

CASSPLUS

England & Wales · Charity number 1160513

Details

Other names COMMUNITY ADVICE & SUPPORT SERVICE

Status Registered

Legal form CIO

Registered 2015-02-16

Register [View on the Charity Commission register](#)

Contact

Address 117 North Hill
Plymouth
PL4 8JY

Phone 07719977417

Email admin@cassplus.org

Website www.cassplus.org

Activities

Objects: TO PROMOTE SOCIAL INCLUSION FOR THE PUBLIC BENEFIT BY PREVENTING PEOPLE FROM BECOMING SOCIALLY EXCLUDED, RELIEVING THE NEEDS OF THOSE PEOPLE WHO ARE SOCIALLY EXCLUDED AND ASSISTING THEM TO INTEGRATE INTO SOCIETY, IN PARTICULAR BUT NOT EXCLUSIVELY PEOPLE AND MEMBERS OF THEIR FAMILIES IN THE UK WHO ARE AT RISK OF OR HAVE BEEN PROCESSED THROUGH THE LEGAL JUSTICE SYSTEM.FOR THE PURPOSE OF THIS CLAUSE 'SOCIALLY EXCLUDED' MEANS BEING EXCLUDED FROM SOCIETY, OR PARTS OF SOCIETY, AS A RESULT OF ONE OF MORE OF THE FOLLOWING FACTORS: UNEMPLOYMENT; FINANCIAL HARDSHIP; YOUTH OR OLD AGE; ILL HEALTH (PHYSICAL OR MENTAL); SUBSTANCE ABUSE OR DEPENDENCY INCLUDING ALCOHOL AND DRUGS; DISCRIMINATION ON THE GROUNDS OF SEX, RACE, DISABILITY, ETHNIC ORIGIN, RELIGION, BELIEF, CREED, SEXUAL ORIENTATION OR GENDER RE-ASSIGNMENT; POOR EDUCATIONAL OR SKILLS ATTAINMENT; RELATIONSHIP AND FAMILY BREAKDOWN; POOR HOUSING (THAT IS HOUSING THAT DOES NOT MEET BASIC HABITABLE STANDARDS; CRIME (EITHER AS A VICTIM OF CRIME OR AS AN OFFENDER REHABILITATING INTO SOCIETY).

Activities: CASSPLUS operates from Magistrates' Courts in Devon and Cornwall. We work primarily, but not exclusively, with defendants, offenders and their families, providing supported sign-posting for a range of issues including accommodation, substance misuse, health/mental health, debt/benefits, criminal justice and family matters.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- Cornwall
- Devon
- Plymouth City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£355,868	£402,911	-	-
2024-03-31	£318,732	£286,027	-	-
2023-03-31	£247,062	£257,949	-	-
2022-03-31	£246,510	£220,990	-	-
2021-03-31	£220,205	£191,190	-	-

Trustees

Name	Role	Appointed
Louise Stephanie Clements	Chair	2024-12-04
Angela Taylor JP		2022-04-25
David Hamilton Kirby-Welch JP		2025-09-01
Mark John Mitchell JP		2023-02-13
PETER KEITH HOSEGOOD JP		2023-10-20
Patricia Walker JP		2024-03-01
Rachel Brindley		2025-09-01

CASSPLUS

England & Wales - Charity number 1160513

Accounts

CASSPLUS Trustees' Annual Report

1 April 2024 - 31 March 2025

Charity registration number: 1160513

Board of Trustees

Chair of Board of Trustees – Dr Tim Auburn
Deputy Chair - Peter Hosegood JP
Treasurer - Pat Walker JP
Trustees - Rachel Brindley
Louise Clements JP
David Kirby- Welch JP
Mark Mitchell JP
Angela Taylor JP

The registered office of the charity is:

C/o Oakley's Accountants
117 North Hill
Plymouth
PL4 8JY

Summary of the purposes of the charity as set out in its governing document

To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society, in particular but not exclusively people and members of their families in the UK who are at risk of or have been processed through the legal justice system. For the purpose of this clause 'socially excluded' means being excluded from

www.cassplus.org

draft 08/04/25

117 North Hill, Plymouth, PL4 8JY

charity no: 1160513

society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship, youth or old age; ill health (physical or mental); substance misuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment; poor education or skill attainment; relationship or family breakdown; poor housing (that is housing that does not meet basic habitual requirements); crime (either as a victim or offender rehabilitating into society).

