

COMPANY REGISTRATION NUMBER: 08582100
CHARITY REGISTRATION NUMBER: 1154226

Pilton House Trust
Company Limited by Guarantee
Financial Statements
31 December 2020

THOMAS WESTCOTT
Chartered Accountants & Statutory Auditor
47 Boutport Street
Barnstaple
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EX31 1SQ

Pilton House Trust

Company Limited by Guarantee

Financial Statements

Year ended 31 December 2020

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Pilton House Trust

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 December 2020

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 December 2020.

Reference and administrative details

Registered charity name	Pilton House Trust
Charity registration number	1154226
Company registration number	08582100
Principal office and registered office	Pilton House Residential Care Home Pilton House Pilton Street Barnstaple Devon EX31 1PQ
The trustees	Mrs V A Elkins Mr M Norris Ms I M Hockin Mrs J L Hunt Mrs J Coates
Auditor	Thomas Westcott Chartered Accountants & Statutory Auditor 47 Boutport Street Barnstaple Devon EX31 1SQ

Pilton House Trust

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Structure, governance and management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Trustees have historically consisted of at least 5 and not more than 15 individuals. Although there are only currently 5 acting trustees, there has been a concerted effort in recent years to advertise and appeal for potential new trustees to come forward, in addition to making use of the networks of existing trustees. While trustee numbers have been maintained, which is encouraging, no new trustees have been added. Largely this reflects the general national trend which has seen volunteer numbers significantly declining in recent years.

One third of the trustees must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. Except on rotation a trustee may be appointed at a general meeting but only if there is a vacancy and he/she is recommended by a trustee or a member has given the required notice of proposal with written confirmation of willingness to be elected a trustee. All trustees must have a satisfactory and up to date Disclosure and Barring Service check in order to remain a trustee.

Organisational structure

Miss R Jenner is the Home's registered manager and manages operational issues day to day. She is supported by an assistant manager, heads of department and a group of team leaders.

The trustees meet at regular monthly meetings, where all significant issues are discussed and agreed. The trustees guide the Home Manager on a regular basis which enables the trustees to maintain the overall management of the House.

Related parties

No trustee may take part in any discussion or decision where they have a conflict of interest and where the outcome of that decision may be to the benefit or detriment of themselves, their relatives, friends or employers. Their interest, if such circumstances should arise, must be made known to the board.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Risk management policies have been produced by the trustees.

The major risks to which the charity is exposed, as identified by the trustees, relate to the management of the investments, the management of the business on a daily basis with delegated responsibilities passed from trustees to the management and staff, financial risks and reputational risks. The trustees have reviewed these risks and contingency plans have been established to mitigate these risks.

Pilton House Trust

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Objectives and activities

Objectives and aims

The objectives and aim of Pilton House Trust is the relief of poverty, sickness and old age, in particular by the provision of suitable housing accommodation and nursing homes and the provision of day and respite care facilities for elderly persons in Barnstaple with the object of improving their conditions of life.

In setting their objectives and planning their activities, the trustees have given careful consideration to the Charity Commission's general guidance on public benefit. A regular newsletter is produced by the House Manager to update residents and relatives on activities and issues at the House. The website is updated to reflect changes in the Home and to provide relevant information for families and individuals interested in our services. Fundraising activities aim to involve the support of the local community.

A Statement of Purpose has been drawn-up which is available to residents, relatives and third parties on request.

The charity meets its objectives by feedback from inspections undertaken by the Care Quality Commission together with regular feedback from the residents and their relatives/friends.

Pilton House Trust

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Achievements and performance

Charitable activities

Generally, the year 1 January 2020 to 31 December 2020 has been the most challenging year since the Trust began due to the global pandemic. Significant difficulties associated with COVID-19 were presented for the staff and residents to overcome, particularly in the early part of the year. COVID-19 safety measures also remained in place for the remainder of the year, creating very different experiences for residents, their relatives and friends. Nevertheless, the staff worked tirelessly to ensure the best and safest service was able to be delivered to everyone associated with the Home.

