

Company registration number: 08582100

Charity registration number: 1154226

Pilton House Trust

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 December 2024



WESTCOTTS

CHARTERED ACCOUNTANTS
& BUSINESS ADVISERS

Pilton House Trust

Reference and Administrative Details

Trustees: J Coates
J Hunt
I Hockin
M Norris
J Orange (appointed 16 January 2024)

Charity Registration Number 1154226

Company Registration Number 08582100

The charity is incorporated in England and Wales.

Registered Office Pilton House
Pilton Street
Barnstaple
Devon
EX31 1PQ

Auditor Westcotts (SW) LLP
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Bankers CAF Bank
25 Kings Hill Avenue
Kings Hill
Kent
ME19 4JQ

Pilton House Trust

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Pilton House Trust

Trustees' Report

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 December 2024. The trustees have adopted the provisions of 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 2015).

Objectives and Activities

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.

Achievement and Performance

Charitable Activities

Generally, the year 1 January 2024 to 31 December 2024 presented continued challenges for the Trust due to the rising cost of living and other inflationary pressures. From the middle of the year the impact of significant inflation and a challenging recruitment landscape with rising wages across the sector combined in a perfect storm to increase costs across the Trust significantly. This is a pattern that seems to be evident in several of the recent years. Through careful management and creative problem solving, the management team were able to navigate these headwinds admirably, only to be faced with the announcement in the new budget of further rises in costs for 2025, not least of all another significant increase in the National Living Wage and Employer National Insurance contributions for April 2025. COVID-19 safety measures continued to transition to infection control best practice and the Home would feel more like old times for residents, their family and friends were it not for the challenging structural works required by the main entrance - a considerable cost for the Trust and a difficult project to manage due to heritage aspects and the need for Listed Building Consent before works can proceed. As always, the staff worked tirelessly to ensure the best and safest service was able to be delivered to everyone associated with the Home. We have also further grown the adoption of new methods of working, the effective use of technology to keep in touch with families and support healthcare provision, and additional support for staff and residents as needed. Comparing the operation of the Home now to even just 3 years ago is fairly unrecognisable - the staff do an incredible job of optimising systems to maximise our effective service delivery which is always focussed on the exceptional care and happiness of our residents.

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The excellent care provision provided by the Trust has ensured the Home maintained a healthy waiting list of potential residents during 2024. This includes a significant number of day care visitors, who often transition to becoming a resident as time progresses. Sadly, a number of other activities remained suspended for much of this year such as the Memory Café which usually operates from the Home along with regular coffee mornings and some meetings of the Friends of Pilton House continued to be affected, despite resuming at points in the year. Sources of income remained under pressure with a number of the usual fundraising activities unable to be completed as they would usually be. Like in previous years, extraordinary work was required to ensure Pilton House was able to meet its needs for the future. As the year continued, we saw a significant cost of living increase to wages introduced by the Government which would require further planning to ensure staff were not disadvantaged and that Pilton House Trust could continue to meet the needs and expectations of our staff. Nevertheless, the Home remained fully staffed and was able to operate safely and effectively for another year despite these challenges, and against the wider landscape of reported difficulties in many care settings across the country. Sadly, the Government's promises of social care funding reform have yet to lead to any tangible benefits to the Trust or its residents and their families. With other care providers across the region declaring the situation unsustainable and closing their doors, all eyes have turned towards the local authority funding review to provide much needed financial support and create a sustainable funding model that we can all rely on. Financial security for care charities such as the Trust depends on being able to plan and take control of our finances, and recent years have proved that is not always easy to achieve.

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. CQC noted nationally that training in 2020 had been adversely impacted by the impact of the pandemic. However, Pilton House Trust maintained a schedule with over 2000 sessions delivered for staff during 2024. The 2024 programme continues to build upon this, including:

1. Dementia and mental capacity
2. Infection Control
3. Medication
4. RESTORE 2
5. Confidentiality
6. Equality and Diversity
7. GDPR
8. Falls Awareness
9. Person Centred Care
10. Leadership Skills for Team Leaders
11. Effective Communication, Belief and Values
12. Safeguarding, PREVENT, consent and the power of attorney
13. End of Life Care
14. Oral health care including care plans
15. Influenza and infection control, sepsis awareness
16. Pressure area care and management
17. Moving and handling including instructor training
18. Challenging Behaviour
19. Inductions