Governance

The charity is overseen by a board of trustees that meets quarterly. Trustees often have links to the justice system, but that is not a prerequisite. Trustees and staff of the charity are encouraged to identify potential new trustees and recruitment campaigns are also conducted to identify potential new candidates.

During the year Louise Clements joined the board as a new trustee. At the time of signing this report off, two further trustees Rachel Brindley and David Kirby-Welch have also joined the board.

The charity employs a Chief Executive Officer, Operations Manager and Business Manager to assist the management of the charity on the Board's behalf. During the year Carole Edwards stepped back from her role as CEO and was replaced by Steve Parker. The other positions in the management team have remained in post over the 12 months.

The current Chair of the Board of Trustees, Tim Auburn will step down from the post during 2025/26 and another of the trustees, Louise Clements will take on the position.

The charity has appropriate policies in place and there is a schedule in place for their review.

Summary of our main activities

CASSPLUS delivers services to vulnerable court users from court settings across Devon and Cornwall. The service was established in 2005 and became a standalone charity in 2015.

We now have hubs situated in the magistrates' courts in Plymouth, Newton Abbot, Exeter, Truro and Bodmin. Services are aligned to the particular demand levels, opening times and business of the individual courts. Each court has a Co-ordinator, and Plymouth and Truro are also supported by an Assistant Co-ordinator.

Alongside our staff we are supported in each hub by a team of volunteers and also host university social work students on placements. Over the course of the year, we had a total of 36 volunteers. A conservative estimate is that they provided a minimum of 7,600 hours of volunteering over the course of the year. During the academic year 2024/25 we hosted three student placements.

Core CASSPLUS services target low level, low risk offenders (mainly defendants) and their families. We have always taken a wide interpretation of our work and looked to support clients who need help wherever they sit within the justice system.

Over the 12 months we continued to provide specific support to litigants in person attending family court hearings through a project initiated as a result of the Improving Outcomes Through Legal Support (IOTLS) grant funding which is overseen by the Access to Justice Foundation. Managing the volume of demand has been a challenge and work has been progressed to ensure that our services are targeted at those most in need of our support.

Changes will be made to our processes for 2025/26 that will assist in better managing this demand.

As well as providing immediate practical help and emotional support within the court setting, we seek opportunities to identify interventions to address the underlying interconnected, complex, and recognised criminogenic factors

that our clients present with; including (but not exclusive to) homelessness, substance abuse, health and mental health, financial hardship, benefits, education and employment, and domestic abuse. Our experience tells us that those presenting as defendants, are often themselves the victims of offences.

Our teams have developed referral pathways and relationships with local providers that enable us to support clients to navigate the complex system and get the support they need. We provide short-, and longer-term support to help clients locate services and to navigate systems; and also, to sustain their engagement with external support services.

We are also active in local and national partnerships and forums, engaging with partners in the Community Safety, Criminal Justice and wider systems to try and effect improvements in services offered to our clients and the community beyond. The charity also engages with research projects undertaken by organisations such as the Centre for Justice Innovation and Revolving Doors. During this period, we have also supported research into a number of subjects such as the provision of dental health of those in the justice system.

Performance overview

Performance figures for 2024/25 show that over the last 12 months, 1,309 clients have been supported across the twelve months. This figure includes repeat clients.

	Plymouth	Newton Abbot	Exeter	Cornwall	Total
Q1, April - June	83	52	110	111	356
Q2, July - Sept	89	30	109	105	333
Q3, Oct - Dec	74	22	84	117	297
Q4, Jan - March 2025	115	17	103	88	323
Total Number of clients	361	121	406	421	1309

Comparing with the equivalent figures from the previous year this represents an increase of 310 clients over the year. The Exeter office has seen a considerable increase, which reflects the fact it wasn't open for the full year in 2023/24.

The figures also identify a much lower level of clients within the Newton abbot site. The explanation for this is the nature and volume of listings within this court. With a new co-ordinator in place there will be a focus in increasing referral levels and identifying opportunities to extend our reach beyond the court setting.

The following table details the number of new clients raised on our systems at each of our centres over the year.

