

# Annual Report

Report and financial statements  
for the year ended 31 March 2023



**Homeless Link**

Registered charity number: 1089173

Registered company number: 04313826

# Annual Report & Accounts

## Report & financial statements for year ended 31 March 2023

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## Chair's introduction

This year's homelessness statistics make for distressing reading. The annual rough sleeping snapshot found 3,069 people sleeping rough on a single night in England, an increase of 26%. Over the course of the year 296,180 households were assessed as meeting the statutory definition of homelessness – a 6% increase on the previous year. And as the year ended on 31 March 104,510 households were living in temporary accommodation, the highest on record since 1998. This included more than 130,000 children.

These statistics tell a shameful story of more and more people pushed into homelessness over the past year, hit by the cost of living crisis and let down by a disgraceful lack of affordable homes and a wholly inadequate social safety net.

At the same time our members have told us that due to continuing financial pressures hundreds of homelessness services across the country are at risk of cuts and closure - just when they are so desperately needed.

It is in this context that I am so immensely proud of the work of Homeless Link has done this year. Through the Night Shelter Transformation Fund grants, the new leadership development programme, local partnerships support, our Keep Our Doors Open campaign and more, we have supported and sustained our members and their frontline services.

As is the case for so many of our members, and all across the charities sector, this year was challenging for us financially. We spent more than we expected as we invested in our services and our running costs rose. Meanwhile we did not achieve our targets for fundraising or social enterprise surpluses.

In response the Board and our Senior Management Team has agreed a short term reserves recovery plan. Through a combination of efficiency savings and additional fundraising and income generation we anticipate that we will meet our reserves policy by 2025/26, without significant impact on our services and activities.

These are difficult times for all of us in the sector and most of all for people experiencing and at risk of homelessness. I'd like to thank my fellow Board members, the Senior Management Team, our wonderful staff team, all our Homeless Link members and our funders for your ongoing support.

At times like these we stand together, as it is vital that our work and the work of our members continues and that we bring about change and positive futures for the people we work with and within systems at both a local and national level.

Anne McLoughlin  
20 September 2023

## Shaping the Future Together

Homeless Link is the national membership charity for frontline homelessness services. We work to improve services through research, guidance and learning, and campaign for policy change that will ensure everyone has a place to call home and the support they need to keep it.

We are in a unique position to see both the scale and nature of the tragedy of homelessness. We see the data gaps; the national policy barriers; the constraints of both funding and expertise; the system blocks and attitudinal obstacles. But, crucially, we also see – and are instrumental in developing – the positive practice and ‘what works’ solutions. In April 2021 we launched Shaping the Future Together, our strategic plan for 2021-2024.

### Our vision

Our vision is a country free from homelessness. We believe that everyone should have a place to call home and the support they need to keep it.

### Our mission

Our mission is to develop, inspire, support and sustain a movement of organisations working together to achieve positive futures for people who are homeless or vulnerably housed.

### Our values

Committed: We work tirelessly to drive social change to end homelessness for good

Compassionate: We believe in the value and potential of people. We champion justice, humanity and compassion for all

Credible: We speak the truth based on evidence. We listen and learn, ask questions and respond with honesty and integrity

Collaborative: We believe in the power of partnership, working together for better results - with our members, our partners and people experiencing homelessness

### Our Strategic Plan Priorities

1. Home Safe
2. People First
3. Prevention into Action
4. A Stronger Voice



# Highlights from activities and impact in 2022–23

## 1. Home Safe

We believe everyone should have the right to open and close their own front door and feel safe and secure in their own accommodation. Sadly, for many people this isn't the case.

July 2022 saw the launch of the Night Shelter Transformation Fund which to date has awarded £9.9 million to 55 organisations. Funded by the Department for Levelling Up, Housing and Communities (DLUHC), applicants and grant holders are supported by Homeless Link and Housing Justice. The fund includes revenue and capital funding comparable to the previous Homelessness Transformation Fund 2021-22, with an additional Capital Incubator stream to support organisations with developing plans for capital work.

The Fund aims to improve the quality of off-the-street accommodation, reduce the number of people sleeping rough or requiring emergency shelter and make long-term transformations to the services provided by non-commissioned Night Shelter providers.

Funded organisations include NOAH Enterprise, who have been funded through the Revenue stream to increase immigration advice for non-UK national rough sleepers in Luton; Emmanuel House, who were granted Capital Incubator funding to work towards becoming a registered provider and; Gravesham Sanctuary, who received Capital funding to increase a house from four bedrooms to seven, increasing bed spaces for emergency accommodation.

The Night Shelter Transformation Fund is an incredibly important project enabling homeless organisations to transform the quality of off-the-street accommodation in their local communities and we are delighted that DLUHC has now confirmed a further round of £3 million to be awarded in 2023-24.

Alongside this investment into the supported accommodation sector, this year the government started a journey towards regulation aiming to eliminate the growing numbers of rogue landlords operating Exempt Accommodation services. Homeless Link has represented our members, backing efforts to improve the quality of accommodation and support, whilst seeking to influence the emerging legislation and regulatory framework to avoid unintended consequences for our members from the new regulatory burdens.

Legislation is expected to gain assent in the coming months and our influencing activity will continue as DLUHC officials develop plans for consultation and development of the regulatory framework.

April 2022 saw the successful transfer of the management of London's Combined Homelessness and Information Network (CHAIN) from St Mungo's to Homeless Link. Unfortunately, we were unsuccessful in our bid to develop and run DLUHC's public-facing digital service to support the end of rough sleeping. We are currently in discussions with the Department and the successful bidder on the impact of this on our StreetLink service with government grant funding for the service due to end mid-way through 2023-24.

## 2. People First

We believe that homelessness is a temporary state rather than a permanent condition. It is vital that individuals experiencing homelessness are given the right support to meet their needs and aspirations and improve wellbeing.

Ending homelessness requires coordination between many different agencies, including charities and housing associations, community and faith groups, local authorities and other public services, as well as people with lived experience. Yet in many areas joint working remains under-developed, dysfunctional or absent. Too often this results in inefficient ways of working as efforts are duplicated or confused, while the needs of people who are homeless remain unmet.

Homeless Link is funded by DLUHC to support partnership development across England and from London Councils for specific work in the capital. In the first of three years grant funding from DLUHC, the team has adapted to new ways of working, developed our approach in delivering support to our target areas, and started to build good consistency across our work. We have identified key local areas for engagement where they are assessed as needing support to strengthen their strategic partnerships.

Our National Partnerships team worked with 21 targeted areas and by the end of March 2023 had undertaken work across a wider 78 areas where we delivered a range of interventions and supported the development of partnership working. We have developed a guide and self-assessment of what makes a good partnership with five markers: Collaboration, Connectivity, Communication, Clarity of Purpose, and Co-production.

Alongside this the Make Every Adult Matter (MEAM) Approach network has continued to grow and develop. This year we welcomed ten new members, bringing the total number to 42. We have provided bespoke support to these new areas and a wide programme of events and learning activities for all network members. Our online MEAM community now has 350 members.

Our MEAM Systems Practice Team have provided grant-funded support to nine local areas in the network to tackle specific system challenges and run a grant-funded Systems Leadership Programme for this cohort. In Westminster, we were commissioned to run a three-cohort Systems Leadership Programme, which has had positive impact and feedback. Our commercial support to Cambridgeshire and Peterborough has been well-received and helped to shape the next stage of their work.

This year we have developed our Foundation Training programme for the network, which provides fully-funded introductory training for network members on a quarterly basis. We have also shaped our In-Depth training offer and been successful in securing a range of training and workforce development contracts.

We have continued to use learning from our local work to influence national policy, in particular the Changing Futures programme (where we sit on the national steering group and have supported Policy Lab work) and our two reports on funding, which were well-received across government.



### 3. Prevention into Action

If we are to truly end homelessness, we must find ways of targeting our efforts and resources further upstream to prevent homelessness from occurring in the first place. But it is important to focus on what is actually within our gift to change, both as an organisation and a sector, alongside our campaigning efforts in this space.