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20. Effective and safe use of PPE
21. Nutrition and hydration, special diets including for residents with diabetes
22. COSHH, Hand Hygiene, Food Hygiene, Legionella
23. Non-pharmacological approaches to symptom management
24. Practical fire evacuation and fire safety
25. Fire Awareness Level 2
26. First aid training including first aid instructors
27. Level 2 and level 3 diplomas in Care for staff that do not hold this qualification yet
28. Health and safety including Health and Safety Instructor courses for more efficient and flexible delivery of courses within the Home
29. Six staff are completing NVQs in: Health and Social Care

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, being shared with families and members of the Trust where permissions allow. Technology has continued to be used effectively to support outside contact with relatives and friends when visiting is not possible or practical. 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. The grounds have been further developed and maintained to include 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 is a true oasis for the residents and staff of Pilton House, as well as providing a beautiful haven for wildlife. The kitchen garden receives regular attention and is created in a way to be accessible as possible for residents, allowing them to tend to plants with ease.

The Home and grounds are brightened by even more plants and flowers. Residents are able to enjoy gardening activities should they wish. The Home has an active work experience programme for local students, having previously been impacted by 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, continuing the move to more paperless systems, with the vast majority of day-to-day operations now supported by technology. A number of new systems which were introduced including the move to a different cloud-based medication system have proven highly effective. The new, electronic HR system was introduced during 2023 and has proven both a great time saver and much easier way for all staff to get things done. The feedback from quality surveys and testimonials throughout the year has been a real recognition of our continued pursuit of excellence in the service we deliver to residents, their families and friends.

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Fundraising Activities

Income has improved gradually, not only through a revised fee system but also due to fundraising initiatives by friends and families of current and former residents, the care staff and the Home Manager. However, the refurbishment programme has meant the home has been unable to operate at full capacity at times during the year. This, combined with the dramatic increase in costs across the Trust, has created a funding shortfall which was not offset as in previous years by the additional local authority funding. Funds such as those from investments and donations have been used for projects within the Home to increase the positive experience of residents. The Home continues to benefit from significant redecoration and refurbishment of some parts of the Home and continuous improvements throughout the year. The Circle of Friends group 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.

Other activities

Repairs were required to a number of exterior areas of the site, resulting in some unexpected expenditure. Due to the age and historical significance of the building, this has required Listed Building Consent and has identified repairs from decades earlier which were not suitable. Work to the front porch and entrance is ongoing, awaiting decisions from the Local Authority and building contractors, but projects such as these create incredible strain on the charity's already tight budgets. Repairs are often also required to parts of the structure of the main building including windows and doors. Maintaining quality facilities in an historic Grade-II Listed 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 much-loved benefits of the services we provide, bringing joy to our residents and staff alike. It is a truly special place with a tremendous history.

An employee assistance programme which was introduced in January 2019 and includes Face to Face Counselling and Cognitive Behavioural Therapy (CBT), combined with a 24/7 support service, continues to be well used by staff. This is offered free of charge to staff and their immediate families to provide greater care and support to our valued team. Combined with the wider support offered in the area, and national programmes, staff have had a range of support structures that could be accessed if required. Without the support, dedication, courage and determination of the staff at Pilton House Trust, the Home would not be able to flourish in the way that it has.

Animal experiences, travelling farm visits and many animal encounters for residents and staff at the Home, were all able to continue in 2024. Combined with our internal activities programme, ably supported by several of our staff (all superstars!), the Home continues to be a thriving centre of activity for our residents. 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.

We were incredibly proud this year to have been awarded a national Gold Standards Framework (GSF) Quality Hallmark Award in recognition of the excellent end of life care we provide. Our incredible team received the award in-person at the GSF annual conference and awards ceremony on Friday 27th September 2024 at BMA House in London - a celebration of the UK's exceptional health and social care providers for care in the final year of life. Pilton House Trust was one of 140 organisations from across the country receiving the award in London (98 care homes, 1 primary care team, 5 domiciliary care agencies, 8 retirement villages, 1 prison healthcare team and 27 hospital wards). Julie Armstrong-Wilson, Chief Operating Officer for GSF said:

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"Congratulations to all the organisations who have successfully achieved accreditation and received the Quality Hallmark Award this year. The standard of care and compassionate cultures that have been observed is truly inspiring, showing a commitment to ensuring people receive the right care at the right time which has a positive impact on the people cared for and their families. Listening to what matters most to each and every individual and providing care in accordance with their goals, wishes and preferences is the Gold Standard and these organisations are delivering it. Within the awards there are a number of organisations that have demonstrated their sustainability of GSF multiple times with six of the care homes achieving GSF Accreditation six times. The GSF team are so very proud of all our Award Winners; with our ageing population it is so important we enable them to live well and when the time comes deliver quality care in their final year / days of life. A huge well done to you all!"

