniel how relieved he felt to give his family a fresh start after such a painful loss.

Looking back, Daniel says everything changed because he simply asked how Mr. Rahman was coping, opening the door for a conversation to understand the family's hidden struggles and getting them the support they needed when they needed it most.

WHAT WE SAID WE'D DO AND WHAT WE DID IN 2024/2025

How we made it happen

Gary's story

When SHS practitioner Sophie first met Gary, his attendance was just 26%. Gary is bright and energetic, but his ADHD made it hard for him to regulate his emotions, sometimes leading to outbursts that left his mum and younger sisters feeling unsafe.

His mum, raising three children alone, felt isolated and unheard by the school, especially after Gary was moved to an alternative provision with little communication.

Sophie's first priority was to give both Gary and his mum space to talk openly. She supported Gary to recognise his triggers and use strategies to calm himself before things escalated. She also helped him re-engage with Maths and English so he didn't fall behind academically.

Gradually, things improved. Gary's attendance rose to 30%, and he began talking about his future with excitement. His mum gained confidence in setting boundaries, and the home became calmer and more stable.
Sophie can see how much the family has grown. She will continue supporting Gary for a while as he's making good progress. He is engaging better with trusted adults, and the whole household feels stronger and more hopeful.

WHAT WE SAID WE'D DO AND WHAT WE DID IN 2024/2025

Goal 2: Support more schools to address persistent absence

What we said we would do

- Deliver a range of support options to help schools adopt a family-centred approach to attendance.
- Implement the national rollout of the Attendance Support and Development Programme (ASDP) following its pilot year.
- Maintain and expand our Supervision service.
- Develop our membership engagement programme and create expert resources including toolkits and blogs.

What we did

- Responded to new 2024 statutory guidance requiring a support-first approach by schools to improve low attendance by further developing our ASDP to offer three levels of tailored support to schools.
- Strengthened school support by sharing expertise in attendance, early intervention, whole-family support and parental engagement.
- Ensured supervision remained a core component of our services.
- Continued development of the membership engagement programme, using stakeholder input to guide priorities.
- Produced new expert resources, including toolkits and blogs aligned with current attendance challenges.

How we made it happen

Mile in my shoes exhibition

SHS practitioner Daniel took part in a very special exhibition in partnership with the charity Health Equals. He donated a pair of shoes and talked about his work in schools. Visitors would step into his shoes while listening to his experience supporting families and children to get back to school.

Mock interviews for year 10 pupils

A group of Year 10 students at one of our partner schools got a taste of the working world by taking part in mock interviews as part of their careers day at school.
The students had the unique opportunity to be interviewed by professionals from a range of different industries.

WHAT WE SAID WE'D DO AND WHAT WE DID IN 2024/2025

How we made it happen

We provided bespoke training to 32 new schools

Impact Alliance Hub, one of our local hubs of collaboration, recently requested training for their school staff to build capacity and develop strategies to tackle low school attendance.
The training sessions focused on a whole family support approach to address absenteeism effectively, including boosting parental engagement to strengthen the relationship between home and school.

Additional support for schools

Beyond our practitioner and training services, we also provided essential support and resources for schools to address attendance issues, including bespoke training and supervision for school staff and leaders, and a membership programme for education professionals.

In 2024/2025, SHS practitioners provided 7,600 days of additional support in schools, giving teachers more time to focus on teaching and learning.

Attendance Support and Development Programme (ASDP)

This year was the first running our Attendance Support and Development Programme following its pilot in 2023/2024. The Programme is designed to help schools who are aiming for best practice in holistic whole family support, early intervention strategies and a consent driven partnership approach to working with parents/carers. We developed the programme to include three flexible levels. We reached 189 new schools this year.

94%

participants said they gained the most benefit from the individual supervision sessions.

77%

participants improved their knowledge of SEND related topics.

”

'The Programme has helped me grow both professionally and personally. The care and attention I have received has had a positive impact.'

Attendance Lead, The Trinity Catholic Academy, Liverpool

WHAT WE SAID WE'D DO AND WHAT WE DID IN 2024/2025

Goal 3: Influence policy and practice

What we said we would do

- Continue advocating for vulnerable children and families.
- Ensure their voices inform policy and practice at local and national levels.
- Advise government and policymakers on evidence-based solutions to attendance and wider family challenges.

What we did

- Made significant progress embedding support-first, family-centred approaches nationally, raising SHS's profile as a thought leader in attendance and family engagement.
- Engaged directly with Government:
    - A parliamentary question on the value of school-based whole-family support practitioners prompted a governmental response reaffirming the importance of services that prioritise holistic family support.
    - Submitted evidence to the Education Select Committee inquiry "Solving the SEND crisis," highlighting lost learning caused by unmet special educational needs and the role of family support workers in mitigating pressures.
    - Invited to the launch of the Civil Society Covenant, demonstrating growing recognition of our expertise within national policy circles.

How we made it happen

We launched our 'School Attendance Gap Day' campaign

School Attendance Gap Day was marked on 4 February 2025, this is the halfway point in the school year when 'severely absent' children and young people (with 50% attendance) effectively have their final school day and are absent for the rest of the academic year.

School Attendance Gap Day is a new Awareness Day led by SHS. It aims to promote positive collaboration between parents, schools and services to build an inclusive education system and encourage a laser-like focus on tackling the school attendance crisis.

WHAT WE SAID WE'D DO AND WHAT WE DID IN 2024/2025

How we made it happen

South Yorkshire Child Poverty Summit

We were part of a much needed conversation around child poverty in collaboration with Save the Children UK as part of their South Yorkshire Child Poverty Summit in Sheffield. Our Family Support Manager and Economic Wellbeing Lead Sarah Loy shared a platform with journalist Terri White in the Education & Aspiration zone, hosted by Save the Children UK's Margaret Kilner. Sarah shared our expertise about support-led, family-centred approaches to reducing school absence through inclusive practice - so that no child gets left behind.

Financial roundtable in Bradford

Our CEO Jaine Stannard joined a roundtable event to discuss financial inclusion and improving access to fair credit, hosted by Vanquis at their HQ in Bradford.

There were invaluable contributions from across the financial services ecosystem. Key takeaways included: Financial education & numeracy in schools to ensure all students develop essential financial management skills to prepare them for the future, access to benefits, increasing awareness and simplifying processes could help people claim their entitlements, early identification of financial distress and proactive intervention can prevent unmanageable debt.

We provided oral evidence to the education select committee

SHS was invited to give evidence and explain how practitioners have been delivering family-centered support to address absence. We continue to call for a whole family support worker for every school as central to addressing the root causes of absence and delivering on the Government's ambitions to improve school attendance and remove barriers to opportunity.

OUR IMPACT ON ATTENDANCE

5,745 days of gained learning in 2024/2025

SHS provided intensive support with attendance to **1,077 children and young people** in 2024/2025. **6 in 10** children (58%) improved their attendance by an average of 13%, equivalent to an **extra 26 days** in school.

Our impact for 'persistently absent' children

We supported 750 'persistently absent' children in 2024/2025. 59% of these children improved their attendance by an average of **14%**, which is equivalent to an **extra 29 days (or nearly 6 weeks)** in school. **An additional half term of learning at school.**

750	59%	14%	=	29
children supported	improved their attendance	average attendance improvement		extra days in school

Our impact for 'severely absent' children

We supported 161 'severely absent' children in 2024/2025. 65% of these children improved their attendance by an average of **29%**, which is equivalent to an **extra 58 days (or nearly 12 weeks)** in school. **An additional term of learning at school**.

161	65%	29%	=	58
children supported	improved their attendance	average attendance improvement		extra days in school

Supporting the whole family

This year we directly supported **4,707 individual family members** (children and parents/carers). This support included intensive, early response and group work support. A further **7,750 family members** benefited from the wider reach of this support, making our total reach **12,457**.

The right support at the right time

In 2024/2025, only **14.7%** of children required both intensive and early response support. Breaking this down, only **8.7%** of children required escalation from early support to intensive support, and the remaining **4.8%** were de-escalated from intensive to early support. Our practitioners step in at the right time to prevent issues from escalating, providing support that is tailored to each family's specific needs.

OUR WORK WITH SCHOOLS

We provided **7,600 days of additional support** in schools, giving teachers more time to focus on teaching and learning.

SHS works as a bridge between home and school, helping to build strong, trusting relationships between families and school. By working alongside parents, carers and schools, SHS creates a shared understanding of the challenges children and young people face, particularly around attendance, wellbeing and engagement in learning.

Primary Schools

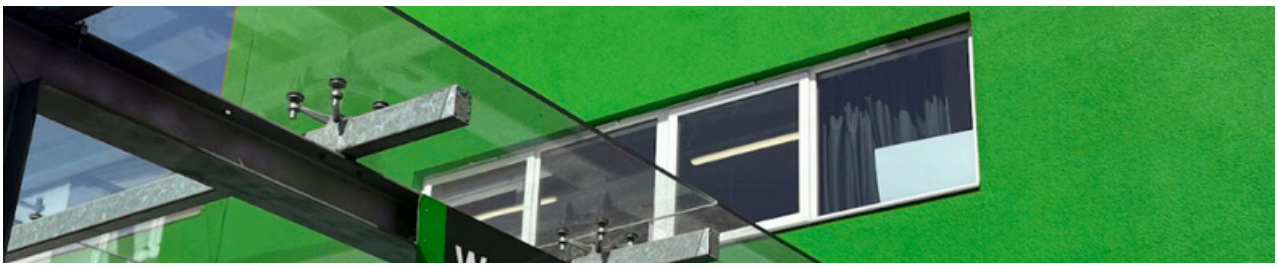
We supported **327 primary school children** in 2024/2025. **Over half** (53%) of the primary school children supported had a baseline attendance rate of over 85% at the start of support, demonstrating an emphasis on early intervention work with this cohort. For the 47% of children who had an attendance rate below 85%, they achieved an average attendance improvement of **8%**, equivalent to **16 extra days** in school.

Secondary Schools

We supported **474 secondary school children** in 2024/2025. **89%** of the secondary school pupils supported were 'persistently absent' at the start of support, with **1 in 5** (20%) of pupils being 'severely absent'. Secondary school pupils who were 'severely absent' achieved an average attendance improvement of **19%**, equivalent to **38 extra days** in school.

Alternative Provision

We supported **93 children in alternative provision** in 2024/2025. 91% of children in Alternative Provision were 'persistently absent' at the start of support, with 58% being 'severely absent'. Children who were 'persistently absent' at the start of support, achieved an average attendance improvement of 7%, equivalent to **14 extra days** in school. Children who were 'severely absent' achieved an average attendance improvement of **10%**, equivalent to **20 extra days** in school.



OUR FUNDERS

Raising aspirations

Our corporate partners hosted some fantastic Aspiration Days at their offices this year, giving children a taste of the working world and the future career opportunities available to them. This included a trip to our partner LSEG's offices where children learnt from and connected with inspiring professionals in a new environment. The energy was infectious!

Thank you CIBC

This year marked the end of a memorable partnership with CIBC. It has been an incredible three years, raising over £180,000 to support our work. No challenge has been too great, including dressing up as Santa! We thank all CIBC employees for taking part and helping make a difference to so many children's lives.

An exciting new chapter with The Julia Rausing Trust

In 2024/2025, we were delighted to be awarded £750,000 over the next three years from The Julia Rausing Trust to launch and deliver our Practitioner Service in Birmingham and expand our reach in Manchester. This grant will allow us to widen the support available to children and families across these areas, working with the whole family to solve the underlying causes of persistent absence, and get children back into school and ready to learn.

Pears Foundation helps bridge the gap

Pears Foundation has been a vital partner to SHS donating nearly £1 million of unrestricted funding since 2012 to get children in school and ready to learn. In addition, when a funding contract in Bradford ended mid-school year, Pears Foundation provided crucial bridge funding to ensure our service could continue in two schools.

OUR PRO BONO PARTNERSHIPS

The support and generosity of our corporate partners

At SHS, our work is strengthened by the commitment and generosity of corporate partners who share our belief that every child deserves the chance to thrive at school.

Over the past year, pro bono support from these partners has provided specialist expertise that would otherwise have carried significant cost, freeing us to focus more of our resources on supporting the children and families who need us most.

We are especially grateful to Herbert Smith Freehills LLP, whose Real Estate team offered detailed, professional legal advice. Their guidance helped us navigate complex matters with confidence and clarity. This support not only saved us substantial funds but also demonstrated their genuine commitment to giving back to the communities in which they work.

We also received invaluable pro bono support from another legal partner, who provided thorough, expert advice enabling us to refresh our governing documents in line with current requirements. Their careful review and guidance has given us the confidence and reassurance that SHS has a solid and up-to-date platform upon which to build its future governance development in line with the Charity Governance Code.

This work saved SHS a considerable sum and ensured we could direct more of our time and resources to frontline support for children and families.

Alongside this, we benefited greatly from the strategic insight of our partners at Bain & Company. They provided a group of nine team members who dedicated three hours to working with our marketing and business development teams. Together, they helped us refine our messaging, strengthen how we position our services to schools, and improve how we communicate the impact of our work. Their focused, energetic session has directly shaped our approach and enhanced our ability to reach the school leaders and practitioners who rely on our support.

By sharing their expertise, our partners help us strengthen our organisation behind the scenes, expand our reach, and ensure we can remain focused on what matters most: removing barriers to education and helping children get back to school ready to learn.

OUR CULTURE

Equality, diversity and inclusion

At SHS, we are committed to creating an inclusive, equitable environment where everyone can thrive without fear of prejudice or bias. Equality, diversity, and inclusion (EDI) are central to our mission of ensuring every child has the support they need to succeed. We celebrate and value the full richness of human diversity including race, ethnicity, gender, socio-economic background, nationality, sexual orientation, disability, religion, and diversity of thought.

Guided by our EDI Working Group and our EDI Lead Trustee, we work continuously to strengthen our culture and ensure our workforce and Trustee Board reflect the communities we serve. All staff complete EDI onboarding to support a shared understanding of our goals and responsibilities.

Our strategy focuses on three priorities:

- Increasing representation across all levels of our organisation.
- Fostering a positive, respectful environment in which every individual can succeed.
- Removing barriers to engagement to make our services accessible to all.

LGBTQ+ Champions

Our LGBTQ+ Champions organised two engaging lunch-and-learn sessions this year, creating space for staff to explore important themes and celebrate inclusion. The team hosted a session about Octavia Hill, who was a housing activist and social reformer, accompanied by a “Back to School Bake - Pride Edition,” where colleagues brought in delicious homemade treats to share. A second session took place in March, marking International Women’s Day, offering an opportunity to reflect on the intersections of gender, identity and equality across our work.

WHAT WE WILL DO IN 2025/2026

Goal 1: Reach more children and families

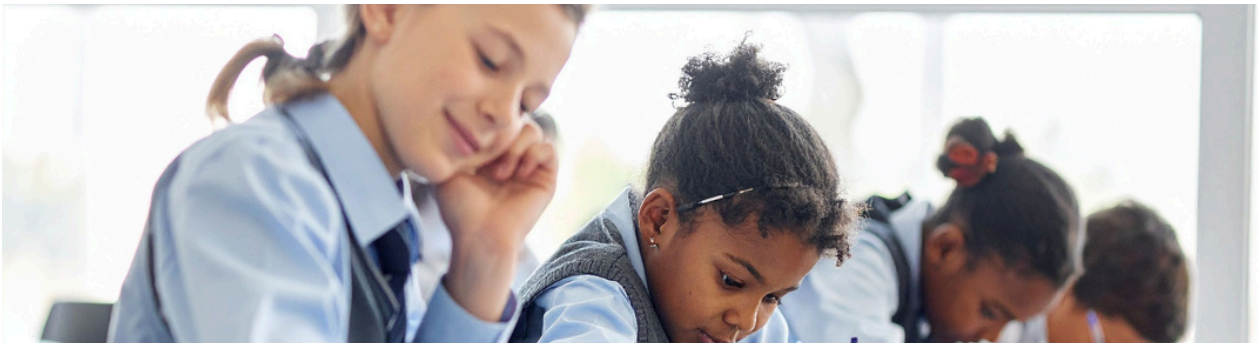
- Retain all existing relationships with current partner schools that have a SHS Practitioner.
- Sustain and build a legacy of change in our existing geographical areas.
- Further embed the new IT system and create reporting efficiencies to provide even better support for our families.

Goal 2: Support more schools to address persistent absence

- Successfully deliver all three levels of the Attendance Support and Development programme to schools across England.
- Provide more external supervision and support to more schools (and other settings).
- Increase our membership

Goal 3: Influence policy and practice

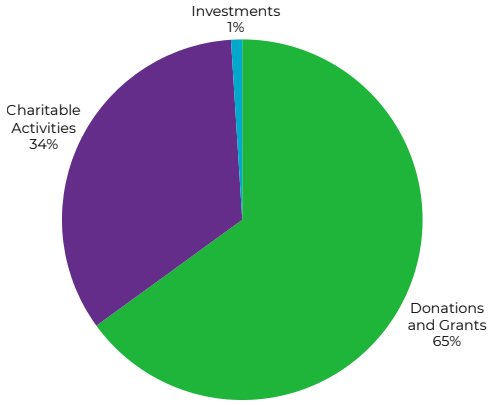
- Continue to advise Government on the delivery of its ambition to embed a support-first, family-centred approach to absence across schools and local authorities so all communities can benefit
- Advocate for increased investment in whole family approaches to tackling absence and strengthening home-school relationships.
- Work with opinion formers - the Education Select Committee, research organisations, think tanks and the media - to enrich national debate on school attendance and family engagement.
- Support MPs in SHS communities who are willing to help us convene local partners who need support and expertise in developing support-first, family-centred approaches.



FINANCIAL SUMMARY

Year ended 31 August 2025

Total Income £2,981,554
(2023/24 - £3,362,622)

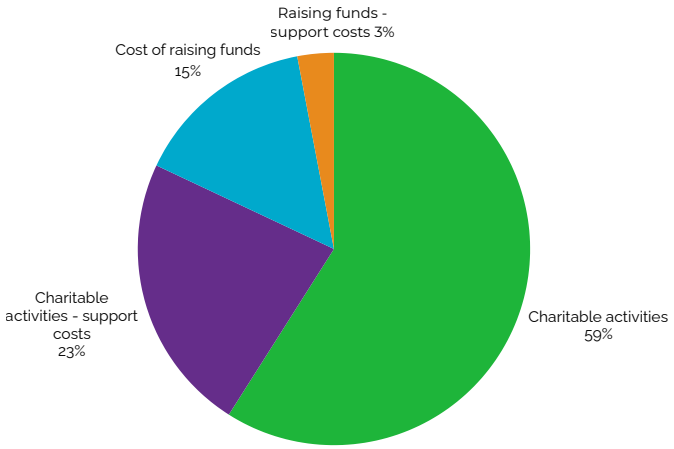


Donations and Grants: £1,939,959 (65% of total income)
2023/24 - £2,067,941 (61%)

Charitable Activities: £1,025,060 (35%) 2023/24 - £1,275,975 (38%)

Investments (bank interest): £18,706 (1%)
2023/24 £16,535 (1%)

Total Expenditure £3,331,193
(2023/24 - £3,784,041)



Charitable activities: £1,967,090 (59% of total expenditure)
2023/24 - £2,415,300 (64%)

Charitable activities - support costs: £770,143 (23%)
2023/24 - £782,014 (21%)

Total cost of charitable activities £2,737,233 (82%)
2023/24 - £3,197,313 (85%)

Cost of raising funds: £480,704 (15%)
2023/24 - £486,470 (13%)

Raising funds - support costs: £113,256 (3%)
2023/24 - £100,258 (3%)

Total cost of raising funds £593,960 (17%)
2023/24 - £586,728 (16%)

FINANCIAL REVIEW

Voluntary Income

Income from donations and grants in 2024/25 decreased by 6% in comparison with the previous year with a total of £1,939K received (£2,068K in 2023/24). However, the underlying rate - when excluding two extraordinary donations in our Trusts (£75K) and Major Donor (£100K) lines in 2023/24 - increased by 2% (£1,939K compared to £1,893K) We are seeing the results of our investment in the fundraising team from 2023-2025 lead to increased levels of engagement with new and lapsed funders, high levels of activity with current partners and creation of new funding opportunities.

Voluntary income remained the primary source of income in 2024/25. As expected, voluntary income as a share of total income increased compared to the prior year as local government / DfE contracts that had boosted earned income over the last two years came to an end on 31 March 2025. Voluntary income as a percentage of total income is 65% in 2024/25 compared to 61% in 2023/24.

Trusts and foundations remain the largest income stream within voluntary income. However, we continued to see a high number of trusts and foundations reviewing their strategies, pausing giving or giving in other areas or territories, thus reducing the funding opportunities available to School-Home Support. However, income from this source increased by 18% compared to the previous year (£1,012K in 2024/25 compared to £857K in 2023/24) largely due to a very kind multi-year grant from the Julia Rausing Trust.

We continued to develop our corporate partnerships team funding stream with a continued focus on building the long term pipeline. Income of £722K was slightly lower (6%) than the previous year (2023/24 £769K) and we are continuing to find that we need to invest more time in this area than, for example, trusts and foundations, to yield similar funding value. The development and management of corporate partnerships also drives additional value in the organisation via engaging children in aspiration days, providing pro bono support and supporting our volunteering schemes. Our goal continues to increase the funding value of this income stream together with the other strategic elements of partnerships.

Income from major donors reduced by 50% from £342K in 2023/24 to £172K in 2024/25. However, this was largely due to the receipt in 2023/24 of the one extraordinary gift of £100K mentioned above, together with two one-off donations of £50K each. We are continuing to increase the underlying rate of this income line which in 2022/23 was raising less than £100K. Given that there is less of an established pipeline for this income stream compared to our other funding sources, our focus is very much on developing the long term pipeline and we will continue to develop this in 2025/26.

A continuing challenge is our ability to cover 'core costs', being those costs that fund our vital support teams (finance, data/IT, fundraising etc) and without which would render us unable to support children and families with our services. While our unrestricted funding fell from £1,012k in 2023/24 to £734k in 2024/25, largely due to the extraordinary and one-off gifts in 2023/24 mentioned above, we have increased income that specifically covers our core costs by 50% from £122k to £183k. This is as a result of our updated practitioner funding model overhead allocation beginning to show in earnest in the figures. We continue to prioritise unrestricted and core applications within the fundraising team who work closely with other teams in the organisation to model various scenarios and maximise core cost recovery.

Income from charitable activities

Earned income from charitable activities decreased by 20% on the previous year with a total of £1,025K received (£1,276K in 2023/24). As expected, our earned income decreased due to two major local authority / DfE contracts coming to an end during the year. The development of our new earned income streams, such as our Attendance Support Development Programme, has not progressed as quickly as we had hoped, however we expect that income from these sources will start to make a material contribution towards earned income in 2025/26 and beyond.

We have also worked with Trustees over the last couple of years to address the plateauing of income received directly from schools. We took the strategic decision to review school contributions both to attract new income to the charity and also to increase the sustainability of the service, as we know that schools that are making a more than nominal contribution to the service provision are more likely to continue with the service for longer. As a result, we have seen direct income from schools increase by over 78% over the last two years (£271K in 2022/23, £392K in 2023/24 and £483K in 2024/25). Constraints on school budgets however still continue to be a challenge to SHS's ability to attract new business directly from schools.

Costs

Direct fundraising costs (not including support costs) decreased slightly to £481K (£486K in 2023/24, reflecting the continued investment in the Fundraising team that took place until the end of the year. These direct fundraising costs (not including support costs) represent 14% of our total expenditure (12.8% in 2023/24). The cost of charitable activity (not including support costs), which is made up mostly of salary costs, decreased by 19% from £2,415K in 2023/24 to £1,967K. This was as a direct result of the major local authority / DfE contracts coming to an end in March 2025.

Salary costs are by far the major component of our overall costs (81% of total costs in 2024/25 and 78% in 2023/24) and therefore the increase in costs resulting from the change in employers' national insurance contributions was one of the challenges we faced during the year. However, because such a large proportion of our costs are salary costs, we were not significantly impacted by any increased costs of other goods and services during the year.

Balance Sheet

Overall reserves at £529k have decreased by 40% from £878K in 2023/24. Restricted reserves have increased by 32% from £356k to £472k. At the end of the year, our general funds stood at £66K. A fuller discussion on our reserve levels can be found below in the section on our Reserves Policy.

Challenges During the Year

Our Finance team prepares monthly management accounts, which include forecasts of future income and expenditure, together with monthly cashflow forecasts. These monthly management accounts are shared with the Senior Management Team, the Finance Committee and the Board. This monthly reporting, together with our work on creating the operational budget for 2025/26, highlighted early in the year that, mainly due to a reduction in both voluntary and earned income, as detailed above, we were unlikely to meet our target to break-even in 2024/25, and that setting a break-even budget for 2025/26 would be a challenge.

We therefore embarked on a decisive cost mitigation strategy in order to reduce the forecast deficit for 2024/25 and enable us to set a balanced budget for 2025/26. This strategy concentrated mainly on reducing fundraising and support costs, and we were careful to ensure that we did not adversely affect the level of our direct service delivery. Our main cost savings came from a reduction in salary costs, and this regrettably resulted in a number of redundancies during the year in the Central Team. (The cost of these redundancies is included in Note 7 to the accounts). We were however, able to restructure our Central Team so that we could continue to support our direct work with children, families and schools as usual. A reduction in staff numbers within our Fundraising team means we risk losing some of the momentum generated by our previous investment in the team over the last few years, and we will therefore seek to re-establish this vital investment as soon as we can.

We took the difficult decision to restructure and disband our Policy and Engagement Team; this work is now continued and supported by others within the organisation and is led by the CEO, together with the Senior Development Manager and the Fundraising and Communications Team in support.

The important work already achieved by the Policy and Engagement Team has boosted our visibility and influence in the education sector and has provided a substantial platform upon which to base our future work in this area and to achieve our goal of influencing policy and practice.

Investment Policy

SHS had no investment activity in 2024/25 other than the receipt of bank interest.

Risk Management

The Trustees confirm that they have reviewed an assessment of the major risks to which the Charity is exposed, particularly operational and financial risks, and are satisfied that the controls and actions in place to manage and mitigate the major risks that have been identified are sufficient. The risk register is reviewed annually as a whole by the full Board. During the year, the risk register is reviewed quarterly by the Finance Committee ahead of the regular Board meetings and any recommendations for change are presented to the Board for review.

The UK economy is predicted to grow in 2026, but at a slower rate than previously expected. Continuing economic uncertainty, especially in light of global trade frictions and other geopolitical issues may impact negatively on funders and reduce the Charity's ability to raise voluntary income. In addition, it is possible that we will see more Trusts and Foundations change their funding strategies or potentially pause their grant-giving plans. The Charity Commission, in its Charity Sector Risk Assessment 2025, reported that challenges in securing sustainable public funding were an area of concern in relation to financial resilience, with average contract values not keeping up with inflation. Continuing and increasing budgetary challenges in schools and local authorities and the consequential impact on maintaining existing contracts or achieving new business may further reduce the Charity's ability to generate earned income.

On the expenditure side, persistent inflation above the Bank of England's 2% target could be a continuing challenge in keeping costs within budget. However, salary costs are the most significant element, comprising 81% of the Charity's total expenditure (78% in 2023-24). There is a risk that these costs will increase as the Trustees continue to review rates of pay in order to stay competitive amid increased overall wage growth and to reward staff adequately and fairly given increased costs of living.

In order to mitigate the risks identified, the Charity continues to review different scenarios and assess the Charity's ability to react and maximise opportunities to diversify income sources, absorb increased costs (especially salary costs), and expand the reach of its services. The role of its free reserves, as highlighted below, is key in mitigating the potential impact of the major risks identified.

Reserves Policy

The Finance Committee, on behalf of the Board of Trustees, meets quarterly and conducts an annual review of the level of unrestricted reserves by considering risks associated with the various income streams, expenditure plans and balance sheet items. This enables an estimate to be made of the level of unrestricted reserves that are sufficient:

- To allow time for reorganisation in the event of a downturn in income or asset values;
- To protect ongoing service provision; and
- To allow the charity to meet its working capital requirements.

We reported last year that we needed to maintain free reserves of between £406K and £603K in order to ensure that the Charity was able to meet any challenges arising during 2024/25. As a result of our free reserves being within this range, we have been able to withstand the impact of an overall deficit for the year of -£350K (-421K in 2023/4), despite planning for a break-even budget.

In 2025/26, the Charity is again facing challenges to both its income and expenditure due to:

- Income from Trusts and Foundations being adversely affected by pauses in giving, changes in strategy and increased competition;
- Rising costs outstripping any increased funding for schools, reducing their ability to purchase services;
- Continuing financial crises in local authorities, reducing opportunities for service delivery partnerships;
- Continuing wage inflation leading to pressure on salary costs;
- Persistent inflation within the 2-3% range, adding to the pressure on other costs;

As expected, the proportion of the charity's earned income compared to voluntary income decreased in 2024/25 (from 39% in 2023/24 to 34% in 2024/25). We expect that this percentage will continue to reduce into next year as schools and local authorities continue to face funding challenges. We do however continue to develop and enhance our new earned income streams, such as our Attendance Support Development Programme. Staff and Trustees also work together as part of the charity's new Strategic Growth Committee to identify and develop new ways in which we can generate income from our charitable activities.

With these issues in mind, the Trustees reviewed a number of different scenarios which reflected the major risks identified in the risk register, including the impact of the state of the economy on both voluntary and earned income and inflationary pressures on salary and other costs.

They determined that the Charity should ensure it maintains free reserves between £300K and £743K (2023/24 - between £406K and £603K). Maintaining free reserves within this range will ensure that the Charity is able to meet any challenges arising from the risks identified.

The Charity's free reserves at 31 August 2025 were £65k (£512K 2023/24), being unrestricted reserves of £67k less fixed assets of £2k. This level of free reserves is not within the Trustees' stated policy above. However, although this figure might initially give rise to concern, it does not, on its own, provide a true reflection of our situation at the end of the year, due to the large amount of deferred income on our balance sheet. We are showing £469K of deferred income, an increase of 75% compared to the previous year (£268K). £397K of this amount of £469K was received (as opposed to invoiced) by the end of the year and forms part of our healthy cash balance of £1.07m (£573K at the end of August 2024). Most significantly, £284K of the deferred income balance is unrestricted income relating to 2025/26 and was released to the Income and Expenditure account on 1st September 2025. In effect, although this amount was not in general funds at the end of 2024/25, the Trustees have the reassurance that, going forward into 2025/26, the charity's unrestricted reserves are much more favourable than they appear as at 31st August 2025. Indeed, at 31st December 2025, cash balances totalled £1.35m and free reserves stood at £325K.

Structure, Governance and Management

Constitution

School-Home Support is a charitable company limited by guarantee and not having a share capital, incorporated on 9 May 2000 and registered as a charity on 24 January 2001. The Charity is governed by its Memorandum and Articles of Association as amended by special resolutions, with the latest amendment dated 29 January 2025. The governing body of the Charity is the Board of Trustees.

Trustees, who are also the Directors for the purpose of charity law, who served during the year and up to the date of this report are listed on page 56 of this report. The maximum number of Trustees allowed by the Articles of Association is fifteen and at the year-end there were eleven serving Trustees. During the course of the year, four Trustees resigned and three new Trustees were appointed. Annually, Trustees review the Board to identify any skills gaps and look externally for appropriate people in order to attract members with the relevant experience and skills needed to improve the Board's effectiveness.

The Trustees meet four times each year with the Management Team. Meetings are extended or additional shorter meetings are carried out for specific focus such as Business Plan development and review.

Each Trustee is asked to complete a declaration of interest form which is reviewed and, if appropriate, amended, annually as well as it being a standing agenda item at Trustee meetings to ask Trustees to declare new interests.

As part of our 2022-27 strategy, we commit to continuous improvement in governance and risk management in line with the recommended practice and principles enshrined in the Charity Governance Code.

Committee Structure

As detailed above on page 27, we reluctantly disbanded our Policy and Engagement Team during the year as part of a cost-saving restructure. As a corollary of this, there is no longer a separate Policy and Engagement sub-committee and the work of this committee will be continued and supported by the Fundraising and Marketing Committee (formerly the Fundraising Committee).

At the start of 2025/26, the Trustees created a new Strategic Growth sub-committee, whose members include both Trustees and employee representatives, such as the Senior Development Manager and some members of the Senior Leadership Team. The remit of this new committee is to provide oversight, support and guidance to the staff team to develop meaningful growth and identify new areas of income that adhere to the SHS vision. This committee held its first meeting on 9th October 2025.

The charity has four other formal subcommittees with agreed Terms of Reference and appointed Chairs which report to the Board of Trustees. These four subcommittees are as follows:

- Finance committee - meets four times a year to provide guidance on financial strategy, oversee all financial operations and risk management, to record policies and procedures and to report and make any recommendations to the Board.
- Impact committee - meets formally a minimum of three times a year to provide oversight, support and guidance to the staff team in the measurement, evaluation, and communication of impact of its work with children, parents/carers, families, schools and wider society.

- Fundraising and Marketing committee (formerly Fundraising committee)- meets twice a year with ad hoc additional meetings for specific projects / issues as needed. Its focus is to review and advise on all elements of the fundraising and communications /marketing strategies and related activities and make any recommendations to the Board.
- Remuneration committee - This committee meets twice a year with ad hoc additional meetings for specific projects or issues as needed. The Committee approves the remuneration policy for all employees and determines annually the pay and benefits packages of senior management.

Management

The Trustees are responsible for setting strategies and policies for the Charity and for ensuring that these are implemented. The Finance Committee ensures that all assets of the Charity are properly safeguarded, managed and used, and that funds are spent effectively and efficiently in the course of its activities. In addition, the Finance Committee reviews the effectiveness of internal financial controls and risk management systems. The Finance Committee meets prior to each Trustee Board meeting.

The day-to-day running of the Charity is delegated to the CEO and her staff. The CEO has responsibility for planning, developing and implementing policies and strategies within clear guidelines and protocols set by the Trustees.

The Head of Family Intervention, Head of Fundraising, Head of Finance and Compliance, Head of People and Culture, Head of Policy and Engagement and the Head of Impact and Digital Delivery all supported the CEO during the year. It was with regret that the roles of Head of Impact and Digital Delivery and Head of Policy and Engagement were made redundant at the end of the year as part of the restructure detailed in the section ‘Challenges During the Year’ above.