People experiencing homelessness experience some of the worst health outcomes in society. Diagnoses of physical and mental health conditions are much higher than in the general population and many of those experiencing homelessness face early onset frailty. Poor health, in particular mental ill health and addiction, can be a cause of homelessness and a significant barrier to ending someone's homelessness. Improving access to health services for people experiencing and at risk of homelessness is vital to preventing and ending homelessness.

This year we published "The Unhealthy State of Homelessness 2022" presenting the findings from 31 Homeless Health Needs Audits (HHNAs), representing 2,776 individuals. It presents up to date information on the health of people experiencing homelessness, and exploring what we know about whether the right services are available to adequately meet people's needs. The profile of the report has led to two further commissioned HHNAs and interest from our first Integrated Care System (ICS) area.

We continued our work leading the Homeless Health Consortium (with Groundswell and Pathway) as part of the Department of Health and Social Care funded VCSE Health & Wellbeing Alliance. The Bridging the Gap report set out the findings of our consultation with frontline workers and people experiencing homelessness and explored the barriers to and opportunities for effective health and social care services. We followed this up with a suite of resources aimed at supporting staff and volunteers to have conversations about health to encourage people to engage with health care.

Non-UK nationals form a significant part of the UK homeless population. Working in partnership with NACCOM and the Lloyds Bank Foundation, we published Unlocking the Door: A roadmap for supporting non-UK nationals facing homelessness in England. The report provides good practice case studies, legal analysis around accommodation options, an overview of suitable national accommodation models and stories and testimonies from people with lived experience to support policy and practice improvement.

The Roadmap report has formed the basis of strong engagement with the Local Government Associate, No Recourse to Public Funds Network and diverse range of local authorities who want to take forward recommendations to change their practice.

Key national stakeholder relationships with DLUHC and the Home Office continue to embed and evolve. We are now regularly invited to engagement activity including sitting on the Rough Sleeping Support Service advisory group, feeding into voluntary return consultation, and proactive engagement around asylum process. Our recommendations influenced the inclusion of non-UK nationals with restricted eligibility in Rough Sleeping Initiative fund programme guidance and as one of three priority areas for the government's Ending Rough Sleeping Strategy refresh.

## 4. A Stronger Voice

Our strength lies in our members: their skills, experience, resources and passion. They know better than anyone the true nature and scale of the challenge to end homelessness. We want to give voice to their experience and, in so doing, create opportunities for shared learning and celebration and give challenge to systems that are not working for people.

Throughout 2022 Homeless Link consulted with members across the country to understand how the cost-of-living crisis was impacting the homelessness sector. As rising inflation drove up costs across the country, a combination of long-term funding deficits, staff shortages and increased demand for support has pushed the already stretched homelessness sector into crisis.

In November 2022 we launched the 'Keep Our Doors Open' campaign asking Government for an inflationary funding increase for commissioned services, specialist utility support for charities and an uplift in Local Housing Allowance in line with market rates. Around 60 members have taken part in campaign activities so far including media and social media work, parliamentary engagement and a roundtable with senior DLUHC officials.

In March, the Chancellor announced £100m of funding for charities facing financial hardship. While the recognition of the importance of third sector providers was welcome, we do not believe this will be sufficient to protect services, so our campaign continues.

We have also continued to support our members to develop, strengthen and sustain their organisations and services. As part of our DLUHC funded capacity building work, we have produced twenty-four new good practice resources, supported three communities of practice and launched a new season of our podcast 'Going Beyond'. We introduced a new coaching service and launched established, emerging and senior leadership programmes of masterclasses, workshops, action learning sets, mentoring and online networking.

In-Form exists to support our vision to end homelessness by supporting organisations to transform their case management. Whilst sold on a commercial basis to cover the cost of the project and make a small surplus, this is a social enterprise, and we keep our prices affordable to enable as many services as possible to use the system.

As the sector has struggled with financial pressures sales of new In-Form systems have slowed. In 2022-23 we sold 24 new In-Form systems, which was below target and we experienced higher than expected cancellations, mainly associated with the ending of Fulfilling Lives systems. However, growth from our existing customers was strong and our user numbers saw solid growth to 19,500 users. Our Annual Recurrent Revenue growth was 18%.

We invested in In-Form support staffing and overhauled systems and processes resulting in substantially improved customer support, managing 14,000 cases during the year.

We made significant improvements to the rent module and delivered new features to support our customers' services including safeguarding, body mapping and outreach location mapping.



## Organisational Development in 2022–23

### Equalities, Diversity and Inclusion

Our EDI strategy sets out 5 thematic areas for action: Our Governance; Our Team; Our Members; People Experiencing Homelessness; and Government and Society. Delivery of the strategy continued in 2022-23 with strategic oversight by the Board. In November 2022 our EDI Programme Manager started and this has enabled us to accelerate our work across all strands.

Highlights include

- a refresh of our staff EDI advisory group and resonance groups
- a series of staff awareness sessions on EDI topics (including intersectionality, the Equality Act, unconscious bias and conscious inclusion, British Sign Language and Bipolar Disorder)
- internal and external publication of to raise awareness, understanding and good management including on Ramadan, Passover, Holy Week, Mental Health Awareness Week and International Day Against Homophobia, Biphobia, Intersexphobia and Transphobia
- improving EDI data collection and monitoring for recruitment

### Corporate Management

This year we were able to bring our entire team of almost 100 people together for the first time since 2019. Due to growth, turnover and remote working, for many of the team it was the first time they had met in person. It was a powerful opportunity to build our relationships and culture and we have resolved that we will bring the team together more often.

In November 2022 we carried out our second staff survey with Best Companies. We were delighted to see our employee engagement scores improving and to be ranked as one of the top 10 best charities to work for.

This year we reviewed our post-pandemic office and working arrangements. We agreed to reduce our office space by a half. We undertook a significant refurbishment of the space we were retaining and in mid-January moved to a single floor with all staff hot desking.

This realised a significant saving which enabled us to further strengthen our corporate management with the appointment of a Director of Finance & Resources, Sharon Daley, who joined us on 3 April 2023.

We have also been implementing the recommendations of an internal audit commissioned in the wake of a cyber fraud we experienced in 2021-22. Finance policies and processes have been reviewed and developed into Finance Handbook and managers and staff have been trained. We have also continued to enhance cyber security with the transition of many of our systems to up to date Cloud based IT services.

In May 2022 we launched our new website and brand refresh. The new site has significantly improved usability on mobile devices and the ease with which members can find information, resources and events.

## Financial review

### Results for the year

As anticipated, Homeless Link's income for the year reduced significantly. Our income was £8.76million (2021/22 £11.47million) a reduction of £2.71million.

The main factor was a change to DLUHC's grant fund distribution model. This year the £9.9million Night Shelter Transformation Fund grants were awarded and paid directly from DLUHC to grantees, whilst predecessor funds were first paid to Homeless Link, with the grants then awarded and paid by us.

As a result, while the grants reaching the sector increased significantly, we recorded income for grant-making for the year of £nil (2021/22 £4.25million), a reduction of £4.25million, but of course this was matched by a fall in expenditure on awarding and paying grants to other charities, which stood at £28K (2021/22 £4.65million), a reduction of £4.62 million.

Meanwhile income from Trusts and Foundations for the year was £567k (2021/22 £3157k) an increase of £252k. We also saw a growth in other income including a 21% increase in In-Form income to £3.28million and an 11% increase in Membership services income to £1.52million as income from training and events continue recovered following the pandemic lockdowns.

Expenditure for the year was £9.02million (2021/22 £11.87million), a reduction of £2.85million. The key reduction was the decrease in grants awarded as set out above. Non-grant making expenditure for the year was £9.00million (2021/22 £7.22million) an increase of £1.78million.

We incurred a deficit for the year of £267k. Of this deficit, £45k related to restricted funds, leaving £222k as an unrestricted deficit. Our total funds reduced to £1,151,333. This was represented by Restricted Funds of £297,057 and Unrestricted Funds of £854,276, including designated funds of £174,501.

### Reserves policy

Homeless Link holds reserves primarily in order to maintain an adequate level of resilience against financial risks, and to be able to take advantage of new opportunities as they arise.