New clients in April 2024– March 2025

	Plymouth	Newton Abbot	Exeter	Cornwall	Total
Q1, April - June	28	21	64	31	144
251Q2, July - Sept	36	8	45	59	148
Q3, Oct - Dec	31	4	31	36	102
Q4, Jan – March 2025	53	5	46	29	133
Total	148	38	186	155	527

Women make up 48% of our clients, which represents a much higher percentage than the ratios of men to women that are seen within the criminal courts. While we are seeking to better understand this further, on the face of it, it does reflect the complexity of issues faced by women within the criminal justice system.

During the year we made 3,409 referrals to other agencies. Across the organisation we referred to a total of 155 different agencies. These include substance misuse, homelessness and mental health charities. While we proactively seek to engage with court users, many of our clients are referred come from statutory agencies and those working within the justice system.

We have received referrals from probation workers, court staff and legal representatives during the reporting period.

The following table identifies the levels of staffing at each of our sites at year end;

Staff category	Number	FTE
Employees	11	9.3
Embedded staff	2	0.6
Student Placements	3	1.80
Volunteers	27	22 days per week

The feedback we receive from clients within is the best way of understanding the difference we make. The following quotes, from clients within the criminal justice system, underline the way our service supports some of the most vulnerable and socially excluded in our communities:

'Your support has been a big part of my learning to cope with this situation.'

'I have been lost for so long and now you have given me a reason to live.'

'I thank you from the bottom of my heart. To be able to see my children over the Christmas period pulled me back from the brink of a place where I could only see pain and misery.'

'How on earth would I have managed these past months without your support and understanding.'

'I am so happy you are with me and I really appreciate you helping me. I managed to break free from this man. I don't know what I would have done without your support.'

In terms of our family court work over the year we worked with we worked with 329 Family court clients. Respondents to family court processes often contact us in panic after receiving court packs that include our leaflet.

A new client who was completely overwhelmed and distressed having received the court bundle and associated forms to fill in;

'I didn't know where to turn and your leaflet in the package was the only thing I could understand.'

Other clients said:

'[CASSPLUS worker] is so good... everything has been spot-on and it's been amazing the help that they've given me.'

'You guys are amazing. I wouldn't have been able to do it without you. The help I have had and even turning up at Court and sitting with me has been amazing.'

'Thank you so much for your support during the Hearing. I really could not have got through it without you. ... Thank you for being so kind and supportive when I felt so very vulnerable and quite frankly, scared.'

Financial overview

In terms of our income 90.5% is made up of grant funding. Turnover is higher than any previous year. Other than the aforementioned IOTLS grant, the main focus of our grant funding is those within the criminal justice system. we are grateful for the support of our funders, and our extremely grateful for the support of the Hadley trust, a long-standing supporter of our work. A full list of those who have supported us is included within the accounts attached.

Our services are open to all users, but our focus has always been, and remains defendants. We have though developed a new project with support from the Trusthouse Foundation, that focuses on engaging with the families

of defendants, and in particular those where there is a remand in custody or where a custodial sentence imposed.

Salaries make up 81% of CASSPLUS turnover and we continue to operate on reduced capital costs due to our being hosted by HMCTS. In total the support from HMCTS represents a conservative cost saving of at least £54,000 per year. Additionally, we continue to enjoy access to meetings space at Vida Workspaces Plymouth as part of their local corporate responsibility.

Our long-standing relationship with Plymouth University has generated 0.25% of income through our provision of Social Work placements.

CASSPLUS draws in charitable funds to support vulnerable people through our engagement with local charitable lotteries and organisations, as well as our membership of ACTS435. These provide small pots of flexible funds (routinely between £150-£200) allow us to make purchases to support individuals who are most impacted by poverty. This income directly reflects the purchases made on their behalf, with most purchases relating to white goods, household furnishing and clothing. (1.36% turnover). In Cornwall through our membership of Safer Stronger Communities we draw in additional small grants for vulnerable communities via the flexible fund, of which 16.6% is retained for administrative and staff costs, and for women as a targeted group. In total these client-based grants comprise 9% of income.

Donations remain under developed at about 0.1% of income. This is an area that will seek to be focus on increasing over the next 12 months.

A reserves policy is in place and with regular reviews are undertaken through the Financial Sub Committee and reported at the quarterly Board meetings. The detailed accounts are attached later within this report.

Summary

In conclusion, CASSPLUS finds itself in a positive position at the end of 2024/25.

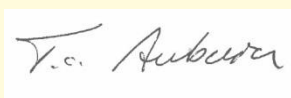
During the year a number of grants had come to an end which presented a difficult financial position. However, we secured grant funding, such as that from the Office of the Police and Crime Commissioner, that has mitigated this financial risk and secured a positive outlook. Since the end of the year this has continued with the securing of a grant from the Lloyds Foundation, something which presents significant opportunities for further development of the organisation.