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' reserve in hand at all times, preferably six months if this is possible.

Total income for the year amounted to £1,346,682 (2023: £ 1,265,637), £2,252 (2023: £ 4,800) 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 £1,123,769 (2023: £ 979,316).

Total reserves at the end of 2024 amounted to £1,148,223. This includes fixed assets of £979,155 and net current assets of £21,617. Restricted reserves amounted to £10,627.

FUTURE PLANS

In 2024, the Home's management team continued to support the development of individual department teams responsible for different areas of the Home and business through training and greater autonomy, improving efficiency and allowing us to better adapt to the budget constraints that were experienced during the year. This included some changes of personnel to support these changes.

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 2025. The management team hope to increase the level of day care provision the Home is able to provide to members of the local community further during the year ahead, although this already represents a healthy proportion of the Home.

Giving the significant ongoing costs of maintenance and repair, and further raises to the National Living Wage and Employer NI during 2025, 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 for 2025, but this is heavily dependent on the local authority funding review.

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 able to respond to these costs as the need arises.

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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 well supported 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.

FEEDBACK FROM RESIDENTS, VISITORS AND STAFF

Included below are a selection of comments received during 2024:

Family members

'How can we ever thank the wonderful team enough, words can never describe how very grateful we are, it was over and above what anyone could have expected.'

'Thank you so much. I really can't praise your team at Pilton House enough. Amazing care and so kind to [family]. It really meant the world that they all felt so cared for.'

'I particularly appreciated the efforts made to take residents out and also to provide entertainment in house.'

'This is what a real care home looks like.'

'Thank you for being the best carers ever.'

'Well done to you all we really appreciate the hard work you all put into making the residents comfortable and cared for in their final years. We send our grateful thanks and congratulations on getting the [GSF] award.'

'Congratulations to you all. Love you all. Thank you for all your care and support for mum and us as a family.'

'I can't say thank you enough. It is a tough job that you have but what you do makes such a difference to the residents and their families during a really difficult time. We have had lots of tears with some giggles along the way.'

'Many we could not have found or asked for better care. You were all marvellous and I thank you so much. The team gave her the most wonderful care. You are amazing angels.'

Staff

'I appreciate the invaluable experience I have gained while working with such a dedicated and compassionate team. I am confident that Pilton House Trust will continue to make a positive impact in the lives of individuals.'

'Roxy has an open-door policy which means if we have anything we want to discuss, she is there any time. Knowing I have someone to talk to at work that I can trust and go to when needed. I call Pilton House my home from home because Roxy has treated me as a person not just an employee. I have never met a manager like her. She is compassionate, fair, approachable and down to earth.'

Healthcare Professionals

'There is a sliding scale of quality and Pilton House is right at the top.'

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'Staff are very responsive and knowledgeable. The cleanliness and organisation is excellent and I enjoyed spending time in the environment.'

'I consider Pilton House to be a warm, homely environment where those living there also speak highly of the care team and very much enjoy their home and the care and support afforded to meet their needs whilst enriching their wellbeing.'

'I came in with a fresh and completely objective view. I mean every word when I say your care plans are outstanding and so person-centred and individual.'

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, one new trustee has also been added during the year. However, 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 to remain a trustee.

Organisational structure

Mrs R Jenner Ash 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.

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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.

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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.

Statement of trustees' responsibilities

The trustees (who are also the directors of Pilton House Trust 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), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 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 proper accounting records that can 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on 12 September 2025 and signed on its behalf by:

Matt Norris

M Norris
Trustee

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

Opinion

We have audited the financial statements of Pilton House Trust (the 'charity') for the year ended 31 December 2024, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (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 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor 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 the provisions available for small entities, in the circumstances set out in note to the financial statements, 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 charity's ability to continue as a going concern for a period of at least twelve months from when the original financial statements were authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. 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.

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

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.

Opinion on other matter prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our 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 where the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the Statement of trustees' responsibilities (set out on page 9), 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.

Auditor 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.

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

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:

- 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 discussions 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 Trust is subject to laws and regulations that govern the preparation of the financial statements, including financial reporting legislation, and other charity legislation. The Trust 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 charity 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-detection 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 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 purpose of expressing an opinion on the effectiveness of the charity'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 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.