The trustees determine a minimum level of reserves to be held on the basis of risk-weighted financial forecasts for possible future adverse events. Examples include:

- Ability to maintain adequate working capital in the event of a significant delay in receipt of income, or a requirement to incur significant additional expenditure;
- Ability to maintain service levels in the event of loss of a funding source, until the funding can be replaced, or the charity can be appropriately restructured;
- In the last resort, ability to wind up the charity on a solvent basis.

On the above basis, the trustees require the charity to hold reserves that represent at least 3 months' spending excluding grant-making and other payments to partners, MEAM and In-Form.



At the year-end, the charity's reserves (defined as general unrestricted funds less the net book value of fixed assets) amounted to £444,976. The reserves policy is reviewed annually by the Board of Trustees, and they have resolved to retain this reserves policy as a target.

## **Future Plans**

2023-24 will be the final year of Shaping the Future Together, our 3-year strategic plan and in a large part the year will see us continuing our current work streams, while developing our plans for the coming years.

Work continuing this year will include:

- A further round of the Night Shelter Transformation Fund
- Influencing the detailed development of supported accommodation regulation
- Continuing partnerships, practice and sector capacity building work
- Continuing to campaign for sustainable funding for the sector

New projects in 2023-24 include:

- Influence the general election manifestos of the main political parties
- A new project to support emerging and promising practice in the sector
- Launch of In-Form Housing
- Development of new data visualisation tools for CHAIN
- Working towards achieving the Investors in Diversity Award
- Reviewing and enhancing our financial management systems and processes
- Implementing a new approach to risk management

## Administrative details of the charity, its trustees and advisors

Charity Number	1089173
Company Number	04313826
Registered Office	Minories House, 2-5 Minories, London EC3N 1BJ
Statutory Auditor	Moore Kingston Smith LLP 9 Appold Street London EC2A 2AP
Principal Banker	Unity Trust Bank plc Nine Brindley Place Birmingham B1 2HB
Solicitor	Russell Cooke 2 Putney Hill London SW15 6AB
Trustees and directors	
Anne McLoughlin, Chair	
Amanda Dubarry, Vice-Chair	Appointed as vice-chair 28 June 2023
Michael Egan, Treasurer	Resigned 15 January 2023
Ian Watson, Treasurer	Appointed 23 February 2023
Steve Benson	Resigned 31 March 2023
Harish Bhayani	
Adele Duncan	Elected 2 December 2022
Maria Iglesias	
Angela Lennox	
Ellie McNeil	
Mark Simms	
David Smith	
Ross Watkins	
Jamie Whysall	
Company Secretary	
Fiona Colley	



Senior Staff  
Rick Henderson  
Matt Harrison  
Fiona Colley  
Sharon Daley  
Peter Smith

Chief Executive  
Deputy Chief Executive  
Director of Social Change  
Director of Finance & Resources  
Director of Sector Development

Appointed 3 April 2023

## **Structure, governance and management**

### **Structure**

- Homeless Link is a registered charity and a company limited by guarantee and is governed by its Articles of Association.
- Homeless Link Social Investment Limited is a wholly owned trading subsidiary of Homeless Link.
- Homeless Link (Trading) Limited is a wholly owned, currently non-trading, subsidiary of Homeless Link.

### **Governance and management**

The Board of trustees of Homeless Link comprises a minimum of 5 and a maximum of 17 trustees. Trustees of Homeless Link are also directors of the company. The Board is comprised of:

- up to 10 trustees elected from amongst our membership
- up to 7 independent trustees including up to 2 trustees with lived experience of homelessness

Trustees are elected or appointed for an initial term of 3 years and may be elected or appointed for further periods of 3 years. No trustee may serve for more than 9 years continuously.

The Board has established four sub-committees, Finance, Governance, HR and In-Form to undertake detailed oversight in those areas and to make recommendations to the Board.

Whilst the trustees have ultimate responsibility for the governance and direction of Homeless Link, the operations of Homeless Link are managed by the Chief Executive and the Senior Management Team.

#### **Charity Governance Code**

The Charity Governance Code is a practical tool to help charities and their trustees develop high standards of governance. The Code sets out aspirational principles and recommended practice for good governance and is intended to be a tool for continuous improvement towards the highest standard.

In June 2021 we received the finding of an independent review to appraise ourselves against the Code and to provide a governance action plan. The review found that “Homeless Link’s Board demonstrates many features of good governance as set out in the Code and there is evidence of ongoing review and development. However, as with most charities a review has

identified scope for improvement in systems and processes to align arrangements with recommended practice.”

In 2022-23 our governance improvement work continued with reviews of our Articles of Association, Board succession plans and sub-committee structure. Minor amendments were made to modernise our articles, these were agreed at our Annual Membership Meeting. The changes included removing the restriction that the vice-chair must be an independent trustee. Following this change one of our elected trustees, Amanda Dubarry, was appointed as vice-chair.

The Board extended the terms of several directors by 1 to 3 years to achieve a smoother turnover of Board membership and avoid a “cliff-edge” of retirements. The Board also agreed, in principle, to a new sub-committee structure comprised of three sub-committee, Audit & Risk; Resources & Enterprise; and Nominations & Remuneration. These are expected to be established in 2023-24.

### **Trustee recruitment and training**

Homeless Link’s trustees are recruited by a combination of membership election and Board appointment.

Homeless Link provides an induction programme for trustees, which provides guidance on their legal responsibilities and obligations. The induction also provides an overview of the operations and practices of Homeless Link.

The trustees regularly assess the skills required to provide comprehensive oversight and appoint and co-opt trustees to fill any potential skill gaps. We have implemented an annual trustee appraisal process and skills audits, and support trustees to develop their governance skills.

### **Key management personnel remuneration**

The salaries and benefits are set based on the market rates for the sector in which Homeless Link operates.

## Risk management

The trustees recognise that in the dynamic environment in which the organisation operates, the risks encountered are continually changing. In 2022/23 we reviewed and updated our whole organisation's risk management process. Following discussions at the Board away day, supported by advice from Zurich Insurance and learning from other organisations, we introduced a new risk management system and process in early 2023.

We maintain a central risk register of all significant risks facing the organisation. Each month our SMT review the risk register and highlight areas of progress and concern. These are then addressed by the managers of each team and reported to the Board. At each Board meeting the Board receive a review of the key risks facing the charity, changes since the last meeting and an action plan to control or mitigate the risks.

The top four key risks we have currently identified for action are as follows along with the key control and mitigation actions in place or planned:

Key Risk	Mitigations
Reserves	Budget process Monthly management accounts Quarterly reviews of finance with all teams Contingency planning Two-year reserves recovery plan
Data breach	Data protection training for whole team Data protection policies and guidance for all staff and external users Robust procedure in place for responding to breaches Update all GDPR policies, processes and training
Data protection	All team trained on Data Protection law and internal data protection policies Use of cloud software to correctly and appropriately store personal data Daily cloud backup application installed and tested
MEAM governance	Collaboration agreement between partners Regular MEAM Programme Board meetings New independent chair appointed Clear dispute resolution process Agreement on future direction of MEAM governance.



## Trustees' responsibilities in relation to the financial statements

The trustees of Homeless Link are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law, the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charity for that period. In preparing these financial statements, the trustees are required to:

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

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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.

## Statement as to disclosure to our auditors

In so far as the trustees are aware:

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

## Auditor appointment

As part of the regular review of our governance, we carried out a review of our audit provider and decided to re-appoint Moore Kingston Smith LLP.

## Approval

The Trustees' Report was approved on 20 September 2023 and is signed on their behalf by

  
A McLoughlin (Sep 26, 2023 13:59 GMT+1)

Anne McLoughlin, Chair of Trustees

Sep 26, 2023



# Independent auditors' report to the members of Homeless Link

## Opinion

We have audited the financial statements of Homeless Link (the 'company') for the year ended 31 March 2023 which comprise the Group Statement of Financial Activities, the Group and Parent Charitable Company Balance Sheets, the Group 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 group's and the parent charitable company's affairs as at 31 March 2022 and of the group's 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 and the Charities Act 2011.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs(UK)) and applicable law. Our responsibilities under those standards are further described in the 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
- 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 group and parent charitable 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 and the Charities Act 2011 require us to report to you if, in our opinion:

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's 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 26, 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 group and parent 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 group or parent 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**

We have been appointed as auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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.