With regard to operational delivery the Board have been keen to build the resilience of the organisation, recognising the dispersed nature of our teams. To this end we will seek to secure additional staff positions as resources allow. In addition, the implementation of a triage system for family referrals is anticipated to have a positive impact on the management of demand within the Family Court.

Over the next twelve months we will look to continue to invest in our IT infrastructure and explore opportunities for modernisation and digitisation of our processes. We will also continue to improve the availability of performance data within the team.

The Board have been able to strengthen, and in particular build the experience of youth court that it has within its membership. To align with the anticipated change of chair we have taken the opportunity to develop a new strategy. In support of these engagement days have been held with staff and volunteers, and separately with the trustees.

The Board are pleased with the progress made over the last twelve months and are keen to continue to build on this.



Dr Tim Auburn

Chair of Trustees

Charity number: 1160513

CASSPLUS

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2025

INDEX:

<u>Page:</u>	-	<u>Contents:</u>
1	-	Legal and Administrative Information;
2	-	Independent Examiner's Report;
3	-	Statement of Financial Activities;
4	-	Balance Sheet;
5 to 11	-	Notes to the Financial Statements.

Oakleys - Accountants

117 North Hill

Plymouth PL4 8JY

Page 1

CASSPLUS

LEGAL AND ADMINISTRATIVE INFORMATION

Status	Cassplus was registered as a charity on 16th February 2015.
Charity Number	1160513
Principal Operating Address	The Magistrates Court St Andrews Street Plymouth Devon PL1 2DP
Accountants	Oakleys Accountants 117 North Hill Plymouth Devon PL4 8JY

INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES' OF
CASSPLUS

We report on the accounts of the company for the year ended 31st March 2025, which are set out on pages 3 to 11.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and an independent examination is required.

Having satisfied ourselves that the charity is not subject to audit under company law and is eligible for independent examination, it is our responsibility to examine the accounts under section 145 of the 2011 Act, to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the 2011 Act and to state whether particular matters have come to our attention.

Basis of independent examiner's report

Our examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts; and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act;
or

- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a ‘true and fair’ view which is not a matter considered as part of an independent examination.

Oakleys

Date: 3rd November 2025

 Oakleys Accountants Limited
 117 North Hill
 Plymouth
Devon PL4 8JY

CASSPLUS
STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING THE INCOME & EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2025

		Unrestricted		Restricted		2025		2024		
	<u>Notes</u>	£		£	£	£		£		
Incoming resources:										
Voluntary income	2	1,091	-	1,091	2,741					
Revenue grants	3	20,156	329,888	350,044	311,765					
Other activities	4	4,733	-	4,733	4,226					
		-----	-----	-----	-----					
Total incoming resources		25,980	329,888	355,868	318,732					

Resources expended

Charitable activities	5	13,555	387,922	401,477	284,763
Governance costs	6	-	1,434	1,434	1,264

Total resources expended

13,555	389,356	402,911	286,027
--------	---------	---------	---------

Net incoming resources for the year

12,425	(59,468)	(47,043)	32,705
--------	----------	----------	--------

Other recognised gains

-	-	-	-
---	---	---	---

Net movement in funds

12,425	(59,468)	(47,043)	32,705
--------	----------	----------	--------

Adjustment to funds

(1,055)	1,055	-	-
---------	-------	---	---

Total funds brought forward

87,693	97,698	185,391	152,686
--------	--------	---------	---------

Total funds carried forward

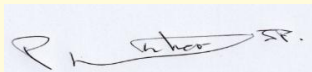
99,063	39,285	138,348	185,391
--------	--------	---------	---------

CASSPLUS
BALANCE SHEET
AS AT 31ST MARCH 2025

		<u>2025</u>		<u>2024</u>	
	<u>Notes</u>	£	£	£	£
<u>FIXED ASSETS:</u>					
Tangible assets	11		584		779
<u>CURRENT ASSETS:</u>					
Cash at bank and in hand		138,754		185,512	
		-----		-----	
<u>CREDITORS:</u>					
Amounts falling due within one year	12	(990)		(900)	
		-----		-----	
<u>NET CURRENT ASSETS</u>			137,764		184,612
			-----		-----
<u>NET ASSETS</u>			138,348		185,391
			=====		=====
<u>FUNDS:</u>					
Unrestricted funds	14		99,063		87,693
Restricted funds	14		39,285		97,698
			-----		-----
<u>TOTAL FUNDS</u>			138,348		185,391
			=====		=====

The trustees' acknowledge their responsibilities for complying with the requirements of charity legislation with respect to accounting records and the preparation of accounts.