Despite the challenges surrounding lockdowns, the excellent care provision and extensive COVID-19 adaptations ensured the Home maintained a healthy waiting list of potential residents, but a number of other activities had to be suspended from April such as the Memory Cafe which usually operates from the Home along with regular coffee mornings and meetings of the Friends of Pilton House. Some events continued through the use of technology with videoconferencing becoming a regular feature of life at the Home for staff and residents. Due to the restrictions and wider COVID-19 landscape during the year, sources of income came under pressure with a number of the usual fundraising activities unable to be completed as they would usually be. Nevertheless, as the Home remained fully staffed and was able to operate safely and effectively despite national restrictions and the reported difficulties in many care settings. As such, additional funding was made available by the local authority to many care homes and this was used to support the response to COVID-19 at Pilton House.

A considerable amount of training has been undertaken by staff during the year through a mix of virtual sessions, e-Learning and in-house trainers, including:

1. COVID-19 safe working practices, testing, vaccination programme
 2. Effective and safe use of PPE
 3. Infection Control
 4. Confidentiality
 5. Falls
 6. Safeguarding, PREVENT, consent and the power of attorney
 7. GDPR
 8. Effective Communication
 9. Oral health care including care plans
 10. Pressure area care and management
 11. Moving and handling including instructors
 12. Induction
 13. Nutrition and hydration, special diets including for residents with diabetes
 14. Dementia and mental capacity
 15. Person Centred Care
 16. Influenza and infection control, sepsis awareness
 17. COSHH, hand hygiene, food hygiene, legionella
 18. Medication
 19. Non-pharmacological approaches to symptom management
 20. Practical fire evacuation and fire safety
 21. First aid training including first aid instructors
 22. Challenging Behaviour
 23. Equality and Diversity
 24. Level 2 and level 3 diplomas in Care for the majority of staff that do not hold this qualification yet
 25. Health and safety
-

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

The OOMPH activities programme, which was introduced in 2018, has continued unabated supporting many enjoyable activities for our residents each month. Staff continue to receive training in this programme with regular reports on progress that show sustained improvements. Photographs of some of the wonderful activities of residents are displayed in the Home for all to see and technology has been used effectively to support outside contact with relatives and friends while visiting in person was restricted due to the pandemic. It is truly remarkable to visit the Home and see physical activity sessions for residents who have limited mobility, to listen to singing and live music activities and to look at some of the creative endeavours of staff and residents on display throughout the Home. Observation of the Just Bowl indoor bowling is a particular treat. The residents have chosen to add to their outdoor garden areas following the visit of a mobile zoo. This now encompasses a large fishpond, ducks, rabbits, and chickens which have been hatched from eggs, in addition to the more usual dogs and cats that can often be found exploring the Home each day. In summer, the area in front of the veranda is awash with colour from the raised flower beds and a true oasis for the residents and staff of Pilton House.

The Home and grounds are brightened by even more plants and flowers, and residents are able to enjoy gardening activities should they wish. The Home has received and welcomed work experience students during the early part of the year, although the programme was necessarily cut short due to the pandemic. The endless work of our staff and volunteers to better the experiences of our residents and staff is truly appreciated.

The staff and management team have continued to streamline processes as part of our GDPR programme this year, including the move to more paperless systems, with the vast majority of day to day operations now supported by technology. A number of new systems have been introduced including the move to a different cloud-based medication system. The feedback from quality surveys and testimonials throughout the year have been a real recognition of our continued pursuit of excellence in the service we deliver to residents, their families and friends.

The Home has continued its strong relationship with Pilton Bluecoat Academy, a local primary school trust. Children visited the Home most weeks in the early part of the year to spend time with the residents, but this was suspended due to the pandemic. This also included the established visits for residents to have lunch with the children at the school.