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 group and parent 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 group and parent 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 group or parent 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.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit report.

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.

### **Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud**

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.

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 and UK taxation legislation.
- 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.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

### **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 and, in respect of the consolidated financial statements, to the charity's trustees, as a body, in accordance with Chapter 3 of Part 8 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters which 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, the charitable company's members, as a body, and the charity's trustees, as a body, for our audit work, for this report, or for the opinion we have formed.

*Moore Kingston Smith LLP.*

James Saunders (Senior Statutory Auditor)

for and on behalf of Moore Kingston Smith LLP, Statutory Auditor, 9 Appold Street, London EC1A 2AP

Date: 15/11/2023

Moore Kingston Smith LLP is eligible to act as auditor in terms of Section 1212 of the Companies Act 2006.

# Consolidated statement of financial activities

## Incorporating income and expenditure account

For the year ended 31 March 2023

				2023	2022
		Unrestricted	Restricted	Total	Total
		Funds	Funds	Funds	Funds
INCOME	Notes	£	£	£	£
Income from charitable activities					
Statutory income	2	1,495,163	758,955	2,254,118	1,572,562
Trusts and Foundations	3	142,750	424,266	567,016	315,051
MEAM Services	4	94,079	600,000	694,079	696,906
In-Form	5	3,275,030	-	3,275,030	2,717,404
Membership Services	6	1,524,894	-	1,524,894	1,374,275
Grants Programme	7	-	-	-	4,254,693
Other income					
Other income	8	382,724	57,711	440,435	538,984
Total income		6,914,640	1,840,932	8,755,572	11,469,875
EXPENDITURE					
Expenditure on raising funds					
Fundraising		12,219	-	12,219	25,329
Expenditure on charitable activities					
Ending Homelessness		1,638,625	758,955	2,397,580	1,574,302
Research and Development		122,413	435,288	557,701	478,814
MEAM		117,570	582,362	699,932	733,527
In-Form		3,284,349	-	3,284,349	2,769,570
Membership Services		1,349,356	-	1,349,356	1,419,171
Grants Programme		-	28,000	28,000	4,653,522
Other expenditure		612,238	80,968	693,206	216,330
Total expenditure	9 - 10	7,136,770	1,885,573	9,022,343	11,870,565
Net movement in funds for the year		(222,130)	(44,641)	(266,771)	(400,690)
Reconciliation of funds:					
Total funds brought forward		1,076,406	341,698	1,418,104	1,818,794
Total funds carried forward	20	854,276	297,057	1,151,333	1,418,104

All income and expenditure are derived from continuing activities.

There were no other recognised gains or losses other than those stated above.

The notes on pages 26 to 50 form an integral part of the financial statements.

A comparative of the Statement of Financial Activities for the year ended 31 March 2022 is on page 50.

# Consolidated and charity balance sheets

As at 31 March 2023

	Notes	Group 2023 £	Charity 2023 £	Group 2022 £	Charity 2022 £
Fixed Assets					
Intangible fixed assets	13	103,225	103,225	79,111	79,111
Tangible fixed assets	13	131,573	131,573	74,109	74,109
Investments	14	1	2	1	2
		234,799	234,800	153,221	153,222
Debtors:					
amounts falling due after one year	15	113,940	-	361,137	-
Current Assets					
Debtors & prepayments	15	3,207,599	2,888,322	3,004,597	2,555,081
Cash at bank		1,140,896	1,052,090	1,410,353	1,282,780
Short term investments	16	124,418	124,418	125,537	125,537
		4,472,913	4,064,830	4,540,487	3,963,398
Creditors:					
amounts falling due within one year	17	(3,302,531)	(3,148,296)	(3,185,453)	(2,698,515)
Net current assets		1,170,382	916,534	1,355,034	1,264,883
Total assets less current liabilities		1,519,121	1,151,334	1,869,392	1,418,105
Creditors:					
amounts falling due after one year	18	(367,788)	-	(451,288)	-
Net assets		1,151,333	1,151,334	1,418,104	1,418,105
Represented by					
		2023 £	2023 £	2022 £	2022 £
Funds					
Unrestricted funds: general	19	679,775	679,776	967,429	967,430
Unrestricted funds: designated	19	174,501	174,501	108,977	108,977
Restricted funds	20	297,057	297,057	341,698	341,698
Total Funds		1,151,333	1,151,334	1,418,104	1,418,105

The accounts were approved and authorised for issue by the Board of Trustees

On 20<sup>th</sup> September 2023 and signed on their behalf by:

Anne McLoughlin, Chair of the Board of Trustees

  
A McLoughlin (Sep 26, 2023 13:59 GMT+1)

Sep 26, 2023



# Consolidated statement of cash flows

For the year ended 31 March 2023

	Group 2023 £	Group 2022 £
Cash flows from operating activities:		
Net (expenditure) / income (as per the Statement of Financial Activities)	(266,771)	(400,690)
Depreciation	67,071	101,040
Increase in short-term debtors	(203,002)	(1,074,136)
Decrease in Homeless Link Social Investment Ltd; Long-term debtors	247,197	663,818
Increase in short-term creditors	117,078	1,401,212
Decrease in Homeless Link Social Investment Ltd: Long-term creditors	(83,500)	(698,412)
Net Cash inflow/(outflow) from operating activities	(121,927)	(7,168)
Purchase of intangible assets	(59,150)	(85,325)
Purchase of fixed assets	(89,499)	(32,513)
Net Cash outflow from capital expenditure and investments	(148,649)	(117,838)
Change in cash and cash equivalents in the reporting period	(270,576)	(125,006)
Cash and cash equivalents at the beginning of the reporting period	1,535,890	1,660,896
Cash and cash equivalents at the end of reporting period	1,265,314	1,535,890
Analysis of cash and cash equivalents		£
Cash in hand	1,140,896	1,410,353
Short term investments	124,418	125,537
Total cash and cash equivalents	1,264,314	1,535,890

# Consolidated statement of cash flows

For the year ended 31 March 2023

## Analysis of changes in net debt

	At start of year £	Cash Flows £	Other non-cash charges £	At end of year £
Cash in hand	1,410,353	(269,457)	-	1,140,896
Short term investment	125,537	(1,119)	-	124,418
	1,535,890	(270,576)	-	1,265,314
Loans falling due within one year	(495,503)	-	341,268	(154,235)
Loans falling due after more than one year	(451,288)	-	83,500	(367,788)
Changes in net debt	589,099	(270,576)	424,768	743,291

# Notes to the financial statements

For the year ended 31 March 2023

## 1. ACCOUNTING POLICIES

### Basis of preparation

Homeless Link constitutes a public benefit entity as defined by FRS102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) including update bulletin 2, the Charities Act 2011, the Companies Act 2006 and United Kingdom Generally Accepted Practice.

The financial statements have been prepared in Sterling, which the functional currency of Homeless Link. Monetary amounts in the financial statements are rounded to the nearest Pound.

### Consolidated financial statements

The financial statements consolidate the results of Homeless Link and its wholly owned subsidiary, Homeless Link Social Investment Ltd on a line-by-line basis. The subsidiary company has the same year end date of 31 March 2023.

### Going Concern

The trustees have assessed whether the use of Going Concern is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the group to continue as a Going Concern. The trustees have given due consideration to the longer-term impact of the Covid-19 pandemic on the charity's operations and the current cost of living crisis.

Having reviewed forecasts prepared by management, the trustees are confident that the charity and group will continue to meet its obligations as they fall due and therefore the Going Concern basis continues to be appropriate.

### Critical accounting estimates and areas of judgement

In preparing the financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. There were no judgements and estimates considered by the trustees to have significant effect on the amounts recognised in the financial statements.