Signed on behalf of the Board of Trustees:

A handwritten signature in black ink on a light blue background. The signature appears to be 'P. Walker' with a flourish at the end.

Date: 31/10/2025

Mrs. P. Walker

Trustee

CASSPLUS

NOTES TO THE FINANCIAL STATEMENTS

1. ACCOUNTING POLICIES:

(a) Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2015) and the Statement of Recommended Practice: Accounting and Reporting by Charities (effective in January 2015).

(b) Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable.

(c) Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, as is reported as part of the expenditure to which it relates.

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.

Governance costs are incurred in connection with the administration of the charity and compliance with constitutional and statutory requirements.

(d) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Office equipment - 25% on written down value

2. VOLUNTARY INCOME:

	Unrestricted	Restricted	2025	2024
	£	£	£	£
Donations	1,091	-	1,091	2,741
	=====	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

3. INCOMING RESOURCES FROM

REVENUE GRANTS:

	Unrestricted	Restricted	2025	2024
	£	£	£	£
29th May 1961	-	5,000	5,000	-
AB Charitable Trust	20,156	-	20,156	-
Acts435	-	1,965	1,965	4,280
Awards 4 All	-	-	-	9,854
CJI	-	-	-	8,500
Clare Milne	-	5,000	5,000	-
Client Grants	-	400	400	-
Clothworkers Foundation	-	6,097	6,097	-
Cornwall Community Foundation	-	-	-	5,000
Cornwall VCSE	-	-	-	10,000
Cost of Living Grant	-	1,400	1,400	1,865
Devon Community Foundation (NA)	-	5,000	5,000	-
Devon Community Foundation (Ex)	-	-	-	9,754
Digital Inclusion Project	-	-	-	2,500
Exeter Lottery	-	20	20	-
Flexible Fund Grant	-	26,614	26,614	1,200
Hadley Grant	-	119,000	119,000	109,442
Hadley Grant Exeter	-	26,156	26,156	17,645
HMPPS	-	1,000	1,000	-
IOTLS	-	101,659	101,659	73,626
Postcode Lottery	-	12	12	23,699

She's Worth It	-	200	200	400
Teignbridge Lottery	-	2,563	2,563	-
The Norman Charitable Trust	-	2,000	2,000	-
Trusthouse Community Foundation	-	25,802	25,802	-
Tudor Trust	-	-	-	33,000
Winter Fuel Grant	-	-	-	1,000
	-----	-----	-----	-----
	20,156	329,888	350,044	311,765
	=====	=====	=====	=====

4. INCOMING RESOURCES FROM

OTHER ACTIVITIES:

	Unrestricted	Restricted	2025	2024
	£	£	£	£
Bank interest	4,733	-	4,733	4,226
	=====	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

5. COSTS OF CHARITABLE ACTIVITIES:

	Unrestricted	Restricted	2025	2024
	£	£	£	£
Wages	10,585	259,482	270,067	208,382
Hardship grant	-	1,900	1,900	5,080
Pensions costs	554	12,839	13,393	13,978
Cost of labour	-	-	-	250
Travel and subsistence	12	12,989	13,001	15,755
Welfare and events	18	-	18	9,154
Ex gratia payments	640	1,034	1,674	-
Insurance	354	1,978	2,332	1,720
Marketing and advertising	-	8,560	8,560	2,074
Telephone	455	9,814	10,269	7,494
Computer and office expenses	598	8,868	9,466	10,876
Printing, postage and stationery	51	552	603	1,624
Training costs	185	729	914	888
Sundry expenses	-	225	225	67
Professional and membership fees	90	2,580	2,670	2,447
Evaluation fees	-	41,069	41,069	4,654
Bank charges	-	60	60	60
Depreciation	13	182	195	260
Flexible fund grant	-	20,653	20,653	-
Other direct project expenses	-	4,408	4,408	-
	-----	-----	-----	-----
	13,555	387,922	401,477	284,763
	=====	=====	=====	=====

6. GOVERNANCE COSTS:

	2025	2024
	£	£
Accountancy	1,434	1,264
Professional fees	-	-
	-----	-----
	1,434	1,264
	=====	=====

7. TAXATION:

The charity's activities fall within the exemptions afforded by the provisions of the Income and Corporation Taxes Act 1988. Accordingly, there is no taxation charge in these accounts.