Fundraising activities

Income has improved gradually, not only through a revised fee system but also due to fund raising initiatives by friends and families of current and former residents, the care staff and the Home Manager. Nevertheless, COVID-19 restrictions meant at several times during the year the Home was unable to operate at full capacity as it was not safe to accept new residents. This created a funding shortfall which was offset in part by the additional local authority funding due to the pandemic. Funds such as those from investments and donations have been used for projects within the Home to increase the positive experience of residents. While there has been significant redecoration of some parts of the Home and continuous improvements throughout the year, much of the investment has been around COVID-19 adaptations such as the establishment of visiting areas, including outdoor structures. The Circle of Friends group was closed this year due to the pandemic. We hope in the future this can be formed once again so its members can assist in fund raising and other initiatives, including the promotion of the Home in the Pilton area and to local businesses to encourage support and donations.

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Achievements and performance *(continued)*

Other activities

Repairs were required to a number of exterior areas of the site, resulting in some unexpected expenditure. Repairs were also required to parts of the structure of the main building including windows and doors. Maintaining quality facilities in an historic building such as Pilton House often comes at a greater expense and creates more complexity for the management team than would be found in a purpose-built Home. But living and working in Pilton House is one of the most unique and loved benefits of the services we provide, bringing joy to our residents and staff alike. It is truly a special place with a tremendous history.

An employee assistance programme was introduced in January 2019 which includes Face to Face Counselling and Cognitive Behavioural Therapy (CBT), combined with a 24/7 support service. This is offered free of charge to staff and their immediate families in order to provide greater care and support to our valued team. Combined with the wider support offered in the area due to the effects of the pandemic, and national programmes, staff have had a range of support structures that could be accessed if required. It is without a doubt been the most challenging year for the staff of Pilton House Trust and without their support, dedication, courage and determination, the Home would not have survived.

Sadly, many of our usually rich breadth of experiences that are made available to residents were unable to continue normally. Activities such as Carriage Riding (with thanks to the Calvert Trust Exmoor) - a remarkable and memorable experience for all concerned - our animal experiences, travelling farm visits and many animal encounters for residents and staff at the Home, have all been missed dearly in 2020. Nevertheless, our internal activities programme has continued with barely a pause, ably supported by a number of our staff. Our person-centred approach with the personalisation of bedrooms and indoor areas to make the Home more reflective of the tastes and wishes of our residents has continued, including redecoration when needed.

Financial review

Principal funding sources

Funds are generated by the charity through residents charges, obtaining grants, receiving donations, investment income and undertaking other fundraising activities.

Reserves policy

The trustees have indicated that they wish to keep a minimum of four months reserves in hand at all times, preferably six months if this is possible. Total income for the year amounted to £1,115,799 (2019: £1,045,516), £41,549 (2019: £NIL) of which was specifically directed for utilisation towards restricted expenditure. Personnel expenditure relating to salaries and pension contributions remains by far the single largest area of expenditure, amounting to £809,846 (2019: £820,341). Total reserves at the end of 2020 amounted to £1,250,607. This includes fixed assets of £1,115,882 and net current assets of £94,725.

Pilton House Trust

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Plans for future periods

In 2020, the Home's management team completed the restructure to create a discrete set of teams responsible for different areas of the Home and business. This vision was communicated to the staff, the residents and their families. This vision has been developed, drawing upon extensive experience, by listening to all stakeholders and through considerable discussion. 2019's introduction of new methods of keeping in touch with families became pivotal during 2020 with greater use of video calling and other secure online communications. This is being developed continuously in response to the changing nature of the pandemic.

The number of individuals and families using our services continues to remain healthy and, with long waiting lists, this shows no sign of changing during 2021.

Giving the significant costs of COVID-19, ongoing maintenance and repair, and raises to the National Minimum Wage and National Living Wage during 2020-21, it is clear that a revised fee structure will be required in order to keep the Home sustainably funded for the immediate future. Plans are in place to revise the fee structure from July 2021.