## Notes to the financial statements

For the year ended 31 March 2023

### 1. ACCOUNTING POLICIES (continued)

#### Investments

Unlisted investment comprises investments in subsidiaries which are measured at cost less impairment.

#### Income

Grants, donations and legacies are recognised as income when they are receivable.

Membership fees are apportioned over the period of membership.

Fees from training and events are treated as income on the date the goods or services are supplied.

Other income from social enterprise activities is spread evenly over the period to which the services relate.

#### Expenditure

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

Expenditure is classified under the following activity headings:

- Expenditure on raising funds; and
- Expenditure on charitable activities.

#### Allocation of support costs

Expenditure that cannot be directly attributed to specific activities and services are pooled together as central overheads and are apportioned across activities and services using staff full time equivalents.

#### Grants payable

Grants payable are payments made to third parties in the furtherance of the charitable objectives of the Charitable Company. The grants are included in the Statement of Financial Activities in the period in which the awards are made.

#### Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the charitable objectives of Homeless Link. Unrestricted funds include designated funds where the trustees, at their discretion, have created a fund for a specific purpose.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further details on each fund are disclosed in Notes 19 and 20.

## Notes to the financial statements

For the year ended 31 March 2023

### 1. ACCOUNTING POLICIES (continued)

#### Depreciation of Tangible and Intangible Fixed Assets

It is Homeless Link's policy to capitalise assets costing over £500. Depreciation is calculated so as to write off the cost of Intangible and Tangible Fixed Assets on a straight-line basis over their expected life.

#### Rates of Depreciation:

Computer Equipment and systems	Three years
Furniture and other equipment	Five years
Leasehold Improvements	Remaining length of lease

Intangible assets are capitalised when the aggregate costs are over £10,000. The Intangible assets in the accounts will be amortised over three years.

#### Pensions

Homeless Link pays defined contributions into a stakeholder pension scheme set up in 2008. Contributions are charged to the Statement of Financial Activities as they occur.

#### Leased assets

Rentals applicable to operating leases, where substantially all the benefits and risks of ownership remain with the lessor, are charged to the Statement of Financial Activities as they occur.

#### Short term investments

The trustees, having regard to the liquidity requirements of operating the charity, have invested surplus funds in short-term units, COIF Charities Investment Fund Accumulation Units, managed by CCLA.

Short term investments are included on the balance sheet at their market value at the end of the financial year. Realised and unrealised gains/(losses) are credited/(debited) to the Statement of Financial Activities in the year in which they arise.



## Notes to the financial statements

### For the year ended 31 March 2023

#### 2 STATUTORY INCOME

	Unrestricted Funds £	Restricted Funds £	2023 Total £
Department for Levelling Up, Housing and Communities	975,974	350,000	1,325,974
Greater London Authority (GLA)	519,189	117,501	636,690
London Councils	-	163,991	163,991
Department of Health and Social Care	-	118,463	118,463
Welsh Government	-	9,000	9,000
	<u>1,495,163</u>	<u>758,955</u>	<u>2,254,118</u>

	Unrestricted Funds £	Restricted Funds £	2022 Total £
Department for Levelling Up, Housing and Communities	860,836	350,000	1,210,836
Greater London Authority (GLA)	40,950	72,520	113,470
London Councils	-	106,765	106,765
Department of Health and Social Care	-	132,491	132,491
Welsh Government	-	9,000	9,000
	<u>901,786</u>	<u>670,776</u>	<u>1,572,562</u>

#### 3 TRUSTS AND FOUNDATIONS

	Unrestricted Funds £	Restricted Funds £	2023 Total £
Access-The Foundation for Social Investment	-	114,000	114,000
Comic Relief	25,000	100,000	125,000
Nationwide Foundation	-	89,938	89,938
John Laing Charitable Trust	50,000	-	50,000
Jongens Charitable Trust	50,000	-	50,000
City Bridge Trust	-	88,000	88,000
Lloyds Bank Foundation	-	32,328	32,328
London Housing Foundation	17,750	-	17,750
	<u>142,750</u>	<u>424,266</u>	<u>567,016</u>

## Notes to the financial statements

For the year ended 31 March 2023

**3 TRUSTS AND FOUNDATIONS (continued)**

	Unrestricted Funds £	Restricted Funds £	2022 Total £
Access-The Foundation for Social Investment	-	50,000	50,000
Nationwide Foundation	-	55,699	55,699
John Laing Charitable Trust	-	26,605	26,605
Land Aid	-	15,300	15,300
Lloyds Bank Foundation	-	49,697	49,697
Comic Relief	-	100,000	100,000
London Housing Foundation	17,750	-	17,750
	<u>17,750</u>	<u>297,301</u>	<u>315,051</u>

**4 MEAM**

	Unrestricted Funds £	Restricted Funds £	2023 Total £
National Lottery Community Fund	-	600,000	600,000
Other income	94,079	-	94,079
	<u>94,079</u>	<u>600,000</u>	<u>694,079</u>

	Unrestricted Funds £	Restricted Funds £	2022 Total £
National Lottery Community Fund	120,324	420,681	541,005
Lankelly Chase Foundation	-	121,736	121,736
Manchester City Council	-	29,475	29,475
Other income	4,690	-	4,690
	<u>125,014</u>	<u>571,892</u>	<u>696,906</u>

## Notes to the financial statements

For the year ended 31 March 2023

### 5 IN-FORM

	Unrestricted Funds £	Restricted Funds £	2023 Total £	2022 Total £
Annual Licence fees	2,749,809	-	2,749,809	2,147,165
Implementations & professional services	525,221	-	525,221	570,239
	3,275,030	-	3,275,030	2,717,404

All In-Form income is unrestricted.

### 6 MEMBERSHIP SERVICES

	Unrestricted Funds £	Restricted Funds £	2023 Total £	2022 Total £
Training	705,728	-	705,728	570,739
Consultancy services	459,483	-	459,483	405,244
Membership fees	241,740	-	241,740	247,185
Events and conferences	72,349	-	72,349	81,702
Job advertising	45,594	-	45,594	44,405
Campaigning	-	-	-	25,000
	1,524,894	-	1,524,894	1,374,275

All Membership Services income is unrestricted.



## Notes to the financial statements

For the year ended 31 March 2023

### 7 GRANTS PROGRAMME

	Unrestricted Funds £	Restricted Funds £	2023 Total £	2022 Total £
Department for Levelling Up, Housing and Communities	-	-	-	3,806,000
Department for Digital, Culture, Media and Sports (DCMS)	-	-	-	-
Comic Relief	-	-	-	51,091
City Bridge Trust	-	-	-	318,000
London Homeless Collective	-	-	-	79,602
	-	-	-	4,254,693

All funds received for our Grants Programme are restricted.

### 8 OTHER INCOME

	Unrestricted Funds £	Restricted Funds £	2023 Total £	2022 Total £
HL Social Investment	45,650	-	45,650	47,929
Interest receivable	150	-	150	13,298
Individual and Corporate Donations	230,691	57,711	288,402	383,797
Other Consultancy services	47,174	-	47,174	24,750
Other income: Secondment	59,059	-	59,059	69,210
	382,724	57,711	440,435	538,984

## Notes to the financial statements

For the year ended 31 March 2023

Significant Donations included in above £1,000	Unrestricted Funds £	Restricted Funds £	2023 Total £	2022 Total £
The Calypso Browning Trust	3,000	-	3,000	5,000
Taskmaster	-	-	-	35,459
The Henhurst Charity	1,000	-	1,000	-
Maureen Roberts (WRL Clients)	-	-	-	16,582
Euromonitor International	-	-	-	1,000
The John Young Charitable Trust	5,000	-	5,000	-
The Dischma Charitable Trust	-	-	-	3,000
Jongen Charitable Trust	50,000	-	50,000	100,000