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

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

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

Use of our report

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



Catherine Williams FCA DChA (Senior Statutory Auditor)

For and on behalf of

Westcotts (SW) LLP, Statutory Auditor

47 Boutport Street

Barnstaple

Devon

EX31 1SQ

Date: 25th September 2025

Pilton House Trust

Statement of Financial Activities for the Year Ended 31 December 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income and Endowments from:					
Donations and legacies	3	92	2,252	2,344	5,395
Charitable activities	4	1,339,496	-	1,339,496	1,254,198
Investment income	5	4,742	-	4,742	5,422
Other income	6	100	-	100	622
Total income		<u>1,344,430</u>	<u>2,252</u>	<u>1,346,682</u>	<u>1,265,637</u>
Expenditure on:					
Charitable activities	7	<u>(1,457,661)</u>	<u>(1,531)</u>	<u>(1,459,192)</u>	<u>(1,280,309)</u>
Total expenditure		<u>(1,457,661)</u>	<u>(1,531)</u>	<u>(1,459,192)</u>	<u>(1,280,309)</u>
Gains/(losses) on investment assets		<u>12,924</u>	<u>-</u>	<u>12,924</u>	<u>12,575</u>
Net (expenditure)/income		<u>(100,307)</u>	<u>721</u>	<u>(99,586)</u>	<u>(2,097)</u>
Net movement in funds		<u>(100,307)</u>	<u>721</u>	<u>(99,586)</u>	<u>(2,097)</u>
Reconciliation of funds					
Total funds brought forward		<u>1,237,903</u>	<u>9,906</u>	<u>1,247,809</u>	<u>1,249,906</u>
Total funds carried forward	20	<u>1,137,596</u>	<u>10,627</u>	<u>1,148,223</u>	<u>1,247,809</u>

All of the charity's activities derive from continuing operations during the above two periods.
The funds breakdown for 2023 is shown in note 20.

The notes on pages 17 to 30 form an integral part of these financial statements.

Pilton House Trust

(Registration number: 08582100)

Balance Sheet as at 31 December 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	14	979,154	935,767
Investments	15	<u>147,452</u>	<u>193,996</u>
		<u>1,126,606</u>	<u>1,129,763</u>
Current assets			
Debtors	16	59,300	35,405
Cash at bank and in hand	17	<u>26,473</u>	<u>116,237</u>
		85,773	151,642
Creditors: Amounts falling due within one year	18	<u>(64,156)</u>	<u>(33,596)</u>
Net current assets		<u>21,617</u>	<u>118,046</u>
Net assets		<u>1,148,223</u>	<u>1,247,809</u>
Funds of the charity:			
Restricted income funds			
Restricted funds		10,627	9,906
Unrestricted income funds			
Unrestricted funds		<u>1,137,596</u>	<u>1,237,903</u>
Total funds	20	<u>1,148,223</u>	<u>1,247,809</u>

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

The financial statements on pages 14 to 30 were approved by the trustees, and authorised for issue on 12 September 2025 and signed on their behalf by:

Matt Norris

.....
M Norris
Trustee

The notes on pages 17 to 30 form an integral part of these financial statements.

Pilton House Trust

Statement of Cash Flows for the Year Ended 31 December 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash expenditure		(99,586)	(2,097)
Adjustments to cash flows from non-cash items			
Depreciation		26,790	18,119
Investment income	5	(4,742)	(5,422)
Revaluation of investments		<u>(12,923)</u>	<u>(12,595)</u>
		(90,461)	(1,995)
Working capital adjustments			
Increase in debtors	16	(23,895)	(14,857)
Increase in creditors	18	<u>30,560</u>	<u>2,158</u>
Net cash flows from operating activities		<u>(83,796)</u>	<u>(14,694)</u>
Cash flows from investing activities			
Interest receivable and similar income	5	769	668
Purchase of tangible fixed assets	14	(70,177)	(18,384)
Purchase of investments	15	(43,357)	(59,097)
Sale of investments		102,824	55,952
Income from dividends	5	<u>3,973</u>	<u>4,754</u>
Net cash flows from investing activities		<u>(5,968)</u>	<u>(16,107)</u>
Net decrease in cash and cash equivalents		(89,764)	(30,801)
Cash and cash equivalents at 1 January		<u>116,237</u>	<u>147,038</u>
Cash and cash equivalents at 31 December		<u><u>26,473</u></u>	<u><u>116,237</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 17 to 30 form an integral part of these financial statements.