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

8. EMPLOYEES:

Employment costs

	2025	2024
	£	£
Wages	270,067	208,382
Hardship grant	1,900	5,080
Pensions costs	13,393	13,978
	-----	-----
	285,360	227,440
	=====	=====

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

Number of employees

The average number of employees during the year was 9.

9. PENSION COSTS:

The charity operates a defined contribution pension scheme, the costs of which are shown above.

10. TRUSTEES' EMOLUMENTS:

No trustees' received any emoluments during the year.

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

11. TANGIBLE FIXED ASSETS:

	<u>Office</u>	
	<u>Equipment</u>	<u>TOTAL</u>
<u>Cost:</u>	£	£
At 1st April 2024	6,566	6,566
Additions	-	-
Disposals	-	-
	-----	-----
At 31st March 2025	6,566	6,566
	-----	-----
<u>Depreciation:</u>		
At 1st April 2024	5,787	5,787
Charge for the year	195	195
Disposals	-	-
	-----	-----
At 31st March 2025	5,982	5,982
	-----	-----
<u>Net book value:</u>		
At 31st March 2025	584	584
	=====	=====
At 1st April 2024	779	779
	=====	=====

12. CREDITORS:**Page 15**

Amounts falling due within one year:

	<u>2025</u>	<u>2024</u>
	£	£
Accruals	990	900
	=====	=====

13. ANALYSIS OF NET ASSETS**BETWEEN FUNDS:**

	Unrestricted	Restricted	Total
	Funds	Funds	Funds
	£	£	£
Fund balances at 31st March			
2025 represented by:			
Tangible fixed assets	39	545	584
Current assets	99,024	39,730	138,754
Current liabilities	-	(990)	(990)
	-----	-----	-----
	99,063	39,285	138,348
	=====	=====	=====

Page 16**CASSPLUS****NOTES TO THE FINANCIAL STATEMENTS****14. MOVEMENT IN FUNDS:**

Unrestricted funds

	At	Incoming	Outgoing	Transfer	At
	01.04.24	Resources	Resources	To General	31.03.25
	£	£	£	Funds	£
General funds	87,693	25,980	(13,555)	(1,055)	99,063
	=====	=====	=====	=====	=====

Restricted funds

	At	Incoming	Outgoing	Transfer	At
	01.04.24	Resources	Resources	From General	31.03.25
	£	£	£	Funds	£
Restricted funds	97,698	329,888	(389,356)	1,055	39,285
	=====	=====	=====	=====	=====

15. DETAILED MOVEMENT IN FUNDS:**Unrestricted funds**

	Brought	Incoming	Outgoing	Transfers	Carried
	Forward	Resources	Resources	Between	Forward
	£	£	£	Funds	£
AB Charitable Trust	-	20,156	(11,848)	-	8,308

Donations	1,833	1,091	(1,694)	-	1,230
Reserves	91,275	4,733	(13)	(9,670)	86,325
Unrestricted funds	-	-	-	3,200	3,200
Victim Care	(5,415)	-	-	5,415	-
	-----	-----	-----	-----	-----
	87,693	25,980	(13,555)	(1,055)	99,063
	=====	=====	=====	=====	=====