The Trust maintains a desire to increase the level of reserves we have for the future. Despite an established programme of planned maintenance, unexpected costs continue to present themselves each year and, in the face of the pandemic, the Home must continue to be in a position to respond to these costs as the need arises.

The staff are our key to success, and we must continue to ensure their training needs are met to achieve the highest standard of care. This includes the level of care and support given to staff both personally as well as professionally. Only happy and secure staff will provide our residents with the best possible care and this is something we recognise and is at the heart of everything we do.

Achieving the balance between the cost of care and financial viability is imperative and only possible at present because we are a non-profit making organisation.

Pilton House Trust

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Plans for future periods *(continued)*

FEEDBACK FROM RESIDENTS, VISITORS AND STAFF

Included below are a selection of comments received during 2020:

"Thanks so much for your continued support of (Resident). I was singing your praises to the panel about your person-centred approach and how well you have been meeting (Resident)'s needs." - Senior Social Worker

"To all you amazing 'Earth Angels' at Pilton House. Roxy, Michael and team. Thanks to each and every one of you for your love and dedication to our mum" - Family Member

"Pilton House had strict safety measures in place and restrictions. Although this meant I was unable to visit mum, I could tell via phone calls with her and communication with staff, that she was making an excellent recovery. She had been shellshocked, subdued and hardly eating whilst in hospital. Within a few days, the staff at Pilton House encouraged mum to increase her food intake. They provided friendly welcoming company and reassurance to both my mum and our family that she was being taken care of." - Family Member

"Pilton house were responsive, empathetic, reliable and helpful with advice and suggestions. Their encouraging and patient approach enabled mum to stay there with dignity and joy. I am so pleased to know that mum had such a special time there. I certainly know where I'm going when I'm old and frail." - Family Member

"It's almost been one year, a year that coronavirus made like no other and still my mum tells me how much she loves her life at Pilton House. My favourite and most vivid memory was the day we visited, the second we walked into the lounge I knew my mum's search for full-time care was over, we were welcomed by a room full of friendly residents laughing & interacting with one another, staff included, which on the surface, proved that the staff created a comfortable environment but over time I realised the care provided runs much deeper than that, Pilton House care sits side by side with togetherness, love and belonging as the foundation stones of what makes a house a happy home and my mum is incredibly lucky to be a part of it" - Family Member

"You never fail in your vocation to meet all the needs of residents" - Anonymous

"My daughter spoke to one of your staff and they said, 'I love my job, it's the best place to work.' I knew then that this was the place for my friend. I remember a family member who lived with you, she didn't want to go to bed as she was lonely and frightened of dying alone. You turned one of your lounges into a bedroom for her and let us all stay through the night with her until she passed away. Everyone was so lovely, and the care was second to none." - Friend and Relative of Resident

Pilton House Trust

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 13-07-2021 and signed on behalf of the board of trustees by:



Mr M Norris
Trustee

Pilton House Trust

Company Limited by Guarantee

Independent Auditor's Report to the Members of Pilton House Trust

Year ended 31 December 2020

Opinion

We have audited the financial statements of Pilton House Trust (the 'charity') for the year ended 31 December 2020 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 charity's affairs as at 31 December 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Pilton House Trust

Company Limited by Guarantee

Independent Auditor's Report to the Members of Pilton House Trust *(continued)*

Year ended 31 December 2020

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.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the trustees' report is inconsistent in any material respect with the financial statements; or
- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

Pilton House Trust

Company Limited by Guarantee

Independent Auditor's Report to the Members of Pilton House Trust *(continued)*

Year ended 31 December 2020

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience and through discussion with the Trustees and other management. We communicated identified laws and regulations throughout our team, and remained alert to any indications of non-compliance throughout the audit.
- The charity is subject to laws and regulations that govern the preparation of the financial statements, including financial reporting legislation, and other charities legislation. The charity is also subject to other laws and regulations where the consequences of non-compliance could have a material impact on the amounts or disclosures within the financial statements, including employment, anti-bribery, anti-money laundering and certain aspects of companies' legislation.
- Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. In any audit, there remains a higher risk of non-detecting of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment 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 purpose of expressing an opinion on the effectiveness of the internal control.