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

Pilton House
Pilton Street
Barnstaple
Devon
EX31 1PQ

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

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 UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Pilton House Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. The financial statements are prepared in sterling which is the functional currency of the entity.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Investment income

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

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

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Freehold property	1% straight line
Fixtures and fittings	15% reducing balance
Equipment	20% straight line

Fixed asset investments

Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds earmarked by the Trustees for specific purposes.

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

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

Debt instruments which meet the following conditions are subsequently measured at amortised cost using the effective interest method.

Investments

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

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2024 £
Donations	92	2,252	2,344
	Unrestricted funds General £	Restricted funds £	Total 2023 £
Donations	595	300	895
Government grants	-	4,500	4,500
	595	4,800	5,395

4 Income from charitable activities

	Unrestricted funds General £	Total 2024 £
Residents fee income	1,339,496	1,339,496
	Unrestricted funds General £	Total 2023 £
Residents fee income	1,254,198	1,254,198

5 Investment income

	Unrestricted funds General £	Total 2024 £
Investment dividends	3,973	3,973
Bank interest receivable	769	769
	4,742	4,742
	Unrestricted funds General £	Total 2023 £
Investment dividends	4,754	4,754
Bank interest receivable	668	668
	5,422	5,422

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

6 Other income

	Unrestricted funds General £	Total 2024 £
Parking fees	100	100
	Unrestricted funds General £	Total 2023 £
Parking fees	494	494
Sundry income	128	128
	622	622

7 Expenditure on charitable activities

	Note	Unrestricted funds General £	Restricted funds £	Total 2024 £
Direct service provision		1,432,644	1,531	1,434,175
Allocated support costs	8	18,967	-	18,967
Governance costs	8	6,050	-	6,050
		1,457,661	1,531	1,459,192
	Note	Unrestricted funds General £	Restricted funds £	Total 2023 £
Direct service provision		1,252,453	5,523	1,257,976
Allocated support costs	8	16,380	-	16,380
Governance costs	8	5,953	-	5,953
		1,274,786	5,523	1,280,309

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

8 Analysis of support costs

Support costs allocated to charitable activities

	Total 2024 £	Total 2023 £
Bookkeeping costs	12,983	14,400
Investment management costs	1,630	1,980
Legal and professional fees	4,354	-
	<u>18,967</u>	<u>16,380</u>

Governance costs

	Unrestricted funds General £	Total 2024 £
Audit of the financial statements	6,050	6,050

	Unrestricted funds General £	Total 2023 £
Audit of the financial statements	5,953	5,953

9 Net incoming/outgoing resources

Net outgoing resources for the year include:

	2024 £	2023 £
Depreciation of fixed assets	26,790	18,119
Auditors' remuneration	6,050	5,953

10 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

11 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	1,026,903	900,388
Social security costs	76,883	61,464
Pension costs	19,983	17,464
	<u>1,123,769</u>	<u>979,316</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2024 No	2023 No
Charitable activities	<u>50</u>	<u>48</u>

No employee received emoluments of more than £60,000 during the year.

12 Auditors' remuneration

	2024 £	2023 £
Audit of the financial statements	<u>6,050</u>	<u>5,953</u>

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

13 Taxation

The charity is a registered charity and is therefore exempt from taxation.

14 Tangible fixed assets

	Land and buildings £	Fixtures and fittings £	Equipment £	Total £
Cost				
At 1 January 2024	950,000	39,411	56,335	1,045,746
Additions	-	67,343	2,834	70,177
At 31 December 2024	950,000	106,754	59,169	1,115,923
Depreciation				
At 1 January 2024	46,560	28,036	35,383	109,979
Charge for the year	9,034	11,807	5,949	26,790
At 31 December 2024	55,594	39,843	41,332	136,769
Net book value				
At 31 December 2024	894,406	66,911	17,837	979,154
At 31 December 2023	903,440	11,375	20,952	935,767

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

15 Fixed asset investments

	Listed investments £	Total £
Cost or Valuation		
At 1 January 2024	193,996	193,996
Revaluation	12,923	12,923
Additions	43,357	43,357
Disposals	(102,824)	(102,824)
At 31 December 2024	<u>147,452</u>	<u>147,452</u>
Net book value		
At 31 December 2024	<u>147,452</u>	<u>147,452</u>
At 31 December 2023	<u>193,996</u>	<u>193,996</u>

The historical cost of the investments as at 31 December 2024 is £104,235 (2023: £170,478).