Trustee Induction and Training

Trustees are able to access a range of training to support them in their role and their understanding of the organisation. Training available includes such areas as governance, finance, safeguarding and inclusion. New Trustees access a comprehensive induction programme and are allocated a “buddy” trustee to support them in their new role. They are also linked with a relevant senior member of staff to support their understanding of the work of the organisation whilst also allowing them to support that area of work with their expertise and skills. Trustees access a programme of shadowing front line staff to deepen their knowledge of the complex issues the families the organisation works with face.

Disclosure of Information to Auditors

The Trustees who held office at the date of approval of this report confirm that, so far as they are individually aware, there is no relevant audit information of which the Charity's auditors are unaware; and each Trustee has taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Public Benefit

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PB2)'. The Trustees are confident that through its objects, School-Home Support meets those public benefit requirements. The principles of public benefit – that it is identifiable, that it must be to the public and that any private benefit must be incidental – are demonstrated by the outcomes of our work as set out in this report.

Pay Policy

The Charity has a robust remuneration policy in place which supports a structured pay-scale matrix to reflect the broad range of skill sets throughout the organisation. Pay scales are reviewed to ensure they are aligned with industry standards based upon the specific areas in which the Charity works.

They are also regularly reviewed in light of the increasing cost of living. School-Home Support seeks to recruit high performing individuals and sets remuneration levels taking into account a range of factors including:

- An individual's skills, performance and experience;
- The size and responsibility of the role; and
- External benchmark data for the charity and cultural sector.

Fundraising, Data Protection and GDPR

The charity's main fundraising activity involves communications with corporates, trusts and foundations via telephone, email, fundraising events and sponsored events in line with the Fundraising Code of Practice set by the Fundraising Regulator. We continue to rely on voluntary income as an organisation and for the last three years the majority of our expenditure has been funded by voluntary donations.

Where members of the public have donated or joined our Membership programme, we adhere to tight guidelines informed by the DPA and GDPR legislation. Our privacy policy can be found on our website (https://www.schoolhomesupport.org.uk/privacy-policy)

Our School-Home Support Supporter Promise is available in full on our website. Key principles for fundraising activities with the public include the following:

- We adhere to the Fundraising Code of Practice;
- All our activities are open, fair, honest and legal;
- If we are asked to change how we communicate with individuals, or stop, we will do so;
- We do not sell contact details to anyone.

The charity is registered with the Fundraising Regulator and adheres to the standards of the Fundraising Code of Practice. No complaints about fundraising activity were received in the year.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of School-Home Support Service (UK) 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 Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the Trustees are required to: select suitable accounting policies and then apply them consistently; comply with applicable accounting standards, including FRS 102, subject to any material departures disclosed and explained in the financial statements; state whether a Statement of Recommended Practice (SORP) applies and has been followed, subject to any material departures which are explained in the financial statements; make judgements and estimates that are reasonable and prudent; and prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In presenting this report, the Trustees have complied with the Statement of Recommended Practice, Accounting and Reporting by Charities, the Companies Act 2006 and applicable United Kingdom Accounting and Financial Reporting Standards, including FRS102 and have given due regard to the Charity Commission's general guidance on public benefit including the guidance 'public benefit: running a charity (PB2)'.

The financial statements that follow later in this report comprise the Statement of Financial Activities, the Balance Sheet, and the Statement of Cash Flows and related notes.

The Trustees' Report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The Trustees' Report was approved by the Trustees on 29th January 2026, and is signed as authorised on its behalf by:

Nikolai Petrou, Chair of Finance Committee **Date**

29th January 2026

Charles Gannon, Chair of the Board of Trustees **Date**

29th January 2026

Independent Auditor's Report to the Members of School-Home Support Service (UK) For the year ended 31 August 2025

Opinion

We have audited the financial statements of School-Home Support Service (UK) for the year ended 31 August 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 August 2025 and of the charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report and the Chair's 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.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report (which incorporates the directors' report).

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report (which includes the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report (which incorporates the directors' report).

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

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

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement [set out on page 34], the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's 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 charitable company and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to charity and company law applicable in England and Wales, fundraising regulations, data protection laws and safeguarding regulations, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Act 2011, employment law and payroll tax.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to the completeness and cut-off of donations and grant income and posting of inappropriate journal entries. Audit procedures performed by the engagement team included:

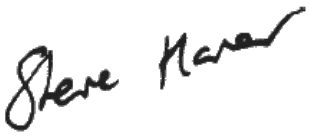
- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals, in particular journal entries posted by unusual users or with unusual descriptions; and
- Challenging assumptions and judgements made by management in their critical accounting estimates.

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 auditor's report.

Use of our report

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



Steven Harper (Senior Statutory Auditor)
For and on behalf of HaysMac LLP, Statutory Auditor

3 February 2026

10 Queen Street Place
London
EC4R 1AG

STATEMENT OF FINANCIAL ACTIVITIES

(Including Income & Expenditure Account) for the year ended 31 August 2025

	Notes	Unrestricted funds General Funds £	Designated funds	Restricted funds £	Total 2025 £	Total 2024 £
Income from:						
Donations and grants	3	734,470	-	1,205,489	**1,939,959**	2,067,941
Charitable Activities	4	632,967	-	392,093	**1,025,060**	1,275,975
Investments		16,535	-	-	**16,535**	18,706
Total Income		**1,383,972**	-	**1,597,582**	**2,981,554**	3,362,622
Expenditure on:						
Raising funds	5	573,960	-	20,000	**593,960**	586,728
Charitable Activities	5	1,265,704	-	1,471,529	**2,737,233**	3,197,313
Total Expenditure		**1,839,664**	-	**1,491,529**	**3,331,193**	3,784,041
Net income (expenditure) for the year		(455,692)	-	106,053	**(349,639)**	(421,419)
Funds brought forward 1 September 2024		522,648	-	355,621	**878,269**	1,299,688
Funds at 31 August 2025	16	**66,956**	-	**461,674**	**528,630**	878,269

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

All transactions during the year are derived from continuing activities.
The notes on pages 44 - 55 form part of these financial statements.
Comparative figures for the prior financial year are shown in note 18.

BALANCE SHEET - As at 31 August 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Tangible assets	10	2,184		11,146	
			2,184		11,146
Current Assets					
Debtors	12	166,659		901,281	
Cash at bank and in hand		1,067,027		573,404	
		1,233,686		1,474,685	
Creditors:					
Amounts falling due within one year	13	(707,240)		(607,562)	
Net current assets			**526,446**		867,123
Net assets	15		**528,630**		878,269
Funds					
Designated funds		-		-	
General funds		66,956		522,648	
Total unrestricted funds	16		66,956		522,648
Restricted funds	16		461,674		355,621
Total Funds			**528,630**		878,269

Company Number: **03991440**

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 41 - 42 were approved and authorised for issue by the Trustees on 29 January 2025 and signed on their behalf by:

Nikolai Petrou, Chair of Finance Committee **Date**

29th January 2026

Charles Gannon, Chair of the Board of Trustees **Date**

29th January 2026

STATEMENT OF CASH FLOWS

For the year ended 31 August 2025

	2025		2024	
	£	£	£	£
Reconciliation of net (expenditure) / income to net cash flow from operating activities				
Net (expenditure) income for the year		(349,639)		(421,419)
Depreciation		8,962		11,430
Investment income		(16,535)		(18,706)
Decrease / (increase) in debtors		734,622		(685,056)
(Decrease) / increase in creditors		99,678		185,374
Net cash generated by (used in) operating activities		477,088		(928,377)
Cash flows from investing activities				
Bank interest received	16,535		18,706	
Purchase of fixed assets	-		(1,788)	
Net cash provided by / (used in) investing activities		16,535		16,918
Change in cash and cash equivalents in the year		493,623		(911,459)
Cash at 1 September 2024		573,404		1,484,863
Cash at 31 August 2025		1,067,027		573,404

	2025		2024	
	£	£	£	£
Analysis of changes in net debt				
Cash at 1 September 2024		573,404		1,484,863
Cash flows		493,623		(911,459)
Cash at 31 August 2025		1,067,027		573,404

NOTES TO THE ACCOUNTS

1. Accounting policies

Accounting convention

The accounts (financial statements) have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Second edition effective 1 January 2019) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011. Assets and liabilities are recognised at historical cost or transaction value. The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest pound.

Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

Going concern

The Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The review of the charity's financial position, reserves levels and future plans gives Trustees confidence that the company remains a going concern for the foreseeable future.

The Charity faces various risks including pressures on funders, schools and local authorities affecting its ability to generate income, together with economic uncertainty and persistent wage and cost inflation. However, at the date of filing these financial statements, the level of current and expected donations and controls in place, together with strategic plans to develop services and increase reach, all seen in the context of favourable cash balances mean that, even under a reasonable worst case scenario, the Trustees have grounds to believe that the charity is able to continue as a going concern for at least 12 months from the date of approval of these financial statements.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income received for general purposes of the charity is credited to unrestricted funds. Income subject to specific wishes of the donor is credited to relevant restricted funds. Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

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.

Donations of gifts, services and facilities

Donations in kind are recognised on receipt and on the basis of the value of the gift to the charity, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt. Gifts in kind that are not material are not recognised.

Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund. Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes. Designated funds are to be used for specific purposes as agreed by the Board of Trustees. Expenditure which meets this criteria is charged to the fund.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose;
- Expenditure on charitable activities includes the costs of delivering support to schools, undertaken to further the purposes of the charity and their associated support costs. It also includes expenditure relating to our strategic aim of influencing policy and practice, advocating for change for the most vulnerable children and families. Where costs cannot be directly attributed (support costs), they have been allocated to the activities on a basis consistent with the use of resources;
- Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Operating leases

Where assets are financed by leasing agreements that give rights approximating to ownership ("finance leases"), the assets are treated as if they had been purchased outright. The amount capitalised is the present value of the minimum lease payments during the lease term. The corresponding leasing commitments are shown as obligations to the lessor.

Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.
Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Leasehold improvements — Straight line over length of lease
- Fixtures & fittings — Straight line over 5 years
- IT — Straight line over 4 years

Intangible fixed assets

Amortisation is provided at rates calculated to write off the cost of each asset, less any residual value, over its expected useful life.

The amortisation rates in use are as follows:

- Website costs — Straight line over 4 years
- Software costs — Straight line over 4 years

Debtors

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

Cash at bank and in hand

Cash at bank and cash in hand includes cash and deposits held at call with banks, other short-term liquid investments with original maturities of three months or less.

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 trade discounts due.

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

Pensions

The charity operates one defined contribution pension scheme for employees. The pension charge represents contributions payable by the charity for the period, and the charity's liability is limited to the amounts of the contributions. The scheme is as follows:

- A scheme administered by AEGON Scottish Equitable, the funds of which are separate from those of the charity.

Critical accounting estimates and areas of judgement

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements.

In the view of the trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

2. Company Structure

The charity is a company limited by guarantee and not having a share capital. The members of the company are the Trustees named on page 56. At 31 August 2025 the number of members was 11 (2024: 12).

3. Income from Donations and Grants

	2025			2024		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Donations & grants	733,825	1,205,489	**1,939,314**	1,009,967	1,055,534	2,065,501
Trustee donations	645	-	**645**	2,440	-	2,440
Total donations	**734,470**	**1,205,489**	**1,939,959**	1,012,407	1,055,534	2,067,941

4. Income from Charitable Activities

	2025			2024		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Family Intervention	483,006	-	**483,006**	392,338	-	392,338
Projects / Agencies	149,961	392,093	**542,054**	323,494	560,143	883,637
Pastoral Development	-	-	-	-	-	-
Total income from charitable activities	**632,967**	**392,093**	**1,025,060**	715,832	560,143	1,275,975

5. Total Expenditure

	Cost of raising funds £	Charitable activities £	Support costs £	2025 Total £
Staff costs (note 7)	463,822	1,732,450	499,551	**2,695,823**
Promotion & marketing	2,178	534	-	**2,712**
Travel & subsistence	237	17,578	-	**17,815**
Learning & development	-	-	11,907	**11,907**
Finance & legal	-	-	69,616	**69,616**
Other	14,467	216,528	282,272	**513,267**
Governance	-	-	20,053	**20,053**
	480,704	1,967,090	883,399	**3,331,193**
Support costs	113,256	770,143	(883,399)	-
Total expenditure	**593,960**	**2,737,233**	-	**3,331,193**

Prior year comparative figures are shown in Note 18. The major components of other support costs are IT-related costs (£51,528) and rent, including service charge (£81,662). Total support costs are allocated between the cost of raising funds and the cost of charitable activities on the basis of staff numbers.

6. Net income (expenditure) for the year

This is stated after charging:	2025 £	2024 £
Depreciation & amortisation	8,962	11,430
Operating lease rentals Property	54,076	71,904
Total	54,076	71,904
Audit fee	20,520	19,200
Total	20,520	19,200

7. Staff costs and Numbers

	2025 £	2024 £
Salaries and wages	2,350,970	2,641,767
Redundancy and termination costs	81,923	40,704
Social security costs	228,143	223,638
Pension costs	47,366	49,101
	2,708,402	2,955,210

The number of staff included in Redundancy and termination costs was 19 (2024: 8).

The following number of employees received employee benefits (excluding employer pension costs and employer national insurance) during the year between:

	2025	2024
£60,000 - £69,999	3	1
£70,000 - £79,999	2	1

The total employee benefits (including employer pension costs and employer national insurance contributions) of the key management personnel were £546,998 (2024: £479,222). Included within this figure is £39,304 (2024: £60,594) relating to costs paid whilst an individual was being paid via an agency.

Key Management Personnel include Trustees, the Chief Executive, and the six Heads of Department in post during all or part of the year - Head of Family Intervention, Head of Fundraising, Head of Impact and Digital Delivery, Head of Finance and Compliance, Head of Policy and Engagement and Head of People and Culture.

The charity trustees were not paid nor did they receive any other benefits from employment with the charity in the year (2024: £nil). No charity trustee received payment for professional or other services supplied to the charity (2024: £nil).
Trustees' expenses represent the payment or reimbursement of travel and subsistence costs totalling £nil (2024: £nil).

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2025	2024
Raising funds	10	10
Charitable activities	54	65
Support	12	11
Governance	2	2
	78	88

8. Related party transactions

There are no related party transactions to disclose for 2025 (2024: None).

9. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The charity is not registered for VAT and therefore irrecoverable VAT is included with the cost of the items to which it relates.

10. Tangible Fixed Assets

	Leasehold property £	Fixtures & fittings £	Computer equipment £	Total £
Cost				
At the start of the year	57,026	16,070	54,096	127,192
Additions in the year	-	-	-	-
Disposals during the year	-	-	-	-
At the end of the year	**57,026**	**16,070**	**54,096**	**127,192**
Depreciation				
At the start of the year	53,661	16,070	46,315	116,046
Charge for the year	3,365	-	5,597	8,962
Disposals during the year	-	-	-	-
At the end of the year	**57,026**	**16,070**	**51,912**	**125,008**
Net book value				
At the end of the year	-	-	**2,184**	**2,184**
At the start of the year	3,365	-	7,781	11,146

All of the above assets are used for charitable purposes.

11. Intangible Fixed Assets

	Software £	Website £	Total £
Cost			
At the start of the year	4,770	31,752	36,522
Additions in the year	-	-	-
Disposals during the year	(4,770)	(31,752)	(36,522)
At the end of the year	-	-	-
Amortisation			
At the start of the year	4,770	31,752	36,522
Charge for the year	-	-	-
Disposals during the year	(4,770)	(31,752)	(36,522)
At the end of the year	-	-	-
Net book value			
At the end of the year	-	-	-
At the start of the year	-	-	-

All of the above assets are used for charitable purposes.

12. Debtors

	2025 £	2024 £
Trade debtors	110,526	202,689
Other debtors	500	-
Prepayments	49,921	46,762
Accrued income	5,712	651,830
	166,659	901,281

13. Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	123,525	79,771
Taxation and social security	51,464	52,086
Other creditors	36,882	23,821
Accruals	26,861	183,648
Deferred income (Note 14)	468,508	268,236
	707,240	607,562

14. Deferred Income

	2025 £	2024 £
Balance at the beginning of the year	268,236	231,265
Amount deferred in the year	468,508	268,236
Amount released to income in the year	(268,236)	(231,265)
Balance at the end of the year	**468,508**	268,236

Deferred income includes both school fee income which covers future periods and voluntary income relating to future periods.

15. Analysis of Net Assets Between Funds

	2025			
	General funds	Designated funds	Restricted funds	Total 2025
	£	£	£	£
Tangible fixed assets	2,184	-	-	**2,184**
Intangible fixed assets	-	-	-	-
Net current assets	64,772	-	461,674	**526,446**
Net assets at the end of the year	**66,956**	-	**461,674**	**528,630**

Prior year comparative figures are shown in note 18.

16. Movement in Funds

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds				
Core costs	63,061	184,712	(201,854)	45,919
IT	-	20,000	(20,000)	-
Family Intervention	226,123	1,325,041	(1,185,890)	365,274
Welfare	66,437	67,829	(83,785)	50,481
Total restricted funds	**355,621**	**1,597,582**	**(1,491,529)**	**461,674**
Unrestricted funds				
General Funds	522,648	1,383,972	(1,839,664)	66,956
Total unrestricted funds	**522,648**	**1,383,972**	**(1,839,664)**	66,956
Total funds	**878,269**	**2,981,554**	**(3,331,193)**	**528,630**

Purposes of restricted funds:

- Core costs - Restricted to core day to day running costs excluding items such as capital purchases.
- IT - For expenditure on hardware and software including website.
- Family Intervention- To cover practitioner roles within schools or regionally based. Includes a grant of £250,000 from The Julia Rausing Trust and a grant of £20,000 from The Eveson Trust.
- Welfare - For expenditure on welfare fund items including IT / data provision to families.

17. Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	2025			2024		
	Property	**Equipment**	**Total**	Property	Equipment	Total
	£	**£**	**£**	£	£	£
Less than one year	71,904	-	71,904	35,952	-	35,952
Two to five years	251,664	-	251,664	-	-	-
	323,568	-	**323,568**	35,952	-	35,952

18. Comparatives

Statement of Financial Activities (including Income & Expenditure Account) for the year ended 31 August 2024

	Notes	Unrestricted funds General Funds	Designated funds	Restricted funds	Total 2024
Income from:					
Donations and grants	3	1,012,407	-	1,055,534	**2,067,941**
Charitable Activities	4	715,832	-	560,143	**1,275,975**
Investments		18,706	-	-	**18,706**
Total Income		1,746,945	-	1,615,677	**3,362,622**
Expenditure on:					
Raising funds	5	586,728	-	-	**586,728**
Charitable Activities	5	1,565,607	5,966	1,625,740	**3,197,313**
Total Expenditure		2,152,335	5,966	1,625,740	**3,784,041**
Net income (expenditure) for the year		(405,390)	(5,966)	(10,063)	**(421,419)**
Transfers between funds					
Funds brought forward 1 September 2023		928,038	5,966	365,684	**1,299,688**
Funds at 31 August 2024	16	522,648	-	355,621	**878,269**

18. Comparatives (continued)

Total expenditure

	Cost of raising funds £	Charitable activities £	Support costs £	2024 Total £
Staff costs (note 7)	451,159	2,128,355	375,696	2,955,210
Promotion & marketing	6,464	1,671	752	8,887
Travel & subsistence	566	14,708	-	15,274
Learning & development	-	-	26,300	26,300
Finance & legal	-	-	90,608	90,608
Other	28,281	270,565	366,844	665,690
Governance	-	-	22,072	22,072
	486,470	2,415,299	882,272	3,784,041
Support costs	100,258	782,014	(882,272)	-
Total expenditure	**586,728**	**3,197,313**	-	**3,784,041**

Analysis of Net Assets Between Funds

	2024			
	General funds	Designated funds	Restricted funds	Total 2024
	£	£	£	£
Tangible fixed assets	11,146	-	-	11,146
Intangible fixed assets	-	-	-	-
Net current assets	511,502	-	355,621	867,123
Net assets at the end of the year	**522,648**	-	**355,621**	**878,269**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Name
School-Home Support Service (UK)

Registered & Operating Office
Solar House - 3rd Floor
1-9 Romford Road
London E15 4LJ

Company Number
03991440

Charity Number
1084696

Trustees
Charles Gannon *(Chair)*
Chris Yiannakou *(*Deputy Chair - appointed 15/07/25)
Carly Wickham *(Deputy Chair - resigned 15/07/2025)*
Laura Bruce-Connolly
Emma Fay
David Dickson
Joseph Howes
Matthew Koster-Marcon
Michelle Loughrey *(resigned 29/01/25)*
Dan O'Brien
Tatiana Panzeri *(appointed 15/07/25)*
Alex Parker *(appointed 29/01/2025)*
Nikolai Petrou
Hazel Pitchers *(appointed 21/10/2025)*
Yun Hui Teoh *(resigned 29/01/2025)*
Alice Wilcock *(resigned 29/01/2025)*
Faye Stevenson *(appointed 08/01/2026)*

Finance Committee
Nikolai Petrou *(Chair)*
Dan O'Brien
Emma Fay
Chris Yiannakou *(from 15/07/25)*

Fundraising and Marketing Committee
Joseph Howes *(Chair)*
David Dickson
Matthew Koster-Marcon
Dan O'Brien

Impact Committee
David Dickson *(Chair from 15/01/25)*
Michelle Loughrey *(Chair) (to 15/01/25)*
Laura Bruce-Connolly
Emma Fay
Matthew Koster-Marcon
Alex Parker *(from 29/01/2025)*
Nikolai Petrou
Carly Wickham *(to 15/07/2025)*
Alice Wilcock *(to 29/01/2025)*

Remuneration Committee
Dan O'Brien *(Chair)*
Joseph Howes *(from 12/06/2025)*
Michelle Loughrey *(to 29/01/2025*)
Emma Fay
Nikolai Petrou

Strategic Growth Committee (from 09/10/2025)
Charles Gannon (Chair)
Laura Bruce-Connolly
Tatiana Panzeri
Chris Yiannakou

Chief Executive

Jaine Stannard *(retired 31st December 2025)*

Key Management Personnel

Maggie Mitchell - Head of Family Intervention
Alec Raven - Head of Fundraising and Communications
AJ Finn - Head of Finance and Compliance
Catrin Doe - Head of Impact and Digital Delivery *(until 31/08/25)*
Rachael Kenningham - Head of Policy and Engagement *(until 25/07/25)*
June Bridgeman - Head of People & Culture *(appointed 02/12/24)*

Bankers

Barclays Bank PLC
Dockland Branch
1 Churchill Place, Canary Wharf
London E14 5RB

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Auditors

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Website

www.schoolhomesupport.org.uk

School-Home Support Service (UK)

Get in touch | **Support us** | **Donate**

schoolhomesupport.org.uk

SCHOOL-HOME SUPPORT SERVICE (UK) Registered charity number: 1084696

SCHOOL-HOME SUPPORT SERVICE (UK)

England & Wales - Charity number 1084696

Accounts

School-Home Support

School-Home Support Service (UK)

Report and Financial Statements
Year ended 31 August 2024

Company number: 03991440

Charity number: 1084696

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School-Home Support's objects, as set out in its Memorandum of Association, are to advance education by promoting, developing and assisting in the provision of services which contribute to the pastoral care of pupils and/or which foster links between school and home.

ABOUT SCHOOL-HOME SUPPORT

School-Home Support is a national charity which supports families whose children are absent from school by addressing the root causes of high absence through whole family support.

We use a child-centred approach, but it is through whole family support and an ambition to strengthen the bridge between home and school that we deliver a lasting impact for children, young people and families.

We look beyond the school gate and work with families to understand and overcome the root causes of absence. We build trust, resilience and skills across the whole family, to create enduring positive changes within families and communities.

Our vision

Every child in school, every day, by 2050.

Our Mission

Children in school, ready to learn. Whatever it takes.

Theory of change

Our theory of change guides our work with children, their families and their schools. It is a proven model for successful intervention that brings together the way we work, and how we measure our impact.

MESSAGE FROM OUR CHAIR

40 years of addressing the root causes of absence through whole family support

CHARLES GANNON
School-Home Support
Chair of Trustees

This year marked 40 years of School-Home Support, a significant milestone but not one we approach with celebration, instead with determination to continue our work until we are no longer needed.

Unfortunately, our work is needed more than ever before, with latest figures showing that almost 1 in 5 children are persistently absent from school, missing essential days, weeks and months of their education. In 1984, when School-Home Support was first created, the idea of supporting both children and their families to improve school attendance was seen as radical. Now, that approach has become essential.

The reasons children miss school are complex and intersecting. Families may be living in poor or unsuitable housing, or temporary accommodation far away from school. They may not be able to afford school uniforms, or healthy nutritious food to prepare children for the school day. With mental health challenges on the rise for both children and adults, prioritising education is sometimes just not possible.

School-Home Support's approach works, even in the most challenging of circumstances. Our latest impact data demonstrates the effectiveness of our whole family support model in addressing the root causes of absence, and restoring the crucial relationship between home and school. 7 in 10 children supported by a School-Home Support practitioner improved their attendance. Our work has the greatest impact for severely absent children, who spent an average of 46 extra days in school.

Looking ahead, we continue to be guided by our ambitious vision that every child will be in school and ready to learn by 2050. We are now in the third year of our 2022 - 2027 strategy, and have made significant progress over the last year towards our three goals. We are working hard to reach more children and their families, providing vital support when they need it most. We are supporting schools across England by sharing best practice and providing training to address the root causes of persistent and severe absence with a support-first and family-centric approach. And finally, we have made great progress advocating for policy change, by bringing the voices of the families we work with to key policy discussions. We continue to call for system change to make sure all children have access to the education they deserve, regardless of their background or what is going on at home.

Charles Gannon, Chair of Trustees

MESSAGE FROM OUR CEO

What happens to children outside of the classroom matters

JAINE STANNARD
School-Home Support
Chief Executive

I want to start by saying how pleased we are to have Charles Gannon as our new Chair of Trustees. Charles' leadership and vision will guide School-Home Support into the future.

40 years ago, our founders Terry Farrell, Bridget Cramp and Peter Andrews were united by one vital common understanding - that what happens outside the classroom matters. They saw how the challenges children were facing in school were intrinsically linked to what was going on for them at home. This understanding remains central to our whole family support approach today.

Working directly with families to build an understanding of the challenges they are facing, and equipping them with the skills and resilience to overcome them, results in sustained improvements in children's school attendance as well their future life chances. Despite the proven success of our approach, there is still a great deal of work to be done. Families are facing unprecedented levels of challenge, with poor housing, increasing poverty and a hugely stretched SEND system severely impacting children's ability to access their education. The scale of the school attendance challenge demands an urgent and ambitious response. That's why this year we called for the government to commit to a 'moonshot' goal to see every child in school and ready to learn by 2050. This goal, aligned with School-Home Support's vision, hopes to bring the focus, resources and reform that the scale of this challenge requires. We will continue to work together with families, schools, communities and local agencies to create supportive networks that empower families and provide children with the opportunities to thrive in school and beyond.

I'm proud of our achievements this year, and the impact we have made for the schools, communities and families we work with. Our practitioners continue to provide life-changing frontline support, stepping in when families need it most, and holding children in the education system before it is too late. We continue to provide support to schools to improve attendance, and this year launched our Attendance Support and Development Programme following a successful pilot, equipping school staff with skills, knowledge and resources to implement a support-first approach to tackling absence. Our influencing work has grown from strength to strength, developing our role as a thought-leader and advisor to the government on delivering a whole family support approach to addressing school absence.

I am so thankful to our wonderful supporters, funders, partners and keen advocates whose commitment makes everything we do possible. We continue with renewed determination to build upon our achievements to reach more families and children, support schools to address persistent absence and influence policy and practice.

Jaine Stannard, Chief Executive

J. Stannard

OUR STRATEGY: 2022-2027

School-Home Support aims to get children back to school ready to learn, whatever it takes. In 2022 we launched our highly ambitious five year strategy to reach even more children and give them the best start in life. As we enter the third year of our five year strategy, we remain guided by our vision to see every child in school and ready to learn by 2050.

Goal 1: Reach more children and families

Our School-Home Support practitioners work with children and families, making a huge difference to their future life chances. We are determined to maintain the quality of our existing services and to expand into new areas, making a difference to more children and families who need our support.

By 2027 we will...

- Increase delivery by 62% to reach 129,344 children and families.
- Sustain our current practitioner model to directly support 25,016 people between 2022 and 2027.
- Expand the practitioner model into 9 new areas, directly supporting a further 15,576 people.

Goal 2: Support more schools to address persistent absence

We are determined to reach more schools and to develop new ways of delivering our services.

By 2027 we will...

- Build a new model of delivering our services, supporting schools to embed the School-Home Support model in their work. Scoping will take place in 2023, with the plan to pilot in 2024, fully rolling out the model from 2025.
- Continue to provide expert input and casework support for school staff at all levels, scoping the market for this service and developing accordingly.
- Review and develop our membership offer to share information about best practice in improving attendance.

Goal 3: Influence policy and practice

Tackling school absence requires policy and practice change. We are determined to use our expertise and profile to bring about these changes throughout the education system.

By 2027 we will...

- Raise our national profile as a delivery organisation and thought leader in the field of educational inequality and attendance to deliver the change our families need.
- Advocate for change for the most vulnerable families by building relationships and influence across Westminster, Whitehall and regional government to support the development of Education policy, systems and practice enabling all children to be in school ready to learn.

OUR ACTIVITIES THIS YEAR

There continues to be a national school attendance crisis, with 1.42 million children persistently absent from school in the academic year 2023/2024. Families are facing unprecedented levels of difficulty, with issues such as poor housing, poverty, mental health and undiagnosed and unsupported special educational needs (SEN) severely impacting children's ability to access their education.

Last year, we set ambitious goals to reach more children and families, support schools to address absence, and influence policy and practice to address the urgent and evolving needs of the communities we serve. Our commitment to supporting children and families has deepened in response to the multifaceted challenges they face, reinforcing the indispensable role of whole family support in navigating these complex circumstances.

Goal 1: Reach more children and families

It has been a challenging year due to the budgets of our partner schools being increasingly stretched, but through careful use of our reserves we have been able to retain talent and protect existing relationships so we can continue to deliver our services.

School-Home Support practitioners are now supporting families in seven locations across England: Blackpool, Bradford, Eastbourne, Kent, Liverpool, London and Manchester. Many more children nationally benefit from our approach, due to our work with schools sharing best practice and training school staff nationwide.

Our expansion into Sheffield, as planned for 2023/2024, has been delayed until 2024/2025. This is due to development in this area taking significantly longer than we had expected or experienced when developing in other geographical areas.

This year, we piloted and implemented our new data portal system, which has improved data capture efficiencies for our Practitioners, releasing more of their time to provide their expert support to children and families.

Goal 2: Support more schools to address persistent absence

In 2023/2024, we worked with **95** different educational settings, including primary, secondary, alternative provision and SEND specialist settings. Whilst our whole family support model offers frontline delivery to improve attendance, we are committed to developing alternative ways of supporting schools to address persistent absence.

This year we launched our new Attendance Support and Development Programme (formerly called the Senior Attendance Lead Training programme). The training programme is tailored for school staff with attendance responsibilities, and focuses on uncovering and understanding the underlying causes of persistent and severe absence through whole family support.

Supervision continues to be one of the cornerstones of the School-Home Support learning and development programme and as such is included as a key aspect of the Attendance Development and Support Programme, whilst also being available for schools and organisations to purchase separately.

Participants in the Attendance Development and Support Programme reported improvements in knowledge, confidence and practice as a result of the Supervision element of the programme, with a Head of Year at STAR Salford Academy in Manchester reporting that ***"...supervision was genuinely purposeful and we could monitor and evaluate impact of strategies..."***

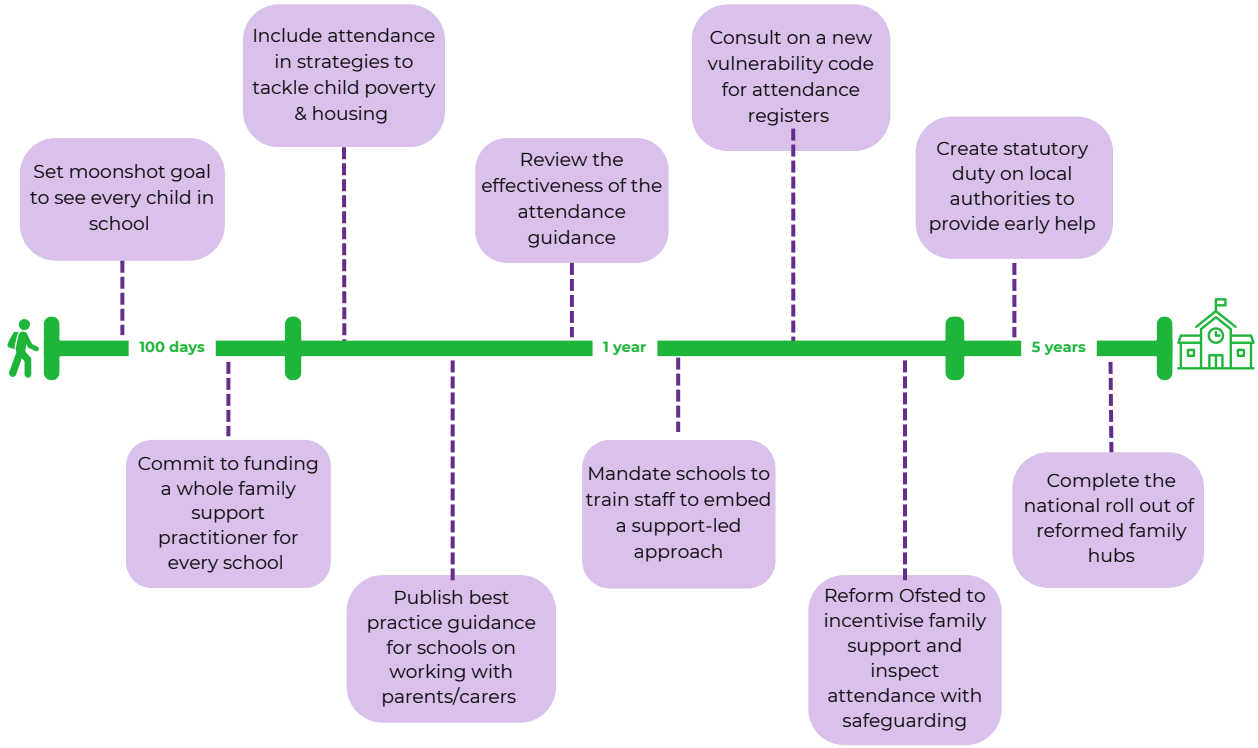
Goal 3: Influence policy and practice

The goal of our influencing work is to improve policy, practice and systems so that they work better for children and families. This year, we continued to campaign on behalf of the families we support to ensure children don't miss out on school and families are able to access bespoke whole family support, at the earliest possible time.