CASSPLUS**NOTES TO THE FINANCIAL STATEMENTS****15. DETAILED MOVEMENT IN FUNDS CONTINUED:*****Restricted funds***

	Transfers				
	Brought Forward	Incoming Resources	Outgoing Resources	Between Funds	Carried Forward
	£	£	£	£	£
29th May 1961	-	5,000	(5,000)	-	-
Acts435	277	1,965	(2,115)	-	127
Awards 4 All	5,234	-	(5,234)	-	-
Clare Milne	-	5,000	-	-	5,000
Client Grants	-	400	-	(400)	-
Clothworkers Foundation	-	6,097	(6,097)	-	-
Community Land Grant	19	-	-	-	19
Cornwall Com Foundation	2,190	-	(2,190)	-	-
Cornwall VCSE	10,000	-	(8,925)	-	1,075
Cost of Living Grant	50	1,400	(1,700)	300	50
Devon Com Foundation (NA)	-	5,000	(5,000)	-	-
Devon Com Foundation (Ex)	9,754	-	(9,754)	-	-
Digital Inclusion Project	1,578	-	(1,298)	-	280
Exeter Lottery	-	20	-	-	20
Flexible Fund Grant	880	26,614	(20,453)	(3,100)	3,941
Hadley Grant	1,688	119,000	(120,779)	91	-
Hadley Grant Exeter	126	26,156	(26,282)	-	-
HMPPS	-	1,000	-	-	1,000
IOTLS	35,112	101,659	(136,771)	-	-
Lloyds Foundation	4,562	-	(4,563)	-	(1)
Postcode Lottery	6,262	12	(6,274)	-	-
She's Worth It	-	200	(200)	-	-

Teignbridge Lottery	-	2,563	(995)	-	1,568
The Norman Charitable Trust	-	2,000	(2,000)	-	-
Trusthouse Com Foundation	-	25,802	-	-	25,802
Tudor Trust	19,562	-	(19,562)	-	-
Winter Fuel Grant	404	-	-	-	404
General funds	-	-	(4,164)	4,164	-
	-----	-----	-----	-----	-----
	97,698	329,888	(389,356)	1,055	39,285
	=====	=====	=====		

CASSPLUS

England & Wales - Charity number 1160513

Accounts



CASSPLUS Trustees' Annual Report for the period

From 1ST April 2023 to 31st March 2024

Charity registration number: 1160513

Objectives and Activities

<p>Summary of the purposes of the charity as set out in its governing document</p>	<p>To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society, in particular but not exclusively people and members of their families in the UK who are at risk of or have been processed through the legal justice system. For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors; unemployment; financial hardship, youth or old age; ill health (physical or mental); substance misuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment; poor education or skill attainment; relationship or family breakdown; poor housing (that is housing that does not meet basic habitual requirements); crime (either as a victim or offender rehabilitating into society).</p>
<p>Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.</p>	<p>CASSPLUS continues to deliver services to vulnerable court users from Court settings in Devon and Cornwall. Plymouth is the largest Magistrates' Court in the South West and our only full-time operational service. Newton Abbot, Truro and Bodmin services are collectively operational 10 days per week. In August '23 we were invited, by HMCTS, to launch CASSPLUS services (through a new opportunity to reach Family Court users) at Exeter Law Court, our first service based within a Combined Court. Collectively, CASSPLUS services are now operational 19 days each week from 5 of the 6 court locations in Devon and Cornwall responsible for Magistrates' business, providing more consistency to communities across area.</p> <p>Core CASSPLUS services target low level, low risk offenders (mainly defendants) and their families but in recent years we have expanded our reach to victims of crime and are now supporting unrepresented litigants in person attending family court hearings. We know that we are delivering a working model that is able to respond to all court users and that can be applied more broadly across criminal justice landscapes.</p>

Mrs Pat Walker JP, Trustee Treasurer:

Frontline teams of staff and volunteers provide guided support through court process, especially critical for those experiencing the Justice System for the first time.

CASSPLUS teams offer direct and immediate advice and support on a range of interconnected, complex, and recognised criminogenic factors, as presented; including (but not exclusive to) homelessness, substance abuse, health and mental health, financial hardship, benefits, education and employment, and domestic abuse. It is difficult to predict the complexity of problems that each person will present with. Whilst there are common trends across all services, each day has the potential to bring something new. Teams have built significant skills to understand and respond to those interconnections, especially in relation to Criminal Justice, but more recently also for Family and civil matters.

We provide short and longer term support to help clients locate services and to navigate systems; and also to sustain their engagement with external support services.

CASSPLUS offers easy, drop-in access to our services, reaching people when they are most in crisis and most likely to engage. We also know that people re-engage with CASSPLUS when they recognise a new, impending crisis. Previous clients supported through their 'at court' experience have commonly returned to CASSPLUS when they have identified new risks and/or circumstances that might bring them back into the court system. This option to re-engage, with no delays or barriers to access, is crucial to reducing the risk of reoffending behaviours and has strong potential towards cost savings within the justice system.