16 Debtors

	2024 £	2023 £
Trade debtors	31,649	26,941
Prepayments	<u>27,651</u>	<u>8,464</u>
	<u>59,300</u>	<u>35,405</u>

17 Cash and cash equivalents

	2024 £	2023 £
Cash at bank	<u>26,473</u>	<u>116,237</u>

18 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	35,656	12,387
Other taxation and social security	17,212	12,157
Other creditors	4,288	3,112
Accruals	<u>7,000</u>	<u>5,940</u>
	<u>64,156</u>	<u>33,596</u>

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

19 Obligations under leases and hire purchase contracts

Operating lease commitments

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

	2024 £	2023 £
Other		
Within one year	21,354	26,265
Between one and five years	34,077	40,106
	<u>55,431</u>	<u>66,371</u>

20 Funds

	Balance at 1 January 2024 £	Incoming resources £	Resources expended £	Other recognised gains/ (losses) £	Balance at 31 December 2024 £
Unrestricted funds					
<i>General</i>					
General Funds	316,154	1,340,457	(1,448,627)	12,924	220,908
Investment dividends	18,309	3,973	-	-	22,282
Property funds	903,440	-	(9,034)	-	894,406
	<u>1,237,903</u>	<u>1,344,430</u>	<u>(1,457,661)</u>	<u>12,924</u>	<u>1,137,596</u>
Restricted funds					
Dementia Care	3,247	-	(445)	-	2,802
Property Maintenance	6,659	1,809	(1,025)	-	7,443
Staff	-	443	(61)	-	382
	<u>9,906</u>	<u>2,252</u>	<u>(1,531)</u>	<u>-</u>	<u>10,627</u>
Total funds	<u>1,247,809</u>	<u>1,346,682</u>	<u>(1,459,192)</u>	<u>12,924</u>	<u>1,148,223</u>

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

	Balance at 1 January 2023 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 December 2023 £
Unrestricted funds						
General						
General Funds	311,166	1,255,488	(1,261,095)	(1,980)	12,575	316,154
Dementia Care	2,315	-	(3,289)	974	-	-
Investment dividends	13,555	4,754	-	-	-	18,309
Property funds	912,566	-	(9,126)	-	-	903,440
Amenities	272	595	(1,276)	409	-	-
	<u>1,239,874</u>	<u>1,260,837</u>	<u>(1,274,786)</u>	<u>(597)</u>	<u>12,575</u>	<u>1,237,903</u>
Restricted funds						
Dementia Care	4,325	-	(1,078)	-	-	3,247
Government Grants	1,707	-	(1,707)	-	-	-
Property Maintenance	4,000	4,800	(2,141)	-	-	6,659
Staff	-	-	(597)	597	-	-
	<u>10,032</u>	<u>4,800</u>	<u>(5,523)</u>	<u>597</u>	<u>-</u>	<u>9,906</u>
Total funds	<u>1,249,906</u>	<u>1,265,637</u>	<u>(1,280,309)</u>	<u>-</u>	<u>12,575</u>	<u>1,247,809</u>

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

The specific purposes for which the funds are to be applied are as follows:

Designated funds

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

The Property fund represents the net book value of the freehold property owned by the charity.

Restricted funds

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. There was also additional support in respect of retaining and recruiting staff post pandemic.

Dementia Care:

This funding was received to specifically support residents in respect of their care for Dementia. The transfer from the Dementia Care fund to the staff fund was for the specific training and support given to staff in respect of Dementia.

Property Maintenance:

This is money granted to the Trust for the specific use for maintaining the property.

Staff:

This grant was to support staff with their training requirements

21 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 December 2024 £
Tangible fixed assets	979,154	-	979,154
Fixed asset investments	147,452	-	147,452
Current assets	75,146	10,627	85,773
Current liabilities	(64,156)	-	(64,156)
Total net assets	<u>1,137,596</u>	<u>10,627</u>	<u>1,148,223</u>

Pilton House Trust

Notes to the Financial Statements for the Year Ended 31 December 2024

	Unrestricted funds General £	Restricted funds £	Total funds at 31 December 2023 £
Tangible fixed assets	935,767	-	935,767
Fixed asset investments	193,996	-	193,996
Current assets	141,736	9,906	151,642
Current liabilities	(33,596)	-	(33,596)
Total net assets	<u>1,237,903</u>	<u>9,906</u>	<u>1,247,809</u>

22 Related party transactions

During the year ended 31 December 2024, the Trust was invoiced £2,013 (2023: £1,917) by Lineal Software Solutions Ltd. Matthew Norris, a trustee in Pilton House Trust is also a director in Lineal Software Solutions Ltd. As at the year end £171 was owed by Pilton House Trust to Lineal Software Solutions Ltd.