### 9 ANALYSIS OF EXPENDITURE

	Payments to partners £	Salaries £	Direct costs £	Support costs £	2023 Total £
Ending Homelessness	519,576	1,176,647	347,436	353,921	2,397,580
Research & Development	5,718	386,291	84,515	81,177	557,701
MEAM	49,431	401,548	139,975	108,978	699,932
In-Form	-	1,697,443	1,072,691	514,215	3,284,349
Membership Services	-	492,579	622,352	234,425	1,349,356
Grants Programme	-	-	28,000	-	28,000
Other expenditure	8,107	515,712	104,622	64,765	693,206
	582,832	4,670,220	2,399,591	1,357,481	9,010,124

	Payments to partners £	Salaries £	Direct costs £	Support costs £	2022 Total £
Ending Homelessness	504,023	872,037	164,703	33,539	1,574,302
Research & Development	6,560	334,408	101,639	36,207	478,814
MEAM	223,712	330,924	98,800	80,091	733,527
In-Form	-	1,404,257	905,832	459,481	2,769,570
Membership Services	-	658,064	606,043	155,064	1,419,171
Grants Programme	4,099,353	52,677	18,226	483,266	4,653,522
Other expenditure	-	216,330	25,329	-	241,659
	4,833,648	3,868,697	1,920,572	1,247,648	11,870,565

## Notes to the financial statements

For the year ended 31 March 2023

### 10 ANALYSIS OF SUPPORT AND GOVERNANCE COSTS

	2023			2022		
	Support	Govern	Total	Support	Govern	Total
	£	£	£	£	£	£
Office management	146,423	-	146,423	89,081	-	89,081
IT Support	306,943	-	306,943	308,126	-	308,126
Depreciation	67,071	-	67,071	101,040	-	101,040
Training	30,813	1,968	32,781	10,706	218	10,924
Premises	298,606	-	298,606	234,096	-	234,096
Legal & professional	28,021	7,071	35,092	33,509	6,710	40,219
Audit fees	-	31,182	31,182	-	12,500	12,500
Senior Management	45,088	46,918	92,006	23,896	39,537	63,433
Finance Support	165,474	-	165,474	183,626	-	183,626
Human Resources	110,096	-	110,096	113,869	-	113,869
Insurance	24,193	-	24,193	18,738	-	18,738
Bad Debts	52,169	-	52,169	71,996	-	71,996
	1,274,897	87,139	1,362,036	1,188,683	58,965	1,247,648

These governance and support costs have been allocated to charitable activities in proportion to the amount of staff time spent on these activities.

### 11 ANALYSIS OF STAFF COSTS, TRUSTEES' REMUNERATION AND EXPENSES AND THE COST OF KEY MANAGEMENT

	2023	2022
	Total	Total
	£	£
Wages & salaries	4,294,122	3,582,413
Social security costs	492,130	371,502
Employers pension costs	244,386	217,826
	5,030,638	4,171,741

	2023	2022
The average number of staff employed by Homeless Link (FTE) during the year	98	85



## Notes to the financial statements

For the year ended 31 March 2023

### II ANALYSIS OF STAFF COSTS, TRUSTEES' REMUNERATION AND EXPENSES AND THE COST OF KEY MANAGEMENT PERSONNEL (continued)

The number of employees whose emoluments amounted to over £60,000 in the year were as follows:

£60,000 -£69,999	5	5
£70,000 -£79,999	2	1
£80,000 -£89,999	1	-
£90,000-£99,999	-	-
£100,000-£109,999	1	1

	2023	2022
Employer's pension costs attributed to employees paid over £60,000 were:	£49,722	£35,844

Homeless Link has purchased indemnity insurance in respect of the trustees and officers.

No Homeless Link trustee was paid or received any other benefits from employment with Homeless Link in the year (2023: nil). Neither did any trustee receive payment for professional or other services supplied to Homeless Link in the year (2022: nil).

Homeless Link reimbursed 4 (2022: 4) trustees' travel and accommodation expenses for meetings in the year as follows:

2023	2022
£897	£498

The key management personnel of Homeless Link comprise the trustees, the Chief Executive Officer, Deputy Chief Executive Officer, Director of Social Change and Director of Sector Development.

The total employee benefits for the key management personnel were £419,148 (2022: £381,148).

## Notes to the financial statements

For the year ended 31 March 2023

### 12 NET MOVEMENT IN FUNDS

Net income/(expenditure) for the year is stated after charging	2023	2022
	£	£
Audit fee	30,993	12,500
Depreciation	67,071	101,040
Operating lease rentals	308,415	192,804

### 13 TANGIBLE AND INTANGIBLE FIXED ASSETS

GROUP AND CHARITY	Leasehold Improvement £	Computer Equipment £	Web Design and Systems £	Fixtures and Equipment £	Total Fixed Assets £
Cost					
At 01 April 2022	114,335	310,125	85,325	80,357	590,142
Additions	58,718	30,781	59,150	-	148,649
Disposals	(114,335)	(23,747)	-	(22,216)	(160,298)
At 31 March 2023	58,718	317,159	144,475	58,141	578,493
Depreciation					
At 01 April 2022	114,335	253,729	6,214	62,644	436,922
Charge for year	5,642	22,850	35,036	3,543	67,071
Disposals	(114,335)	(23,747)	-	(22,216)	(160,298)
At 31 March 2023	5,642	252,832	41,250	43,971	343,695
Net Book Values					
At 31 March 2023	53,076	64,327	103,225	14,170	234,798
At 31 March 2022	-	56,396	79,111	17,713	153,220

## Notes to the financial statements

### For the year ended 31 March 2023

#### 14 INVESTMENTS

	Group 2023	Charity 2023	Group 2022	Charity 2022
	£	£	£	£
Homeless Link (Trading) Limited	1	1	1	1
Change Account Limited	-	-	1	1
Homeless Link Social Investment Ltd	-	1	-	1
	1	2	2	3

Homeless Link (Trading) Limited is a wholly owned, currently dormant subsidiary of Homeless Link and is incorporated in England and Wales. Its registered office is Minories House, 2-5 Minories, London, England, EC3N 1BJ. This subsidiary is not consolidated as it is not material to the group.

Change Account Limited was dissolved during the year ended 31 March 2023 with nothing realised from the investment.

Homeless Link wholly owns a Special Purpose Vehicle (SPV), Homeless Link Social Investment Ltd that provides blended finance to help homelessness organisations support homeless people. The subsidiary is incorporated in England and Wales with registered office at Minories House, 2-5 Minories, London, England EC3N 1BJ. Homeless Link Social Investment Ltd provides unsecured loans and grants of between £25k and £150k repayable over a maximum of 4 years. There are no future plans to provide any further loans or grants.

A summary of Homeless Link Social Investment Ltd's accounts are as follows:



## Notes to the financial statements

For the year ended 31 March 2023

### 14 INVESTMENTS (continued)

#### Homeless Link Social Investment Ltd

#### Profit and Loss Account for the year ended 31 March 2023

	2023	2022
	£	£
Total income	45,650	47,929
Total expenditure	45,650	47,929
Net Profit/(Loss)	-	-

#### Homeless Link Social Investment Ltd

#### Balance Sheet as at 31 March 2023

	2023	2022
	£	£
Long-term Assets		
Debtors: amount falling due after one year	113,940	361,137
Current Assets		
Debtors and prepayments	319,277	458,081
Cash and bank	88,807	127,574
Total current assets	408,084	585,655
Creditors: Amounts falling due in one year	(154,235)	(495,503)
Net current assets	253,849	90,152
Long term creditors	(367,788)	(451,288)
Net Assets	1	1
Ordinary Share Capital	1	1
Owner's Equity	1	1

## Notes to the financial statements

For the year ended 31 March 2023

**15 DEBTORS AND PREPAYMENTS**

	Group 2023 £	Charity 2023 £	Group 2022 £	Charity 2022 £
Trade debtors	1,967,968	1,967,968	1,760,220	1,760,220
Prepayments	677,508	677,508	613,248	613,248
Other debtors	14,452	14,452	44,164	37,609
Homeless Link Social Investment Ltd Loans	319,277	-	458,081	-
Accrued income	228,394	228,394	128,884	128,884
Homeless Link Social Investment Ltd	-	-	-	15,120
	<u>3,207,599</u>	<u>2,888,322</u>	<u>3,004,597</u>	<u>2,555,081</u>

Debtors: Amounts falling due after one year

	2023	2022
Homeless Link Social Investment Ltd Loans	113,940	361,137

This represents Homeless Link Social Investment Ltd loans made out to investees, repayment of which is due within up to four years. The loans are offered at a fixed interest of 8% p.a. There is an option for early repayment in full with no penalty charges.