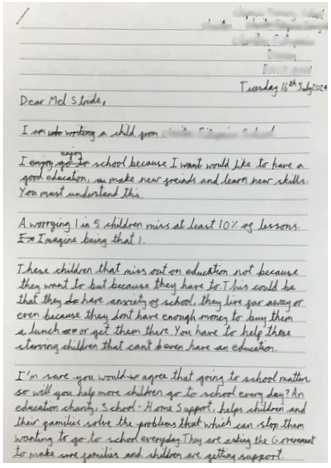
In September 2023 we were part of a **landmark study** that found that there had been a profound change in parental attitudes to the idea of full-time school attendance in the years since the Coronavirus pandemic. The joint research project behind the report was carried out by Public First, working with a coalition of education charities including School-Home Support.

Following the General Election in July 2024, we launched a new policy report, calling for a commitment to an ambitious 'moonshot' goal to see **every child in school and ready to learn by 2050**, achieved by implementing a support-first family-centric approach to tackling absence that recognises the underlying causes. In the report, we set out a 10 step plan for what the new Government should achieve in the first 100 days, the first year, and the first five years, to move the country towards an inclusive education system which provides opportunities for all children. The report was covered in **Schools Week** and sent to key decision makers and opinion formers as part of our wider advocacy work.

Our route map for Government



With the new Government in place, we also launched a new campaign inviting children aged 7-12 to write letters to their new local MP about why school attendance matters, what some of the difficulties they or others face in attending school, and suggesting ways MPs can support schools better.


Dear Mel Stride,

I am also working a child from [redacted]

I enjoy going to school because I want would like to have a good education, so make new friends and learn new skills. You must understand this.

A worrying 1 in 5 children miss at least 10% of lessons. I'm I suppose being that I.

There children that miss out on education not because they want to but because they have to. I'm could be that they do have anxiety of school, they live far away or even because they don't have enough money to buy them a lunch or get them there. You have to help these worrying children that can't even have an education.

I'm sure you would've agree that going to school matter, so will you help more children go to school every day? An education charity, School Home Support, helps children and their families solve the problems that which can stop them wanting to go to school everyday. They are asking the Government to make sure families and children are getting support.

HOUSE OF COMMONS
LONDON SW1A 0AA

Ref: MS/CW/MS78126
Please quote reference when replying.
Date: 19 August 2024

Dear [redacted],

Please do pass my thanks to all of the children who have written to me on school attendance.

I am happy to read they have such positive experiences of school and understand the importance of good attendance.

I have always appreciated the value of a good education and how it can aid social mobility. I will continue to advocate that every single day of school is important.

With best wishes,

Mel Stride

Rt Hon. Mel Stride MP Member of Parliament for Central Devon

Tel: 020 7219 7037 or Email: mel.stride.mp@parliament.uk

Rt Hon. Mel Stride MP Privacy Policy: http://www.melstridemp.com/Privacy

OUR IMPACT

Our whole family support approach strengthens the bridge between home and school and delivers a range of positive outcomes for the short and long term. As well as additional days in school, we continue to measure and celebrate the important milestones on the journey towards good attendance.

In 2023/2024, we directly supported **5,937** individual family members, which is a **13% increase** on last year.

The root causes of absence: financial hardship and poor housing

The ongoing cost of living crisis, coupled with increasingly stretched local services, continues to financially impact the families we support. We have seen a **57% increase** in the number of applications to our Welfare & Uniform Fund this year. The value of this support increased from £55,204 in 2022/23 to £90,264 in 2023/24.

More than **1 in 5** (22%) of the children we worked with this year identified 'where you live' as one of the biggest challenges they face. This is a **16% increase** on 2022/23, and an **84% increase** on 2021/22. We have also seen a **140% increase** in safeguarding alerts related to housing this year, indicating the extent to which poor or inadequate housing is severely impacting the children and families we work with.

57%
increase in applications to our Welfare Fund

1 in 5
children identified 'where you live' as one of the biggest challenges they face

140%
increase in safeguarding alerts related to housing

Barriers to good attendance

When a family is referred to School-Home Support, practitioners work with both parents/carers and children to make an assessment of the key challenges they are facing, and which are acting as a barrier to children attending school.

The top three concerns identified by both children and parents/carers are the same as last year. This year, we have seen an increase in need across all areas for both children and parents/carers.

What worries parents/carers the most?

Nearly half (**43%**) the parents/carers we worked with this year identified 'work' as one of the biggest challenges they face. In addition, more than a third (**35%**) of parents/carers identified 'home and money' as one of the biggest challenges they face. The nature of the support our practitioners provided to parents/carers this year reflects these areas of need. Support activities relating to poverty and housing were recorded more than any other category.

What worries children the most?

For the children and young people we support, 'feelings & behaviour' and 'confidence & self-esteem' continue to be among their top concerns, alongside 'where you live'. Safeguarding alerts relating to child mental health accounted for **17%** of all alerts submitted this year, which is a **113%** increase on the previous year. Support provided to children and young people this year focused on building confidence and self-esteem, managing their feelings and emotions, and improving their mental health and wellbeing.

Our impact on attendance

In 2023/2024, we provided intensive support with attendance to **1,138** children. **7 in 10** of these children improved their attendance after support. Of these children, those who were persistently absent (1) spent an average of **22 extra days** in school. Those who were severely absent (2) spent an average of **46 extra days** in school.

Persistently absent children

926 Children supported

11% = **22**

Average attendance increase for **persistently absent** children

Extra days in school

Severely absent children

186 Children supported

23% = **46**

Average attendance increase for **severely absent** children

Extra days in school

Milestones towards improved attendance

We measure the journeys of change for both children and parents/carers via Outcomes Star™ which provides a holistic assessment of areas of need impacting a child's attendance or a family's circumstances. Whilst working on improving school attendance, Outcomes Star™ enables us to recognise, as a result of practitioner support, the great progress made in areas such as behaviour, engagement, or wellbeing. We continue to celebrate important milestones in these journeys, in addition to more days in school.

80% of all parents/carers improved engagement with school and learning

88% of all children and young people improved their behaviour

89% of all children and young people improved their wellbeing

4. Persistent absence is when a pupil enrolment's overall absence equates to 10% or more of their possible sessions
5. Severe absence is when a pupil enrolment's overall absence equates to 50% or more of their possible sessions

OUR FUNDERS

The crucial role played by our voluntary funders

Thousands of disadvantaged children and families rely on School-Home Support services every year. We wouldn't be able to reach the majority of them without the generous support of the charitable trusts, companies and individuals that donate regularly to the School-Home Support cause. We are truly grateful for this vital support.

We count on voluntary donations to make a real difference for the families, schools, and communities where we work. Continuing challenges in accessing statutory funding from schools, local authorities and government means that voluntary support more than ever continues to be our bedrock. To donate or discuss funding opportunities for School-Home Support, contact us on **fundraising@shs.org.uk**.

Partnership spotlight: Vanquis Banking Group

We are incredibly proud of our partnership with Vanquis Banking Group (VBG), who have funded our work in Bradford and Kent since 2016. We were delighted that our partnership with VBG was highly commended under the Banks and Financial services category at this year's Business Charity Awards 2024.

The School Uniform Fund

In 2022, as families faced the greatest cost of living crisis in decades, VBG responded to this challenge by introducing a School Uniform Fund, which our practitioners can now use to provide a child with all the clothing they need to feel comfortable at school. Crucially, this fund acts as a 'trojan horse', allowing practitioners to provide immediate financial relief that builds trusts with families, before going on to provide the more intensive support that many families need. This incredible programme received great coverage in local press including The **Yorkshire Post** and the **Telegraph & Argus**.

Raising Aspirations

Through our partnership, VBG employees have generously donated their time, skills and expertise to encourage children from all backgrounds to consider a career within the financial sector, delivering aspiration sessions for children we support at their offices.

OUR CULTURE

Embracing diversity and promoting equality

School-Home Support's commitment to creating a diverse workforce that is representative of the children, families and communities we serve is crucial to delivering an impactful service, and understanding and responding to the unique needs and challenges faced by the individuals we support. Equality, diversity and inclusion (EDI) initiatives are central to our vision, mission and values.

People and Culture Team

As outlined in our 2022-27 strategy, we have ambitious plans to grow so that we can reach more children and families. This growth needs a solid base of support, particularly in the area of HR. To ensure that we also continue to deliver on our commitment to maximise staff wellbeing, learning and development and ensure EDI informs everything we do, we introduced a new department in March 2024: People and Culture. The People and Culture department is responsible for creating, developing, implementing and monitoring our EDI work, and focusing our efforts on creating a diverse workforce that is representative of the communities we support.

Champions

This year we continued to build on the work established by our Menopause Champion, introducing a new Menopause Policy and running regular wellbeing and drop in sessions focused on key topics related to menopause and perimenopause. We also developed and appointed a new role of LGBTQ+ Champion, which was taken on by two members of staff as a joint role. This initiative has delivered an informative Lunch & Learn session for colleagues on the links between LGBTQ+ themes and schools, a staff lunch in honour of Pride Month, and an anonymous question box for staff to raise any queries or concerns. This year also saw the appointment of a new EDI Champion, a key role in the organisation which provides a confidential space for staff to raise EDI concerns or issues in a protected and safe way.

WHAT WE WILL DO IN 2024/2025

Goal 1: Reach more children and families

In 2024/2025 we will continue to sustain and grow our Practitioner Service, which will include our expansion into Sheffield. We also plan to expand into Birmingham this year as this too has been identified as an area with low school attendance. To support our development we will develop relationships with schools and multi-academy trusts as well as regional governments, national parliament and local authorities in order to maximise statutory funding opportunities. We will continue to embed our new data portal, using its deeper insights to strengthen our impact and widen our reach, and ensure our practitioners can maximise their time spent working directly with children and their families.

Goal 2: Support more schools to address persistent absence

In 2024/2025, we will deliver a range of support options to help schools develop a family-centred approach to tackling absence. Following the pilot year delivery of the Attendance Support and Development Programme (formerly called the Senior Attendance Lead Training programme), we will implement a national roll out of the attendance programme, continuing to evaluate the programme by utilising feedback from participants. Our supervision services will continue to be included as a key aspect of the Attendance Development and Support Programme, whilst also being available for schools and organisations to purchase separately. We will continue to develop our membership engagement programme, using stakeholder engagement to inform plans which include the development of expert resources including toolkits and blogs.

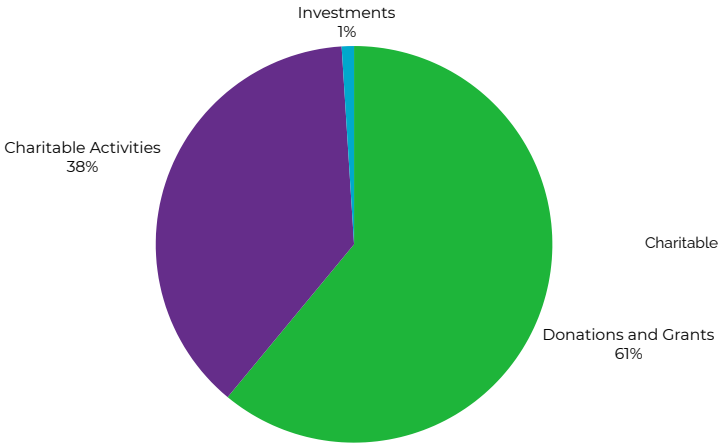
Goal 3: Influence policy and practice

In 2024/2025 we will continue to build on our success in advocating for change for the most vulnerable children and families, and ensuring that their voices are heard. We look forward to maintaining our role of advising the government and other policy makers on these issues as well as recommending and advocating for well-evidenced solutions that bring about a better system for children and families.

FINANCIAL SUMMARY

Year ended 31 August 2024

Total Income £3,362,622
(2022/23 - £2,328,472)

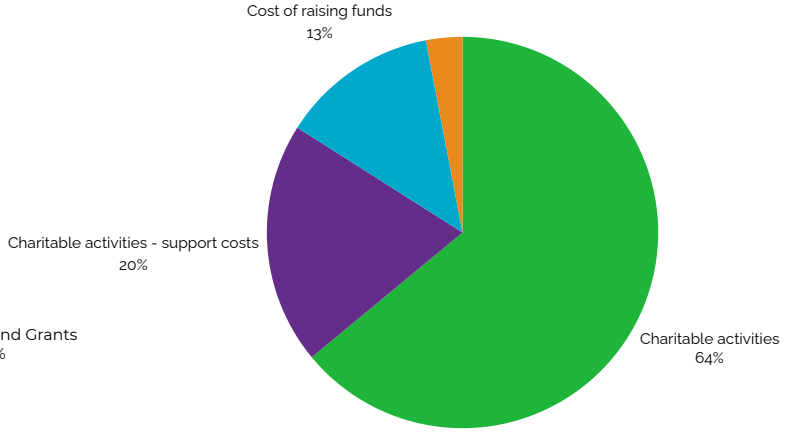


Donations and Grants: £2,067,941 (61% of total income)
2022/23 - £1,871,058 (80%)

Charitable Activities: £1,275,975 (38%)
2022/23 - £443,738 (19%)

Investments (bank interest): £18,706 (1%)
2022/23 £13,676 (1%)

Total Expenditure £3,784,041
(2022/23 - £3,022,287)



Charitable activities: £2,415,300 (64% of total expenditure)
2022/23 - £1,712,212 (56%)

Charitable activities - support costs: £782,014 (20%)
2022/23 - £836,588 (27%)

Total cost of charitable activities £3,197,313 (85%)
2022/23 - £2,548,800 (83%)

Cost of raising funds: £486,470 (13%)
2022/23 - £370,523 (13%)

Raising funds - support costs: £100,258 (3%)
2022/23 - £102,964 (4%)

Total cost of raising funds £586,728 (16%)
2022/23 - £473,487 (17%)

Planned Deficit

Last year, we reported that the Trustees had recognised a need to invest in certain areas of the organisation in order to provide a solid infrastructure for growth in accordance with the 2022/27 strategy. Like last year, the Trustees decided this year to spend more than we expected to receive in order to continue this investment, and they planned a deficit budget accordingly.
We are therefore reporting a planned deficit of £421K (£694K deficit in 2022/23) which is broadly in line with the Trustees' budget for 2023/24 and which is covered by reserves brought forward. The Trustees have since moved back to a planned break-even budget for 2024/25.

FINANCIAL REVIEW

Voluntary Income

Income from donations and grants in 2023/24 increased by more than 10% on the previous year with a total of £2,068K received (£1,871K in 2022/23). We are seeing the results of our investment in the Fundraising team lead to significant levels of engagement with new and lapsed funders, high levels of activity with current partners and creation of new funding opportunities.

Voluntary income remained the primary source of income in 2023/24. However, as expected, voluntary income as a share of total income decreased as local government / DfE contracts boosted earned income. Voluntary income as a percentage of total income is 61% in 2023/24 compared to 80% in 2022/23.

Trusts and foundations remains the largest income stream within voluntary income, although we are now seeing a number of high-value trusts and foundations funders review their strategies, leading to a drop in income from this source from £1,096K in 2022/23 to £857K in 2023/24. We are working to adapt accordingly. We continued to successfully develop our corporate partnerships, increasing income year on year from £629K in 2022/23 to £769K in 2023/24. A major step has been to invest in the resources to enable us to find and secure funding from major donors, and the continuing benefits of this will be seen in 2024/25 and future years. We have changed internal reporting structures to allow for greater focus on major donor fundraising. Our income in this area grew from circa £90K in 2022/23 to £342K in 2023/24.

A continuing challenge is our ability to cover 'core costs' and the fundraising team works hard to increase the proportion of our funders who are happy to contribute to infrastructure costs rather than concentrate solely on direct delivery. We work closely with other teams in the organisation to model various scenarios and maximise core cost recovery.

Income from charitable activities

Earned income from charitable activities increased by 187% on the previous year with a total of £1,276K received (£444K in 2022/23). The main reason for this increase was the expected additional income streams from local authority / DfE contracts. With some contracts coming to an end in 2024/25, it is expected that earned income may reduce accordingly. However, we have developed new earned income streams, such as our Attendance Support Development Programme, which we hope will mitigate against this decrease. Constraints on school budgets continued to be a challenge to School-Home Support's ability to attract new business directly from schools.

Costs

Direct fundraising costs (not including support costs) increased by 31% to £486K (£370K in 2022/23), reflecting the investment in Fundraising that is vital to help support our strategic aims. These direct fundraising costs (not including support costs) represent 12.8% of our total expenditure (12.3% in 2022/23).

The cost of charitable activity (not including support costs), which is made up mostly of salary costs, increased by 41% from £1,712K in 2022/23 to £2,415K as a direct result of increased service delivery due mainly to the additional local authority / DfE contracts.

Salary costs are by far the major component of our overall costs (78% of total costs in both 2022/23 and 2023/24). As a result, we were not significantly impacted by any increased costs of other goods and services during the year. The Trustees did however award a pay increase of 3% across the board at the start of the year.

Balance Sheet

Overall reserves at £878k have decreased by 32% from £1,300K in 2022/23. Restricted reserves have reduced by 3% from £366k to £356k. During the year we spent the remaining balance on designated reserves of £6K (2022/23 £115K or 37%). There is a decrease of £405k in general funds, from £928k to £523k.

Investment Policy

School-Home Support had no investment activity in 2023/24 other than the receipt of bank interest.

Risk Management

The Trustees confirm that they have reviewed an assessment of the major risks to which the Charity is exposed, particularly operational and financial risks, and are satisfied that the controls and actions in place to manage and mitigate the major risks that have been identified are sufficient. The risk register is reviewed annually as a whole by the full Board. During the year, the risk register is reviewed quarterly by the Finance Committee ahead of the regular Board meetings and any recommendations for change are presented to the Board for review

Although the UK economy is predicted to grow in 2025, continuing economic uncertainty, especially in light of global trade frictions and other geopolitical issues may impact negatively on funders and reduce the Charity's ability to raise voluntary income. In addition, it is possible that we will see more Trusts and Foundations change their funding strategies or potentially pause their grant-giving plans. Continuing and increasing budgetary challenges in schools and local authorities and the consequential impact on maintaining existing contracts or achieving new business may reduce the Charity's ability to generate earned income.

On the expenditure side, persistent inflation above the Bank of England's 2% target could be a continuing challenge in keeping costs within budget. However, salary costs are the most significant element, comprising 78% of the Charity's total expenditure (78% in 2022-23). There is a risk that these costs will increase as the Trustees continue to review rates of pay in order to stay competitive amid increased overall wage growth and to reward staff adequately and fairly given increased costs of living.

In order to mitigate the risks identified, the Charity continues to review different scenarios and assess the Charity's ability to react and maximise opportunities to diversify income sources, absorb increased costs (especially salary costs), and expand the reach of its services. The role of its free reserves, as highlighted below, is key in mitigating the potential impact of the major risks identified.

Reserves Policy

The Finance Committee, on behalf of the Board of Trustees, meets quarterly and conducts an annual review of the level of unrestricted reserves by considering risks associated with the various income streams, expenditure plans and balance sheet items. This enables an estimate to be made of the level of unrestricted reserves that are sufficient:

- To allow time for reorganisation in the event of a downturn in income or asset values;
- To protect ongoing service provision; and
- To allow the charity to meet its working capital requirements.

In 2024/25, the Charity is facing challenges to both its income and expenditure due to:

- Income from Trusts and Foundations being adversely affected by pauses in giving, changes in strategy and increased competition;
- Rising costs outstripping any increased funding for schools, reducing their ability to purchase services;
- Continuing financial crises in local authorities, reducing opportunities for service delivery partnerships;
- Continuing wage inflation leading to pressure on salary costs;
- Persistent inflation within the 2-3% range, adding to the pressure on other costs;

Voluntary income as a percentage of incoming resources has decreased this year (to 61% from 80% in 2022-23). As predicted, new government and local authority initiatives resulted in increased income from service delivery contracts. However, we expect that a material proportion of the charity's income is still likely to continue to be generated from philanthropic sources and the proportion from these sources may well increase in the next year.

With these issues in mind, the Trustees reviewed a number of different scenarios which reflected the major risks identified in the risk register, including the impact of the state of the economy on both voluntary and earned income and inflationary pressures on salary and other costs. They determined that the Charity should ensure it maintains free reserves between £406K and £603K (2022/23 - between £493K and £1,010K). Maintaining free reserves within this range will ensure that the Charity is able to meet any challenges arising from the risks identified.

The Charity's free reserves at 31 August 2024 were £512k (£907K 2022/23), being unrestricted reserves of £523k less fixed assets of £11k. This level of free reserves is within the Trustees' stated policy above and the Trustees agree that this is a reasonable approach to ensure the Charity is able to meet its future commitments.

Structure, Governance and Management

Constitution

School-Home Support is a charitable company limited by guarantee and not having a share capital, incorporated on 9 May 2000 and registered as a charity on 24 January 2001.

The Charity is governed by its Memorandum and Articles of Association as amended by special resolutions, with the latest amendment dated 23 January 2020.

The governing body of the Charity is the Board of Trustees. Trustees, who are also the Directors for the purpose of charity law, who served during the year and up to the date of this report are listed on page 46 of this report.

The maximum number of Trustees allowed by the Articles of Association is fifteen and at the period-end there were twelve serving Trustees. During the course of the year, three Trustees resigned and three new Trustees were appointed. Annually, Trustees review the Board to identify any skills gaps and look externally for appropriate people in order to attract members with the relevant experience and skills needed to improve the Board's effectiveness.

The Trustees meet four times each year with the Management Team. Meetings are extended or additional shorter meetings are carried out for specific focus such as Business Plan development and review.

Each Trustee is asked to complete a declaration of interest form which is reviewed and, if appropriate, amended, annually as well as it being a standing agenda item at Trustee meetings to ask Trustees to declare new interests.

As part of our 2022-27 strategy, we commit to continuous improvement in governance and risk management in line with the recommended practice and principles enshrined in the Charity Governance Code.

Last year, we reported that responsibility for Policy and Public Affairs was transferred from Fundraising and Communications to a new department and that a new Head of Policy and Public Affairs had been appointed. Subsequently, responsibility for Communications was also transferred to this new department, which was renamed the department for Policy and Engagement, and a new Policy and Engagement committee was established. This committee will work closely with the Head of Policy and Engagement (formerly the Head of Policy and Public Affairs) to develop and implement all policy, public affairs, communications and marketing activities to meet the charity's ambitious strategic objectives.

School-Home Support has four other formal subcommittees with agreed Terms of Reference and appointed Chairs which report to the Board of Trustees. These four other subcommittees are as follows:

1. **Finance committee** - meets four times a year to oversee the effective financial, risk management, recording policies and procedures and to report and make any recommendations to the Board.
2. **Impact committee** - meets formally a minimum of three times a year to provide oversight, support and guidance to the staff team in the measurement, evaluation, and communication of impact of its work with children, parents/carers, families, schools and wider society.
3. **Fundraising committee** (formerly Fundraising & Marketing committee) - meets twice a year with ad hoc additional meetings for specific projects / issues as needed. Its focus is to review and advise on all elements of the fundraising strategy and related activities and make any recommendations to the Board.
4. **Remuneration committee** - meets twice a year with ad hoc additional meetings for specific projects or issues as needed. The Committee approves the remuneration policy for all employees and determines annually the pay and benefits packages of senior management.

Management

The Trustees are responsible for setting strategies and policies for the Charity and for ensuring that these are implemented. The Finance Committee ensures that all assets of the Charity are properly safeguarded, managed and used, and that funds are spent effectively and efficiently in the course of its activities. In addition, the Committee reviews the effectiveness of internal financial controls and risk management systems. The Committee meets prior to each Trustee Board meeting.

The day-to-day running of the Charity is delegated to the Chief Executive and her staff. The Chief Executive has responsibility for planning, developing and implementing policies and strategies within clear guidelines and protocols set by the Trustees.

During the year, responsibility for HR issues was moved away from the Finance department and a new People and Culture department was established. This new department will enable us to focus on providing support to all colleagues, including onboarding, learning and development and staff wellbeing, as well as essential HR tasks such as recruitment and employee relations. A temporary Head of People and Culture joined the charity during the year and her appointment was made permanent in December 2024. This new Head of People and Culture, together with the Head of Family Intervention, Head of Impact and Digital Delivery, Head of Fundraising, Head of Finance and Compliance (formerly the Head of Finance and Resources) and the Head of Policy and Engagement supported the Chief Executive during the year.

Trustee Induction and Training

Trustees are able to access a range of training to support them in their role and their understanding of the organisation. Training available includes such areas as governance, finance, safeguarding and inclusion. New Trustees access a comprehensive induction programme and are allocated a “buddy” trustee to support them in their new role. They are also linked with a relevant senior member of staff to support their understanding of the work of the organisation whilst also allowing them to support that area of work with their expertise and skills. Trustees access a programme of shadowing front line staff to deepen their knowledge of the complex issues the families the organisation works with face.

Disclosure of Information to Auditors

The Trustees who held office at the date of approval of this report confirm that, so far as they are individually aware, there is no relevant audit information of which the Charity’s auditors are unaware; and each Trustee has taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the Charity’s auditors are aware of that information.

Public Benefit

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission’s guidance on public benefit, including the guidance ‘public benefit: running a charity (PB2)’. The Trustees are confident that through its objects, School-Home Support meets those public benefit requirements.

The principles of public benefit – that it is identifiable, that it must be to the public and that any private benefit must be incidental – are demonstrated by the outcomes of our work as set out in this report.

Pay Policy

The Charity has a robust remuneration policy in place which supports a structured pay-scale matrix to reflect the broad range of skill sets throughout the organisation. Pay scales are reviewed to ensure they are aligned with industry standards based upon the specific areas in which the Charity works.

They are also regularly reviewed in light of the increasing cost of living. School-Home Support is committed to being a "Living Wage" employer. The company seeks to recruit high performing individuals and sets remuneration levels taking into account a range of factors including:

- An individual's skills, performance and experience;
- The size and responsibility of the role; and
- External benchmark data for the charity and cultural sector

Fundraising, Data Protection and GDPR

The charity's main fundraising activity involves communications with corporates, trusts and foundations via telephone, email, fundraising events and sponsored events in line with the Fundraising Code of Practice set by the Fundraising Regulator. We continue to rely on voluntary income as an organisation and for the last three years the majority of our expenditure has been funded by voluntary donations.

Where members of the public have donated or joined our Membership programme, we adhere to tight guidelines informed by the DPA and GDPR legislation. Our privacy policy can be found on our **website**.

Our School-Home Support Supporter Promise is available in full on our website. Key principles for fundraising activities with the public include the following:

- We adhere to the Fundraising Code of Practice;
- All our activities are open, fair, honest and legal;
- If we are asked to change how we communicate with individuals, or stop, we will do so;
- We do not sell contact details to anyone.

The charity is registered with the Fundraising Regulator and adheres to the standards of the Fundraising Code of Practice. No complaints about fundraising activity were received in the year.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of School-Home Support Service (UK) 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 Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- comply with applicable accounting standards, including FRS 102, subject to any material departures disclosed and explained in the financial statements; state whether a Statement of Recommended Practice (SORP) applies and has been followed, subject to any material departures which are explained in the financial statements;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In presenting this report, the Trustees have complied with the Statement of Recommended Practice, Accounting and Reporting by Charities, the Companies Act 2006 and applicable United Kingdom Accounting and Financial Reporting Standards, including FRS102 and have given due regard to the Charity Commission's general guidance on public benefit including the guidance 'public benefit: running a charity (PB2)'.

The financial statements that follow later in this report comprise the Statement of Financial Activities, the Balance Sheet, and the Statement of Cash Flows and related notes.

The Trustees' Report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The Trustees' Report was approved by the Trustees on 29 January 2024, and is signed as authorised on its behalf by:

Nikolai Petrou, Chair of Finance Committee **Date**

29/01/25

Charles Gannon, Chair of the Board of Trustees **Date**

29/01/25

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SCHOOL-HOME SUPPORT SERVICE (UK) FOR THE YEAR ENDED 31 AUGUST 2024

Opinion

We have audited the financial statements of School-Home Support Services (UK) for the year ended 31 August 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report and the Chair's 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.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report (which includes the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report (which incorporates the directors' report).

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

- adequate accounting records have not been kept by the charitable company; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or

- the Trustees' were not entitled to prepare the financial statements in accordance with the small company's regime and take advantage of the small companies' exemptions in preparing a strategic report.

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement [set out on page 24] the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's 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 charitable company and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to charity and company law applicable in England and Wales, fundraising regulations, data protection laws and safeguarding regulations, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Act 2011, employment law and payroll tax.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to the completeness and cut-off of donations and grant income and posting of inappropriate journal entries. Audit procedures performed by the engagement team included:

- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals, in particular journal entries posted by unusual users or with unusual descriptions; and
- Challenging assumptions and judgements made by management in their critical accounting estimates.

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 auditor's report.

Use of our report

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

Steven Harper (Senior Statutory Auditor)
For and on behalf of HaysMac LLP, Statutory Auditor

10 Queen Street Place
London
EC4R 1AG

DATE 6 February 2025

STATEMENT OF FINANCIAL ACTIVITIES

(Including Income & Expenditure Account) for the year ended 31 August 2024

	Notes	Unrestricted funds General Funds £	Designated funds	Restricted funds £	Total 2024 £	Total 2023 £
Income from:						
Donations and grants	3	1,012,407	-	1,055,534	**2,067,941**	1,871,058
Charitable Activities	4	715,832	-	560,143	**1,275,975**	443,738
Investments		18,706	-	-	**18,706**	13,676
Total Income		**1,746,945**	**-**	**1,615,677**	**3,362,622**	2,328,472
Expenditure on:						
Raising funds	5	586,728	-	-	**586,728**	473,487
Charitable Activities	5	1,565,607	5,966	1,625,740	**3,197,313**	2,548,800
Total Expenditure		**2,152,335**	**5,966**	**1,625,740**	**3,784,041**	3,022,287
Net income (expenditure) for the year		(405,390)	(5,966)	(10,063)	**(421,419)**	(693,815)
Transfers between funds						
Funds brought forward 1 September 2023		928,038	5,966	365,684	**1,299,688**	1,993,503
Funds at 31 August 2024	16	**522,648**	**-**	**355,621**	**878,269**	1,299,688

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

All transactions during the year are derived from continuing activities.
The notes on pages 33- 44 form part of these financial statements.
Comparative figures for the prior financial year are shown in note 18.

BALANCE SHEET

As at 31 August 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Tangible assets	10	11,146		20,788	
Intangible assets	11	-		-	
			11,146		20,788
Current Assets					
Debtors	12	901,281		216,225	
Cash at bank and in hand		573,404		1,484,863	
		1,474,685		1,701,088	
Creditors:					
Amounts falling due within one year	13	(607,562)		(422,188)	
Net current assets			**867,123**		1,278,900
Net assets	15		**878,269**		1,299,688
Funds					
Designated funds		-		5,966	
General funds		522,648		928,038	
Total unrestricted funds	16		522,648		934,004
Restricted funds	16		355,621		365,684
Total Funds			**878,269**		1,299,688

Company Number: **03991440**

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 30-31 were approved and authorised for issue by the Trustees on 29 January 2024 and signed on their behalf by:

Nikolai Petrou, Chair of Finance Committee **Date**

29/01/25

Charles Gannon, Chair of the Board of Trustees **Date**

29/01/25

STATEMENT OF CASH FLOWS

For the year ended 31 August 2024

	2024		2023	
	£	£	£	£
Reconciliation of net (expenditure) / income to net cash flow from operating activities				
Net (expenditure) income for the year		(421,419)		(693,815)
Depreciation		11,430		11,010
Investment income		(18,706)		(13,676)
Decrease / (increase) in debtors		(685,056)		(69,316)
(Decrease) / increase in creditors		185,374		(56,503)
Net cash generated by (used in) operating activities		(928,377)		(822,301)
Cash flows from investing activities				
Bank interest received	18,706		13,676	
Purchase of fixed assets	(1,788)		(1,535)	
Net cash provided by / (used in) investing activities		16,918		12,141
Change in cash and cash equivalents in the year		(911,459)		(810,160)
Cash at 1 September 2023		1,484,863		2,295,023
Cash at 31 August 2024		573,404		1,484,863

	2024		2023	
	£	£	£	£
Analysis of changes in net debt				
Cash at 1 September 2023		1,484,863		2,295,023
Cash flows		(911,459)		(810,160)
Cash at 31 August 2024		573,404		1,484,863

NOTES TO THE ACCOUNTS

1. Accounting policies

Accounting convention

The accounts (financial statements) have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Second edition effective 1 January 2019) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

Assets and liabilities are recognised at historical cost or transaction value.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest pound.

Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

Going concern

The Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The review of the charity's financial position, reserves levels and future plans gives Trustees confidence that the company remains a going concern for the foreseeable future.

The Charity faces various risks including pressures on funders, schools and local authorities affecting its ability to generate income, together with economic uncertainty and persistent wage and cost inflation. However, at the date of filing these financial statements, the level of current donations and controls in place, alongside strategic plans to increase reach and influence policy, mean that, even under a reasonable worst case scenario, the Trustees have grounds to believe that the charity is able to continue as a going concern for at least 12 months from the date of approval of these financial statements.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income received for general purposes of the charity is credited to unrestricted funds. Income subject to specific wishes of the donor is credited to relevant restricted funds.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

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.

Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are to be used for specific purposes as agreed by the Board of Trustees. Expenditure which meets this criteria is charged to the fund.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose;

- Expenditure on charitable activities includes the costs of delivering support to schools, undertaken to further the purposes of the charity and their associated support costs. It also includes expenditure relating to our strategic aim of influencing policy and practice, advocating for change for the most vulnerable children and families. Where costs cannot be directly attributed (support costs), they have been allocated to the activities on a basis consistent with the use of resources;
- Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Operating leases

Where assets are financed by leasing agreements that give rights approximating to ownership ("finance leases"), the assets are treated as if they had been purchased outright. The amount capitalised is the present value of the minimum lease payments during the lease term. The corresponding leasing commitments are shown as obligations to the lessor.

Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Leasehold improvements — Straight line over length of lease
- Fixtures & fittings — Straight line over 5 years
- IT — Straight line over 4 years

Intangible fixed assets

Amortisation is provided at rates calculated to write off the cost of each asset, less any residual value, over its expected useful life. The amortisation rates in use are as follows:

- Website costs — Straight line over 4 years
- Software costs — Straight line over 4 years

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

Cash at bank and in hand
Cash at bank and cash in hand includes cash and deposits held at call with banks, other short-term liquid investments with original maturities of three months or less.

