Charity registration number 1123959

Company registration number 06343524 (England and Wales)

ROC SOLID

(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

ROC SOLID
(A COMPANY LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr D Butler Mrs D Butler Mr P Hetherington Mrs S Bishop Mr G Spencer Ms N S Barnsley Mr M A Close Mr. A Sharp
Secretary	Mr D Butler
Charity number	1123959
Company number	06343524
Registered office	Hope House Burnhope Newton Aycliffe County Durham United Kingdom DL5 7ER
Auditor	Azets Audit Services Wynyard Park House Wynyard Avenue Wynyard United Kingdom TS22 5TB
Bankers	Lloyds Bank plc 19 Market Place Durham County Durham United Kingdom DH1 3NL

ROC SOLID
(A COMPANY LIMITED BY GUARANTEE)
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ROC SOLID
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their annual report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Objectives and activities

ROC Solid is a supported housing charity, housing and supporting people with a vulnerability who are at risk of homelessness and helping them take steps to greater independence.

Our 8 core values define who we are and how we work with people, they are at the heart of everything we do, these are:

- Integrity, Transparency and Respect
- The Rights of Children and Young People
- Diversity and Equality
- Working Together
- Listening and Consultation
- Learning and Personal Development
- Safeguarding
- Recognition

ROC Solid is a charity which offers accommodation and housing related support in the North East of England. ROC Solid aims to assist people to live independent lives by encouraging people to develop day to day life skills, leading to greater independence and helping them to take control of their own lives and ultimately making the successful transition to achieving their own tenancy and independence.

Our award-winning supported housing charity has its roots planted in safeguarding and good social work practice. Since 2007 it has provided support to people with a range of vulnerabilities who are homeless, or at risk of homelessness across County Durham and Teesside, this includes people who:

- Are young and pregnant
- Have children with child protection plans
- Are care leavers
- Have offending behaviours
- Have complex needs
- Are at risk of sexual exploitation
- Are survivors of modern-day slavery/human trafficking
- Have mental health challenges
- Are young asylum seekers

Durham services

Our service delivered in County Durham supports 55 people across 36 properties, of these, 8 flats are within a supported accommodation scheme supporting young people. This scheme provides up to 8 hours per week to each flat.

The remaining properties are within the local communities and are supported with up to 5 hours a week each of outreach.

The support we provide can be for a variety of reasons, including living skills, budgeting skills, employment and training, appointments, parenting skills and benefit support.

Teesside services

Our service delivered in Teesside supports 45 people across 28 properties, of these properties 7 flats are within a supported accommodation scheme supporting 7 females with a variety of vulnerability and needs. This scheme supports up to 8 hours per week to each flat.

The remaining properties are within the local communities and are supported with up to 5 hours a week each of outreach.

The support we provide can be for a variety of reasons, including living skills, budgeting skills, employment and training, appointments, parenting skills and benefit support.

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. The charity relies on the income from fees and charges to cover its costs, grants, donations and operating surpluses.

Affordability and access to our services is important to us and one which we constantly review, as are the costs associated with delivering our services.

Strategies employed to achieve the Charity's objectives will be to:

- Undertake regular service reviews to understand service take up and community need and pressures.
- Regular reviews of service capacity to deliver the service and adjust accordingly.
- Develop and provide a manageable range of services to support the promotion of independent living, wellbeing and engagement.
- Provide flexible levels of support and assistance to help people to remain as independent as possible and to manage their tenancies.
- Developing and delivering an outstanding model of employment and training options to ensure that we have the right people to deliver our services in a cost-effective and sustainable way. We aim to be an employer of choice.
- To be a centre of excellence for the services we deliver.

Achievements and performance

ROC Solid received over 574 referrals across Teesside and Durham (an increase of 204 on previous year) and on average was able to accommodate 5% of the referrals.

ROC Solid has supporting an average of 112 people over 64 properties in Durham and Teesside.

Across ROC Solid there has been 350 hours per week of staffing capacity to support the delivery of our services.

24% of those we supported successfully moved to semi-independent or fully independent living. This was an increase on last year at 1%.

18% of those we supported were able to find full or part time employment.

During the period ROC Solid secured a (Hub) scheme of 8 one bed flats to be used for services to 16-18 year olds in the Norton Area of Stockton on Tees. The property was has been rented from a landlord looking to make a social impact.

During this period it was necessary to restructure the services delivered by ROC Solid due to growth and incoming Ofted regulations. The service is now delivering two separate arms;

- Registered Supported Accommodation Service.
- Community Supported Accommodation Service.

The Registered Supported Accommodation Service requires the appointment of a registered manager, who will be appointed during 2023 as the service structure is adopted for 1 April 2023 after being agreed by Trustees on 28 February 2023.

During the period April 2022 – March 2023 we received the following donations:

	£
North East Youth	400
Schofield Trust	400
Silvia & Colin Shephard Trust	1500
Co Durham Community Grant	4332
Hadrian Trust	1000
Beatrice Trust	5000
Other	800
	13,432

Financial review
The principle funding sources for the charity are through contractual arrangements with statutory services provided by the Local Authorities of Durham County Council and Stockton Borough Council. Some small provision was received from other sources including grants and donations.