**16 SHORT TERM INVESTMENTS**

	01.04.2022 £	Net Movement during the year £	31.03.2023 £
COIF Charities Investment Funds Accumulation Units	125,537	(1,118)	124,419

## Notes to the financial statements

For the year ended 31 March 2023

**17 CREDITORS**

	Group	Charity	Group	Charity
Amounts falling due within one year	2023	2023	2022	2022
	£	£	£	£
Trade creditors	876,513	876,513	732,615	732,615
Sundry creditors	89,045	89,045	-	8,565
Homeless Link Social Investment Ltd Loans	154,235	-	495,503	-
Deferred income	1,623,285	1,623,285	1,532,062	1,532,062
Other tax and social security	413,721	413,721	285,295	285,295
Accruals	145,732	145,732	139,978	139,978
	<u>3,302,531</u>	<u>3,148,296</u>	<u>3,185,453</u>	<u>2,698,515</u>

Deferred income analysis

	01.04.2022	Net Movement during the year	31.03.2023
	£	£	£
In-Form Licensing income	1,432,190	72,286	1,504,476
CHAIN	-	49,000	49,000
Consultancy	16,387	18,862	35,249
Training	83,485	(48,925)	34,560
	<u>1,532,062</u>	<u>91,223</u>	<u>1,623,285</u>

**18 CREDITORS**

Amounts falling due after one year	2023	2023	2022	2022
Homeless Link Social Investment Ltd Loans	367,788	-	451,288	-

This represents net amounts due to Big Society Capital Limited and National Lottery Community Fund, for the loans issued.

Big Society Capital Limited has fixed and floating charge over all the assets of Homeless Link Social Investment Ltd.



## Notes to the financial statements

### For the year ended 31 March 2023

#### 19 MOVEMENT ON FUNDS

<b>GROUP AND CHARITY</b>	Unrestricted £	Restricted £	Total £
Opening balances as at 01 April 2022	1,076,406	341,698	1,418,104
Income	6,914,640	1,840,932	8,755,572
Expenditure	(7,136,770)	(1,885,573)	(9,022,343)
Closing balances as at 31 March 2023	854,276	297,057	1,151,333

See note 20 for details of restricted funds.

Analysis of movements in Unrestricted Funds:

	Funds at 01.04.2022 £	Income £	Expenditure £	Transfers £	Funds at 31.03.2023 £
General fund	967,429	6,914,640	(7,136,770)	(65,524)	679,775
Designated Funds: MEAM Partnership fund	108,977	-	-	65,524	174,501
Total	1,076,406	6,914,640	(7,136,770)	-	854,276

MEAM Partnership Fund: This fund has been created to provide cover for cost of closure of the partnership should winding up become necessary.

## Notes to the financial statements

For the year ended 31 March 2023

**20 RESTRICTED FUNDS  
GROUP AND CHARITY**

	Funds at 01.04.2022	Income	Expenditure	Funds at 31.03.2023
	£	£	£	£
City Bridge Trust	-	88,000	60,845	27,155
Comic Relief (research)	-	15,000	11,788	3,212
Enterprise Development Programme	44,857	114,000	121,731	37,126
Health and Wellbeing Alliance	-	118,463	118,463	-
Homelessness Winter Transformation Fund	17,376	-	17,376	-
Housing First England	-	114,938	87,225	27,713
No Recourse Project (Lloyds Bank Foundation)	8,475	32,328	35,404	5,399
London Homeless Collective	36,343	57,711	80,968	13,086
London Plus Project	-	163,991	148,020	15,971
Making Every Adult Matter (MEAM)-Lottery	6,253	600,000	555,007	51,246
Making Every Adult Matter (MEAM)-Policy	67,747	-	27,355	40,392
Reboot UK	25,575	-	25,312	263
StreetLink	-	476,501	476,501	-
Women's Homelessness Project	135,072	-	59,578	75,494
Youth Homelessness	-	60,000	60,000	-
<b>Total Restricted Funds</b>	<b>341,698</b>	<b>1,840,932</b>	<b>1,885,573</b>	<b>297,057</b>

## Notes to the financial statements

For the year ended 31 March 2023

### 20 RESTRICTED FUNDS (continued)

#### City Bridge Trust

City Bridge Trust provided funds to enable the development and launch of a leadership training and coaching programme for homelessness charities in London.

#### Comic Relief Research Grant

Comic Relief provided funding for Homeless Link's Supported Housing policy work focussed on representing Homeless Link members in relation to the Supported Housing (Regulatory Oversight) Bill. This has been a fast-moving piece of work with enormous implications for all providers of supported accommodation. Homeless Link member engagement has been our priority, in order to ensure policy positions are developed collaboratively.

#### Enterprise Development Programme

The aim of this programme is to provide a range of support for charities and social enterprises in England, helping them to build resilience by making a transition to new enterprise models or expand existing ones. Funding is provided by Access - The Foundation for Social Investment to support homelessness sector organisations to take advantage of grants and learning opportunities.

#### Health and Wellbeing Alliance

This service is funded by the Department of Health and Social Care (DHSC) to facilitate integrated working between the voluntary and statutory sectors and support a two-way flow of information between communities, the Voluntary, Community and Social Enterprise (VCSE) sector and policy leads; and to amplify the voice of the VCSE sector and people with lived experience to inform national policy, promote equality and reduce health inequalities.

#### Homelessness Winter Transformation Fund

The balance of previous funds was used to cover the costs of grant administration and monitoring.

#### Housing First England

We received grant funding from Comic Relief, Nationwide Foundation and Crisis to support Housing First England. Alongside continued growth of the national movement, there is a focus on fidelity of services to the principles of Housing First in England; strategic policy influencing; and securing housing supply to ensure that the model is sustainable and replicable.



## Notes to the financial statements

For the year ended 31 March 2023

### 20 RESTRICTED FUNDS (continued)

#### No Recourse Project

Funded by Lloyds Bank Foundation and delivered in partnership with NACCOM, this is a strategic policy development project looking to understand the meaningful and practical solutions needed to support Non-UK Nationals with restricted eligibility experiencing homelessness. This project will produce a final roadmap report setting out policy and practice changes needed to improve support, and throughout the process will inform our ongoing engagement with government officials.

#### London Homeless Collective (LHC)

Homeless Link is a member of and the administrator of the London Homeless Collective (LHC), a grouping of 25 of London's homelessness charities working together to raise awareness and funds to end homelessness in London.

We received a grant from the London Community Foundation to cover the costs of running the LHC and raised funds from the public and corporate sources for onward distribution to the members of the LHC.

#### London Plus Project

Grant aid of £163,991 was receivable in 2022-23 from the London Councils for the PLUS Project, funded under Priority 1, Strand 1.3.

#### MEAM Lottery Grant

This is a five-year grant running from 2017 to 2023 from Big Lottery Fund to support the work of the coalition on the MEAM Approach.

#### MEAM Policy

This is a coalition of Clinks, Homeless Link and Mind formed to improve policy and services for people facing multiple needs. Funds have been received from the Lankelly Chase Foundation to support our Voices from Frontline project, which brings the voice of people with multiple needs and those who support them into policy debate

#### Reboot UK

Homeless Link is a consortium partner of Good Things Foundation's Reboot project, funded by the Big Lottery. Homeless Link supported 8 delivery partners across England (Evolve Housing + Support, Connection at St Martin's, St Mungo's, Elim Connect Centre, Exeter CoLab, Seaview Project, Inspiring Change Manchester and the Foxton Centre).