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

Pensions
The charity operates one defined contribution pension scheme for employees. The pension charge represents contributions payable by the charity for the period, and the charity's liability is limited to the amounts of the contributions. The scheme is as follows:

- A scheme administered by AEGON Scottish Equitable, the funds of which are separate from those of the charity.

Critical accounting estimates and areas of judgement
In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements.

In the view of the trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

2. Company Structure

The charity is a company limited by guarantee and not having a share capital. The members of the company are the Trustees named on page 45. At 31 August 2024 the number of members was 12 (2023: 12).

3. Income from Donations and Grants

	2024			2023		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Donations & grants	1,009,967	1,055,534	**2,065,501**	385,049	1,474,364	1,859,413
Trustee donations	2,440	-	**2,440**	11,645	-	11,645
Total donations	**1,012,407**	**1,055,534**	**2,067,941**	396,694	1,474,364	1,871,058

4. Income from Charitable Activities

	2024			2023		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Family Intervention	392,338	-	**392,338**	271,378	-	271,378
Projects / Agencies	323,494	560,143	**883,637**	166,171	-	166,171
Pastoral Development Services	-	-	**-**	6,189	-	6,189
Total income from charitable activities	**715,832**	**560,143**	**1,275,975**	443,738	-	443,738

5. Total Expenditure

	Cost of raising funds £	Charitable activities £	Support costs £	2024 Total £	2023 Total £
Staff costs (note 7)	451,159	2,128,355	375,696	**2,955,210**	2,364,581
Promotion & marketing	6,464	1,671	752	**8,887**	6,441
Travel & subsistence	566	14,708	-	**15,274**	7,800
Learning & development	-	-	26,300	**26,300**	52,634
Finance & legal	-	-	90,608	**90,608**	62,585
Other	28,281	270,565	366,844	**665,690**	505,765
Governance	-	-	22,072	**22,072**	22,481
	486,470	2,415,299	882,272	**3,784,041**	3,022,287
Support costs	100,258	782,014	(882,272)	**-**	-
Total expenditure	**586,728**	**3,197,313**	**-**	**3,784,041**	3,022,287

Prior year comparative figures are shown in Note 18. The major components of other support costs are IT-related costs (£60,454) and rent, including service charge (£92,290). Total support costs are allocated between the cost of raising funds and the cost of charitable activities on the basis of staff numbers.

6. Net income (expenditure) for the year.

This is stated after charging:	2024 £	2023 £
Depreciation & amortisation	11,430	11,010
Operating lease rentals		
Property	71,904	71,904
Other	-	-
Total	71,904	71,904
Audit fee	19,200	15,300
Total	19,200	15,300

7. Staff costs and Numbers

	2024 £	2023 £
Salaries and wages	2,641,767	2,124,073
Redundancy and termination costs	40,704	1,572
Social security costs	223,638	194,613
Pension costs	49,101	44,324
	2,955,210	2,364,581

The number of staff included in Redundancy and termination costs was 8 (2023: 1).

The following number of employees received employee benefits (excluding employer pension costs and employer national insurance) during the year between:

	2024	2023 restated
£60,000 - £69,999	1	-
£70,000 - £79,999	1	1
£80,000 - £89,999	-	-

The 2023 figure has been restated as one employee was incorrectly shown within the bands. The total employee benefits (including employer pension costs and employer national insurance contributions) of the key management personnel were £479,222 (2023: £361,111).

Key Management Personnel include Trustees, the Chief Executive, and the six Heads of Department in post during the year - Head of Family Intervention, Head of Fundraising, Head of Impact and Digital Delivery, Head of Finance and Compliance, Head of Policy and Engagement and Head of People and Culture.

The charity trustees were not paid nor did they receive any other benefits from employment with the charity in the year (2023: £nil). No charity trustee received payment for professional or other services supplied to the charity (2023: £nil).

Trustees' expenses represent the payment or reimbursement of travel and subsistence costs totalling £nil (2023: £nil).

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2024	2023
Raising funds	10	8
Charitable activities	65	48
Support	11	15
Governance	2	2
	88	73

8. Related party transactions

There are no related party transactions to disclose for 2024 (2023: None).

9. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The charity is not registered for VAT and therefore irrecoverable VAT is included with the cost of the items to which it relates.

10. Tangible Fixed Assets

	Leasehold property £	Fixtures & fittings £	Computer equipment £	Total £
Cost				
At the start of the year	57,026	16,070	52,308	125,404
Additions in the year	-	-	1,788	1,788
Disposals during the year	-	-	-	-
At the end of the year	**57,026**	**16,070**	**54,096**	**127,192**
Depreciation				
At the start of the year	47,958	16,070	40,588	104,616
Charge for the year	5,703	-	5,727	11,430
Disposals during the year	-	-	-	-
At the end of the year	**53,661**	**16,070**	**46,315**	**116,046**
Net book value				
At the end of the year	**3,365**	**0**	**7,781**	**11,146**
At the start of the year	9,068	-	11,720	20,788

All of the above assets are used for charitable purposes.

11. Intangible Fixed Assets

	Software £	Website £	Total £
Cost			
At the start of the year	4,770	31,752	36,522
Additions in the year			
Disposals during the year			
At the end of the year	**4,770**	**31,752**	**36,522**
Amortisation			
At the start of the year	4,770	31,752	36,522
Charge for the year			
Disposals during the year			
At the end of the year	**4,770**	**31,752**	**36,522**
Net book value			
At the end of the year	-	-	-
At the start of the year	-	-	-

All of the above assets are used for charitable purposes.

12. Debtors

	2024 £	2023 £
Trade debtors	202,689	126,318
Other debtors	-	-
Prepayments	46,762	51,345
Accrued income	651,830	38,562
	901,281	216,225

13. Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	79,771	90,604
Taxation and social security	52,086	48,889
Other creditors	23,821	11,033
Accruals	183,648	40,397
Deferred income (Note 14)	268,236	231,265
	607,562	422,188

14. Deferred Income

	2024 £	2023 £
Balance at the beginning of the year	231,265	314,142
Amount deferred in the year	268,236	227,098
Amount released to income in the year	(231,265)	(309,975)
Balance at the end of the year	**268,236**	231,265

Deferred income includes school fee income invoiced which covers future periods.

15. Analysis of Net Assets Between Funds

	2024			
	General funds	Designated funds	Restricted funds	Total 2024
	£	£	£	£
Tangible fixed assets	11,146	-	-	**11,146**
Intangible fixed assets	-	-	-	-
Net current assets	511,502	-	355,621	**867,123**
Net assets at the end of the year	**522,648**	**-**	**355,621**	**878,269**

Prior year comparative figures are shown in note 18.

16. Movement in Funds

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds				
Core costs	53,711	92,696	(83,346)	63,061
IT	16,145	-	(16,145)	-
Family Intervention	259,895	1,378,163	(1,411,935)	226,123
Pastoral Development Services	0	-	-	0
Welfare	35,933	144,818	(114,314)	66,437
Total restricted funds	**365,684**	**1,615,677**	**(1,625,740)**	**355,621**
Unrestricted funds				
General Funds	928,038	1,746,945	(2,152,335)	522,648
Designated funds	5,966	-	(5,966)	-
Total unrestricted funds	**934,004**	**1,746,945**	**(2,158,301)**	**522,648**
Total funds	**1,299,688**	**3,362,622**	**(3,784,041)**	**878,269**

Purposes of restricted and designated funds:

- Core costs - Restricted to core day to day running costs excluding items such as capital purchases.
- IT - For expenditure on hardware and software including website.
- Family Intervention- To cover practitioner roles within schools or regionally based.
- Pastoral Development Services - For delivery of training, supervision support and membership services.
- Welfare - For expenditure on welfare fund items including IT / data provision to families.
- Designated funds - To continue to ensure the availability of sufficient funds to support the growth strategy.

17. Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	2024			2023		
	Property	**Equipment**	**Total**	Property	Equipment	Total
	£	**£**	**£**	£	£	£
Less than one year	35,952	-	35,952	71,904	-	71,904
Two to five years	-	-	-	35,952	-	35,952
	35,952	**-**	**35,952**	107,856	-	107,856

18. Comparatives

Statement of Financial Activities (including Income & Expenditure Account) for the year ended 31 August 2023

	Notes	Unrestricted funds General Funds	Designated funds	Restricted funds	Total 2023
Income from:					
Donations and grants	3	396,694	-	1,474,364	**1,871,058**
Charitable Activities	4	443,738	-	-	**443,738**
Investments		13,676	-	-	**13,676**
Total Income		**854,108**	**-**	**1,474,364**	**2,328,472**
Expenditure on:					
Raising funds	5	473,487	-	-	**473,487**
Charitable Activities	5	706,823	109,328	1,732,649	**2,548,800**
Total Expenditure		**1,180,310**	**109,328**	**1,732,649**	**3,022,287**
Net income (expenditure) for the year		(326,202)	(109,328)	(258,285)	**(693,815)**
Transfers between funds					
Funds brought forward 1 September 2022		1,254,240	115,294	623,969	**1,993,503**
Funds at 31 August 2023	16	**928,038**	**5,966**	**365,684**	**1,299,688**

18. Comparatives (continued)

Total expenditure

	Cost of raising funds	Charitable activities	Support costs	2023 Total
	£	£	£	£
Staff costs (note 7)	358,472	1,604,739	401,370	**2,364,581**
Promotion & marketing	3,790		2,651	**6,441**
Travel & subsistence	334	7,348	118	**7,800**
Learning & development	6,126	5,700	40,808	**52,634**
Finance & legal	-	3,203	59,382	**62,585**
Other	1,801	91,222	412,742	**505,765**
Governance	-	-	22,481	**22,481**
	370,523	1,712,212	939,552	**3,022,287**
Support costs	102,964	836,588	(939,552)	-
Total expenditure	**473,487**	**2,548,800**	-	**3,022,287**

Analysis of Net Assets Between Funds

	2023			
	General funds	Designated funds	Restricted funds	Total 2022
	£	£	£	£
Tangible fixed assets	20,788	-	-	20,788
Intangible fixed assets	-	-	-	-
Net current assets	907,250	5,966	365,684	1,278,900
Net assets at the end of the year	**928,038**	**5,966**	**365,684**	**1,299,688**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Name
School-Home Support Service (UK)

Registered & Operating Office
Solar House - 3rd Floor
1-9 Romford Road
London E15 4LJ

Company Number
03991440

Charity Number
1084696

Trustees
Charles Gannon *(appointed trustee 01/09/23, appointed Chair 24/01/24)*
Fred Sharrock *(Chair) (resigned 24/01/24)*
Carly Wickham *(Deputy Chair)*
Laura Bruce-Connolly
Emma Fay
David Dickson
Colin Horswell *(resigned 24/01/24)*
Joseph Howes *(appointed 01/09/23)*
Matthew Koster-Marcon *(appointed 21/09/23)*
Michelle Loughrey *(resigned 29/01/25)*
Dan O'Brien
Alex Parker *(appointed 29/01/25)*
Nikolai Petrou
Lisa Robinson *(resigned 24/01/24)*
Yun Hui Teoh *(resigned 29/01/25)*
Alice Wilcock *(resigned 29/01/25)*

Finance Committee
Nikolai Petrou *(Chair)*
Colin Horswell *(to 24/01/24)*
Dan O'Brien
Emma Fay

Fundraising Committee (formerly Fundraising and Marketing Committee)
Joseph Howes *(from 01/09/23, appointed Chair 24/01/24)*
Lisa Robinson *(Chair to 24/01/24)*
David Dickson
Dan O'Brien
Carly Wickham *(to 27/03/24)*
Matt Koster-Marcon *(from 27/03/24)*

Impact Committee
David Dickson *(Chair from 15/01/25)*
Michelle Loughrey *(Chair to 15/01/25)*
Laura Bruce-Connolly
Emma Fay
Charles Gannon *(from 04/10/23)*
Colin Horswell *(to 24/01/24)*
Matthew Koster-Marcon *(from 04/10/23)*
Nikolai Petrou
Carly Wickham
Alice Wilcock *(to 29/01/25)*

Remuneration Committee
Dan O'Brien *(Chair)*
Nikolai Petrou
Emma Fay
Michelle Loughrey *(from 11/10/23 to 29/01/25)*

Policy and Engagement Committee (from 21/05/24)

Alice Wilcock *(Co-chair to 29/01/25)*
Carly Wickham *(Co-chair)*
Matthew Koster-Marcon
Laura Bruce-Connolly
David Dickson

Chief Executive

Jaine Stannard

Key Management Personnel

Maggie Mitchell - Head of Family Intervention
Catrin Doe - Head of Impact & Digital Delivery
Alec Raven - Head of Fundraising
AJ Finn - Head of Finance & Compliance
Rachael Kenningham - Head of Policy & Engagement
June Bridgeman - Head of People & Culture *(appointed 02/12/24)*

Bankers

Barclays Bank PLC
Dockland Branch
1 Churchill Place, Canary Wharf
London E14 5RB

Aldermore Bank PLC
Apex Plaza
Forbury Road
Reading RG1 1AX

Auditors

HaysMac LLP
Chartered Accountants & Registered Auditors
10 Queen Street Place
London EC4R 1AG

Contact

Telephone: 020 7426 5000
Email: enquiries@shs.org.uk

Website

www.schoolhomesupport.org.uk

School-Home
Support
Service (UK)

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SCHOOL-HOME SUPPORT SERVICE (UK) Registered charity number: 1084696

SCHOOL-HOME SUPPORT SERVICE (UK)

England & Wales - Charity number 1084696

Accounts

School-Home Support

School-Home Support Service (UK)

Report and Financial Statements
Year ended 31 August 2023

Company number: 03991440

Charity number: 1084696

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School-Home Support's objects, as set out in its Memorandum of Association, are to advance education by promoting, developing and assisting in the provision of services which contribute to the pastoral care of pupils and/or which foster links between school and home.

ABOUT SCHOOL-HOME SUPPORT

School-Home Support is a national charity which supports families whose children are absent from school by addressing the root causes of high absence through whole family support.

Our practitioners provide bespoke support to help understand and tackle barriers to good school attendance and attainment. Our remit is to improve attendance. We do this by building trust, resilience and skills across the whole family.

Children and families are at the centre of everything we do. We work with them to create a positive cycle of support. Our ultimate goal is to make an effective, long-lasting impact in the lives of children, young people, families and communities we serve by strengthening the bridge between home and school. In order to achieve this, we implement strategies and practices following a sustainable framework.

Framework for sustainable support outcomes

Comprehensive approach

Our practitioners look at the various interconnected factors affecting a child's ability to access their education, such as family dynamics, socio-economic conditions and community support, to provide bespoke support.

Targeted intervention

Our practitioners have access to a network of services and knowledge that allows them to use resources effectively, maximising the impact of their support.

Building capacity

By working closely with families, schools and communities, our model builds capacity and empowers individuals and educational setting to sustain the positive outcomes achieved during our intervention.

Data-driven approach

Our model incorporates data collection and analysis to make evidence-based adjustments and adaptations, ensuring the sustainability of our efforts.

Collaborative partnerships

We foster collaborative partnerships with policymakers, funders, think tanks, and community groups to access resources, share best practices, and advocate for sustainable investment in whole family support services.

Our vision

Every child in school, every day by 2050

Our Mission

Children in school, ready to learn. Whatever it takes.

Our Values

Collaborate

Working together, engaging the whole family, school and other services, we support families to break the intergenerational cycle of deprivation.

Achieve

We work to be a high achieving organisation, to give every child the chance to thrive and achieve their best.

Respect

Placing value on the emotional and practical needs of families, listening to their issues, recognising and working with their strengths to support the learning and development of children and young people.

Empower

Starting with their strengths, we support the building of resilience in children and their families, enabling parents to support successful educational outcomes for their children.

MESSAGE FROM OUR CHAIR

Tackling the root causes of persistent absence with School-Home Support's effective model

FRED SHARROCK
School-Home Support
Chair of Trustees

In 2022/23 school attendance has become a national crisis. The levels of absence seen since schools returned from lockdown are unprecedented. This must not become part of the country's "new normal". School-Home Support's vision "Every child, in school, every day" can and must be achieved. This year, with support from schools, funders and local and national government, we've worked with thousands of families via our whole family support model and helped children to be back in school to make the most of their education. Our model works and it is needed more than ever.

In 2022/23 the overall rate of absence from school was 7.5%, up from 4.7% in 2018/19. That seemingly small change represents an extra 45 million school days missed.[1] On average, it means that every child is missing nearly three weeks of school a year. But this absence is not evenly distributed. One in five children is recorded as persistently absent - meaning that their absence is likely to have a significant detrimental impact on their learning and life chances.

There are many reasons why those children are missing school. The issues are complex and intersect: children or their parents may be struggling with poor health, families are rehoused away from their child's school, some are unable to afford uniforms or travel, or working several jobs to make ends meet and struggle to find the time to support their child's attendance.

Our research, in partnership with Public First, has also shown that the pandemic and lockdown have shifted attitudes to school attendance for parents across the country and in all parts of society. For better off families this shift in attitudes might make them more likely to take term time holidays. For children whose parents are struggling with economic, health or housing problems, it could mean they are less likely to prioritise school attendance over the other challenges in their lives.

School-Home Support's whole family support model is effective, even in the most difficult circumstances. Our practitioners work with the whole family to unpick the root causes of persistent absence, whatever they may be and help get children back to school. The greater the absence problem, the more effective a School-Home Support intervention is. For the most severely absent group, those who attend less than 50% of school sessions, support from a School-Home Support practitioner typically led to an extra 8 weeks in school that year.[3]

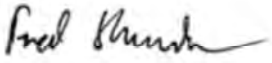
> **"The levels of absence seen since schools returned from lockdown are unprecedented."**

School-Home Support's model is now operating in more areas of the country than ever before. Our teams of school-based practitioners in Blackpool, Bradford, Eastbourne, Kent and Medway, Liverpool, London and Manchester are now joined by a growing group of community-based practitioners working across multiple schools in Liverpool - a model which we will expand to other towns and cities.[2]

We are in the second year of our 5-year strategy, which will see us grow both in terms of numbers of practitioners and also extend our reach into schools that can't access a School-Home Support practitioner, by developing programmes to equip school staff with the skills and knowledge that our practitioners deploy.

This has been my final full year as a trustee of School-Home Support and as chair of the board. It has been a privilege to work with the charity since 2016. I'm proud of how School-Home Support has risen to the many challenges it has faced during a turbulent period for our country. The efficacy, resilience and flexibility of its model has been amply demonstrated. As the charity approaches its 40th anniversary, it is well placed to rise to the challenges ahead and play a critical role in ending the attendance crisis for good.

Fred Sharrock, Chair of Trustees



1. Assumes 190 day school years for school-age children in English state schools (93% of 9.1 million)
2. 70% of those receiving support experienced an average increase of 8.4% in their attendance rate
3. 86% of this group saw a 20% improvement in attendance, equivalent to 40 extra days attended

MESSAGE FROM OUR CEO

Behind each statistic there is a child who needs to be at school

JAINE STANNARD
School-Home Support
Chief Executive

I wanted to start by thanking Fred for his unwavering support and considered guidance during his period as Chair and also as a trustee. We have changed significantly as an organisation since 2016 and his leadership and support has helped us stabilise and grow in order that we can continue to be there for the increasing numbers of children and families that need our support. And that number, as Fred highlights, is at its most significant for a generation.

Official statistics for Autumn 2022 state that 1.7 million (1 in 5) children are persistently absent from school. These children are missing at least 10% of their schooling each year and many are missing much much more than this, with some disappearing from education forever.

"Families across England need practical help and support now"

This figure has doubled since the pandemic which is why so many commentators are saying that we are at a crisis point and urgent action is required.

We know that behind each statistic there is a child who needs to be at school in order to have the best start in life. In my experience most families want their children to make the most out of their education so they can maximise future life chances.

The underlying causes of persistent and severe absence (children missing more than 50% of their schooling) are complex and there are certainly no quick fixes.

Addressing these causes requires a multi-faceted approach involving schools, families, and communities. What we see day-to-day with the families we support is indicative of the wider problems in society.

Cases continue to be more complex than pre-pandemic, we have seen an increase in applications to our Welfare Fund and housing has spiked as a significant issue this year for the children we support.

No child should have to live in insecure, unsuitable or poor quality housing, but many do and this is a barrier to children attending school. We need a sustainable solution from the whole education community and a response to the attendance crisis from across the government.

"we are advocating for a service of whole family support practitioners"

Here at School-Home Support, we are advocating for a service of whole family support practitioners that can take the time to dig a little deeper to unpick the issues behind children's absence from school and offer bespoke support to the child and their family. Schools are doing their best but they can't do everything. And, families need urgent, comprehensive support that addresses the challenges they are facing.

I'm very proud of our achievements this year - the first year of our new five year strategy. Our practitioners continue to provide life changing support to thousands of families across England. We launched our first national campaign, with our Dig a Little Deeper campaign. We have developed a new service delivery model to support schools to increase attendance which we will pilot in 2023/24. And we continue to consolidate and grow in the areas where we deliver our face to face services.

I am so thankful to our wonderful supporters, funders, partners and keen advocates that allow us to deliver our work. We are committed to continue our work with renewed determination and build upon our achievements to reach more families and children, support schools to address persistent absence and influence policy and practice.

Jaine Stannard, Chief Executive

J. Stannard

OUR STRATEGY

Recent figures show that 1 in 5 children are persistently absent from school, meaning they are missing more than 10% of their education and severely affecting their future life chances. School-Home Support aims to get children back to school ready to learn, whatever it takes. Our vision is that every child is in school every day by 2050. In 2022 we launched our highly ambitious five year strategy to reach even more children and give them the best start in life. We will work to achieve the following strategic goals:

1. Reach more children and families

Our School-Home Support practitioners work with children and families, making a huge difference to their future life chances. We are determined to maintain the quality of our existing services and to expand into new areas, making a difference to more children and families who need our support.

By 2027 we will...

- Increase delivery by 62% to reach 129,344 children and families.
- Sustain our current practitioner model to directly support 25,016 people between 2022 and 2027.
- Expand the practitioner model into 9 new areas, directly supporting a further 15,576 people.

2. Support more schools to address persistent absence

We are determined to reach more schools and to develop new ways of delivering our services.

By 2027 we will...

- Build a new model of delivering our services, supporting schools to embed the School-Home Support model in their work. Scoping will take place in 2023, with the plan to pilot in 2024, fully rolling out the model from 2025.
- Continue to provide expert input and casework support for school staff at all levels, scoping the market for this service and developing accordingly.
- Review and develop our membership offer to share information about best practice in improving attendance.

3. Influence policy and practice

Tackling school absence requires policy and practice change. We are determined to use our expertise and profile to bring about these changes throughout the education system.

By 2027 we will...

- Raise our national profile as a delivery organisation and thought leader in the field of educational inequality and attendance to deliver the change our families need.
- Advocate for change for the most vulnerable families by building relationships and influence across Westminster, Whitehall and regional government to support the development of Education policy, systems and practice enabling all children to be in school ready to learn.

OUR ACTIVITIES THIS YEAR

Families continue to grapple with the increasing cost of living, inflation, the housing crisis and years of cuts to essential services that have led to increased levels of absenteeism across England. Last year, we set ambitious goals to reach more children and families, help schools to tackle absence and influence policy to address the urgent and evolving needs of the communities we serve.

Our commitment to supporting children and families has deepened in response to the multifaceted challenges they face, reinforcing the indispensable role of whole family support in navigating these complex circumstances.

1. Reach more children and families

It has been a challenging year due to the budgets of our partner schools being increasingly stretched, but through careful use of our reserves we have been able to retain talent and protect existing relationships so we can continue to deliver our services.

Over the last year, we have continued our work in our first new area of Liverpool, retaining talent, local relationships with providers and schools and continuing to deliver vital services to families.

We successfully applied for funding from the Bradford SAFE (Support, Attend, Fulfil and Exceed) Taskforce (funded by the Department for Education) to recruit ten new School-Home Support practitioners in Bradford, reaching many more children and families in the area.

We continued to work in our other established target geographical areas of Blackpool, London, Manchester, Eastbourne and Kent. Following a thorough research phase, we chose Sheffield as the next area to expand our services into.

2. Support more schools to address persistent absence

Supervision

We increased the delivery of external supervisions to support settings to improve outcomes and keep children safe, and ensure their staff are supported and developed through objective and constructive feedback

Consultation and development

Over the last year, we have researched and developed a new pilot model of service delivery that will enable schools to embed our whole family support model directly into their work. We conducted consultations with School-Home Support practitioners, schools, and other charities/local authorities, which all fed into the design of this new model.

In response to Government guidance on attendance introduced for September 2022, School-Home Support developed a new Improving Attendance Toolkit, which we consulted on with our partner schools, and launched externally in October 2023. Our toolkit helps schools to understand what's required of them under the new guidance, and provides resources to introduce more family support into their approach.

> Your (SHS) service so far has done more for our families in 3 weeks then other organisations have done in 2 years. We hope this partnership continues a long way into the future.
>
> **Headteacher in London**

3. Influence policy and practice

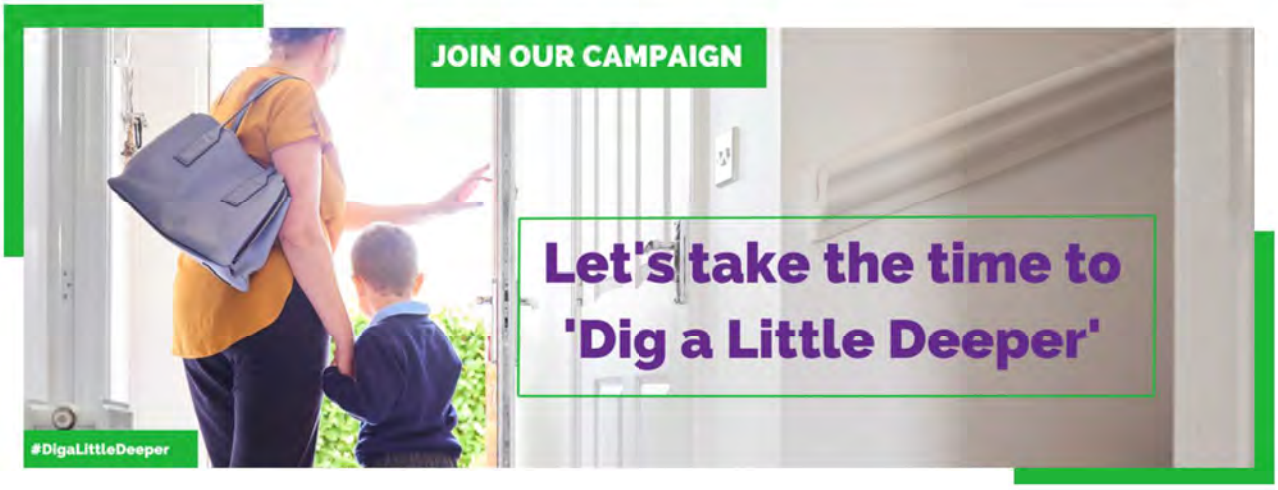
In February 2023, we launched our Dig a Little Deeper Campaign, calling on the Government to fund a service of family support practitioners across the country to solve the attendance crisis.

We also published our briefing paper for the campaign - Filling the Gaps in Family Support to Improve School Attendance - which sets out our vision for a system where schools and families struggling with attendance get the support they need. We have been using this to brief MPs and Lords on both sides of the House.

The Education Select Committee launched an inquiry into persistent absence and support for disadvantaged pupils. We submitted written evidence to the inquiry and our Trustee Alice Wilcock, in her position as Head of Education Policy at the Centre for Social Justice, gave oral evidence on behalf of the CSJ, making a strong case for investment in 2,000 attendance mentors, based on our practitioner model.

This year, our engagement with both national and local media has significantly supported our strategic goals. These activities have played a pivotal role in raising awareness about the attendance crisis in schools across the country. Our 'Dig a Little Deeper' campaign received substantial media attention, including a feature in The i, coverage in The Independent, and an opinion piece authored by Jaine Stannard, our CEO, in Schools Week.

We have also cultivated close working relationships with key figures in the media landscape resulting in coverage in The Guardian, and Sky News to name two features.



OUR IMPACT

At the heart of our mission are children and families, and our dedication to fostering a positive cycle of support is unwavering. Collaborating closely with them, our practitioners deliver personalised, comprehensive family support aimed at overcoming obstacles to good school attendance and attainment.

To find out more about the impact we've made for families and children, we invite you to explore our detailed insights in the Impact Report 2022/2023.

Supporting families with complex issues and challenges

The number of interventions each practitioner dealt with has increased year on year by **3% to 261** from 252 and continues to be 26% higher than pre-pandemic levels.

86%
Increase in applications to our Welfare Fund

Practitioners provided crucial assistance directly to **5,248 individuals** - a combination of children and family members. A notable **67% of these families** were facing at least two complex challenges simultaneously. And, the number of applications to our Welfare Fund has increased by a significant **86%.**

26%
Increased interventions. Higher than pre-pandemic levels

An important **shift in support needs** has also arisen this year. There has been a significant (57.7%) increase in children identifying housing as one of the biggest challenges they face. And although overall housing safeguarding alerts remain relatively low, **a 40% increase** from the previous year highlights the safeguarding dimension of the housing crisis.

5,248
Children and family members directly supported

School-Home Support provided intensive support to **885 children in 2022-23**. An impressive 70% (616 children) of those achieved an average increase of **8.4% in their attendance rate**. This is the equivalent to an **additional 17 days in school.** The average length of support for all students was 8 months. The average improvement in attendance for all 885 children was 3%, which equates to **an extra 6 days in school per year.**

Support provided to persistently absent children[4]

The average attendance at the start of support for this group was 68%. The average length of support for persistently absent students was 8 months.

73%
Improved their attendance

10%
Average improvement in attendance

20
Extra days in school

Support provided to severely absent children[5]

The average length of support for these students was 6 months. The average attendance at start of support for this group was 24%.

86%
Improved their attendance

20%
Average improvement in attendance

40
Extra days in school

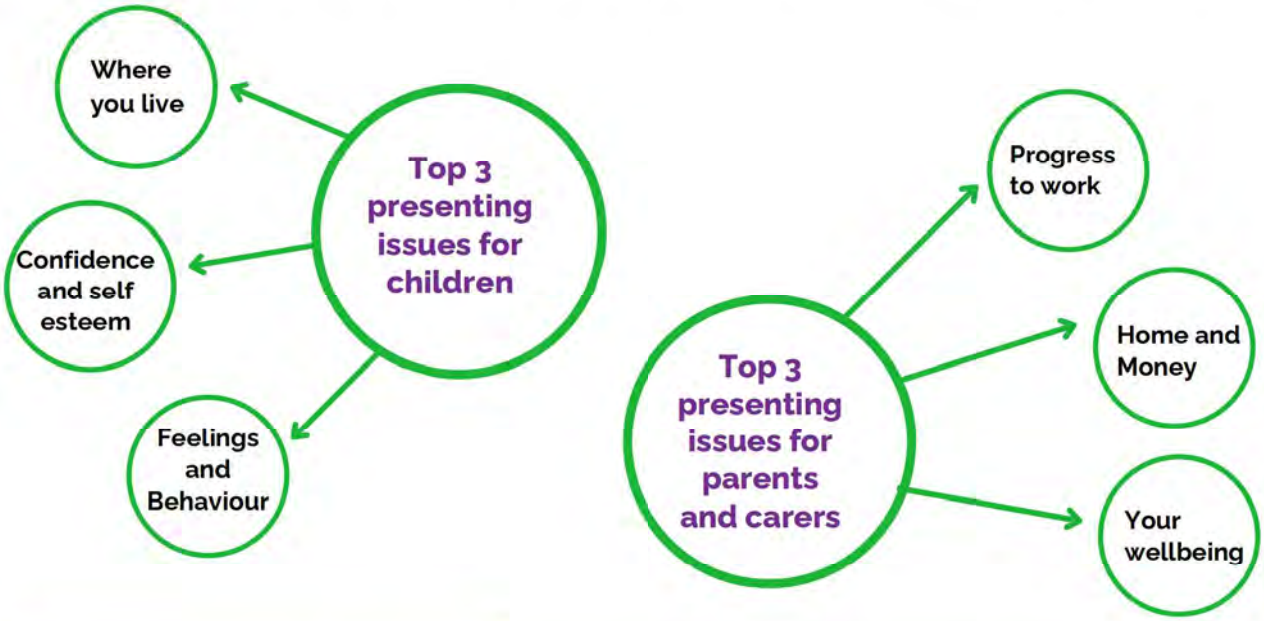
4. Persistent absence is when a pupil enrolment's overall absence equates to 10% or more of their possible sessions
5. Severe absence is when a pupil enrolment's overall absence equates to 50% or more of their possible sessions

WHAT WE ARE SEEING ON THE GROUND

Main family issues at point of referral

When families and young people are referred to School-Home Support, practitioners conduct an assessment to check what their presenting issues are.

While parents of children struggling with attendance presented with the same worries as the previous year ('progress to work', 'your wellbeing' and 'home and money'), concerns about housing was one of the top 3 presenting issues for children for the first time.



POOR HOUSING IS A MAJOR BARRIER TO SCHOOL ATTENDANCE FOR YOUNG PEOPLE

Our data reveals a 57.7% increase in young people struggling with school attendance who state that their current housing situation is a major concern. One in five of the young people supported said 'where they live' is a major barrier to school. This data sheds light on how issues beyond the school gate affect school attendance if families don't receive support to tackle the problems they face.

School-Home Support practitioners are helping more children and their families with housing issues so they can prioritise school. Practitioners are helping to secure appropriate accommodation, writing to housing officers, signposting to other services and making applications to the School-Home Support Welfare Fund to buy essential items like a mattress, a desk or a washing machine.

Read The Guardian article where School-Home Support's work and data was featured.

WHERE WE WORK

We currently deliver our practitioner service in the following areas across England and we are planning to start delivery in Sheffield in 2024.

Donkey Sanctuary visit in Manchester

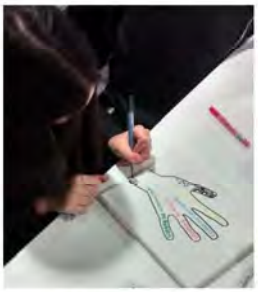
Dental hygiene training in Manchester

Cooking class in Manchester

Aspiration session in London

Practitioners collecting Christmas gift donations in Bradford

World Book Day celebrations in Kent



Wellbeing and self esteem session in Bradford

SPOTLIGHT ON BRADFORD

Since January 2023, we have delivered additional support in Bradford as part of the Government's SAFE Taskforce investment, which focuses on vulnerable young people who are most at risk of missing out on their education.