Pilton House Trust

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Independent Auditor's Report to the Members of Pilton House Trust *(continued)*

Year ended 31 December 2020

- 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 charity'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 charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity's members, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Thomas Westcott

Thomas Westcott
Chartered Accountants & Statutory Auditors
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

5th August 2021

Pilton House Trust

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 December 2020

			2020		2019
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	28,304	41,549	69,853	5,355
Charitable activities	6	1,040,780	—	1,040,780	1,031,753
Investment income	7	4,327	—	4,327	4,845
Other income	8	839	—	839	3,563
Total income		<u>1,074,250</u>	<u>41,549</u>	<u>1,115,799</u>	<u>1,045,516</u>
Expenditure					
Expenditure on raising funds:					
Costs of raising donations and legacies	9	18	—	18	269
Expenditure on charitable activities	10,11	1,050,446	41,549	1,091,995	1,111,027
Total expenditure		<u>1,050,464</u>	<u>41,549</u>	<u>1,092,013</u>	<u>1,111,296</u>
Net gains on investments	13	5,243	—	5,243	24,215
Net income/(expenditure) and net movement in funds		<u>29,029</u>	<u>—</u>	<u>29,029</u>	<u>(41,565)</u>
Reconciliation of funds					
Total funds brought forward		1,221,578	—	1,221,578	1,263,143
Total funds carried forward		<u>1,250,607</u>	<u>—</u>	<u>1,250,607</u>	<u>1,221,578</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 17 to 29 form part of these financial statements.

Pilton House Trust
Company Limited by Guarantee
Statement of Financial Position

31 December 2020

	Note	2020 £	2019 £
Fixed assets			
Tangible fixed assets	17	963,047	975,174
Investments	18	192,835	187,016
		<u>1,155,882</u>	<u>1,162,190</u>
Current assets			
Debtors	19	19,215	15,282
Cash at bank and in hand		121,824	82,690
		<u>141,039</u>	<u>97,972</u>
Creditors: amounts falling due within one year	20	46,314	38,584
Net current assets		<u>94,725</u>	<u>59,388</u>
Total assets less current liabilities		<u>1,250,607</u>	<u>1,221,578</u>
Net assets		<u>1,250,607</u>	<u>1,221,578</u>
Funds of the charity			
Unrestricted funds		1,250,607	1,221,578
Total charity funds	23	<u>1,250,607</u>	<u>1,221,578</u>

For the year ending 31 December 2020 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 13.07.2021, and are signed on behalf of the board by:



Mr M Norris
Trustee

The notes on pages 17 to 29 form part of these financial statements.

Pilton House Trust
Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 December 2020

	2020	2019
	£	£
Cash flows from operating activities		
Net income/(expenditure)	29,029	(41,565)
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	17,558	21,011
Government grant income	(66,678)	—
Net gains on investments	(5,243)	(24,215)
Other interest receivable and similar income	(4,327)	(4,845)
Accrued (income)/expenses	(1,766)	1,517
<i>Changes in:</i>		
Trade and other debtors	(3,187)	33,794
Trade and other creditors	8,750	(4,871)
Cash generated from operations	(25,864)	(19,174)
Interest received	4,327	4,845
Net cash used in operating activities	<u>(21,537)</u>	<u>(14,329)</u>
Cash flows from investing activities		
Purchase of tangible assets	(5,431)	(26,951)
Purchases of other investments	(30,156)	(18,120)
Proceeds from sale of other investments	29,580	17,084
Net cash used in investing activities	<u>(6,007)</u>	<u>(27,987)</u>
Cash flows from financing activities		
Government grant income	66,678	—
Net cash from financing activities	<u>66,678</u>	<u>—</u>
Net increase/(decrease) in cash and cash equivalents	39,134	(42,316)
Cash and cash equivalents at beginning of year	<u>82,690</u>	<u>125,006</u>
Cash and cash equivalents at end of year	<u>121,824</u>	<u>82,690</u>

The notes on pages 17 to 29 form part of these financial statements.