## Notes to the financial statements

For the year ended 31 March 2023

### 20 RESTRICTED FUNDS (continued)

#### StreetLink

This was funded by grants from MHCLG (£350,000), the Greater London Authority (£117,501) and the Welsh Government (£9,000). We also received donations from members of the public to support our work on StreetLink during the year. StreetLink is a 24/7 telephone line, website and mobile phone app that enables members of the public to tell us about people sleeping rough in their communities. All reports are automatically passed on to local authorities and we then follow up on these reports and provide feedback to the person who made the report. StreetLink is a partnership project between Homeless Link and St Mungo's.

#### Women's Homelessness Project

We received funding of £210,000 from the Garfield Weston Foundation to support a project from Jan 2021 to March 2024 to build upon the work of our Ending Women's Homelessness Grants Fund, to strengthen the support homeless women receive, focusing on learning and training to deliver long term sector-wide change informed by the projects funded through our grants.

#### Youth Homelessness

Grant funding from Comic Relief supports Homeless Link's work on youth homelessness in line with our strategy. We aim to increase the national representation and voice of youth homelessness organisations, in order to improve youth homelessness response and prevention. This includes an Advisory Group, regional networks and scoping reports as well as practice and policy briefings.

All funds are used to promote the objects of Homeless Link.

## Notes to the financial statements

For the year ended 31 March 2023

### 21 RELATED PARTY TRANSACTIONS

As Homeless Link is a membership organisation and our articles of association specify that members will be represented on the Board. As such related party transactions will always arise due to the nature of Homeless Link's activities.

Homeless Link maintains a register of interests for Board and senior management team members and has adopted a conflict of interest policy for Board and staff members. All board and sub-committee meetings include declarations of any conflicts of interests which are managed in accordance with the policy and recorded in the minutes of the meeting. All of the related party transactions below are in accordance with our policies, and made on an arm's length basis, on our normal commercial terms.

Steve Benson is the CEO of Two Saints Ltd. They paid membership, event and training fees of £1,815 during the year.

Amanda Dubarry is the CEO of Your Place. They received a social investment in 2020/21 from Homeless Link Social Investment Ltd consisting of a loan of £120,000 and a grant of £30,000 under the same terms as other borrowers and are still repaying the loan. At the year-end there was a balance of £71,452 outstanding. They have an In-Form system provided by Homeless Link and were invoiced £15,359 for this service in the year. They also paid membership, event and training fees of £19,398 during the year.

Maria Iglesias is employed by Praxis. They paid membership, event and training fees of £823 during the year.

Ellie McNeil is the CEO of YMCA Together. They paid membership, event and training fees of £8,175 during the year.

Mark Simms is the CEO of P3 Charity. P3 Charity paid membership, event and training fees of £12,723 during the year.

David Smith is the CEO of Oasis Community Housing. They have an In-Form system provided by Homeless Link and were invoiced £29,231 for this service in the year. They also paid membership, event and training fees of £823 during the year.

Anne McLoughlin is a trustee of British Refugee Council. They have an In-Form system provided by Homeless Link and were invoiced £36,746 for this service in the year. They also paid membership fees of £1,029 during the year.



Ross Watkins is a trustee of Herts Young Homeless Group. They have an In-Form system provided by Homeless Link and were invoiced £4,334 for this service in the year. They also paid membership, event and training fees of £413 during the year.

There were no other related party transactions that require disclosure in the year.

## Notes to the financial statements

For the year ended 31 March 2023

### 22 ANALYSIS OF GROUP NET ASSETS

	Unrestricted	Restricted	2023 Total
	£	£	£
Intangible Fixed Assets	103,225	-	103,225
Tangible Fixed Assets	131,573	-	131,573
Investments	1	-	1
Net current assets	802,758	297,057	1,099,815
Long term debtors	113,940	-	113,940
Long term liabilities	(297,221)	-	(297,221)
Balances at 31 March 2023	854,276	297,057	1,151,333

	Unrestricted	Restricted	2022 Total
	£	£	£
Intangible Fixed Assets	79,111	-	79,111
Tangible Fixed Assets	74,109	-	74,109
Investments	1	-	1
Net current assets	1,013,336	341,698	1,355,034
Long term debtors	361,137	-	361,137
Long term liabilities	(451,288)	-	(451,288)
Balances at 31 March 2022	1,076,406	341,698	1,418,104

### 23 FINANCIAL COMMITMENTS

Commitments under non-cancellable operating leases were as follows:

	2023	2022
	£	£
Land and Building leases due:		
Within 1 year	102,805	192,804
Between 2 - 5 years	189,837	411,216
Total	292,642	604,020

## Notes to the financial statements

For the year ended 31 March 2023

### 24 TAX STATUS

As a registered charity, Homeless Link falls within the definition of Charitable Company as defined in Part 1, Schedule 6 of Finance Act 2010 and is therefore potentially exempt from taxation of its income and gains.

No tax charge has arisen during the year.

### 25 ULTIMATE CONTROLLING PARTY

Homeless Link Social Investment Limited and Homeless Link Trading Limited are wholly owned subsidiaries of Homeless Link, which is the ultimate controlling party.

The ultimate controlling party of Homeless Link are the trustees.

### 26 CAPITAL COMMITMENTS

There were no capital commitments not provided for in the financial statements (2022: None).



## Notes to the financial statements

For the year ended 31 March 2023

### 27 LONDON ACTIVITIES: LONDON COUNCILS SECTION 37 STATEMENT

Grant aid of £163,991 was received in 2022/23 from London Councils for the PLUS Project, funded under Priority 1, Strand 1.4. The following table illustrates how money was allocated across the partnership and that it has been used for the purposes outlined in the funding agreement:

	Grant Awarded £	Grant Spent £
Lead Partner- Homeless Link	111,992	96,021
Delivery Partner-Shelter	51,999	29,862
	<u>163,991</u>	<u>125,883</u>

#### Breakdown for Homeless Link as Lead Partner

	Grant Awarded £	Grant Spent £
Staff costs	62,800	63,853
Beneficiary costs	30,251	19,757
Other costs	18,941	12,411
	<u>111,992</u>	<u>96,021</u>

#### Breakdown for Shelter as Delivery Partner

	Grant Awarded £	Grant Spent £
Staff costs	42,065	17,713
Beneficiary costs	8,250	10,164
Other costs	1,684	1,985
	<u>51,999</u>	<u>29,862</u>

Homeless Link received £163,991 from London Councils for the Plus Project during the financial year ended 31 March 2023. However, the combined underspend between the partners for the year ended 31 March 2023 was £38,108, broken down as Homeless Link, £15,971 and Shelter £22,137.

## For the year ended 31 March 2022

			2022	
		Unrestricted	Restricted	Total
		Funds	Funds	Funds
INCOME	Notes	£	£	£
Income from charitable activities				
Statutory income	2	901,786	670,776	1,572,562
Trust and Foundations	3	17,750	297,301	315,051
MEAM Services	4	125,014	571,892	696,906
In-Form	5	2,717,404	-	2,717,404
Membership Services	6	1,374,275	-	1,374,275
Grants Programme	7	-	4,254,693	4,254,693
Other income				
Other income	8	538,984	-	538,984
Total income		5,675,213	5,794,662	11,469,875
EXPENDITURE				
Expenditure on raising funds				
Fundraising		25,329	-	25,329
Expenditure on charitable activities				
Ending Homelessness		893,398	680,904	1,574,302
Research and Development		345,145	133,669	478,814
MEAM		143,044	590,483	733,527
In-Form		2,769,570	-	2,769,570
Membership Services		1,419,171	-	1,419,171
Grants Programme		-	4,653,522	4,653,522
Other expenditure		216,330	-	216,330
Total expenditure	9 - 10	5,811,987	6,058,578	11,870,565
Net movement in funds for the year		(136,774)	(263,916)	(400,690)
Reconciliation of funds:				
Total funds brought forward		1,213,180	605,614	1,818,794
Total funds carried forward	20	1,076,406	341,698	1,418,104

## What We Do

Homeless Link is the national membership charity for frontline homelessness services. We work to improve services through research, guidance and learning, and campaign for policy change that will ensure everyone has a place to call home and the support they need to keep it.

## Homeless Link

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[www.homeless.org.uk](http://www.homeless.org.uk)

@HomelessLink

## Let's End Homelessness Together