As part of this initiative, School-Home Support practitioners have been working with 10 secondary schools across the Bradford district with diverse issues impacting young people's access to learning. This takes the number of schools that School-Home Support is working with in the city to 16.

Our practitioners deliver intensive support for families most in need, and also offer a variety of early response support for all families in the school or local community. They can help with uniforms, resolving housing issues, providing mental health support, and anything else that becomes a barrier to education for a young person.

OUR FUNDERS

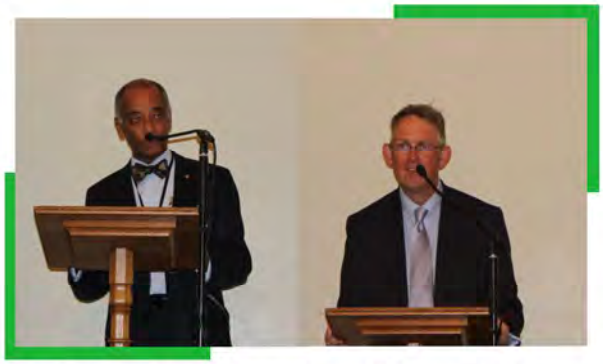
The crucial role played by our voluntary funders

Thousands of disadvantaged children and families rely on School-Home Support services every year. We wouldn't be able to reach the majority of them without the generous support of the charitable trusts, companies and individuals that donate regularly to the School-Home Support cause. We are truly grateful for this vital support.

We count on voluntary donations to make a real difference for the families, schools, and communities where we work. Continuing challenges in accessing statutory funding from schools, local authorities and government means that voluntary support more than ever continues to be our bedrock and has contributed no less than 70% of our total income in the last three years.

To donate or discuss funding opportunities for School-Home Support, contact us on fundraising@shs.org.uk.

Celebrating and thanking those who have contributed to our cause over the years



Sir Kenneth Olisa
School-Home Support Patron

Paul Maynard
MP for Blackpool North and Cleveleys

This year, we welcomed many funders to Parliament to thank them for the incredibly generous support they have provided through the pandemic and beyond.

We heard fascinating speeches from our host Paul Maynard, MP for Blackpool North and Cleveleys, and our Patron Sir Kenneth Olisa OBE, HM Lord-Lieutenant of Greater London.

A huge thank you to all our donors and supporters for helping us deliver our services and bring a positive impact to the families that need it the most during these challenging times.

OUR CULTURE

Embracing diversity and promoting equality

School-Home Support's commitment to creating a diverse workforce that is representative of the children, families and communities we serve is crucial to delivering an impactful service, and understanding and responding to the unique needs and challenges faced by the individuals we support. Equality, diversity and inclusion (EDI) initiatives are central to our vision, mission and values. Here's an overview of what we've been working on this year.

Cultural Competency Framework

We carried out comprehensive cultural competency training with staff members to assess the organisation's level of cultural competence and identify steps to improve it. Follow up actions included exploring how we increase communication and visibility of our organisational values and the development of a set of resources for our practitioners to use in schools.

Developing our translation service

We are proud to have launched our translation service which involves volunteer interpreters, available to support practitioners when working with families whose first language is not English. This service is having a great impact in the quality of support our practitioners are able to offer.

Menopause Champion

Our Menopause Champion is a driving force in moving this initiative forward and advising the organisation to create the most inclusive and supportive environment for staff going through the menopause. This year, we ran sessions for all teams across the organisation to explain what perimenopause is and how to support colleagues with symptoms.

EDI Assemblies

We have seen increased participation in our staff led EDI assemblies and Mental Health Awareness week activities. Highlights include group discussions about 'Blue Monday' and 'Autism - A Different Way of Thinking', as well as special events for honouring Black History Month and LGBTQ+ History Month.

WHAT WE WILL DO IN 2023-24

Goal one - Reach more children and families

We will continue to sustain and grow our Practitioner Service, which has been evaluated and recognised as a model that supports children with attendance. Our successful Practitioner Service will continue in Blackpool, Bradford, Liverpool, Manchester, London, Eastbourne and Kent building relationships with schools, multi-academy trusts as well as influencers in government and think tanks. To support this ongoing success we will continue to invest in training and supervision for our practitioners. Following extensive research to determine our next target area, we aim to expand into Sheffield in 2024.

Goal two - Support more schools to address persistent absence

Following key stakeholder consultations and product development last year, this year we will deliver a pilot of our Senior Attendance Lead Training (SALT) Programme. The SALT programme will upskill staff through training and supervision, allowing schools to benefit from School-Home Support's expertise in relation to attendance. This will be a crucial pilot year for us in order to test the model's impact before additional rollouts can take place.

Supervision continues to be one of the cornerstones of the School-Home Support staff learning and development programme in order to not only maintain a good work-life balance but also to reflect on frontline support being provided. This year we will use stakeholder feedback to help demonstrate the impact and cost benefit analysis of supervision to external organisations.

Goal three - Influence policy and practice

We will continue to build on the success of our first national campaign. 'Dig a Little Deeper' was launched in February 2023 and calls on the Government to do more to fund and embed whole family support in and around schools, using our model to deliver lasting improvements to school attendance and a stronger bond with families.

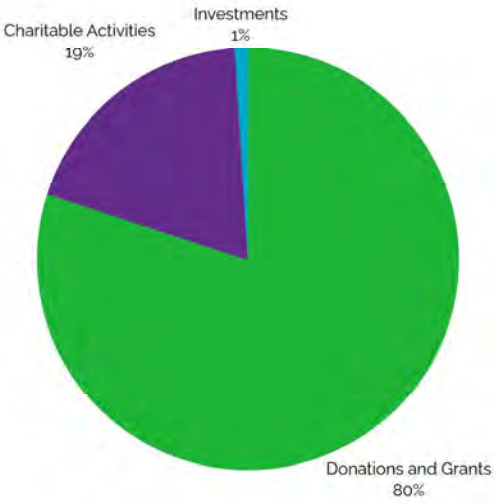
We will continue to grow our policy and research footprint and strengthen relationships with the government, key influencers and the media, keeping school attendance in the national spotlight and driving changes to policy and practice which will benefit families who need support to tackle barriers to school.

FINANCIAL SUMMARY

Year ended 31 August 2023

Total Income £2,328,472

(2021/22 - £3,258,342)



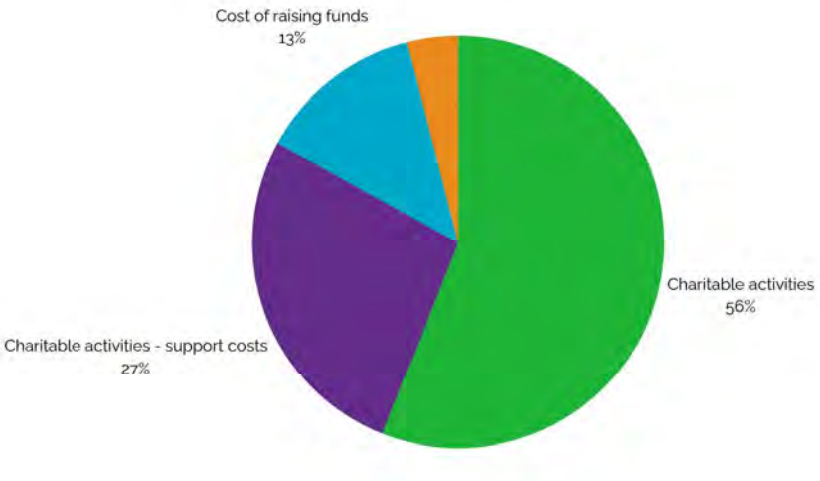
Donations and Grants: £1,871,058 (80% of total income)
2021/22 - £2,346,700 (72%)

Charitable Activities: £443,738 (19%)
2021/22 - £909,546 (28%)

Investments (bank interest): £13,676 (1%)
2021/22 £2,096 (<0.1%)

Total Expenditure £3,022,287

(2021/22 - £3,066,915)



Charitable activities: £1,712,212 (56% of total expenditure)
2021/22 - £1,912,500 (62%)

Charitable activities - support costs: £836,588 (27%)
2021/22 - £733,305 (24%)

Total cost of charitable activities £2,548,800 (83%)
2021/22 - £2,645,805 (86%)

Cost of raising funds: £370,523 (13%)
2021/22 - £345,899 (11%)

Raising funds - support costs: £102,964 (4%)
2021/22 - £75,211 (3%)

Total cost of raising funds £473,487 (17%)
2021/22 - £421,110 (14%)

Planned Deficit

The Trustees, in agreeing the budget for 2022/23, recognised a need to invest in certain areas of the organisation in order to provide a solid infrastructure for growth in accordance with the 2022/27 strategy. As a result, it was agreed to spend more than we expected to receive in the year, with the consequent deficit being covered by reserves.

We are therefore showing a planned deficit of £694K (£191K surplus in 2021/22) which is in line with the Trustees' budget for 2022/23.

FINANCIAL REVIEW

Voluntary Income

Income from donations and grants in 2022/23 decreased by 20% on the previous year with a total of £1,871K received (£2,347K in 2021/22). Some significant fundraising streams finished during the year, and although these have largely been replaced, the timing of income receipts means that the funds will not be recognised until 2023/24. Voluntary income remained the primary source of income in 2022/23, and its share of total income increased from 72% in 2021/22 to 80% in 2022/23. However, we do not expect this trend to continue in the short term; it is likely that due to recent successes in winning local government contracts, earned income as a percentage of total income will increase in 2023/24.

Trusts and foundations remains the largest income stream within voluntary income. Corporate partnerships are also now well-established. We recognised during the year that we needed greater capacity to focus on new business development as well as prospect researching and have invested in the team accordingly - this should bear fruit in 2023/24 and successive years.

A continuing challenge is our ability to cover 'core costs' and the fundraising team works hard to increase the proportion of our funders who are happy to contribute to infrastructure costs rather than concentrate solely on direct delivery. They work closely with other teams in the organisation to model various scenarios and maximise core cost recovery.

Income from charitable activities

Earned income from charitable activities decreased by 51% on the previous year with a total of £444K received (£910K in 2021/22). This decrease was mainly due to the planned ending of a number of contracts during the year. However, there have been subsequent successes in winning further DfE contracts and this income will be realised in 2023/24. Constraints on school budgets continued to be a challenge to School-Home Support's ability to attract new business directly from schools.

Costs

Direct fundraising costs increased by 7% to £370K (£346K in 2021/22). The total cost of raising funds (including support costs) increased by 12% to £473K (£421K in 2021/22). This is partly an indication of how our support costs have increased (to £939K from £808K in 2021/22) as we have invested in the infrastructure to support our new strategy.

The cost of charitable activity, which is made up mostly of salary costs, decreased slightly compared to 2021/22, mainly due to the planned ending of a number of contracts towards the end of the financial year.

In 2020/21, the Trustees established a designated fund to support School-Home Support's strategy to grow to scale and reach more families; the spending of the

majority of the remaining balance on this fund in 2022/23 has fed into our overall costs.

Salary costs are by far the major component of our overall costs (78% of total costs in 2022/23 and 80% in 2021/22) and as a result, we were not significantly impacted by increased costs of other goods and services during the year. The Trustees did however award a pay increase of 6% for lower earners and 3% for higher earners at the start of the year.

Balance Sheet

Overall reserves at £1,300k have decreased by 35% from £1,993K in 2021/22. Restricted reserves have reduced by 41% from £624k to £366k. During the year we spent £100K or 37% (2022/23 £198K or 63%) of designated reserves, leaving a small balance of £6K which will be spent in 2023/24. There is a decrease of £326k in general funds, from £1,254k to £928k.

Investment Policy

School-Home Support had no investment activity in 2022/23 other than the receipt of bank interest.

Risk Management

The Trustees confirm that they have reviewed an assessment of the major risks to which the Charity is exposed, particularly operational and financial risks, and are satisfied that the controls and actions in place to manage and mitigate the major risks that have been identified are sufficient. The risk register is reviewed annually as a whole and key risks are discussed at each Finance Committee and presented to the Board for review.

Although we have already seen a reduction in inflationary pressures and it is likely interest rates have peaked, the impact of the economy on the Charity's ability to raise income remains a major risk in 2023/24. Sluggish growth, coupled with uncertainty in an election year may impact negatively on funders and reduce the Charity's ability to raise voluntary income. Moreover, continuing and increasing budgetary challenges in schools and local authorities and their consequential impact on maintaining existing contracts or achieving new business may reduce the Charity's ability to generate earned income.

On the expenditure side, salary costs are the most significant element, comprising 78% of the Charity's total expenditure (81% in 2022/23). There is a risk that these costs will increase as the Trustees continue to review rates of pay in order to stay competitive and reward staff adequately and fairly given increased costs of living.

In order to mitigate the risks identified, especially in relation to mitigating the financial uncertainty, the Charity continues to review different scenarios and assess the Charity's ability to react and maximise opportunities to diversify income sources, absorb increased costs (especially salary costs), and expand the reach of its services.

The role of its free reserves, as highlighted below, is key in mitigating the potential impact of the major risks identified.

Reserves Policy

The Finance Committee, on behalf of the Board of Trustees, meets quarterly and conducts an annual review of the level of unrestricted reserves by considering risks associated with the various income streams, expenditure plans and balance sheet items. This enables an estimate to be made of the level of unrestricted reserves that are sufficient:

- To allow time for reorganisation in the event of a downturn in income or asset values;
- To protect ongoing service provision; and
- To allow the charity to meet its working capital requirements

In 2023/24, the Charity is facing challenges to both its income and expenditure due to:

- Uncertainty surrounding in the UK economy, coupled with poor or negligible growth, which could pose a risk to our voluntary income;
- Inflation: Although rates have decreased, inflation increases the likelihood of cost overrun in budgeted expenditure, especially in respect of salaries;
- Insufficient Government funding, which will reduce the funding available to schools to purchase services.

Voluntary income as a percentage of incoming resources has increased this year (to 80% from 72% in 2021/22). We expect, however, that given new government and local authority initiatives, it is possible that earned income will become a bigger proportion of incoming resources. However, the Trustees must take into consideration that a material proportion of the charity's income is still likely to continue to be generated from philanthropic sources.

With these issues in mind, the Trustees reviewed a number of different scenarios which reflected the major risks identified in the risk register, including the impact of the state of the economy on both voluntary and earned income and inflationary pressures on salary and other costs. They determined that the Charity should ensure it maintains free reserves between £493K and £1,010K (2021/22 - between £560K and £1,060K).

The Charity's free reserves at 31 August 2022 were £907k (£1,224K 2021/22), being unrestricted reserves of £934k less designated funds of £6k and fixed assets of £21k. This level of free reserves is within the Trustees' stated policy above and, given the current level of economic uncertainty, the Trustees agree that this is a reasonable approach to ensure the Charity is able to meet its future commitments.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution

School-Home Support is a charitable company limited by guarantee and not having a share capital, incorporated on 9 May 2000 and registered as a charity on 24 January 2001.

The Charity is governed by its Memorandum and Articles of Association as amended by special resolutions, with the latest amendment dated 23 January 2020.

The governing body of the Charity is the Board of Trustees. Trustees, who are also the Directors for the purpose of charity law, who served during the year and up to the date of this report are listed on page 45 of this report.

The maximum number of Trustees allowed by the Articles of Association is fifteen and at the period-end there were twelve serving Trustees. During the course of the year, two Trustees resigned and two new Trustees were appointed. Since the year end, three Trustees have resigned and three additional Trustees have been appointed. Bi-annually, Trustees review the Board to identify any skills gaps and look externally for appropriate people in order to attract members with the relevant experience and skills needed to improve the Board's effectiveness.

The Trustees meet four times each year with the Management Team. Meetings are extended or additional shorter meetings are carried out for specific focus such as Business Plan development and review.

Each Trustee is asked to complete a declaration of interest form which is reviewed and, if appropriate, amended, annually as well as it being a standing agenda item at Trustee meetings to ask Trustees to declare new interests.

School-Home Support has four formal subcommittees with agreed Terms of Reference and appointed Chairs which report to the Board of Trustees. The four subcommittees are as follows:

1. **Finance committee** - meets four times a year to oversee the effective financial, risk management, recording policies and procedures and to report and make any recommendations to the Board.

2. **Impact committee** - meets formally a minimum of three times a year to provide oversight, support and guidance to the staff team in the measurement, evaluation, and communication of impact of its work with children, parents/carers, families, schools and wider society.

3. **Fundraising and Marketing committee** - meets twice a year with ad hoc additional meetings for specific projects / issues as needed. Its focus is to review and advise on all elements of the fundraising, marketing and communications strategy and related activities and make any recommendations to the Board.

4. **Remuneration committee** - this committee was established during the year and its first meeting was held on 10th July 2023. The committee will meet twice a year with ad hoc additional meetings for specific projects or issues as needed. The Committee approves the remuneration policy for all employees and determines annually the pay and benefits packages of senior management.

Management

The Trustees are responsible for setting strategies and policies for the Charity and for ensuring that these are implemented. The Finance Committee ensures that all assets of the Charity are properly safeguarded, managed and used, and that funds are spent effectively and efficiently in the course of its activities. In addition, the Committee reviews the effectiveness of internal financial controls and risk management systems. The Committee meets prior to each Trustee Board meeting.

The day-to-day running of the Charity is delegated to the Chief Executive and her staff. The Chief Executive has responsibility for planning, developing and implementing policies and strategies within clear guidelines and protocols set by the Trustees. In May 2023, the responsibility for Policy and Public Affairs was transferred from Fundraising and Communications to a new department and a new Head of Policy and Public Affairs was appointed. This new department will develop and implement the Public Affairs and Development strategies to meet the charity's ambitious strategic objectives by 2027, growing its profile, reputation and delivery to a broad range of stakeholders across government, the education sector, families, and donors.

The new Head of Policy and Public and Public Affairs, together with Head of Family Intervention, Head of Impact and Digital Delivery, Head of Fundraising and Communications and Head of Finance and Resources supported the Chief Executive during the year.

Trustee Induction and Training

Trustees are able to access a range of training to support them in their role and their understanding of the organisation. Training available includes such areas as governance, finance, safeguarding and inclusion.

New Trustees access a comprehensive induction programme and are allocated a "buddy" trustee to support them in their new role. They are also linked with a relevant senior member of staff to support their understanding of the work of the organisation whilst also allowing them to support that area of work with their expertise and skills.

Trustees access a programme of shadowing front line staff to deepen their knowledge of the complex issues the families the organisation works with face.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of School-Home Support Service (UK) 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 Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Comply with applicable accounting standards, including FRS 102, subject to any material departures disclosed and explained in the financial statements; state whether a Statement of Recommended Practice (SORP) applies and has been followed, subject to any material departures which are explained in the financial statements;
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of Information to Auditors

The Trustees who held office at the date of approval of this report confirm that, so far as they are individually aware, there is no relevant audit information of which the Charity's auditors are unaware; and each Trustee has taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Going concern

The Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The review of the charity's financial position, reserves levels and future plans gives Trustees confidence that the company remains a going concern for the foreseeable future.

The Charity faces various risks including inflationary pressures (which although declining are still significant), negligible predicted economic growth and economic uncertainty. However, at the date of filing these financial statements, whilst there is uncertainty over what if any impact there may be on future donations, the level of current donations and controls in place, alongside strategic plans to increase reach and influence policy, mean that, even under a reasonable worst case scenario, the Trustees have grounds to believe that the charity is able to continue as a going concern for at least 12 months from the date of approval of these financial statements.

Public Benefit

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PB2)'. The Trustees are confident that through its objects, School-Home Support meets those public benefit requirements. The principles of public benefit – that it is identifiable, that it must be to the public and that any private benefit must be incidental – are demonstrated by the outcomes of our work as set out in this report.

Pay Policy

The Charity has a robust remuneration policy in place which supports a structured pay-scale matrix to reflect the broad range of skill sets throughout the organisation. Pay scales are reviewed to ensure they are aligned with industry standards based upon the specific areas in which the Charity works. They are also regularly reviewed in light of the increasing cost of living.

School-Home Support is a "Living Wage" employer. The company seeks to recruit high performing individuals and sets remuneration levels taking into account a range of factors including:

- An individual's skills, performance and experience;
- The size and responsibility of the role; and
- External benchmark data for the charity and cultural sector

Fundraising, Data Protection and GDPR

The charity's main fundraising activity involves communications with corporates, trusts and foundations via telephone, email, fundraising events and sponsored events in line with the Fundraising Code of Practice set by the Fundraising Regulator. We will recruit a major giving manager to the fundraising team this year to support the growth of voluntary income as we continue to rely on it as an organisation. For the last three years at least 70% of our services have been funded by voluntary donations.

Where members of the public have donated or joined our Membership programme, we adhere to tight guidelines informed by the DPA and GDPR legislation. Our privacy policy can be found on our website.

Our School-Home Support Supporter Promise is available in full on our website. Key principles for fundraising activities with the public include the following:

- We adhere to the Fundraising Code of Practice
- All our activities are open, fair, honest and legal
- If we are asked to change how we communicate with individuals, or stop, we will do so
- We do not sell contact details to anyone.

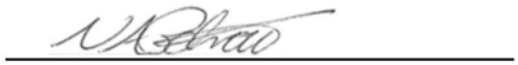
The charity is registered with the Fundraising Regulator and adheres to the standards of the Fundraising Code of Practice. No complaints about fundraising activity were received in the year.

In presenting this report, the Trustees have complied with the Statement of Recommended Practice, Accounting and Reporting by Charities, the Companies Act 2006 and applicable United Kingdom Accounting and Financial Reporting Standards, including FRS102 and have given due regard to the Charity Commission's general guidance on public benefit including the guidance 'public benefit: running a charity (PB2)'.

The financial statements that follow later in this report comprise the Statement of Financial Activities, the Balance Sheet, and the Statement of Cash Flows and related notes.

The Trustees' Report was approved by the Trustees on 24 January 2024, and is signed as authorised on its behalf by:

Nikolai Petrou, Chair of Finance Committee **Date**



24/01/2024

Fred Sharrock, Chair of the Board of Trustees **Date**

24/01/2024

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SCHOOL-HOME SUPPORT SERVICE (UK) FOR THE YEAR ENDED 31 AUGUST 2023

Opinion

We have audited the financial statements of School-Home Support Service (UK) for the year ended 31 August 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 August 2023 and of the charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report and the Chair's 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.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report (which includes the strategic report and the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report (which incorporates the strategic report and the directors' report).

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

- adequate accounting records have not been kept by the charitable company; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or

- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement [set out on page 23], the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's 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 charitable company and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to charity and company law applicable in England and Wales, fundraising regulations, data protection laws and safeguarding regulations, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Act 2011, employment law and payroll tax.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to the completeness and cut-off of donations and grant income. Audit procedures performed by the engagement team included:

- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals, in particular journal entries posted with unusual account combinations, postings by unusual users or with unusual descriptions; and
- Challenging assumptions and judgements made by management in their critical accounting estimates.

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 auditor's report.

Use of our report

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

Vikram Sandhu (Senior Statutory Auditor)
For and on behalf of Haysmacintyre LLP, Statutory Auditor
7 February 2024

10 Queen Street Place
London
EC4R 1AG

STATEMENT OF FINANCIAL ACTIVITIES

(Including Income & Expenditure Account) for the year ended 31 August 2023

	Notes	Unrestricted funds General Funds £	Designated funds	Restricted funds £	Total 2023 £	Total 2022 £
Income from:						
Donations and grants	3	396,694	-	1,474,364	**1,871,058**	2,346,700
Charitable Activities	4	443,738	-	-	**443,738**	909,546
Investments		13,676	-	-	**13,676**	2,096
Total Income		**854,108**	**-**	**1,474,364**	**2,328,472**	3,258,342
Expenditure on:						
Raising funds	5	473,487	-	-	**473,487**	421,110
Charitable Activities	5	706,823	109,328	1,732,649	**2,548,800**	2,645,805
Total Expenditure		**1,180,310**	**109,328**	**1,732,649**	**3,022,287**	3,066,915
Net income (expenditure) for the year		(326,202)	(109,328)	(258,285)	**(693,815)**	191,427
Transfers between funds						-
Funds brought forward 1 September 2022		1,254,240	115,294	623,969	**1,993,503**	1,802,076
Funds at 31 August 2023	16	**928,038**	**5,966**	**365,684**	**1,299,688**	1,993,503

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

All transactions during the year are derived from continuing activities.
The notes on pages 33-44 form part of these financial statements.
Comparative figures for the prior financial year are shown in note 18.

BALANCE SHEET

As at 31 August 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	10	20,788		30,263	
Intangible assets	11	-		-	
			20,788		30,263
Current Assets					
Debtors	12	216,225		146,909	
Cash at bank and in hand		1,484,863		2,295,023	
		1,701,088		2,441,932	
Creditors:					
Amounts falling due within one year	13	(422,188)		(478,692)	
Net current assets			**1,278,900**		1,963,240
Net assets	15		**1,299,688**		1,993,503
Funds					
Designated funds		5,966		115,294	
General funds		928,038		1,254,240	
Total unrestricted funds	16		934,004		1,369,534
Restricted funds	16		365,684		623,969
Total Funds			**1,299,688**		1,993,503

Company Number: **03991440**

The financial statements on pages 30-44 were approved by the Trustees on 24 January 2024 and signed on their behalf by:

Nikolai Petrou, Chair of Finance Committee **Date**

24/01/2024

Fred Sharrock, Chair of the Board of Trustees **Date**

24/01/2024

STATEMENT OF CASH FLOWS

For the year ended 31 August 2023

	2023		2022	
	£	£	£	£
Reconciliation of net (expenditure) / income to net cash flow from operating activities				
Net (expenditure) income for the year		(693,815)		191,427
Depreciation		11,010		10,056
Investment income		(13,676)		(2,096)
Decrease / (increase) in debtors		(69,316)		9,228
(Decrease) / increase in creditors		(56,503)		(214,199)
Net cash generated by (used in) operating activities		(822,301)		(5,584)
Cash flows from investing activities				
Bank interest received	13,676		2,096	
Purchase of fixed assets	(1,535)		(18,723)	
Net cash provided by / (used in) investing activities		12,141		(16,627)
Change in cash and cash equivalents in the year		(810,160)		(22,211)
Cash at 1 September 2022		2,295,023		2,317,234
Cash at 31 August 2023		1,484,863		2,295,023

	2023		2022	
	£	£	£	£
Analysis of changes in net debt				
Cash at 1 September 2022		2,295,023		2,317,234
Cash flows		(810,160)		(22,211)
Cash at 31 August 2023		1,484,863		2,295,023

NOTES TO THE ACCOUNTS

1. Accounting policies

Accounting convention

The accounts (financial statements) have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) (second edition effective 2019) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

Assets and liabilities are recognised at historical cost or transaction value.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest pound.

Title

The charitable company has an exemption under Paragraph 60 of the Companies Act 2006 from using "Limited" in the title.

Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

Going concern

As highlighted in the Trustees' report above, the Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The financial statements have therefore been prepared on a going concern basis which assumes that the charity will continue in operation for a period of at least 12 months from the date of approval of these financial statements.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income received for general purposes of the charity is credited to unrestricted funds. Income subject to specific wishes of the donor is credited to relevant restricted funds.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

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.

Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are to be used for specific purposes as agreed by the Board of Trustees. Expenditure which meets this criteria is charged to the fund.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose;
- Expenditure on charitable activities includes the costs of delivering support to schools, undertaken to further the purposes of the charity and their associated support costs. Where costs cannot be directly attributed (support costs), they have been allocated to the activities on a basis consistent with the use of resources;

- Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Operating leases

Where assets are financed by leasing agreements that give rights approximating to ownership ("finance leases"), the assets are treated as if they had been purchased outright. The amount capitalised is the present value of the minimum lease payments during the lease term. The corresponding leasing commitments are shown as obligations to the lessor.

Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Leasehold improvements — Straight line over length of lease
- Fixtures & fittings — Straight line over 5 years
- IT — Straight line over 4 years

Intangible fixed assets

Amortisation is provided at rates calculated to write off the cost of each asset, less any residual value, over its expected useful life. The amortisation rates in use are as follows:

- Website costs — Straight line over 4 years
- Software costs — Straight line over 4 years

Debtors

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

Cash at bank and in hand

Cash at bank and cash in hand includes cash and deposits held at call with banks, other short-term liquid investments with original maturities of three months or less.

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 trade discounts due.

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

Financial Instruments

The company has elected to apply the provision of Section 11 'Basic Financial Instruments' and Section 12 'Other instruments' are recognised in the company's balance sheet when the company becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

With the exceptions of prepayments and deferred income all other debtor and creditor balances are considered to be basic financial instruments under FRS 102. See notes 12 and 13 for the debtor and creditor notes.

Pensions

The charity operates one defined contribution pension scheme for employees. The pension charge represents contributions payable by the charity for the period, and the charity's liability is limited to the amounts of the contributions. The scheme is as follows:

- A scheme administered by AEGON Scottish Equitable, the funds of which are separate from those of the charity.

Critical accounting estimates and areas of judgement

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements.

In the view of the trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year, except for the estimates and judgements used for Depreciation and Amortisation.

2. Company Structure

The charity is a company limited by guarantee and not having a share capital. The members of the company are the Trustees named on page 3. At 31 August 2023 the number of members was 12 (2022: 12).

3. Income from Donations and Grants

	2023			2022		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Donations & grants	385,049	1,474,364	**1,859,413**	661,525	1,684,955	2,346,480
Trustee donations	11,645	-	**11,645**	220	-	220
Total donations	**396,694**	**1,474,364**	**1,871,058**	661,745	1,684,955	2,346,700

4. Income from Charitable Activities

	2023			2022		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Family Intervention	271,378	-	**271,378**	243,739	-	243,739
Projects / Agencies	166,171	-	**166,171**	665,732	-	665,732
Pastoral Development Services	6,189	-	**6,189**	75	-	75
Total income from charitable activities	**443,738**	**-**	**443,738**	909,546	-	909,546

5. Total Expenditure

	Cost of raising funds £	Charitable activities £	Support costs £	2023 Total £	2022 Total £
Staff costs (note 7)	358,472	1,604,739	401,370	**2,364,581**	2,483,347
Promotion & marketing	3,790		2,651	**6,441**	2,539
Travel & subsistence	334	7,348	118	**7,800**	14,197
Learning & development	6,126	5,700	40,808	**52,634**	33,684
Finance & legal	-	3,203	59,382	**62,585**	67,277
Other	1,801	91,222	412,742	**505,765**	451,389
Governance	-	-	22,481	**22,481**	14,482
	370,523	1,712,212	939,552	**3,022,287**	3,066,915
Support costs	102,964	836,588	(939,552)	**-**	-
Total expenditure	**473,487**	**2,548,800**	**-**	**3,022,287**	3,066,915

6. Net income (expenditure) for the year.

This is stated after charging:	2023 £	2022 £
Depreciation & amortisation	11,010	10,056
Operating lease rentals		
Property	71,904	71,904
Other	-	-
Total	71,904	71,904
Audit fee	15,300	15,300
Total	15,300	15,300

7. Staff costs and Numbers

	2023 £	2022 £
Salaries and wages	2,124,073	2,240,257
Redundancy and termination costs	1,572	14,254
Social security costs	194,613	188,958
Pension costs	44,324	39,878
	2,364,581	2,483,347

The number of staff included in Redundancy and termination costs was 1 (2022: 8).

The following number of employees received employee benefits (excluding employer pension costs) during the year between:

	2023	2022
£60,000 - £69,999	2	1
£70,000 - £79,999	-	1
£80,000 - £89,999	1	-

The total employee benefits including pension contributions of the key management personnel were £361,111 (2022: £323,321).

Key Management Personnel include Trustees, the Chief Executive, and the five Heads of Department in post during the year - Head of Family Intervention, Head of Fundraising and Communications, Head of Impact and Digital Delivery, Head of Finance and Resources and Head of Policy and Public Affairs.

The charity trustees were not paid nor did they receive any other benefits from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

Trustees' expenses represent the payment or reimbursement of travel and subsistence costs totalling £nil (2022: £nil).

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2023	2022
Raising funds	8	8
Charitable activities	48	65
Support	15	12
Governance	2	1
	73	86

8. Related party transactions

There are no related party transactions to disclose for 2023 (2022: None).

Aggregate donations from Trustees were £11,645 (2022: £220).

9. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The charity is not registered for VAT and therefore irrecoverable VAT is included with the cost of the items to which it relates.

10. Tangible Fixed Assets

	Leasehold property £	Fixtures & fittings £	Computer equipment £	Total £
Cost				
At the start of the year	57,026	16,070	50,773	123,869
Additions in the year	-	-	1,535	1,535
Disposals during the year	-	-	-	-
At the end of the year	**57,026**	**16,070**	**52,308**	**125,404**
Depreciation				
At the start of the year	42,255	15,985	35,366	93,606
Charge for the year	5,703	85	5,222	11,010
Disposals during the year	-	-	-	-
At the end of the year	**47,958**	**16,070**	**40,588**	**104,616**
Net book value				
At the end of the year	**9,068**	**0**	**11,720**	**20,788**
At the start of the year	14,771	85	15,407	30,263

All of the above assets are used for charitable purposes.

11. Intangible Fixed Assets

	Software	Website	Total
	£	£	£
Cost			
At the start of the year	4,770	31,752	36,522
Additions in the year			
Disposals during the year			
At the end of the year	**4,770**	**31,752**	**36,522**
Amortisation			
At the start of the year	4,770	31,752	36,522
Charge for the year			
Disposals during the year			
At the end of the year	**4,770**	**31,752**	**36,522**
Net book value			
At the end of the year	-	-	-
At the start of the year	-	-	-

All of the above assets are used for charitable purposes.

12. Debtors

	2023	2022
	£	£
Trade debtors	126,318	28,256
Other debtors	-	-
Prepayments	51,345	41,063
Accrued income	38,562	77,590
	216,225	146,909

13. Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	90,604	61,584
Taxation and social security	48,889	49,499
Other creditors	11,033	13,034
Accruals	40,397	40,433
Deferred income (Note 14)	231,265	314,142
	422,188	478,692

14. Deferred Income

	2023 £	2022 £
Balance at the beginning of the year	314,142	474,993
Amount deferred in the year	227,098	314,142
Amount released to income in the year	(309,975)	(474,993)
Balance at the end of the year	**231,265**	314,142

Deferred income includes school fee income invoiced which covers future periods.