Pilton House Trust

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 December 2020

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Pilton House Residential Care Home, Pilton House, Pilton Street, BARNSTAPLE, Devon, EX31 1PQ.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Pilton House Trust

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Pilton House Trust

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

3. Accounting policies *(continued)*

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Buildings	- 1% reducing balance
Fixtures and fittings	- 15% reducing balance
Equipment	- 20% straight line

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

Government grants

Government grants are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the charity will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue recognition criteria, they are recognised as a liability.

Pilton House Trust

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

3. Accounting policies *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares or preference shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

Pilton House Trust is a company limited guarantee and accordingly does not have the share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £10 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

Pilton House Trust

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Donations			
Donations	2,875	300	3,175
Grants			
Government grant income	25,429	41,249	66,678
	<u>28,304</u>	<u>41,549</u>	<u>69,853</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Donations			
Donations	5,355	—	5,355
Grants			
Government grant income	—	—	—
	<u>5,355</u>	<u>—</u>	<u>5,355</u>

6. Charitable activities

	Unrestricted Funds £	Total Funds 2020 £	Unrestricted Funds £	Total Funds 2019 £
Residents fee income	<u>1,040,780</u>	<u>1,040,780</u>	<u>1,031,753</u>	<u>1,031,753</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2020 £	Unrestricted Funds £	Total Funds 2019 £
Bank interest receivable	10	10	34	34
Investment dividends	<u>4,317</u>	<u>4,317</u>	<u>4,811</u>	<u>4,811</u>
	<u>4,327</u>	<u>4,327</u>	<u>4,845</u>	<u>4,845</u>

8. Other income

	Unrestricted Funds £	Total Funds 2020 £	Unrestricted Funds £	Total Funds 2019 £
Parking fees	800	800	1,950	1,950
Sundry income	<u>39</u>	<u>39</u>	<u>1,613</u>	<u>1,613</u>
	<u>839</u>	<u>839</u>	<u>3,563</u>	<u>3,563</u>

Pilton House Trust

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

9. Costs of raising donations and legacies

	Unrestricted Funds £	Total Funds 2020 £	Unrestricted Funds £	Total Funds 2019 £
Fundraising events	18	18	269	269

10. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Direct service provision	1,031,109	41,549	1,072,658
Support costs	19,337	—	19,337
	<u>1,050,446</u>	<u>41,549</u>	<u>1,091,995</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Direct service provision	1,089,851	816	1,090,667
Support costs	20,360	—	20,360
	<u>1,110,211</u>	<u>816</u>	<u>1,111,027</u>

11. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2020 £	Total fund 2019 £
Direct service provision	1,072,658	19,337	1,091,995	1,111,027

12. Analysis of support costs

	Charitable activities £	Total 2020 £	Total 2019 £
Accountancy	4,495	4,495	6,640
Bookkeeping	13,253	13,253	12,107
Investment management fees	1,589	1,589	1,613
	<u>19,337</u>	<u>19,337</u>	<u>20,360</u>

Pilton House Trust

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

13. Net gains on investments

	Unrestricted Funds £	Total Funds 2020 £	Unrestricted Funds £	Total Funds 2019 £
Gains/(losses) on listed investments	<u>5,243</u>	<u>5,243</u>	<u>24,215</u>	<u>24,215</u>

14. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2020 £	2019 £
Depreciation of tangible fixed assets	<u>17,558</u>	<u>21,011</u>

15. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2020 £	2019 £
Wages and salaries	753,747	766,155
Social security costs	43,862	43,096
Employer contributions to pension plans	<u>12,237</u>	<u>11,090</u>
	<u>809,846</u>	<u>820,341</u>

The average head count of employees during the year was 48 (2019: 53). The average number of full-time equivalent employees during the year is analysed as follows:

	2020 No.	2019 No.
Charitable Activities	<u>28</u>	<u>25</u>

No employee received employee benefits of more than £60,000 during the year (2019: Nil).