The finance team consists of an Accountant, Finance Manager, and Finance Assistant.

The Group has a 20-year financial standing, underpinned by a series of checks and balances through our Sage Line 50, Webroster and Charms systems. During 2023 the organisation will be looking to move from Sage to Xero accounting software.

Cash flow forecasts are produced monthly along with monthly P&L accounts split by service. These are discussed at Board level along with reasons for any fluctuations.

The team undertakes daily monitoring and checking of all bank accounts. Chartered Accountants, Azets, prepare our final year end accounts.

The Group re-invests part of its profit into business development. This includes developing current services and expanding into new areas within the scope of the skills and experience of the management team.

The charity suffered an in year deficit on unrestricted activities of £72,884 as a result of inflitionary increases in overheads and wage costs.

Unrestricted general reserves stand at £161,337 and restricted reserves are £53,394.

Charitable activities income of £1,100,402 is an increase of 12% on previous year. Expenditure on charitable activities is £1,173,796, a 15% increase on the previous year.

Reserves and designated funds
In line with Charity Commission guidance, the Trustees consider readily realisable (free) reserves to be the amount of reserves that are easily converted into cash should the need arise. This therefore excludes restricted funds, designated funds, and any part of unrestricted funds not readily available for spending.

Trustees are responsible for determining the correct level of free reserves required by ROC Solid based on a consideration of the needs of the business, the risk of potentially volatile donation income, and declines in contractual or grant income from statutory bodies.

The normal policy of the management committee is to ensure that all expenses are fully funded and that reserves are hopefully sufficient to cover our expenditure commitments for 6 months.

Excluding depreciation, the policy currently provides for reserves of £500,000.

The trustees are satisfied with the level of reserves in the current year and aim to attain the target set by our policy. However, this will not be achieved to the detriment of the people we are set up to support.

Our employees

During the period April 2022 – March 2023:

- ROC Solid employee headcount averaged 16.
- 77% of employees were engaged on a full-time contract and 23% employees on part time contracts (including bank staff).
- Absence levels remain very low at less than 2%. This is below the national NHS North-East and Yorkshire absence rate. The HR team continued to support line managers with effective absence management procedures.

We continue to be committed to safe and effective recruitment, selection and retention processes of all employees. Our approach includes taking up of two written references, initial and annual Disclosure & Barring Service checks and an ongoing appraisal, supervision, and training programme.

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Principal risks and uncertainties
The trustees has assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Operational risk

To minimise risk all staff are required to achieve a minimum level of qualification in Health and Social Care Children. They are supervised regularly and have an annual appraisal when their competence is assessed and any training identified to enhance performance. All staff receive a personal development plan and access our internal training programme. Our services are fully insured and we have comprehensive policies within our Employee Handbook, including whistleblowing.

Reputational risk

Business reputation can be broadly defined as a set of collectively held beliefs about a company's ability to satisfy the interests of its various stakeholders (CRR 2007). We believe our good reputation is key to our success. The drivers we have put in place for maintaining a good reputation include:

- Providing effective leadership, business strategy, clearly defined aims and objectives.
- Having clear open communication pathways.
- Believing staff are our greatest asset; carefully selected, subject to DBS checks, references and a six-month probation period a five-day induction process and 20 hours of shadowing before they can work alone and are encouraged to develop within their role.
- Managing quality through a framework of key performance indicators, which are monitored monthly and reported on annually.
- Dealing with complaints though a robust complaints, compliments and representations procedure.
- Achieving excellent outcomes for children young people and their families, measured via 360 degree feedback and outcomes trackers.
- Achieving Investors In Children Gold award evidences that we listen to our service users and what they say impacts upon the development of our services.

Risk management

Our services are inspected and monitored regularly by the services we hold contracts with including local authorities and Ofsted. If any compliance issues arise we put an action plan in place to ensure necessary standards are met, this could include policy revisions, procedural updates or additional training to make sure we meet required industry and regulatory standards. ROC Solid is undertaking a period of preparation for the upcoming new Ofsted regulations for supported accommodation. ROC Solid welcome the regulations and have offered to be part of the initial pilot scheme.

ROC Solid has developed an approach to good governance that includes the development of a strategic risk register and a risk management strategy which reviews the risks that the charity faces and has established a system and procedures to mitigate those risks.

Operational risk assessments are carried out regularly and recorded in relation to individual service users and clients, events and activities, staff, visitors, and commercial activities. The service has a Business Continuity Plan. The trustees will review the risk log and mitigating actions on a regular basis.

Plans for future periods

ROC Solid will be aiming to continue to deliver its award winning an outstanding service to an ever-increasing need and in line with our aims and objectives outlined above. Mindful of the current funding challenges, and without compromising high quality, we will be aiming to develop and replicate our services within other areas where needs are identified. The focus for this will be the North East initially and more specifically Sunderland.

Our key focus for the forthcoming year is ensuring that we ensure we are delivering on the new Ofsted supported accommodation regulations, transforming our service to the delivery of support for 16-18-year olds. In addition, ensuring we are able to continue to run our services, maintain income levels and support staff and those we provide services to.

We will be reviewing and planning for increased income from other sources including grants and contracts with statutory providers, as well as completing upcoming tender opportunities.