15. Analysis of Net Assets Between Funds

	2023			
	General funds	**Designated funds**	**Restricted funds**	**Total 2023**
	£	£	£	£
Tangible fixed assets	20,788	-	-	**20,788**
Intangible fixed assets	-	-	-	-
Net current assets	907,250	5,966	365,684	**1,278,900**
Net assets at the end of the year	**928,038**	**5,966**	**365,684**	**1,299,688**

Prior year comparative figures are shown in note 18.

16. Movement in Funds

	At the start of the year £	Incoming resources £	Outgoing resources £	At the end of the year £
Restricted funds				
Core costs	79,250	330,422	(355,961)	53,711
IT	36,145	-	(20,000)	16,145
Family Intervention	443,738	1,092,280	(1,276,748)	259,895
Pastoral Development Services	625	-		0
Welfare	64,211	51,662	(79,940)	35,933
Total restricted funds	**623,969**	**1,474,364**	**(1,732,649)**	**365,684**
Unrestricted funds				
General Funds	1,254,240	854,108	(1,180,310)	928,038
Designated funds	115,294	-	(109,328)	5,966
Total unrestricted funds	**1,369,534**	**854,108**	**(1,289,638)**	**934,004**
Total funds	**1,993,503**	**2,328,472**	**(3,022,287)**	**1,299,688**

Purposes of restricted and designated funds:

- Core costs - For core day to day running costs excluding items such as capital purchases.
- IT - For expenditure on hardware and software including website.
- Family Intervention- To cover practitioner roles within schools or regionally based.
- Pastoral Development Services - For delivery of training, supervision support and membership services.
- Welfare - For expenditure on welfare fund items including IT / data provision to families.
- Designated funds - To continue to ensure the availability of sufficient funds to support the growth strategy in 2023-24

17. Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	2023			2022		
	Property	**Equipment**	**Total**	Property	Equipment	Total
	£	**£**	**£**	£	£	£
Less than one year	71,904	-	71,904	71,904	-	71,904
Two to five years	35,952	-	35,952	107,856	-	107,856
	107,856	**-**	**107,856**	179,760	-	179,760

18. Comparatives

Statement of Financial Activities (including Income & Expenditure Account) For the year ended 31 August 2022

	Notes	Unrestricted funds General Funds	Designated funds	Restricted funds	Total 2022
Income from:					
Donations and grants	3	661,745	-	1,684,955	2,346,700
Charitable Activities	4	909,546	-	-	909,546
Investments		2,096	-	-	2,096
Total Income		1,573,387	-	1,684,955	3,258,342
Expenditure on:					
Raising funds	5	397,110	24,000	-	421,110
Charitable Activities	5	391,556	173,706	2,080,543	2,645,805
Total Expenditure		788,666	197,706	2,080,543	3,066,915
Net income (expenditure) for the year		784,721	(197,706)	(395,588)	191,427
Transfers between funds		-	-	-	-
Funds brought forward 1 September 2021		469,519	313,000	1,019,557	1,802,076
Funds at 31 August 2022	16	1,254,240	115,294	623,969	1,993,503

18. Comparatives (continued)

Analysis of Net Assets Between Funds

	2022			
	General funds	Designated funds	Restricted funds	Total 2022
	£	£	£	£
Tangible fixed assets	30,263	-	-	30,263
Intangible fixed assets	-	-	-	-
Net current assets	1,223,977	115,294	623,969	1,963,240
Net assets at the end of the year	**1,254,240**	**115,294**	**623,969**	**1,993,503**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Name
School-Home Support Service (UK)

Registered & Operating Office
Solar House - 3rd Floor
1-9 Romford Road
London E15 4LJ

Company Number
03991440

Charity Number
1084696

Trustees
Fred Sharrock *(Chair - resigned 24/01/24)*
Charles Gannon *(appointed trustee 01/09/23, appointed Chair 24/01/24)*
Carly Wickham *(Deputy Chair)*
Mariella Ardron *(resigned 25/01/23)*
Laura Bruce-Connolly
Emma Fay *(appointed 18/10/22)*
David Dickson
Colin Horswell *(resigned 24/01/24)*
Joseph Howes *(appointed 01/09/23)*
Matthew Koster-Macron *(appointed 21/09/23)*
Michelle Loughrey
David Marriage *(resigned 25/01/23)*
Dan O'Brien
Nikolai Petrou
Lisa Robinson *(resigned 24/01/24)*
Yun Hui Teoh
Alice Wilcock *(appointed 18/10/22)*

Finance Committee
Nikolai Petrou *(Chair)*
Colin Horswell *(to 24/01/24)*
Dan O'Brien
Yun Hui Teoh *(to 18/04/23)*
Emma Fay *(from 18/04/23)*

Fundraising and Marketing Committee
Lisa Robinson *(Chair to 24/01/24)*
Mariella Ardron *(to 25/01/23)*
David Dickson
Dan O'Brien
Carly Wickham
Joseph Howes *(from 01/09/23, appointed Chair 24/01/24)*

Impact Committee
Michelle Loughrey *(Chair)*
Mariella Ardron *(to 25/01/23)*
Laura Bruce-Connolly
David Dickson
Emma Fay *(from 19/04/23)*
Charles Gannon *(from 04/10/23)*
Colin Horswell *(to 24/01/24)*
Matt Koster-Macron *(from 04/10/23)*
David Marriage *(to 25/01/23)*
Nikolai Petrou
Carly Wickham
Alice Wilcock *(from 19/04/23)*

Remuneration Committee (from 10/07/23)
Dan O'Brien *(Chair)*
Nikolai Petrou
Emma Fay
Michelle Loughrey *(from 11/10/23)*

REFERENCE AND ADMINISTRATIVE DETAILS

Chief Executive

Jaine Stannard

Key Management Personnel

Maggie Mitchell - Head of Family Intervention
Catrin Doe - Head of Impact & Digital Delivery
Alec Raven - Head of Fundraising & Communications
AJ Finn - Head of Finance & Resources
Rachael Kenningham - Head of Policy & Public Affairs *(appointed 22/05/23)*

Bankers

Barclays Bank PLC
Dockland Branch
1 Churchill Place, Canary Wharf
London E14 5RB

Aldermore Bank PLC
Apex Plaza
Forbury Road
Reading RG1 1AX

Auditors

Haysmacintyre LLP
Chartered Accountants & Registered Auditors
10 Queen Street Place
London EC4R 1AG

Contact

Telephone: 020 7426 5000
Email: enquiries@shs.org.uk

Website

www.schoolhomesupport.org.uk

School-Home Support Service (UK)

Get in touch | Support us | Donate

schoolhomesupport.org.uk

SCHOOL-HOME SUPPORT SERVICE (UK) Registered charity number: 1084696

SCHOOL-HOME SUPPORT SERVICE (UK)

England & Wales - Charity number 1084696

Accounts

School-Home Support

School-Home Support

Report and Financial Statements
Year end 31 August 2022

Company number: 03991440

Charity number: 1084696

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This report was produced in-house by School-Home Support.

Reference and Administrative Details

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London E15 4LJ

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Mariella Ardron
Laura Bruce
Lynne Chambers *(resigned 28/04/22)*
Emma Fay *(appointed 18/10/22)*
David Dickson *(appointed 19/07/22)*
Colin Horswell
John Jeffcock *(resigned 28/04/22)*
Michelle Loughrey
Sara Luder *(resigned 28/04/22)*
David Marriage
Dan O'Brien
Nikolai Petrou
Lisa Robinson
Yun Hui Teoh *(appointed 19/07/22)*
Alice Wilcock *(appointed 18/10/22)*

Finance Committee

Nikolai Petrou (Chair)
Colin Horswell
Dan O'Brien
Sara Luder *(to 28/04/22)*
Yun Hui Teoh *(from 19/07/22)*

Fundraising and Marketing Committee

Lisa Robinson (Chair)
Mariella Ardron
David Dickson *(from 19/07/22)*
John Jeffcock *(to 28/04/22)*
Dan O'Brien *(from 19/07/22)*
Carly Wickham

Impact Committee

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Caitrin Doe - Head of Impact & Digital Delivery
Alec Raven - Head of Fundraising & Communications
AJ Finn - Head of Finance & Resources
(appointed 21/09/2021)

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London E14 5RB

Aldermore Bank PLC
Apex Plaza
Forbury Road
Reading RG1 1AX

Auditors

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Chartered Accountants & Registered Auditors
10 Queen Street Place
London EC4R 1AG

Contact

Telephone: 020 7426 5000
Email: enquiries@shs.org.uk

Website

www.schoolhomesupport.org.uk

Trustees' Report

The Trustees, who are also Directors of the charitable company, present their report for the twelve months ending 31 August 2022. In presenting this report, the Trustees have complied with the Statement of Recommended Practice, Accounting and Reporting by Charities, the Companies Act 2006 and applicable United Kingdom Accounting and Financial Reporting Standards, including FRS102, and have given due regard to the Charity Commission's general guidance on public benefit including the guidance 'public benefit: running a charity (PB2)'.

Chair's Report

School-Home Support believes that every child should be in school. It exists to solve the problems that prevent that from happening. The harm caused to children by the school closures and absences necessitated by the COVID-19 pandemic has strengthened that belief and made us more determined to make it a reality. This year, we've comprehensively reviewed our strategy, and asked ourselves the question, "What would it take to make our belief that every child should be in school a reality?" Answering that question has led us to the priorities in our five-year strategy for 2022 to 2027, and it has led us to set an ambitious, explicit, time-bound goal, "Every child, in school, every day, by 2050."

In setting this goal, our ambition comes from seeing the value of getting children into school; our confidence that it can be done comes from the evidence of our success to date, and from the secure financial position that the charity is now in. Our donors were incredibly generous during the COVID-19 pandemic. Seeing the harm that lockdowns were causing to children's education and wellbeing, they increased their giving and made more unrestricted gifts. This generosity enabled us to respond rapidly and flexibly to the challenges that families and schools faced at the time. It has also enabled us to craft a strategy for the charity which plans for:

- Self-funded expansion into areas of the country where School-Home Support is needed.
- Developing new models of support for places where our core "one practitioner per school" model is not the right solution.
- Increasing our influence on policy and practice, in government, local authorities, other charities, think tanks and the media.

We are confident that this strategy will set us on a path towards our 2050 goal. However, the next few years will be a very difficult time for many families, and the need for our support will only grow as increasing numbers of children live in poverty. The strength of the School-Home Support practitioner model is its flexibility and the ability of those skilled professionals to support families whatever challenges they may face. This was proven again during the pandemic - a completely novel challenge for us and for the families and schools we support.

To achieve its strategic goals during a cost of living crisis, School-Home Support must continue to be resourceful and adaptable. We will:

- Invest in our practitioners, and all the staff who support them. Retaining them and developing their skills and knowledge is critical for our success.

- Ensure that new models of support we develop incorporate the combination of expertise and flexibility that make the practitioner model effective.
- Continue to ask funders for unrestricted or flexible donations, so that we can respond to the changing challenges that families face and whatever new needs might arise.
- Build our networks with local and national government and politicians of all parties, to build understanding of the challenges that families are facing and so that our influence is durable in a time of political uncertainty and change.

Achieving our goals requires strong leadership and governance. The senior leadership team has been enhanced to support the delivery of School-Home Support's strategy. We have also made several new appointments to the Board, bringing in new skills and knowledge, and further increasing the diversity of Board membership.

Objectives

Our Vision

Every Child, in School, Every Day by 2050

Our Mission

Children in school, ready to learn. Whatever it takes.

Our Values

Collaborate	Working together, engaging the whole family, school and other services, we support families to break the intergenerational cycle of deprivation.
Achieve	We work to be a high achieving organisation, to give every child the chance to thrive and achieve their best.
Respect	Placing value on the emotional and practical needs of families, listening to their issues, recognising and working with their strengths to support the learning and development of children and young people.
Empower	Starting with their strengths, we support the building of resilience in children and their families, enabling parents to support successful educational outcomes for their children.

School-Home Support's objects, as set out in its Memorandum of Association, are to advance education by promoting, developing and assisting in the provision of services which contribute to the pastoral care of pupils and/or which foster links between school and home.

The need for our service continues to increase year on year. Fundamental shifts in the education and social care landscape driven by the government policy on attendance, the SEND green paper and children's social care are responding to gaps in support services which have been growing for too

long. We must be ambitious and bold if we are to widen our reach and impact. We have therefore undertaken consultation with key stakeholders to help develop a new five year strategy that will have at its heart our new vision of **Every Child, in School, Every Day, by 2050**

Our new strategic aims are as follows and will shape our work this year and until 2027:

1. Children and families have access to the support they need for children to be in school, ready to learn.
2. Schools are confident and effective in addressing persistent absence through access to best practice information and support.
3. Education policy and systems support and enable all children to be in schools.

The School-Home Support Strategy 2022- 2027 can be downloaded here.

Public Benefit

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PB2)'. The Trustees are confident that through its objects, School-Home Support meets those public benefit requirements.

The principles of public benefit – that it is identifiable, that it must be to the public and that any private benefit must be incidental – are demonstrated by the outcomes of our work set out in the review which follows.

Activities

Summary and key developments

The long-term impact of COVID-19 and the cost of living crisis is disproportionately affecting those most vulnerable in society, and this includes the children and families we exist to support. The barriers to these children accessing their education are greater than ever and our effective and proven approach is never more needed, supporting families to recover from this situation stronger and more resilient.

By the end of the autumn term 2021 almost 1.7 million children regularly missed school[1] with over 1,000 schools having an entire class-worth of severely absent children, meaning those children are out of school more than they are in[2]. Although these numbers were affected by the pandemic, almost 900,000 (or one in eight) children each year[3] are missing too much school.

The growing complexity of our case work illustrates the impact of those day-to-day struggles. Families who were dealing with one major issue are now dealing with many more when their children are referred to us. The number of times our practitioners 'interact' with families has doubled compared to last year, with concerns relating to work and money increasing by 82 percent. As ever,

[1] Department for Education – Pupil absence in schools in England: autumn term 2020/21
[2] The Centre for Social Justice – May 2022
[3] Department for Education – Pupil absence in schools in England – 2020/21

we will continue to support children whose attendance takes longer to improve. Our support for these families whose children might be on the edge of the education system is crucial. For many, we are the positive constant in increasingly difficult lives and the progress they make.

Tackling poor attendance and engagement at school isn't a quick fix. To succeed, policy and practice must focus on the underlying causes of absence and ensure families have real and practical support when they need it. Failure to act could mean losing children from education for good. We are proud that our second Government funded Community Practitioner Service, this time in Liverpool, has made a strong start. Based on our successful Blackpool Service, it delivered on average 9 more days of school per child in just two terms.

We are extremely grateful to our advocates, like the Centre for Social Justice (CSJ) who have helped us keep school attendance and family support high on the political agenda. By recommending our model and approach in three high profile policy reports[4] and sharing our case studies, they have helped us take our cause to the highest levels of government and the media.

Our school engagement work is crucial to spreading and supporting best practice. Through School-Home Support membership, more schools have benefited from our experts in attendance, SEND, mental health and parental engagement.

With the generous support of all our partners, funders and advocates we finish the year proud of our impact and ready to deliver on our bold and ambitious five year strategy and vision: 'Every Child, in School, Every Day by 2050'.

Family Intervention Service - Flagship School-Home Support Practitioner Service

The core of our work is to address reasons for absence and poor behaviour and ultimately help close the 'attainment gap' between disadvantaged children and their peers, which due to the pandemic is now never more needed. School-Home Support practitioners, working with our partner schools, provide individually-tailored practical and emotional support to children and families. School-Home Support coordinators support practitioners by providing professional casework guidance and review, to ensure support provided to individuals and/or families is maximised.

We employ practitioners across the service with a wide variety of experience and expertise and continue to demonstrate their ability to be flexible, resilient and tenacious. Our support to our school partners continues to ensure that all families are safe, receive food and other practical support, whether this be with an impending eviction or with a child's school uniform.

We continue to develop our practitioners to provide a wide variety of interventions to best fit the needs of the school, children and their families. School-Home Support offers practitioners a wide range of training each year, to support their professional development. Practitioners also have regular mandatory safeguarding training, covering issues such as domestic violence and child sexual exploitation.

[4] https://www.centreforsocialjustice.org.uk/library/repairing-our-society
https://www.centreforsocialjustice.org.uk/library/lost-but-not-forgotten
https://www.centreforsocialjustice.org.uk/library/kids-cant-catch-up-if-they-dont-show-up

Pastoral Development Services

Our Pastoral Development Services (PDS) support staff in schools and other settings who are responsible for (or involved in) providing family support. These services include supervision, training and resources. Whilst the service does not generate significant income for School-Home Support, it embraces the opportunity of sharing the charity's expertise to reach more children and families through these services, by the upskilling of other staff providing family support.

Achievements and Performance

We continue to be proud of the difference we make to children's lives and for the impact the service has achieved this year with the support provided.

As families emerged from the pandemic and schools reopened, the problems once hidden by successive lockdowns came to the surface. Our practitioners have witnessed an increase in the severity of need across their caseload. The number of individuals supported via intensive casework support in 2021/22 was 30% higher than the previous year (1876 compared to 1443 in 2020-21).

Typically, practitioners support multiple complex home issues at one time, but this year demand for support has been particularly intense. Each practitioner delivered on average 1,798 interactions with those receiving intensive support. This represents a 56% increase on 2020/2021 (1153 interactions).

Our experienced practitioners know how easy it is for a family's challenging situation to become a serious safeguarding risk, and how important it is that someone is looking out for the children in these families. This year's figures show how vital whole-family support is to safeguarding children. Whilst the number of safeguarding alerts in 2021/22 (with 233 alerts) was a 14% decrease from 272 alerts in 2020/2021, this is still nearly three times the levels seen in 2019/2020 (with 85 alerts). A third of safeguarding alerts received continue to be related to Domestic Abuse or Mental Health concerns.

Our full Impact Report 2021/22 can be downloaded here.

Highlights during the year include:

We supported more individual family members than ever before in 2021/22

5,888

82%
increase in concerns relating to work, money and housing

67%
of those we supported in KS4 doubled their opportunity to achieve Grade 5 English and Maths

67%
of individuals we support had two or more presenting issues

56%
increase in interactions with children and families

"Too many children are growing up with low aspirations and limited opportunities which hold them back. School-Home Support's model and approach make a huge difference to the town inclusion strategy in Blackpool. They are trusted by families who know they have their best interests at heart."

Paul Maynard MP, Blackpool North

"School Home Support has a laser focus on improving the lives of families in a practical way, its committed staff strengthening the links between home and school. Too many families who need this support aren't getting it. We need to act quickly, to prevent children being lost from education for good."

Rt Hon Sir Stephen Timms MP for East Ham, Chair of the House of Commons Work and Pension Select Committee

Support interactions per practitioner

1,798

Extra days in school over one year on average

15

7.8%
average attendance increase in 2021/22

70%
of the persistently absent children we worked with spent an average of 6 more weeks in school

77%
of the severely absent children we worked with spent an average of 39 more days in school

Our priorities in 2021-22

Last year, we identified four key priorities for our work in 2021-22. This is how we addressed them during the year:

(i) Sustain practitioner service and support for the children and young people in our existing partner schools.

We continued to provide support to children and families in our partner schools in order to ensure that children returning to school after the pandemic were able to make the most of their educational opportunity. The pandemic has had a significant impact on children and families and we continued to support them more intensively than usual. Many children, young people and families have struggled to get back into a routine of attending school regularly. Although the levels of anxiety around the coronavirus have since reduced, they did not completely disappear and therefore wherever possible we continued to support our existing school partners.

(ii) Develop our service offering in current geographical areas. Identify, scope and begin to expand into a new geographical area.

In 2021-22 we scaled up and consolidated our current geographic areas as well as expanding into Liverpool. We finished the year with services in London, Blackpool, Bradford, Greater Manchester, Eastbourne and Kent and this year, our Community Practitioner Service made a significant difference in Liverpool and Sefton.

We analysed pupil absence data alongside a series of other criteria and identified Liverpool and Sefton as the next area to expand into from September 2022. Due to our work in Blackpool and current and new relationships in the area, we were able to work with the DfE to secure funding to start a pilot of our Liverpool work in January 2022.

Liverpool and Sefton have some of the highest levels of persistent school absence in the country. Our new Community Practitioner Service, funded by the DfE has delivered an impact in a short space of time, increasing average attendance per student by 9 days in two terms.

Bradford Work on the Holme Wood estate since 2018 has deepened our knowledge and relationships with local partners. In 2021/22, we saw 36 (34%) pupils move above the persistently absent threshold. This is a high number of children moving from persistently absent to regularly attending, a huge achievement for all concerned.

Blackpool We are extremely proud of our work in Blackpool and the contribution we're making to the townwide inclusion strategy. Former Secretary of State for Education Nadhim Zahawi met our practitioners in school and our work in the town received strong third party accolades from York Consulting LLP, one of the UK's leading socio-economic research and evaluation consultancies, who consider it replicable in other areas of England.

(iii) Share and influence best practice.

In 2021-22, our impact continued to stretch beyond the classroom, with our advocacy work and insights from the front line reaching the highest levels of government, national media and the third sector. We are speaking up for our children and families who need education policy and practice to work for them. We have also increased our member numbers to nearly 550 this year to reach educators across England with our best practice approach to improving attendance.

We continue to build a network of allies across both Government and Parliament and with other thought leaders who are ready to advocate on behalf of our families.

- The former Secretary of State for Education came to Blackpool to talk to our families and practitioners about family support for attendance.
- Number 10 Policy Unit invited us to brief them on the changes to underlying causes of absence.
- The DfE continues to fund us to work with families where need is greatest, most recently in Liverpool.
- The Johnson Government laid its Schools' Bill before Parliament showing strong commitment to attendance. While the Schools Bill was later withdrawn, important guidance for schools on dealing with absence by understanding the underlying causes remains - an important step in encouraging an early intervention, whole family support approach to school absence.
- We've contributed to policy reports by the Social Mobility Commission, Children's Alliance, The Centre for Social Justice, and took part in our first policy leaders podcast.
- Our footprint in Parliament is growing and key Select Committees have shown interest in our work and prepared to advocate on our behalf.
- We are regularly approached for input by high quality national media including the BBC and the Financial Times. Taking part in our first podcast for national think tank Centre for Social Justice, we have a growing reputation as an organisation with a trusted, knowledgeable and authoritative voice on attendance and education inequalities.

(iv) Support the increased needs highlighted by the coronavirus pandemic.

We continued to work with policy-makers to highlight the impact of Covid-19 on children and families and the vital importance of looking beyond the classroom to tackle the issues faced at home. We offered additional Safeguarding support to partner schools after referrals continued to rise during the pandemic. In addition, we provided additional support to schools in one area where the level of need evidenced by our practitioners had escalated considerably during the pandemic. A 'floating' practitioner role was created specifically for that area and will continue to provide additional support in the coming year.

Key areas for the coming year 2022-23

Our goals and areas of focus in 2022-23 are driven and informed by our new 2022-27 strategy, which can be downloaded here. These are our key areas of focus for 2022-23:

(i) Reach more children and families
In 2022-23, we will continue to work in our established target geographical areas of Blackpool, Bradford, Liverpool, London and Manchester. We are committed to these areas and are successful in the schools where our practitioners operate. We aim to embed our work in the new area of Liverpool and will scope a further region to deliver services in 2023–24. We will also seek opportunities via statutory sources to increase our delivery.

(ii) Support more schools to address persistent absence

In 2022-23, we will research new ways to deliver our services. A Schools Bill laid before Parliament earlier this year proposing new measures to improve school attendance has driven a new national focus on standards and approach to tackling absence. How schools approach any emerging standards is crucial to the long-term success of the Government initiatives and to relationships with hard to reach families. We know our whole-family support model works so we will therefore consult with key stakeholders this year to allow us to identify strategies to embed best practice nationally.

(iii) Influence policy and practice

In 2022-23, we will launch our first national campaign to help families in crisis who need more help to get their children into school and ready to learn. We're asking for existing Government funding streams to be redirected to fund bespoke family support practitioners to work alongside schools in communities where persistent absence exceeds the national average (12.1%). We will share our model, its impact and return on investment data as the basis for scaling.

The campaign will be the primary vehicle for our influencing work, helping us to take our cause to the highest levels of Government, influencing policy and practice. We will continue to build a network of advocates across Government, Parliament, the third sector and with the national media, working with both Government and the Opposition as they begin to write their General Election Manifestos.

We'll continue to develop relationships with key national journalists, supporting them to produce high quality articles on our issues where this helps with our influencing work.

We'll build on last year's progress developing the organisation's infrastructure to support our influencing work including, producing high-quality research and policy briefings, an up to date stakeholder engagement database and a political and media monitoring service.

Fundraising, Data Protection and GDPR

The charity's main fundraising activity involves communications with corporates, trusts and foundations via telephone, email, fundraising events and sponsored events in line with the Fundraising Code of Practice set by the Fundraising Regulator. We will recruit a major giving manager to the fundraising team this year to support the growth of voluntary income as we continue to rely on it as an organisation. For the last three years at least 70% of our services have been funded by voluntary donations.

Where members of the public have donated or joined our Membership programme, we adhere to tight guidelines informed by the DPA and GDPR legislation. Our privacy policy can be found on our website (https://www.schoolhomesupport.org.uk/privacy-cookies/).

Our School-Home Support Supporter Promise is available in full on our website. Key principles for fundraising activities with the public include the following:

- We adhere to the Fundraising Code of Practice;
- All our activities are open, fair, honest and legal;
- If we are asked to change how we communicate with individuals, or stop, we will do so;
- We do not sell contact details to anyone.

The charity is registered with the Fundraising Regulator and adheres to the standards of the Fundraising Code of Practice. No complaints about fundraising activity were received in the year.

Structure, Governance and Management

The financial statements that follow later in this report comprise the Statement of Financial Activities, the Balance Sheet, and the Statement of Cash Flows and related notes.

The organisation is a charitable company limited by guarantee and not having a share capital, incorporated on 9 May 2000 and registered as a charity on 24 January 2001.

The Charity is governed by its Memorandum and Articles of Association as amended by special resolutions, with the latest amendment dated 23 January 2020.

The governing body of the Charity is the Board of Trustees. The maximum number of Trustees allowed by the Articles of Association is fifteen and at the period-end there were twelve serving Trustees. During the course of the year, three Trustees resigned and two new Trustees were appointed. Two additional Trustees have been appointed since the year end. Annually, Trustees review the Board to identify any skills gaps and look externally for appropriate people in order to attract members with the relevant experience and skills needed to improve the Board's effectiveness.

The Trustees meet four times each year with the Management Team. Meetings are extended or additional shorter meetings are carried out for specific focus such as Business Plan development and review.

Each Trustee is asked to complete a declaration of interest form which is reviewed and, if appropriate, amended, annually as well as it being a standing agenda item at Trustee meetings to ask Trustees to declare new interests.

School-Home Support has three formal subcommittees with agreed Terms of Reference and appointed Chairs which report to the Board of Trustees. The three subcommittees are as follows:

1. **Finance committee** - meets four times a year to oversee the effective financial, risk management, recording policies and procedures and to report and make any recommendations to the Board.
2. **Impact committee** - meets formally a minimum of three times a year to provide oversight, support and guidance to the staff team in the measurement, evaluation, and communication of impact of its work with children, parents/carers, families, schools and wider society.
3. **Fundraising and Marketing committee** - meets twice a year with ad hoc additional meetings for specific projects / issues as needed. Its focus is to review and advise on all elements of the fundraising, marketing and communications strategy and related activities and make any recommendations to the Board.

Management

The Trustees are responsible for setting strategies and policies for the Charity and for ensuring that these are implemented. The Finance Committee ensures that all assets of the Charity are properly safeguarded, managed and used, and that funds are spent effectively and efficiently in the course of its activities. In addition, the Committee reviews the effectiveness of internal financial controls and risk management systems. The Committee meets prior to each Trustee Board meeting.

The day-to-day running of the Charity is delegated to the Chief Executive and her staff. The Chief Executive has responsibility for planning, developing and implementing policies and strategies within clear guidelines and protocols set by the Trustees. In September 2021, the Operations department was split into two departments, Finance and Resources, and Impact and Digital Delivery. As a result, the previous role of Head of Operations no longer exists and two new roles were created and filled: The Head of Finance and Resources and the Head of Impact and Digital Delivery. These two Heads of Department, together with the Head of Family Intervention and the Head of Fundraising and Communications supported the Chief Executive during the year.

The Charity has a robust remuneration policy in place which supports a structured pay-scale matrix to reflect the broad range of skill sets throughout the organisation. Pay scales are reviewed to ensure they are aligned with industry standards based upon the specific areas in which the Charity works. They are also regularly reviewed in light of the increasing cost of living.

Pay Policy

School-Home Support is a "Living Wage" employer. The company seeks to recruit high performing individuals and sets remuneration levels taking into account a range of factors including:

- ❏ An individual's skills, performance and experience;
- ❏ The size and responsibility of the role; and
- ❏ External benchmark data for the charity and cultural sector.

Equality, Diversity and Inclusion

At School-Home Support, equality, diversity and inclusion (EDI) are central to our vision that 'every child has the support they need to thrive and achieve'. We are committed to creating a diverse workforce that is representative of the children, families and communities we serve. We strongly believe that this isn't only a moral imperative, it is an operational necessity.

Delivering against our three-year strategy (2019-22) we have continued to focus our attention on understanding the diversity of our service users and our staff, via the development of robust and reliable data collection tools. In 2021/22 we have seen the highest equality monitoring survey response rates to date from School-Home Support staff. The data clearly demonstrates that the ethnicity of our practitioners proportionally reflects the ethnicity of the children we work with which, in turn, is helping to steer our recruitment strategy. This year we have also included equality monitoring data collection practices into our practitioner induction training, so that our frontline staff feel equipped to gather this crucial information from the families they work with.

With the help of our corporate partners, and as part of our work to identify barriers to accessing our service, we have embarked on an ambitious translation programme. We now have core information materials for young people and their families regarding our services available in eleven languages. We also have five translations available to service users for our 2022 User Voice survey. This survey gains feedback from children, young people and parents that we work with, ensuring that we are continuously developing our service with the people who use it at the front and centre.

Our aim to foster a positive working environment that recognises and values difference has been supported by a variety of EDI training sessions, networking events and "Champion" provisions. Training sessions of note include EDI training for all new starters and Cultural Competency training, which examines how culturally competent School-Home Support is as an organisation, alongside encouraging colleagues to reflect on their own individual cultural competency. Our brand new 2022/23 EDI Assembly programme for all School-Home Support colleagues aligns with important national inclusion dates so that we can platform a variety of underrepresented groups and initiatives. We have seen high attendance figures and positive feedback from these events since the start of the academic year. We now have an EDI Champion and Menopause Champion in position; colleagues who are on-hand to support with any and all challenges, issues and suggestions relating to EDI and /or menopause.

We have taken some important first steps towards diversifying our Board of Trustees, a commitment made in order to be more representative of the service users and communities we support. In 2022 we recruited and inducted our first Young Trustee, Maaz Allahrakha, whose family was supported by

a School-Home Support practitioner. We have increased lived experience amongst the Board and recruited and appointed a full Board member who is a dedicated advocate for diversity and inclusion, and an expert in conduct and ethics culture. Additionally, colleagues from the Board and the central team participated in the Transform programme, delivered by Getting On Board. The learnings from this cutting-edge course are now being embedded into the recruitment process for new Trustees.

Trustees

Trustees, who are also the Directors for the purpose of charity law, who served during the year and up to the date of this report are listed on page 3 of this report.

Three Trustees were required to be re-appointed during the year in line with our governance procedures: Lisa Robinson, Lynne Chambers and John Jeffcock. Lynne Chambers and John Jeffcock subsequently resigned on 28th April 2022.

Trustee Induction and Training

Trustees are able to access a range of training to support them in their role and their understanding of the organisation. Training available includes such areas as governance, finance, safeguarding and inclusion. New Trustees access a comprehensive induction programme and are allocated a “buddy” Trustee to support them in their new role. They are also linked with a relevant senior member of staff to support their understanding of the work of the organisation whilst also allowing them to support that area of work with their expertise and skills. Trustees access a programme of shadowing front line staff to deepen their knowledge of the complex issues the families the organisation works with face.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of School-Home Support Service (UK) 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 Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Comply with applicable accounting standards, including FRS 102, subject to any material departures disclosed and explained in the financial statements; state whether a Statement of Recommended Practice (SORP) applies and has been followed, subject to any material departures which are explained in the financial statements;
- Make judgements and estimates that are reasonable and prudent; and

- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of Information to Auditors

The Trustees who held office at the date of approval of this report confirm that, so far as they are individually aware, there is no relevant audit information of which the Charity's auditors are unaware; and each Trustee has taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Going concern

The Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The review of the charity's financial position, reserves levels and future plans gives Trustees confidence that the company remains a going concern for the foreseeable future.

Whilst the impact of Covid-19 has reduced, the charity faces other risks including increases in the rate of inflation and an economic downturn or recession. However, at the date of filing these financial statements, whilst there is uncertainty over what if any impact there may be on future donations, the level of current donations and controls in place, alongside strategic plans to increase reach and influence policy, mean that even under a reasonable worst case scenario, the Trustees have grounds to believe that the charity is able to continue as a going concern for at least 12 months from the date of approval of these financial statements.

Financial Review of the year 2021-22

The detailed figures for the year ended 31 August 2022 are set out in the financial statements that follow the Trustees' report.

Last year, in 2020/21, the primary challenge continued to be the Covid-19 pandemic, which affected families and organisations nationally in a number of ways. Our strategic drive was crucial in order to raise income and derestrict existing funds to help support those families in greatest need. This year, the challenge from Covid-19 has been reduced, and our strategic drive was not repeated. This means voluntary income fell from its high of £2,975K in 2020/21 to £2,347K in 2021/22.

An emerging challenge is the increasing cost of living, which is resulting in an increased need for help and support from families. Uncertainty arising from increasing inflation coupled with a potential downturn in the economy has the ability to impact our ability to raise income. Although this has not had a significant impact in 2021/22, it is likely to be a risk going forward.

A continuing challenge is our ability to cover 'core costs' within available funding due to a proportion of funders wishing to support direct delivery rather than contribute to infrastructure costs. Our fundraising team works hard to ensure they maximise the proportion of income received that can be used to cover core costs.

Financial constraints faced by schools and local authorities also remained a challenge during the year, although new sources of earned income were a welcome contribution to overall funds.

Voluntary income remained the primary source of income in 2020-21 and we expect this reliance on voluntary sourced income to continue along with our need to explore diverse ways for income generation and evolving our partnership options.