16. Trustee remuneration and expenses

During the year ended 31 December 2020 no Trustees received any remuneration or other benefits (2019: £Nil). No Trustees expenses were paid during the year (2019: £Nil)

Pilton House Trust

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

17. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Equipment £	Total £
Cost				
At 1 January 2020	950,000	33,781	35,221	1,019,002
Additions	—	3,432	1,999	5,431
At 31 December 2020	<u>950,000</u>	<u>37,213</u>	<u>37,220</u>	<u>1,024,433</u>
Depreciation				
At 1 January 2020	9,500	18,465	15,863	43,828
Charge for the year	9,405	2,812	5,341	17,558
At 31 December 2020	<u>18,905</u>	<u>21,277</u>	<u>21,204</u>	<u>61,386</u>
Carrying amount				
At 31 December 2020	<u>931,095</u>	<u>15,936</u>	<u>16,016</u>	<u>963,047</u>
At 31 December 2019	<u>940,500</u>	<u>15,316</u>	<u>19,358</u>	<u>975,174</u>

18. Investments

	Listed investments £
Cost or valuation	
At 1 January 2020	187,016
Additions	30,156
Disposals	(29,580)
Fair value movements	5,243
At 31 December 2020	<u>192,835</u>
Impairment	
At 1 January 2020 and 31 December 2020	
Carrying amount	
At 31 December 2020	<u>192,835</u>
At 31 December 2019	<u>187,016</u>

All investments shown above are held at valuation.

The historical cost of the investment as at 31 December 2020 is £142,580 (2019: £136,571).

Pilton House Trust

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

19. Debtors

	2020	2019
	£	£
Trade debtors	16,279	8,117
Prepayments and accrued income	2,936	7,154
Other debtors	—	11
	<u>19,215</u>	<u>15,282</u>

20. Creditors: amounts falling due within one year

	2020	2019
	£	£
Payments received on account	830	3,920
Trade creditors	22,319	15,359
Accruals and deferred income	7,737	8,757
Social security and other taxes	12,726	8,009
Other creditors	2,702	2,539
	<u>46,314</u>	<u>38,584</u>

21. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £13,714 (2019: £11,090).

22. Government grants

The amounts recognised in the financial statements for government grants are as follows:

	2020	2019
	£	£
Recognised in income from donations and legacies:		
Government grants income	<u>66,678</u>	<u>—</u>

Pilton House Trust

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

23. Analysis of charitable funds

Unrestricted funds

	At 1 Jan 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Dec 2020 £
General funds	1,205,974	1,065,847	(1,042,242)	3,079	5,243	1,237,901
Dementia Care	2,397	–	–	–	–	2,397
Investment						
dividends	9,571	4,028	(4,124)	–	–	9,475
Amenities	557	4,375	(4,098)	–	–	834
Staff	117	–	–	(117)	–	–
Green Man Day	2,829	–	–	(2,829)	–	–
Patient Comfort	133	–	–	(133)	–	–
	<u>1,221,578</u>	<u>1,074,250</u>	<u>(1,050,464)</u>	<u>–</u>	<u>5,243</u>	<u>1,250,607</u>