Overall, timing of income received means that we are showing a surplus of £191k (£998k in 2020/21). We feel that this is a positive reflection of the efficiencies of resources, effective work flows and close management of costs we continue to strive to achieve so that as much of our income as possible goes to benefit the families we support.

Whilst we continue to be cautious about financial uncertainties facing our funding partners and supporters, we believe School-Home Support and its financial structure will continue to be resilient and capable of responding to the challenges that may lie ahead. The Board of Trustees of School-Home Support, having carefully considered the financial position and the economic circumstances, consider the charity to be a going concern for the foreseeable future.

Voluntary Income and Fundraising

Voluntary sourced income in 2021/22 decreased by 21% on the previous year with a total of £2,347k received (£2,975k in 2020/21). The decrease is due mainly to fundraising successes in 2020/21 resulting from a strategic drive to secure funding to help meet the increased support needs for families during the pandemic. In 2021/22, we returned to a more usual fundraising landscape.

Voluntary sourced income represents 72% (81% in 2021) of incoming resources. Although voluntary income as a percentage of total incoming resources has dropped this year compared to the previous year, this is in part due to the strategic drive mentioned above. It is likely that our reliance on voluntary income will return to an increasing trend in the future.

The in-house fundraising team is tasked with raising the voluntary income needed to deliver vital services. The team is supported by a subcommittee of Trustees who provide additional strategic and governance overview support.

Direct Fundraising costs totalled £345k which represents 14.7% of total voluntary sourced income (£281K or 9% in 2021). This proportional increase is due partly to the drop in voluntary sourced income compared to 2020/21, the reasons for which have been outlined above. But it is also due to our strategic decision in 2020/21 to invest in resources to enhance our ability to generate income to enable a growth in service delivery.

Trusts and foundations remain the largest income stream; corporate partnerships are now well established and almost matched the contribution of trusts and foundations. We would like to thank

all our supporters without whom we would not be able to provide vital services to disadvantaged children and families. A fuller list is given in our Impact Report, including:

The Bloomfield Trust
City Bridge Trust
The Colyer-Fergusson Charitable Trust
Esmée Fairbairn Foundation
Pears Foundation
The Swire Charitable Trust
St James's Place Foundation

Fee Income

The constraints on school budgets continue to be a challenge to School-Home Support's ability to attract new business directly from schools. However, we have been successful in obtaining earned income from other sources, such as the Department of Education (DfE). This has resulted in a significant increase in earned income for 2021/22 to £909k (£683k in 2020/21). This income represents 48% of the expenditure on charitable activities in the year (38% in 2020/21).

Costs

The cost of charitable activity increased mainly due to the higher level of staff costs involved in our increased level of service delivery. Efficiency savings were achieved where possible to ensure overall costs were kept in line with income. In 2020/21 the Trustees established a designated fund to support School-Home Support's strategy to grow to scale and reach more families; our spending from this fund during 2021/22 has fed into our overall costs.

Although the increasing rate of inflation did not significantly affect our costs during the year, it is likely that this will be a challenge in coming years.

Balance Sheet

Overall reserves at £1,993k have increased by 11% from £1,802K in 2020-21. Restricted reserves have reduced by 32% from £1,020k to £624k. During the year we spent £198K or 63% (2020/21 £nil) of designated reserves; the remainder will be spent in 2022/23. There is an increase of £784k in general funds, from £470k to £1,254k.

Investment Policy

School-Home Support had no investment activity in 2021/22 other than the receipt of bank interest.

Risk Management

The Trustees confirm that they have reviewed an assessment of the major risks to which the Charity is exposed, particularly operational and financial risks, and are satisfied that the controls and actions

in place to manage and mitigate the major risks that have been identified are sufficient. The risk register is reviewed annually as a whole and key risks are discussed at each Finance Committee and presented to the Board for review.

In 2022-23, with the UK only narrowly avoiding falling into recession, a main risk identified is the impact of the economy on the Charity's ability to raise income. A contraction in the economy, coupled with relatively high rates of inflation may impact negatively on funders and reduce the Charity's ability to raise voluntary income. Moreover, continuing and increasing budgetary challenges in schools and local authorities and their consequential impact on maintaining existing contracts or achieving new business may reduce the Charity's ability to generate earned income.

On the expenditure side, inflationary pressures may result in unplanned increased costs. However, the Charity's salary costs are by far and away its most significant expenditure item, comprising 81% of total expenditure (81% in 2020-21). If inflation rates in 2023 remain at or increase from their current level, it is likely that the Charity will need to further review its rates of pay in order to stay competitive and continue to reward its staff adequately and fairly given the increased costs of living.

In order to mitigate the risks identified, especially in relation to mitigating the financial uncertainty, the Charity continues to review different scenarios and assess the Charity's ability to react and maximise opportunities to diversify income sources, absorb increased costs (especially salary costs), and expand the reach of its services. The role of its free reserves, as highlighted below, is key in mitigating the potential impact of the major risks identified.

Reserves Policy

The Finance Committee, on behalf of the Board of Trustees, meets quarterly and conducts an annual review of the level of unrestricted reserves by considering risks associated with the various income streams, expenditure plans and balance sheet items. This enables an estimate to be made of the level of unrestricted reserves that are sufficient:

- To allow time for reorganisation in the event of a downturn in income or asset values;
- To protect ongoing service provision; and
- To allow the charity to meet its working capital requirements.

In 2020-21, in response to the impact of Covid-19 and with recent funding achieved, the Trustees approved the creation of a designated reserve to hold over sufficient funds to support the charity's growth strategy. These designated reserves were to enable the growth of Practitioner Services in existing areas and their expansion into other areas. They have also covered expenditure that would not be incurred if plans to grow to scale were not in place. This investment in resource, system set up and development costs has given us a secure platform on which to base our ambitious 2022-27 strategy.

We anticipate spending the remainder of these designated reserves by the end of March 2023, as we prepare to roll out the model that will enable us to increase delivery by 62% by 2027. Our goal is to expand the practitioner model into 9 new areas, directly supporting a further 15,576 people. To do this we will research, identify and build relationships and ensure support and systems are in place to

maintain impact and safeguarding. Scoping activity in 2023 will allow the plan to pilot in 2024, before fully rolling out the model from 2025.

In 2022-23, while the potential impact of Covid-19 has diminished, the Charity is facing increasing challenges to both its income and expenditure due to:

- Negative or zero growth in the UK economy, which will pose a risk to our voluntary income;
- Inflation, which will increase the likelihood of cost overrun in budgeted expenditure, especially in respect of salaries;
- Insufficient Government funding, which will reduce the funding available to schools to purchase services.

Voluntary income as a percentage of incoming resources has decreased this year (to 72% from 81% in 2020-21). Given new government and local authority initiatives, it is possible that this trend will continue and earned income will become a bigger proportion of incoming resources. However, the Trustees must take into consideration that a material proportion of the charity's income is still likely to continue to be generated from philanthropic sources.

With these issues in mind, the Trustees reviewed a number of different scenarios which reflected the major risks identified in the risk register, including the impact of the state of the economy on both voluntary and earned income and inflationary pressures on salary and other costs. They determined that the Charity should ensure it maintains free reserves between £560K and £1,060K.

The Charity's free reserves at 31 August 2022 were £1,224k (£447K 2020/21), being unrestricted reserves of £1,369k less designated funds of £115k and fixed assets of £30k. This level of free reserves is slightly in excess of the Trustees' stated policy above and, given the current level of economic uncertainty, the Trustees agree that this is a reasonable approach to ensure the Charity is able to meet its future commitments. However, Trustees have every intention of spending the excess reserves as quickly as possible with the focus on ensuring that this is of direct benefit to children and families.

The Trustees' Report was approved by the Trustees on 25 January 2023, and is signed as authorised on its behalf by:

Nikolai Petrou, Chair of Finance Committee **Date**

25th January 2023

Fred Sharrock, Chair of the Board of Trustees **Date**

25th January 2023

Independent Auditor's Report to the Members of School-Home Support Service (UK)

For the year ended 31 August 2022

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SCHOOL-HOME SUPPORT SERVICE (UK)

Opinion

We have audited the financial statements of School Home Support Services (UK) for the year ended 31 August 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 August 2022 and of the charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information
The Trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report and the Chair's 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.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- The information given in the Trustees' Report (which includes the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The directors' report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report (which incorporates the directors' report).

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

- Adequate accounting records have not been kept by the charitable company; or
- The charitable company financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of Trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a strategic report.

Responsibilities of Trustees for the financial statements
As explained more fully in the Trustees' responsibilities statement set out on pages 17 and 18, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's 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 charitable company and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to charity and company law applicable in England and Wales, fundraising regulations, data protection laws and safeguarding regulations, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Act 2011, employment law and payroll tax.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to the completeness and cut-off of donations and grant income. Audit procedures performed by the engagement team included:

- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals, in particular journal entries posted with unusual account combinations, postings by unusual users or with unusual descriptions; and
- Challenging assumptions and judgements made by management in their critical accounting estimates.

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 auditor's report.

Use of our report

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

VikramSandhu(SeniorStatutoryAuditor)
For and on behalf of Haysmacintyre LLP, Statutory Auditor
Date: 21 March 2023

10 Queen Street Place
London
EC4R 1AG

Statement of Financial Activities

(including Income & Expenditure Account)
for the year ended 31 August 2022

	Notes	Unrestricted funds General Funds £	Designated funds	Restricted funds £	Total 2022 £	Total 2021 £
Income from:						
Donations and grants	3	661,745	-	1,684,955	**2,346,700**	2,975,470
Charitable Activities	4	909,546	-	-	**909,546**	683,514
Investments		2,096	-	-	**2,096**	2,126
Total Income		**1,573,387**	**-**	**1,684,955**	**3,258,342**	3,661,110
Expenditure on:						
Raising funds	5	397,110	24,000	-	**421,110**	342,699
Charitable Activities	5	391,556	173,706	2,080,543	**2,645,805**	2,320,229
Total Expenditure		**788,666**	**197,706**	**2,080,543**	**3,066,915**	2,662,928
Net income (expenditure) for the year		784,721	(197,706)	(395,588)	**191,427**	998,181
Transfers between funds		-	-	-	**-**	-
Funds brought forward 1 September 2021		469,519	313,000	1,019,557	**1,802,076**	803,895
Funds at 31 August 2022	16	**1,254,240**	**115,294**	**623,969**	**1,993,503**	1,802,076

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

All transactions during the year are derived from continuing activities.

The notes on pages 30 - 42 form part of these financial statements.

Comparative figures for the prior financial year are shown in note 18.

Balance Sheet

as at 31 August 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Fixed assets					
Tangible assets	10		**30,263**		21,597
Intangible assets	11		**-**		-
			30,263		21,597
Current Assets					
Debtors	12	146,909		156,136	
Cash at bank and in hand		2,295,023		2,317,234	
		2,441,932		2,473,370	
Creditors:					
Amounts falling due within one year	13	(478,692)		(692,891)	
Net current assets			**1,963,240**		1,780,479
Net assets	15		**1,993,503**		1,802,076
Funds					
Designated funds		115,294		313,000	
General funds		1,254,240		469,519	
Total unrestricted funds	16		1,369,534		782,519
Restricted funds	16		623,969		1,019,557
Total Funds			**1,993,503**		1,802,076

Company Number: 03991440

The financial statements on pages 27-42 were approved by the Trustees on 25th January 2023 and signed on their behalf by:

Nikolai Petrou, Chair of Finance Committee **Date**

25th January 2023

Fred Sharrock, Chair of the Board of Trustees **Date**

25th January 2023

Statement of Cash Flows

for the year ended 31 August 2022

	2022		2021	
	£	£	£	£
Reconciliation of net (expenditure) / income to net cash flow from operating activities				
Net (expenditure) income for the year		191,427		998,181
Depreciation		10,056		6,058
Investment income		(2,096)		(2,126)
Decrease / (increase) in debtors		9,228		(4,937)
(Decrease) / increase in creditors		(214,199)		(51,587)
Net cash generated by (used in) operating activities		(5,584)		945,589
Cash flows from investing activities				
Bank interest received	2,096		2,126	
Purchase of fixed assets	(18,723)		(1,013)	
Net cash provided by / (used in) investing activities		(16,627)		1,113
Change in cash and cash equivalents in the year		(22,211)		946,703
Cash at 1 September 2021		2,317,234		1,370,531
Cash at 31 August 2022		2,295,023		2,317,234

	2022		2021	
	£	£	£	£
Analysis of changes in net debt				
Cash at 1 September 2021		2,317,234		1,370,531
Cash flows		(22,211)		946,703
Cash at 31 August 2022		2,295,023		2,317,234

Notes to the Accounts

1. Accounting Policies

Accounting convention

The accounts (financial statements) have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 with the application of recent amendments (October 2020) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

Assets and liabilities are recognised at historical cost or transaction value.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest pound.

Title

The charitable company has an exemption under Paragraph 60 of the Companies Act 2006 from using "Limited" in the title.

Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

Going concern

As detailed in the Trustees' report above, the financial statements have been prepared on a going concern basis which assumes that the charity will continue in operation for a period of at least 12 months from the date of approval of these financial statements.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income received for general purposes of the charity is credited to unrestricted funds. Income subject to specific wishes of the donor is credited to relevant restricted funds.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

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.

Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are to be used for specific purposes as agreed by the Board of Trustees. Expenditure which meets this criteria is charged to the fund.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose;
- Expenditure on charitable activities includes the costs of delivering support to schools, undertaken to further the purposes of the charity and their associated support costs. Where costs cannot be directly attributed (support costs), they have been allocated to the activities on a basis consistent with the use of resources;
- Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Operating leases

Where assets are financed by leasing agreements that give rights approximating to ownership ("finance leases"), the assets are treated as if they had been purchased outright. The amount capitalised is the present value of the minimum lease payments during the lease term. The corresponding leasing commitments are shown as obligations to the lessor.

Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are

reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Leasehold improvements — Straight line over length of lease
- Fixtures & fittings — Straight line over 5 years
- IT — Straight line over 4 years

Intangible fixed assets

Amortisation is provided at rates calculated to write off the cost of each asset, less any residual value, over its expected useful life. The amortisation rates in use are as follows:

- Website costs — Straight line over 4 years
- Software costs — Straight line over 4 years

Debtors

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

Cash at bank and in hand

Cash at bank and cash in hand includes cash and deposits held at call with banks, other short-term liquid investments with original maturities of three months or less.

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 trade discounts due.

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

Financial Instruments

The company has elected to apply the provision of Section 11 'Basic Financial Instruments' and Section 12 'Other instruments' are recognised in the company's balance sheet when the company becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

With the exceptions of prepayments and deferred income all other debtor and creditor balances are considered to be basic financial instruments under FRS 102. See notes 12 and 13 for the debtor and creditor notes.

Pensions

The charity operates one defined contribution pension scheme for employees. The pension charge represents contributions payable by the charity for the period, and the charity's liability is limited to the amounts of the contributions. The scheme is as follows:

- A scheme administered by AEGON Scottish Equitable, the funds of which are separate from those of the charity.

Critical accounting estimates and areas of judgement

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements.

In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year, except for the estimates and judgements used for Depreciation and Amortisation.

2. Company Structure

The charity is a company limited by guarantee and not having a share capital. The members of the company are the Trustees named on page 3. At 31 August 2022 the number of members was 12 (2021: 13).

3. Income from Donations and Grants

	2022			2021		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Donations & grants	661,525	1,684,955	**2,346,480**	732,139	2,232,346	**2,964,485**
Trustee donations	220	-	**220**	10,985	-	**10,985**
Total donations	**661,745**	**1,684,955**	**2,346,700**	743,124	2,232,346	2,975,470

4. Income from Charitable Activities

	2022			2021		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Family Intervention	243,739	-	**243,739**	309,700	-	**309,700**
Projects / Agencies	665,732	-	**665,732**	373,455	-	**373,455**
Pastoral Development Services	75	-	**75**	360	-	**360**
Total income from charitable activities	**909,546**	**-**	**909,546**	683,514	-	683,514

5. Total Expenditure

	Cost of raising funds £	Charitable activities £	Support costs £	2022 Total £	2021 Total
Staff costs (note 7)	321,156	1,802,968	359,223	**2,483,347**	2,157,748
Promotion & marketing	1,631	-	908	**2,539**	919
Travel & subsistence	-	13,794	403	**14,197**	4,439
Learning & development	329	1,203	32,152	**33,684**	18,860
Finance & legal	181	1,215	65,881	**67,277**	60,751
Other	22,602	93,320	335,467	**451,389**	404,743
Governance	-	-	14,482	**14,482**	15,468
	345,899	1,912,500	808,516	**3,066,915**	2,662,928
Support costs	75,211	733,305	(808,516)	**-**	
Total expenditure	**421,110**	**2,645,805**	**-**	**3,066,915**	2,662,928

6. Net income (expenditure) for the year.

This is stated after charging:	2022 £	2021 £
Depreciation & amortisation	10,056	6,058
Operating lease rentals		
Property	71,904	91,291
Other	-	-
Total	71,904	91,291
Audit fee	15,300	15,468
Under-accrual in prior year	-	1,260
Total	15,300	16,728

7. Staff costs and Numbers

	2022 £	2021 £
Salaries and wages	2,240,257	1,941,073
Redundancy and termination costs	14,254	13,855
Social security costs	188,958	166,569
Pension costs	39,878	36,251
	2,483,347	**2,157,748**

The number of staff included in Redundancy and termination costs was 8 (2021: 5).

The following number of employees received employee benefits (excluding employer pension costs) during the year between:

	2022	2021
£60,000 - £69,999	1	-
£70,000 - £79,999	1	1

The total employee benefits including pension contributions of the key management personnel were £323,321 (2021: £328,381)

Key Management Personnel include Trustees, the Chief Executive, and the five Heads of Department in post during the year - Head of Family Intervention, Head of Fundraising and Communications, Head of Impact and Digital Delivery and Head of Finance and Resources. (In 2020-21, Key Management Personnel were defined as the CEO and the five senior managers in post during the year).

The Charity Trustees were not paid nor did they receive any other benefits from employment with the Charity in the year (2021: £nil). No Charity Trustee received payment for professional or other services supplied to the charity (2021: £nil).

Trustees' expenses represent the payment or reimbursement of travel and subsistence costs totalling £nil (2021: £nil).

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2022	2021
Raising funds	8	8
Charitable activities	65	63
Support	12	7
Governance	1	1
	86	79

8. Related party transactions

There are no related party transactions to disclose for 2022 (2021: None).

Aggregate donations from Trustees were £220 (2021: £10,985)

9. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The charity is not registered for VAT and therefore irrecoverable VAT is included with the cost of the items to which it relates.

10. Tangible Fixed Assets

	Leasehold property £	Fixtures & fittings £	Computer equipment £	Total £
Cost				
At the start of the year	57,026	16,070	94,672	167,768
Additions in the year	-	-	18,723	18,723
Disposals during the year	-	-	(62,622)	(62,622)
At the end of the year	**57,026**	**16,070**	**50,773**	**123,869**
Depreciation				
At the start of the year	36,553	15,792	93,827	146,172
Charge for the year	5,702	193	4,161	10,056
Disposals during the year	-	-	(62,622)	(62,622)
At the end of the year	**42,255**	**15,985**	**35,366**	**93,606**
Net book value				
At the end of the year	**14,771**	**85**	**15,407**	**30,263**
At the start of the year	20,473	278	845	21,597

All of the above assets are used for charitable purposes.

11. Intangible Fixed Assets

	Software £	Website £	Total £
Cost			
At the start of the year	192,800	31,752	224,552
Additions in the year	-	-	-
Disposals during the year	(188,030)	-	(188,030)
At the end of the year	**4,770**	**31,752**	**36,522**
Amortisation			
At the start of the year	192,800	31,752	224,552
Charge for the year	-	-	-
Disposals during the year	(188,030)	-	(188,030)
At the end of the year	**4,770**	**31,752**	**36,522**
Net book value			
At the end of the year	**-**	**-**	**-**
At the start of the year	-	-	-

All of the above assets are used for charitable purposes.

12. Debtors

	2022 £	2021 £
Trade debtors	28,256	131,553
Other debtors	-	-
Prepayments	41,063	23,358
Accrued income	77,590	1,225
	146,909	**156,136**

13. Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	61,584	76,375
Taxation and social security	49,499	37,586
Other creditors	13,034	10,376
Accruals	40,433	93,562
Deferred income (Note 14)	314,142	474,993
	478,692	**692,891**

14. Deferred Income

	2022 £	2021 £
Balance at the beginning of the year	474,993	501,523
Amount deferred in the year	314,142	564,533
Amount released to income in the year	(474,993)	(591,064)
Balance at the end of the year	**314,142**	**474,993**

Deferred income includes school fee income invoiced which covers future periods.

15. Analysis of Net Assets Between Funds

	2022			
	General funds	Designated funds	Restricted funds	Total 2022
	£	£	£	£
Tangible fixed assets	30,263	-	-	**30,263**
Intangible fixed assets	-	-	-	-
Net current assets	1,223,977	115,294	623,969	**1,963,240**
Net assets at the end of the year	**1,254,240**	**115,294**	**623,969**	**1,993,503**

Prior year comparative figures are shown in note 18.

16. Movement in Funds

	At the start of the year	Incoming resources	Outgoing resources	Transfer between funds	At the end of the year
	£	£	£	£	£
Restricted funds					
Core costs	223,710	408,378	(552,838)	-	79,250
IT	7,095	45,090	(36,040)	20,000	36,145
Family Intervention	754,497	1,131,081	(1,431,379)	(10,461)	443,738
Pastoral Development Services	9,539	800	(175)	(9,539)	625
Welfare	24,716	99,606	(60,111)	-	64,211
Total restricted funds	**1,019,557**	**1,684,955**	**(2,080,543)**	**-**	**623,969**
Unrestricted funds					
General Funds	469,519	1,573,387	(788,666)	-	1,254,240
Designated funds	313,000	-	(197,706)	-	115,294
Total unrestricted funds	**782,519**	**1,573,387**	**(986,372)**	**-**	**1,369,534**
Total funds	**1,802,076**	**3,258,342**	**(3,066,915)**	**-**	**1,993,503**

Purposes of restricted and designated funds:

- Core costs - For core day-to-day running costs excluding items such as capital purchases.
- IT - For expenditure on hardware and software including website.
- Family Intervention - To cover practitioner roles within schools or regionally based.
- Pastoral Development Services - For delivery of training, supervision support and membership services.
- Welfare - For expenditure on welfare fund items including IT/data provision to families.
- Designated funds - To continue to ensure the availability of sufficient funds to support the growth strategy in 2021-22.

17. Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	2022			2021		
	Property £	**Equipment** £	**Total** £	Property £	Equipment £	Total £
Less than one year	71,904	-	71,904	71,904	-	71,904
Two to five years	107,856	-	107,856	179,760	-	179,760
	179,760	**-**	**179,760**	251,664	-	251,664

18. Comparatives

Statement of Financial Activities

(including Income & Expenditure Account)
for the year ended 31 August 2021

	Notes	Unrestricted funds General Funds £	Designated funds	Restricted funds £	Total 2021 £
Income from:					
Donations and grants	3	743,124	-	2,232,346	**2,975,470**
Charitable Activities	4	683,514	-	-	**683,514**
Investments		2,126	-	-	**2,126**
Total Income		**1,428,764**	**-**	**2,232,346**	**3,661,110**
Expenditure on:					
Raising funds	5	342,699	-	-	**342,699**
Charitable Activities	5	578,588	-	1,741,642	**2,320,229**
Total Expenditure		**921,287**	**-**	**1,741,642**	**2,662,928**
Net income (expenditure) for the year		507,477	-	490,704	**998,181**
Transfers between funds		(313,000)	313,000	-	**-**
Funds brought forward 1 September 2020		275,042	-	528,853	**803,895**
Funds at 31 August 2021	16	**469,519**	**313,000**	**1,019,557**	**1,802,076**

18. Comparatives (continued)

Analysis of Net Assets Between Funds

	2021			
	General funds	Designated funds	Restricted funds	Total 2021
	£	£	£	£
Tangible fixed assets	21,597	-	-	**21,597**
Intangible fixed assets	-	-	-	-
Net current assets	447,922	313,000	1,019,557	**1,780,479**
Net assets at the end of the year	**469,519**	**313,000**	**1,019,557**	**1,802,076**

SCHOOL-HOME SUPPORT SERVICE (UK)

England & Wales - Charity number 1084696

Accounts

School-Home Support

2020/2021

School-Home Support

Report and Financial statements

Year ended 31 August 2021

Company number: 03991440

Charity number: 1084696

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This report was produced in-house by School-Home Support.

Trustees, Officers and Professional Advisors

Trustees

Fred Sharrock (Chair)
Sara Luder (Deputy Chair)
Mariella Ardron
Laura Bruce
Lynne Chambers
Colin Horswell
John Jeffcock
Michelle Loughrey
David Marriage
Dan O'Brien *(appointed 29/04/2021)*
Nikolai Petrou
Lisa Robinson
David Vaughan *(resigned 27/01/2021)*
Carly Wickham

Finance Committee (from 27/01/21)

Nikolai Petrou (Chair)
Colin Horswell
Sara Luder
Dan O'Brien

Fundraising and Marketing Committee

Lisa Robinson (Chair)
Mariella Ardron
John Jeffcock
Nikolai Petrou
Carly Wickham

Impact Committee (from 27/01/21)

Laura Bruce (Chair)
Mariella Ardron
Colin Horswell
Michelle Loughrey
David Marriage
Nikolai Petrou
Carly Wickham

Finance and Impact Committee (until 27/01/21)

David Vaughan (Chair)
Colin Horswell
Sara Luder
Nikolai Petrou

Chief Executive

Jaine Stannard

Registered Office

Solar House 3rd Floor
1-9 Romford Road
London
E15 4LJ

Auditors

Moore Kingston Smith LLP
Devonshire House
60 Goswell Road
London
EC1M 7AD

Bankers

Barclays Bank PLC
Dockland Branch
1 Churchill Place, Canary Wharf
London E14 5RB

Solicitors

Downs Solicitors LLP
The Tanners
75 Meadrow
Godalming
Surrey GU7 3HS

School-Home Support Service (UK)

www.School-Home Support.org.uk
Telephone: 020 7426 5000
enquiries@School-Home Support.org.uk

Annual Report of the Trustees

The Trustees, who are also Directors of the charitable company, present their report for the twelve months ending 31 August 2021. In presenting this report, the Trustees have complied with the Statement of Recommended Practice, Accounting and Reporting by Charities, the Companies Act 2006 and applicable United Kingdom Accounting and Financial Reporting Standards, including FRS102 and have given due regard to the Charity Commission's general guidance on public benefit including the guidance 'public benefit: running a charity (PB2)'.

Directors' Report

The Directors present their report for the year ended 31 August 2021 which should be read in conjunction with the Strategic Report.

Reference and administrative details

The registered name of the charity, the charity number and the company number are shown on the front cover of this report.

The registered office, current Trustees, Chief Executive and advisers are shown in the Trustees, Officers and Professional Advisors section of this report on page 3.

Chair's Report

As the Covid-19 fallout continues, School-Home Support has never been more needed. The families we support continue to be among the most affected by the pandemic and we are seeing a change in how we work with them, as families are facing a series of crises exacerbated by the pandemic, including physical, mental, and financial health crises all at once.

The pandemic has changed the nature of the support we are providing. There have been far fewer group sessions due to lockdowns and families' understandable wariness about meeting up inside. Instead, we have supported more individuals than ever before and nearly all of them have had more than one presenting issue. This means more complex cases that need greater amounts of time and attention from our expert practitioner teams. We have also seen a worrying increase in safeguarding alerts. We know that children not in school are not always safe and this has been reflected in a 300% increase in safeguarding alerts between this and the previous year. We received 85 alerts in the 19/20 academic year and 272 this academic year, largely correlated with when children returned to schools and issues that had been hidden at home being identified when schools reopened.

We are fortunate once again that many of our voluntary funding partners continue to recognise the vital nature of the services we provide and have stepped forward with a great deal of support. For that we thank them hugely. This has allowed us to scale up support in the areas of the country where we work already and at the same time research a new area in which to develop our services. Our significant increase in voluntary income is set against a smaller but continued drop-off in our earned income, continuing the recent trend, as school budgets have been increasingly under pressure. We are continuing to work on influencing policymakers both on our own and in collaboration with our partners to call for greater funding to support children to get back into school and ready to learn. We

start this year in a stronger position to deliver on this mission and remain committed to our vision that every child has access to their education and the support they need to achieve and thrive.

Objectives and Activities

The Charity's vision is that every child has the support they need to thrive and achieve. Our mission is to get children in school, ready to learn. Whatever it takes.

School-Home Support's Objects, as set out in its Memorandum of Association, are to advance education by promoting, developing and assisting in the provision of services which contribute to the pastoral care of pupils and/or which foster links between school and home.

To enable the Charity to deliver its objects, its strategy is:

- ❏ Improving school attendance for vulnerable children through our family-centred approach
- ❏ Increasing our reach and impact by delivering services in key target areas
- ❏ Sharing best practice to improve family support in schools
- ❏ Influencing practice strategically at a national level.

Public Benefit

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PB2). We are confident that through our objects, School-Home Support (School-Home Support) meets those public benefit requirements.

The principles of public benefit – that it is identifiable, that it must be to the public and that any private benefit must be incidental – are demonstrated by the outcomes of our work set out in the review which follows.

Structure, Governance and Management

The financial statements that follow later in this report comprise the Statement of Financial Activities, the Balance Sheet, and the Statement of Cash Flows and related notes.

The organisation is a charitable company limited by guarantee and not having a share capital, incorporated on 9 May 2000 and registered as a charity on 24 January 2001.

The Charity is governed by its Memorandum and Articles of Association as amended by special resolutions, with the latest amendment dated 23 January 2020.

The governing body of the Charity is the Board of Trustees. The maximum number of Trustees allowed by the Articles of Association is fifteen and at the period-end there were thirteen serving Trustees. During the course of the year, one Trustee resigned and one new Trustee was appointed. Annually, Trustees review the Board to identify any skills gaps and look externally for appropriate people in order to attract members with the relevant experience and skills needed to improve the Board's effectiveness.

The Trustees meet four times each year with the Management Team. Meetings are extended or additional shorter meetings are carried out for specific focus such as Business plan development and review.

Each Trustee is asked to complete a declaration of interest form which is reviewed and, if appropriate, amended, annually as well as it being a standing agenda item at Trustee meetings to ask Trustees to declare new interests.

School-Home Support has three formal subcommittees with agreed Terms of Reference and appointed Chairs which report to the Board of Trustees. The previous Finance & Impact subcommittee became two separate committees following agreement at Trustee meetings in January 2021. The three subcommittees are as follows:

1. **Finance committee** - meets four times a year to oversee the effective financial, risk management, recording policies and procedures and to report and make any recommendations to the Board.
2. **Impact committee** - meets formally a minimum of three times a year to provide oversight, support and guidance to the staff team in the measurement, evaluation, and communication of impact of its work with children, parents/carers, families, schools and wider society.
3. **Fundraising and Marketing committee** - meets twice a year with ad hoc additional meetings for specific projects / issues as needed. Their focus is to review and advise on all elements of the fundraising, marketing and communications strategy and related activities and make any recommendations to the Board.

Management

The Trustees are responsible for setting strategies and policies for the Charity and for ensuring that these are implemented. The Finance Committee ensures that all assets of the Charity are properly safeguarded, managed and used, and that funds are spent effectively and efficiently in the course of its activities. In addition, the Committee reviews the effectiveness of internal financial controls and risk management systems. The Committee meets prior to each Trustee Board meeting.

The day-to-day running of the Charity is delegated to the Chief Executive and her staff. The Chief Executive has responsibility for planning, developing and implementing policies and strategies within clear guidelines and protocols set by the Trustees. During the year, the Chief Executive was supported by a team of five senior managers, their roles being Head of Family Intervention, Head of Operations, Head of External Relations, Senior Partnerships Manager, and Regional Family Intervention Manager. In September 2021, the Operations department was split into two departments, Finance and Resources, and Impact and Digital Delivery. The role of Head of Operations no longer exists, and two new roles were created and filled: Head of Finance and Resources and Head of Impact and Digital Delivery.

The Charity has a robust remuneration policy in place which supports a structured pay-scale matrix to reflect the broad range of skill sets throughout the organisation. Pay scales are reviewed to ensure they are aligned with industry standards based upon the specific areas in which the Charity works.

Pay Policy

School-Home Support is a "Living Wage" employer. The company seeks to recruit high performing individuals and sets remuneration levels taking into account a range of factors including:

- ❏ An individual's skills, performance and experience;
- ❏ The size and responsibility of the role; and
- ❏ External benchmark data for the charity and cultural sector.

Equality, Diversity and Inclusion

At School-Home Support, equality, diversity and inclusion (EDI) are central to our vision that 'every child has the support they need to thrive and achieve'. We are committed to creating a diverse workforce that is representative of the communities we support, inclusive and accessible services, and a work culture where all our staff can thrive and reach their full potential.

We have set up an EDI working group to look at how we can further embed the principles of EDI across all strands of the charity's work, including recruitment, career progression, working practices, including how we work with service users, suppliers and other people not employed by School Home Support. All our staff and trustees undergo mandatory EDI training and we carry out equal opportunities monitoring, taking action where appropriate to address any issues that might be identified.

In addition to mandatory EDI training, we offer a range of EDI learning and development opportunities for staff, including role specific training for our frontline and central office staff on topics such as LGBT inclusion and anti-racist practice. This is also complimented by our staff-led EDI network which provides colleagues with the opportunity to come together and discuss various EDI topics more informally. We have also begun to actively collate and make greater use of case studies which reflect the diversity of the families that we work with, 'piggy-backing' off national inclusion dates to create useful and creative content, which amplifies the voices of under-represented groups.

Recently, we have developed some key EDI metrics to help us track outcomes more effectively for the young people we support by age. ethnicity and additional support needs (SEN). We will use this to identify areas of improvement and targeted actions going forward. We have also been working closely with the Board of Trustees to further demonstrate commitment to EDI at the top of the organisation. Together we will be working to improve the diversity of the board, through a targeted recruitment campaign; one area of focus will be younger trustees with lived experience of disadvantage and/or as an School-Home Support service user.

Trustees

Trustees, who are also the Directors for the purpose of charity law, who served during the year and up to the date of this report are listed on page 3 of this report.

Three trustees were required to be re-appointed during the year in line with our governance procedures, Colin Horswell, Sara Luder and Fred Sharrock.

Trustee Induction and Training

Trustees are able to access a range of training to support them in their role and their understanding of the organisation. Training available includes such areas as governance, finance and safeguarding. New trustees access a comprehensive induction programme and are allocated a "buddy" trustee to support them in their new role. They are also linked with a relevant senior member of staff to support their understanding of the work of the organisation whilst also allowing them to support that area of work with their expertise and skills. A programme of shadowing of front line staff is being developed to deepen trustees knowledge of the complex issues the families the organisation work with face.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of School-Home Support Service (UK) 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 Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- ❑ select suitable accounting policies and then apply them consistently;
- ❑ comply with applicable accounting standards, including FRS 102, subject to any material departures disclosed and explained in the financial statements; state whether a Statement of Recommended Practice (SORP) applies and has been followed, subject to any material departures which are explained in the financial statements;
- ❑ make judgements and estimates that are reasonable and prudent; and
- ❑ prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of Information to Auditors

The Trustees who held office at the date of approval of this report confirm that, so far as they are individually aware, there is no relevant audit information of which the Charity's auditors are unaware; and each Trustee has taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

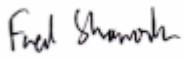
Going concern

The Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The review of the charity's financial position, reserves levels and future plans gives Trustees confidence that the company remains a going concern for the foreseeable future.

In response to the ongoing impact of Covid-19 and with recent funding achieved, the trustees have approved the creation of a designated reserve to hold over sufficient funds to support the charity's growth strategy. This will enable the growth of Practitioner Services in existing areas and their expansion into other areas. These funds will cover expenditure that would not be incurred if plans to grow to scale were not in place. These plans require investments in resource or system set up and development costs ahead of income generations for service delivery. We anticipate spending these designated reserves in the next 12-18 months.

At the date of filing these financial statements whilst there is uncertainty over what if any impact there may be on future donations, the level of current donations and controls in place, alongside strategic plans to increase reach and influence policy, mean that, even under a reasonable worst case scenario, the trustees have grounds to believe that the charity is able to continue as a going concern for at least 12 months from the date of approval of these financial statements.

The Directors' Report was approved by the Trustees on 25 January 2022, and is signed as authorised on its behalf by:



Fred Sharrock

Chair of Trustees and Director

Strategic Report

Vision, Mission and Values

Our Vision

Every child has the support they need to thrive and achieve

Our Mission

Children in school, ready to learn. Whatever it takes.

Our Values

Collaborate	Working together, engaging the whole family, school and other services, we support families to break the intergenerational cycle of deprivation.
Achieve	We work to be a high achieving organisation, to give every child the chance to thrive and achieve their best.
Respect	Placing value on the emotional and practical needs of families, listening to their issues, recognising and working with their strengths to support the learning and development of children and young people.
Empower	Starting with their strengths, we support the building of resilience in children and their families, enabling parents to support successful educational outcomes for their children.

Our Strategic Aims

- ❑ Improving school attendance for vulnerable children through our family-centred approach
- ❑ Increasing our reach and impact by delivering services in key target areas
- ❑ Sharing best practice to improve family support in schools
- ❑ Influencing practice strategically at a national level

Achievements and Performance

Summary

The pandemic and school closures have widened the disadvantage gap for children and young people. The Deputy Director of the Department for Education's pupil premium and school food division has said the attainment gap could be as much as 75% between disadvantaged pupils and their better off peers once the coronavirus pandemic recedes. It is clear that an increased level of demand for the services we provide will continue as many children will need long-term support to overcome the impact of the pandemic on their wellbeing and make up for the learning they have missed.

At School-Home Support we are encouraged by the national tutoring programme and investment from the Government in education as part of the economic recovery package. We also know that if children are not at school in the first place, they will not be able to benefit from the current support on offer from this funding. As part of our work with the Government, we will build on our contribution to the House of Lords' Covid-19 Select Committee on the impact of the pandemic on parents and families, highlighting that to successfully close the attainment gap there is a need for investment and support that is wider than learning. We know that the best way to get pupils back into school and ready to learn is by looking past the classroom and tackling the issues they face at home. These include issues such as poverty, domestic violence and mental ill health - all of which have been exacerbated by the Covid-19 pandemic and numerous lockdowns.

The Centre for Social Justice June 2021 report: 'Kids can't catch up if they don't show up' further demonstrates the urgency of need for the holistic family-centred interventions delivered by our practitioners when it recommended to government the recruitment of 2,000 attendance mentors based on our practitioner model.

Thanks to the generosity of so many of our partners we have been able to emerge from the coronavirus pandemic in a stronger financial position than originally anticipated and are now able to plan confidently for future development and growth.

We are so thankful for support from all of our partners and know that it is only by working together can we aspire to reach the nearly 800,000 children who are regularly persistently absent from school.

Family Intervention Service - flagship School-Home Support Practitioner service

The core of our work is to address reasons for absence and poor behaviour and ultimately help close the 'attainment gap' between disadvantaged children and their peers, which due to the pandemic is now never more needed. School-Home Support practitioners, working with our partner schools, provide individually tailored practical and emotional support to children and

families. School-Home Support coordinators support practitioners by providing professional casework guidance and review, to ensure support provided to individuals and/or families is maximised

We employ practitioners across the service with a wide variety of experience and expertise and during the pandemic they demonstrated their ability to be flexible, resilient and tenacious. Our approach during school closures was to work with our school partners to ensure that all families were safe, received food and other practical support, with a particular emphasis on equipping children and young people for online learning through the provision of IT equipment and data so that they didn't fall further behind their peers during this period.

We continue to develop our practitioners to provide a wide variety of interventions to best fit the needs of the school, children and their families. Although a challenge during the pandemic, School-Home Support offers practitioners a wide range of training each year, to support their professional development. Practitioners also have regular mandatory safeguarding training, covering issues such as domestic violence and child sexual exploitation.

Despite the difficulties due to Covid-19 and school closures we are proud of reaching those families and for the impact this service has achieved this year with the support provided:

Despite the difficulties due to Covid-19 and school closures we are proud of the number of families we have been able to reach and for the impact this service has achieved this year with the support provided:

- 67% of pupils we supported improved their attendance by an average of 6.6%, which equates to 13 extra days in school (per pupil per year) and 10.4% more likely to achieve grades 5 and above at GCSE
    - We continue to support one third of individuals whose attendance is still dropping due to the challenges they are facing
- 73% of the pupils we supported within alternative educational settings improved their attendance by an average of 8.3 %, which equates to 16 extra days in school.
- The number of individuals supported via Intensive casework support was 9% higher than the previous year (1,443 compared to 1,327 in 2019-20)
- Our practitioners responded to a 220% increase in Safeguarding alerts (from 85 in 2019/20 to 272 in 2020/21), with over one third of Safeguarding alerts related to domestic abuse or mental health concerns
- 85% of parents supported became more engaged with their child's school and learning (2019-20: 72%)
- After two years of support the rate of progress typically exceeds the progress in the first year, giving an average of 32 extra days in school (for those young people who were persistently absent at the start of support and showed improvement in the two years up to Aug 2021)

Pastoral Development Services

Our Pastoral Development Services (PDS) support staff in schools and other settings who are responsible for (or involved in) providing family support. These services include supervision, training and resources. Whilst PDS does not generate significant income for School-Home Support, it embraces the opportunity of sharing the charity's expertise to reach more children and families through these services, by the upskilling of others.

School-Home Support's national reach is further achieved through its free School-Home Support Membership which provides online support and information, a monthly newsletter, and access to the School-Home Support Forum (an online support forum where individuals can access peer support around a range of family support issues).

Key developments in 2020 - 2021

In Autumn 2020 over 30,000 additional pupils were absent more often than they were present (severely absent)[1]. During the first term back after the lockdown, 93,514 pupils, which is more than 1 in 80 pupils, were severely absent. This compares with 60.244 pupils absent in the same term in 2019[2]. This is a 54.7% increase in the cohort of pupils who are severely absent and equestes to an additional 33,270 pupils[3].

As a result of these increases in pupil absences over the last 18 months School-Home Support has seen a four-fold increase in the number of referrals to us for support and a 220% increase in safeguarding alerts raised.

We also saw an increased demand for our services following the re-opening of schools in September 2020. The number of interventions in the first term of 2020-2021 is the equivalent of 90% of the interventions in the whole year 2019-2020. Interventions around housing and money increased by 460% and we have seen a four-fold increase in the number of individuals we are supporting in 2020-2021

We have expanded our services in Blackpool and Manchester and been able to invest in some key staff in order to help expand our reach, support more children and young people and help them to reach their potential.

As part of this investment, we have created and recruited a new Public Affairs role. Our Senior Campaigns and Public Affairs will build on our work influencing policymakers and stakeholders on a national level.

[1] CSJ analysis of https://explore-education-statistics.service.gov.uk/find-statistics/pupil-absence-in-schools-in-england-autumn-term#dataBlock-bef435db-6ac3- 4761-ed56-08d919136455-tables
[2] Ibid
[3] Ibid

Key areas for the coming year 2021 - 2022

As we enter 2021 - 2022, the impact of Covid-19 remains and support for vulnerable families is never more needed. Our strategic aims remain unchanged. Our priorities for the coming year, funding permitting, include:

(i) sustain practitioner service and support for the children and young people in our existing partner schools

- After the pandemic, it is vitally important that we continue to provide support to children and families in our partner schools in order to ensure that children return to school and make the most of their educational opportunity. The pandemic has had a significant impact on children and families and we must continue to support them beyond our usual time frames if needed. Many children, young people and families are struggling to get back into a routine of attending school regularly and coronavirus related anxiety levels are high with both parents and children. Therefore wherever possible we prioritise the continuation of support to our existing school partners

(ii) Develop our service offering in current geographical areas.

- We will continue with scaling up and consolidating our work in the key geographical locations of London, Blackpool, Bradford, Greater Manchester, Eastbourne and Kent with new partner schools in those areas. Our approach is detailed through a targeted area development plan which sets out our ambitions for that locality and how we will achieve them.

- In this crucial phase of our growth, we will continue to collaborate with partner schools in order to consolidate our services in existing partner schools and ensure long-term sustainability. We will review delivery plans and impact whilst cultivating strong relationships with partner schools so they can illustrate the impact made in their schools with their peers.

(iii) Share and influence best practice

- We will aim to increase engagement with best practice content through our Membership programme as well as aim to increase the numbers of members.
- We will build a network of allies and advocates across both Government and Parliament who can be called on to advocate on behalf of School-Home Support.
- We will support all of this activity by increasing content creation for schools. Seeking opportunities in the media and with policy makers to position ourselves as a trusted, knowledgeable authority voice on pastoral care and education. As well as reviewing how our website best serves the needs of our key audiences.

(iv) Identify, scope and begin to expand into a new geographical area

- We will analyse pupil absence data alongside a series of other criteria to identify a new geographical area to target for services and support. Having identified the location, we will develop an action plan and begin the process of identifying and building relationships with the schools within the area with which to partner and support.

(v) Support the increased needs highlighted by the coronavirus pandemic

- Demand for our support services quadrupled during the Covid-19 school closures. Our practitioners utilised cloud-based systems to ensure all families could continue accessing support from their practitioner, and supported each school community to meet their needs remotely.
- We will continue to work with policy-makers to highlight the impact of Covid-19 on children and families and the vital importance of looking beyond the classroom to tackle the issues faced at home
- We have brought forward plans to pilot additional remote Safeguarding support for partner schools after referrals have continued to rise during the pandemic.

Fundraising, Data Protection and GDPR

The charity's main fundraising activity involves communications with corporates, trusts and foundations via telephone, email, fundraising events and sponsored events in line with the Fundraising Code of Practice set by the Fundraising Regulator.

Where members of the public have donated or joined our Membership programme, we adhere to tight guidelines informed by the DPA and GDPR legislation. Our privacy policy can be found on our website (https://www.schoolhomesupport.org.uk/privacy-cookies/)

Our School-Home Support Supporter Promise is available in full on our website. Key principles for fundraising activities with the public include the following:

- ❏ We adhere to the Fundraising Code of Practice;
- ❏ All our activities are open, fair, honest and legal;
- ❏ If we are asked to change how we communicate with individuals, or stop, we will do so;
- ❏ We do not sell contact details to anyone.

The charity is registered with the Fundraising Regulator and adheres to the standards of the Fundraising Code of Practice. No complaints about fundraising activity were received in the year.

Financial Review of the year 2020-21

The detailed figures for the year ended 31 August 2021 are set out in the financial statements that follow this Strategic Report.

The primary challenge faced continued to be the Covid-19 pandemic affecting families and organisations nationally in a number of ways. For School-Home Support this meant a strategic drive to secure funding to ensure we could meet the increased support needs for families, short term and long term. Being one of seven winners of the Fair Education Alliance Scaling Award 2020 also provided us with the start of our journey to be supported to scale our services with a focus on financial sustainability and impact informed strategy.

Whilst funding success in 2021 has provided a Designated fund to support our plans to grow to scale and reach more families, we foresee a continuing challenge in our ability to cover 'Core Costs' within

available funding due to a proportion of funders wishing to support direct delivery rather than contribute to infrastructure costs.

Voluntary income remained the primary source of income in 2020-21 and we expect this reliance on voluntary sourced income to continue along with our need to explore diverse ways for income generation and evolving our partnership options.

Overall, the timing of income received and our strategy to grow to scale to meet the increased need to support families post pandemic, means that we are showing a surplus of £998k (£293k in 2020). Restricted reserves constitute 49% of this surplus (74% of the surplus in 2020), the spending of which is due to happen in the financial year 2021-22. Of the remaining surplus, 31% (0% in 2020) is being designated by the trustees for spending on the charity's growth strategy. The remaining 20% (26% in 2020) forms part of our unrestricted reserves.

Whilst we continue to be cautious about any implications of the ongoing Covid-19 pandemic and other financial uncertainties facing our funding partners and supporters, we believe School-Home Support and its financial structure will continue to be resilient and capable of responding to the challenges that may lie ahead. The Board of Trustees of School-Home Support, having carefully considered the financial position and the economic circumstances, consider the charity to be a going concern for the foreseeable future.

Voluntary Income and Fundraising

Reliance on voluntary income has increased over recent years. The in-house fundraising team is tasked with raising the voluntary income needed to deliver vital services. The team is supported by a subcommittee of trustees who provide additional strategic and governance overview support. .

Voluntary sourced income in 2020/21 increased by 54% on the previous year with a total of £2,975k received (£1,927k in 2019/20). This represents 81% (71% in 2020) of incoming resources. Direct Fundraising costs totalled £281k which represents 9% of total voluntary sourced income (£235K or 12% in 2020). We have invested in a new trusts fundraising executive role to ensure we can support the increased number of funding partners and help develop new funding opportunities.

Trusts and foundations remain the largest income stream; corporate partnerships are now well established and contribute at a significant level. We would like to thank all our supporters without whom we would not be able to provide vital services to disadvantaged children and families. A full list is given in our Impact Report, including:

The Bloomfield Trust
CAF Resilience Fund
City Bridge Trust
The Colyer-Fergusson Charitable Trust
The Dulverton Trust
The East End Community Foundation
Esmée Fairbairn Foundation
The Garfield Weston Foundation

Pears Foundation
The Rayne Foundation
The Swire Charitable Trust
St James's Place Foundation

Fee Income

The constraints on School budgets continue to be a challenge to School-Home Support attracting new business and continuing services, thus increasing the reliance on voluntary income for School-Home Support Practitioner Service.

Fee Income for charitable activities decreased from £767k in 2020 to £683k in 2021. However, income for services to schools was boosted by the increase in voluntary sourced income for Charitable activities. This meant that delivery levels for our School-Home Support practitioner service increased by over 30% overall (£2,163,900 in 2021, up from £1,661,787 in 2020).

Income from local authorities totalled £373k (£366K in 2020) .

Costs

The cost of charitable activity increased due to higher spending to meet the increased demands for service delivery during pandemic. Efficiency savings were achieved where possible to ensure spend was kept in line with income.

Balance Sheet

Overall reserves at £1,802k have increased from 2019-20 (£804k) as a result of recent Fundraising success. Restricted reserves have increased by 93% from £529k to £1,020k. The trustees have approved a new, designated reserves fund of £313K (£nil in 2020) to support the charity's future growth strategy. There is an increase of £195k in general funds, from £275k to £470k.

Investment Policy

School-Home Support had no investment activity in 2020/21 other than the receipt of bank interest.

Reserves Policy

The Finance Committee, on behalf of the Board of Trustees, meets quarterly and conducts an annual review of the level of unrestricted reserves by considering risks associated with the various income streams, expenditure plans and balance sheet items. This enables an estimate to be made of the level of unrestricted reserves that are sufficient:

- to allow time for reorganisation in the event of a downturn in income or asset values;
- to protect ongoing service provision; and
- to allow the charity to meet its working capital requirements.

Furthermore, the trustees must also take into consideration that a material proportion of the charity's income is generated from philanthropic sources. As a result, the charity must ensure that it has sufficient unrestricted reserves to meet its commitments. Given that voluntary sourced income has increased as a percentage of incoming resources from 71% in 2019/20 to 81% this year, the trustees consider it prudent to increase the required level of unrestricted reserves that the charity should hold.

With this in mind, and concluding that the principal risk to the organisation is a shortfall in either or both the contractual and fundraised income, the trustees have determined that between £318k and £636k of free reserves (being unrestricted reserves less unrestricted fixed assets) would be needed to meet the above requirements. This equates to 3-6 months' operational costs.

Having reviewed the reserves policy, the trustees have approved the creation of a designated reserve to hold over sufficient funds to support the growth strategy. This will enable the growth of Practitioner Services in existing areas and their expansion into other areas. These funds will cover expenditure that would not be incurred if plans to grow to scale were not in place. These plans require investments in resource or system set up and development costs ahead of income generations for service delivery. We anticipate spending this money in the next 12-18 months.

Our free reserves at the 31st August 2021 were £447k (being unrestricted reserves of £782k less designated funds of £313k and fixed assets of £22k). The trustees have agreed a deficit budget for 2021/22 which reflects income levels being more in line with pre-pandemic levels whilst costs increase due to investment in growth strategy using the designated funds and whilst keeping spend within levels to continue to meet the reserves levels set out in the policy.

Risk Management

The Trustees confirm that they have reviewed an assessment of the major risks to which the Charity is exposed, particularly operational and financial risks, and are satisfied that the controls and actions in place to manage and mitigate the major risks that have been identified are sufficient. The risk register is reviewed annually as a whole and key risks are discussed at each Finance Committee and presented to the Board for review. Key risks currently identified include continued budgetary challenges in schools and local authorities and its consequential impact on maintaining existing contracts or achieving new business, which increases the reliance on voluntary sourced income.

The Charity amended its risk register to include the various impacts of Covid 19 and continues to reassess regularly to keep this updated.

In order to mitigate the risks identified, especially in relation to mitigating the financial uncertainty, the Charity continues to review different scenarios and assess the Charity's ability to react and maximise opportunities to diversify income sources and expand the reach of its services.

The Strategic Report was approved by the Trustees on 25 January 2022, and is signed as authorised on its behalf by:

Nikolai Petrou, Chair of Finance Committee

Date 25/01/22

Fred Sharrock, Chair of Trustees and Director

Date 25/01/22

Independent Auditor's Report to the Members of School-Home Support Service (UK)

For the year ended 31 August 2021

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SCHOOL-HOME SUPPORT SERVICE (UK)

Opinion

We have audited the financial statements of School-Home Support Service (UK) ('the company') for the year ended 31 August 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 August 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 Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' annual report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 8, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's 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 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.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council

- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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

Moore Kingston Smith LLP ..... Date: 16 March 2022

Shivani Kothari (Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP, Statutory Auditor
Devonshire House
60 Goswell Road
London
EC1M 7AD

Statement of Financial Activities

(including Income & Expenditure Account)
for the year ended 31 August 2021

	Notes	Unrestricted funds General Funds £	Designated funds	Restricted funds £	Total 2021 £	Total 2020 £
Income from:						
Donations and grants	3	743,124	-	2,232,346	**2,975,470**	1,927,063
Charitable Activities	4	683,514	-	-	**683,514**	766,601
Investments		2,126	-	-	**2,126**	2,927
Total Income		**1,428,764**	**-**	**2,232,346**	**3,661,110**	2,696,592
Expenditure on:						
Raising funds	5	342,699	-	-	**342,699**	284,046
Charitable Activities	5	578,588	-	1,741,642	**2,320,229**	- 2,120,013
Total Expenditure		**921,287**	**-**	**1,741,642**	**2,662,928**	2,404,059
Net income (expenditure) for the year		507,477	-	490,704	**998,181**	292,533
Transfers between funds		(313,000)	313,000	-	**-**	-
Funds brought forward 1 September 2020		275,042	-	528,853	**803,895**	511,362
Funds at 31 August 2021	16	**469,519**	**313,000**	**1,019,557**	**1,802,076**	803,895

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

All transactions during the year are derived from continuing activities.

The notes on pages 28 - 40 form part of these financial statements.

Comparative figures for the prior financial year are shown in note 18.

Balance Sheet

as at 31 August 2021

	Notes	2021 £	2021 £	2020 £	2020 £
Fixed assets					
Tangible assets	10		**21,597**		26,642
Intangible assets	11		**-**		-
			21,597		26,642
Current Assets					
Debtors	12	156,136		151,199	
Cash at bank and in hand		2,317,234		1,370,531	
		2,473,370		1,521,731	
Creditors:					
Amounts falling due within one year	13	(692,891)		(744,479)	
Net current assets			**1,780,479**		777,252
Net assets	15		**1,802,076**		803,895
Funds					
Designated funds		313,000		-	
General funds		469,519		275,042	
Total unrestricted funds	16		782,519		275,042
Restricted funds	16		1,019,557		528,853
Total Funds			**1,802,076**		803,895

Company Number: 03991440

The financial statements on pages 25-40 were approved by the Trustees on 25 January 2022 and signed on their behalf by:

Nikolai Petrou, Chair of Finance Committee

Date 25/01/22

Fred Sharrock, Chair of Trustees and Director

Date 25/01/22

Statement of Cash Flows

for the year ended 31 August 2021

	2021		2020	
	£	£	£	£
Reconciliation of net (expenditure) / income to net cash flow from operating activities				
Net (expenditure) income for the year		998,181		292,533
Depreciation		6,058		9,368
Investment income		(2,126)		(2,927)
Increase in debtors		(4,937)		(55,375)
(Decrease) / increase in creditors		(51,587)		156,495
Net cash generated by (used in) operating activities		945,590		400,124
Cash flows from investing activities				
Bank interest received	2,126		2,927	
Purchase of fixed assets	(1,013)		-	
Net cash provided by / (used in) investing activities		1,113		2,927
Change in cash and cash equivalents in the year		946,703		403,051
Cash at 1 September 2020		1,370,531		967,480
Cash at 31 August 2021		2,317,234		1,370,531

	2021		2020	
	£	£	£	£
Analysis of changes in net debt				
Cash at 1 September 2020		1,370,531		967,480
Cash flows		946,703		403,051
Cash at 31 August 2021		2,317,234		1,370,531

Notes to the Accounts

1. Accounting Policies

Accounting convention

The accounts (financial statements) have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 with the application of recent amendments (October 2020) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

The accounts (financial statements) have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 with the application of recent amendments (October 2020) rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Assets and liabilities are recognised at historical cost or transaction value.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest pound.

Title

The charitable company has an exemption under Paragraph 60 of the Companies Act 2006 from using "Limited" in the title.

Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

Going concern

The financial statements have been prepared on a going concern basis which assumes that the charity will continue in operation for a period of at least 12 months from the date of approval of these financial statements. The trustees continue to review financial forecasts in the light of the ongoing Covid-19 pandemic and in making this statement have taken account of the possible impact on income and the ability of the charity to deliver its services.

At the date of filing these financial statements whilst there is uncertainty over what if any impact there may be on future donations, the level of current donations and funding received and controls in place mean that, even under a reasonable worst case scenario, the trustees have grounds to believe that the continuing Covid-19 pandemic does not impact the ability of the charity to continue as a going concern for a period of at least 12 months from the date of filing these statements.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income received for general purposes of the charity is credited to unrestricted funds. Income subject to specific wishes of the donor is credited to relevant restricted funds.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

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.

Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are to be used for specific purposes as agreed by the Board of Trustees. Expenditure which meets this criteria is charged to the fund.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- ❏ Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose;
- ❏ Expenditure on charitable activities includes the costs of delivering support to schools, undertaken to further the purposes of the charity and their associated support costs. Where costs cannot be directly attributed (support costs), they have been allocated to the activities on a basis consistent with the use of resources;

- Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Operating leases

Where assets are financed by leasing agreements that give rights approximating to ownership ("finance leases"), the assets are treated as if they had been purchased outright. The amount capitalised is the present value of the minimum lease payments during the lease term. The corresponding leasing commitments are shown as obligations to the lessor.

Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Leasehold improvements	Straight line over length of lease
Fixtures & fittings	Straight line over 5 years
IT	Straight line over 4 years

Intangible fixed assets

Amortisation is provided at rates calculated to write off the cost of each asset, less any residual value, over its expected useful life. The amortisation rates in use are as follows:

Website costs	Straight line over 4 years
Software costs	Straight line over 4 years

Debtors

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

Cash at bank and in hand

Cash at bank and cash in hand includes cash and deposits held at call with banks, other short-term liquid investments with original maturities of three months or less.

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 trade discounts due.

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

Financial Instruments

The company has elected to apply the provision of Section 11 'Basic Financial Instruments' and Section 12 'Other instruments' are recognised in the company's balance sheet when the company becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

With the exceptions of prepayments and deferred income all other debtor and creditor balances are considered to be basic financial instruments under FRS 102. See notes 12 and 13 for the debtor and creditor notes.

Pensions

The charity operates one defined contribution pension scheme for employees. The pension charge represents contributions payable by the charity for the period, and the charity's liability is limited to the amounts of the contributions. The scheme is as follows:

- A scheme administered by AEGON Scottish Equitable, the funds of which are separate from those of the charity.

Critical accounting estimates and areas of judgement

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements.

In the view of the trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year, except for the estimates and judgements used for Depreciation and Amortisation.

2. Company Structure

The charity is a company limited by guarantee and not having a share capital. The members of the company are the Trustees named on page 3. At 31 August 2021 the number of members was 13 (2020: 13).

3. Income from Donations and Grants

	2021			2020		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Donations & grants	732,139	2,232,346	**2,964,485**	593,006	1,330,000	1,923,006
Trustee donations	10,985	-	**10,985**	4,057	-	4,057
Total donations	**743,124**	**2,232,346**	**2,975,470**	597,063	1,330,000	1,927,063

Donations and Grants in 2020 include one Legacy donation of £90,230.

4. Income from Charitable Activities

	2021			2020		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Family Intervention	309,700	-	**309,700**	399,908	-	399,908
Projects / Agencies	373,455	-	**373,455**	365,689	-	365,689
Pastoral Development Services	360	-	**360**	1,005	-	1,005
Total income from charitable activities	**683,514**	**-**	**683,514**	766,601	-	766,601

5. Total Expenditure

	Cost of raising funds £	Charitable activities £	Support costs £	2021 Total £	2020 Total
Staff costs (note 7)	276,219	1,671,213	210,316	**2,157,748**	1,922,030
Promotion & marketing	111	808	-	**919**	1,441
Travel & subsistence	10	4,429	-	**4,439**	16,061
Learning & development	823	18,037	-	**18,860**	30,822
Finance & legal	-	3,120	57,631	**60,751**	80,823
Other	4,356	79,648	320,739	**404,743**	339,382
Governance	-	-	15,468	**15,468**	13,500
	281,519	1,777,254	604,155	**2,662,928**	2,404,059
Support costs	61,180	542,975	(604,155)		
Total expenditure	**342,699**	**2,320,229**	**-**	**2,662,928**	2,404,059

6. Net income (expenditure) for the year.

This is stated after charging:	2021 £	2020 £
Depreciation & amortisation	6,058	9,398
Operating lease rentals		
Property	91,291	72,354
Other	-	-
Total	91,291	72,354
Audit fee	15,468	13,500
Under-accrual in prior year	1,260	-
Total	16,728	13,500

7. Staff costs and Numbers

	2021 £	2020 £
Salaries and wages	1,941,073	1,752,004
Redundancy and termination costs	13,855	3,360
Social security costs	166,569	136,040
Pension costs	36,251	30,626
	2,157,748	**1,922,030**

The number of staff included in Redundancy and termination costs was 5 (2020: 2).

The following number of employees received employee benefits (excluding employer pension costs) during the year between:

	2020	2021
£70,000 - £79,999	1	1

The total employee benefits including pension contributions of the key management personnel were £328,381 (2020: £271,747)

Key Management Personnel include Trustees, Chief Executive, and the five senior managers in post during the year - Head of Family Intervention, Head of Operations, Head of External Relations, Senior Partnerships Manager and Regional Family Intervention Manager.

The charity trustees were not paid nor did they receive any other benefits from employment with the charity in the year (2020: £nil). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

Trustees' expenses represent the payment or reimbursement of travel and subsistence costs totalling £nil (2020: £nil).

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2021	2020
Raising funds	8	7
Charitable activities	63	54
Support	7	7
Governance	1	1
	79	69

8. Related party transactions

There are no related party transactions to disclose for 2021 (2020: None).

Aggregate donations from Trustees were £10,985 (2020: £4,057)

9. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The charity is not registered for VAT and therefore irrecoverable VAT is included with the cost of the items to which it relates.

10. Tangible Fixed Assets

	Leasehold property £	Fixtures & fittings £	Computer equipment £	Total £
Cost				
At the start of the year	57,026	16,070	93,659	166,755
Additions in the year	-	-	1,013	1,013
At the end of the year	**57,026**	**16,070**	**94,672**	**167,768**
Depreciation				
At the start of the year	30,850	15,605	93,659	140,113
Charge for the year	5,703	187	168	6,058
At the end of the year	**36,553**	**15,792**	**93,827**	**146,171**
Net book value				
At the end of the year	**20,473**	**278**	**845**	**21,597**
At the start of the year	26,176	465	-	26,642

All of the above assets are used for charitable purposes.

11. Intangible Fixed Assets

	Software £	Website £	Total £
Cost			
At the start of the year	192,800	31,752	224,552
Additions in the year	-	-	-
At the end of the year	**192,800**	**31,752**	**224,552**
Amortisation			
At the start of the year	192,800	31,752	224,552
Charge for the year	-	-	-
At the end of the year	**192,800**	**31,752**	**224,552**
Net book value			
At the end of the year	**-**	**-**	**-**
At the start of the year	-	-	-

All of the above assets are used for charitable purposes.

12. Debtors

	2021 £	2020 £
Trade debtors	131,553	106,037
Other debtors	-	-
Prepayments	23,358	15,037
Accrued income	1,225	30,126
	156,136	**151,199**

13. Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	76,375	51,741
Taxation and social security	37,586	34,547
Other creditors	10,376	17,896
Accruals	93,562	138,772
Deferred income (Note 14)	474,993	501,523
	692,891	**744,479**

14. Deferred Income

	2021 £	2020 £
Balance at the beginning of the year	501,523	484,090
Amount deferred in the year	564,533	631,964
Amount released to income in the year	(591,064)	(614,533)
Balance at the end of the year	**474,993**	**501,523**

Deferred income includes school fee income invoiced which covers future periods.

15. Analysis of Net Assets Between Funds

	2021			
	General funds	Designated funds	Restricted funds	Total 2021
	£	£	£	£
Tangible fixed assets	21,597	-	-	**21,597**
Intangible fixed assets	-	-	-	-
Net current assets	447,922	313,000	1,019,557	**1,780,479**
Net assets at the end of the year	**469,519**	**313,000**	**1,019,557**	**1,802,076**

Prior year comparative figures are shown in note 19.

16. Movement in Funds

	At the start of the year	Incoming resources	Outgoing resources	Transfer between funds	At the end of the year
	£	£	£	£	£
Restricted funds					
Core costs	118,694	621,306	(516,291)	-	223,710
IT	7,095	-	-	-	7,095
Family Intervention	371,113	1,574,550	(1,191,166)	-	754,497
Pastoral Development Services	7,677	2,212	(350)	-	9,539
Welfare	24,274	34,278	(33,835)	-	24,717
Total restricted funds	**528,853**	**2,232,346**	**(1,741,642)**	**-**	**1,019,557**
Unrestricted funds					
General Funds	275,042	1,428,764	(921,287)	(313,000)	469,519
Designated funds	-	-	-	313,000	313,000
Total unrestricted funds	**275,042**	**1,428,764**	**(921,287)**	**-**	**782,519**
Total funds	**803,895**	**3,661,110**	**(2,662,929)**	**-**	**1,802,076**

Purposes of restricted and designated funds:

- Core costs - For core day to day running costs excluding items such as capital purchases.
- IT - For expenditure on hardware and software including website.
- Family Intervention- To cover practitioner roles within schools or regionally based.
- Pastoral Development Services - For delivery of training, supervision support and membership services.
- Welfare - For expenditure on welfare fund items including IT / data provision to families.
- Designated funds - To ensure the availability of sufficient funds to support the growth strategy in the next 12-18 months

17. Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	2021			2020		
	Property £	**Equipment** £	**Total** £	Property £	Equipment £	Total £
Less than one year	71,904	-	71,904	53,760	-	53,760
Two to five years	179,760	-	179,760	188,160	-	188,160
	251,664	**-**	**251,664**	241,920	-	241,920

18. Comparatives

Statement of Financial Activities

(including Income & Expenditure Account)
for the year ended 31 August 2020

	Notes	Unrestricted funds General Funds	Designated funds	Restricted funds	Total 2020
Income from:					
Donations and grants	3	597,063	-	1,330,000	**1,927,063**
Charitable Activities	4	766,601	-	-	**766,601**
Investments		2,927	-	-	**2,927**
Total Income		**1,366,591**	**-**	**1,330,000**	**2,696,592**
Expenditure on:					
Raising funds	5	284,046	-	-	**284,046**
					-
Charitable Activities	5	1,005,417	-	1,114,596	**2,120,013**
Total Expenditure		**1,289,463**	**-**	**1,114,596**	**2,404,059**
Net income (expenditure) for the year		77,129	-	215,404	**292,533**
Transfers between funds		-	-	-	**-**
Funds brought forward 1 September 2019		197,913	-	313,449	**511,362**
Funds at 31 August 2020	16	**275,042**	**-**	**528,853**	**803,895**

18. Comparatives (continued)

Analysis of Net Assets Between Funds

	2020			
	General funds	Designated funds	Restricted funds	Total
	£	£	£	£
Tangible fixed assets	26,642	-	-	26,642
Intangible fixed assets	-	-	-	-
Net current assets	248,401	-	528,853	777,254
Net assets at the end of the year	**275,042**	**-**	**528,853**	**803,895**