	At 1 Jan 2019 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Dec 2019 £
General funds	1,248,750	1,035,317	(1,102,308)	–	24,215	1,205,974
Dementia Care	2,397	–	–	–	–	2,397
Investment						
dividends	10,031	4,845	(5,305)	–	–	9,571
Amenities	97	3,327	(2,867)	–	–	557
Staff	117	–	–	–	–	117
Green Man Day	802	2,027	–	–	–	2,829
Patient Comfort	133	–	–	–	–	133
	<u>1,262,327</u>	<u>1,045,516</u>	<u>(1,110,480)</u>	<u>–</u>	<u>24,215</u>	<u>1,221,578</u>

The Investment dividend fund is used to provide extra items to improve the wellbeing of residents

Pilton House Trust

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

23. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 January 2020	Income	Expenditure	Gains and losses	At 31 December 2020
	£	£	£	£	£
Community Support	—	200	(200)	—	—
End of Life Care	—	100	(100)	—	—
Government Grants	—	41,249	(41,249)	—	—
	<u>—</u>	<u>41,549</u>	<u>(41,549)</u>	<u>—</u>	<u>—</u>

	At 1 January 2019	Income	Expenditure	Gains and losses	At 31 December 2019
	£	£	£	£	£
Memory cafe	328	—	(328)	—	—
Boucher Tree & Plaque	80	—	(80)	—	—
IT Suite	408	—	(408)	—	—
Community Support	—	—	—	—	—
End of Life Care	—	—	—	—	—
Government Grants	—	—	—	—	—
	<u>816</u>	<u>—</u>	<u>(816)</u>	<u>—</u>	<u>—</u>

Pilton House Trust

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

23. Analysis of charitable funds *(continued)*

Government Grants:

This income is to support the charity with infection control and the additional costs of PPE incurred as a result of Covid-19.

Memory café:

Grant income is restricted to expenditure relating to supporting those diagnosed with dementia and their families and carers through fortnightly meetings, regular telephone contact and the provision of information services.

End of life care:

Income is restricted for provision of training in End of Life care and the purchase of items needed to ensure comfort of residents at end of life.

IT suite:

Pilton House Trust believes all residents should have access to modern information and communication facilities and this is supported by our investment in computers around the Home combined with fast wireless internet access. Income in this fund is restricted to improving wireless internet access for residents and for providing computers for residents, their families and staff use throughout the Home.

Boucher tree and plaque:

This is restricted for the purchase of an evergreen tree and accompanying plaque.

Pilton House Trust

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

24. Analysis of net assets between funds

	Unrestricted Funds	Total Funds
	£	£
Tangible fixed assets	963,047	963,047
Investments	192,835	192,835
Current assets	141,039	141,039
Creditors less than 1 year	(46,314)	(46,314)
Net assets	1,250,607	1,250,607
	Unrestricted Funds	Total Funds
	£	£
Tangible fixed assets	975,174	975,174
Investments	186,461	186,461
Current assets	95,782	95,782
Creditors less than 1 year	(38,584)	(38,584)
Net assets	1,218,833	1,218,833

25. Analysis of changes in net debt

	At 1 Jan 2020	Cash flows	At 31 Dec 2020
	£	£	£
Cash at bank and in hand	82,690	39,134	121,824

26. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2020	2019
	£	£
Not later than 1 year	22,890	21,931
Later than 1 year and not later than 5 years	89,539	87,725
Later than 5 years	13,257	32,464
	125,686	142,120

27. Related parties

During the year ended 31 December 2020, the charity did not enter into any related party transactions (2019; £Nil)

28. Post Balance sheet events

It should be noted that, at the date of preparation of the financial statements, the instability factor relating to the health emergency due to the spread of Coronavirus, which in the first weeks of 2020 initially affected China and subsequently other countries, should not be underestimated. There have been no adjusting events identified whilst preparing the accounts.

The charity has reviewed the scenario and evaluated the management actions to mitigate the operational impact. The charity has adopted initiatives to safeguard the health of its people and actions aimed at maintaining operational activity. The repercussions on any adjustments to the financial statements are currently not determinable in light of the volatility of the scenario and the continuous evolution of the market, these will be reflected in the 2021 results.