Whilst core services target offenders and their families, our experience tells us that similar issues are experienced by other court users. We have routinely extended our offer to everyone attending courts, when resources (or dedicated grant income) have permitted. Our relationships with court colleagues and in-depth understanding of court systems puts us in a prime position to respond to communities who are entering this arena, for whatever purpose. We add value to statutory CJ systems by working closely with Probation and also with local Prisons; take referrals from Witness Support colleagues; support victims, tribunal and other civil matters (when resources permit); and have, this year taken on a major grant (from Ministry of Justice – managed by Access to justice Foundation) to support Litigants in Person attending Family Courts. Our first MoJ grant – this is providing a huge opportunity to promote the value of community advice and third sector working within the Justice System and validates the rationale that we applied when establishing the charity so that we could respond to all communities of court users. Family work has increased the workloads of operational and management teams exponentially. The large volume of cases referred to us has required careful management, but provides absolute evidence of need. 75% criminal cases attending courts receive low level disposals and do not meet the requirements of statutory services; an estimated 90% of Family cases attend courts unrepresented, with cases that can go on for months and/or years before resolution.

Our financial turnover is increased beyond any previous year and is directly related to this grant, with further spend that will be applied in

the next financial year and with a large proportion that will be applied to evaluation costs. Financial turnover, workloads and expectations for continuation of our offer when this time limited grant is due to end (March '25) is presenting risk that is pitched equally with opportunity. This year has brought geographic and organisational expansion to CASSPLUS that we are committed to sustaining going forward.

Around 80% CASSPLUS turnover is applied to staff salaries with costs being kept manageable through our creative use of volunteers as a critical resource. Volunteers stay with CASSPLUS for around 12-18 months and are almost exclusively on pathways in higher education and/or employment. We are proud to be improving CV's and supporting local systems with quality applicants who are entering CJ, Social Care, Public and Third Sector employment markets across our communities.

We have, in this period, also taken a funded placement for a Plymouth Changing Futures Peer Researcher (life experience). Following a successful placement for 12 months, this arrangement has been extended for a further 12 months, strengthening partnerships outside of CASSPLUS, but also resources within it. It meets our strategic target to shape attitudes by sharing our understanding of CJ.

It should be noted that we operate on reduced capital costs due to our being hosted by HMCTS. All offices are provided rent-free, with no heating or lighting costs applied. CASSPLUS operational teams work from 6 frontline offices based in public areas of courts, with an additional 3 backroom offices available when required. Courtrooms are additionally available at short notice for team/Board meetings, interview space, etc – a conservative cost saving of around £54,000 per year. Additionally, we continue to enjoy access to meetings space at Thrive (Burrington Estates, Plymouth) as part of their local corporate responsibility.

Long standing arrangements with Plymouth University has generated 0.25% of income through our provision of Social Care placements. CASSPLUS supports 4 Social Care students each year but we expect this to grow with Exeter expansion.

CASSPLUS draws in charitable funds to support vulnerable people through our membership of ACTS435. Small pots of flexible funds (routinely between £150-£200) allow us to make 'purchases' to support individuals who are most impacted by poverty. This income directly reflects the purchases made on their behalf, with most purchases relating to white goods, household furnishing and clothing. (1.36% turnover). Likewise, we are strengthening partnerships in Cornwall through our membership of Safer Stronger Communities (formerly Safer Stronger Consortium) to draw in additional small grants for vulnerable communities (Flexible Fund – 16.6% retained for admin costs) and for women as a targeted group (She's Worth It). (Both projects collectively generated 1.49% turnover).

We have coordinated spend for Plymouth's Peer Researcher Digital Inclusion project to support Prisoner transition from custody to community – spend applied to IT equipment, mobile phones, store vouchers for food and toiletries. £2,500 supported 8 prison leavers from 3 local prisons.

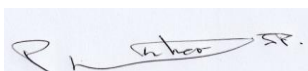
	<p>The CASSPLUS Board has sanctioned spend from reserves to support staff with cost of living and fuel poverty, an arrangement which has rolled forward from the previous year.</p> <p>Salary costs have been impacted in this period by our first experience of long-term sickness (6 months). CASSPLUS operates a fair and supportive approach to long term sickness but we have adjusted internal policies to risk manage internal protocols, including reserves, alongside fairness to staff (as advised through our membership of Federation of Small Businesses).</p>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	<p>CASSPLUS Board members are vigilant with Charity Commission protocols, referring to the website and gov.uk websites on a regular basis.</p> <p>We are also members of ACEVO, as well as broader memberships, to ensure compliance from a third sector perspective.</p>

Additional information (optional)

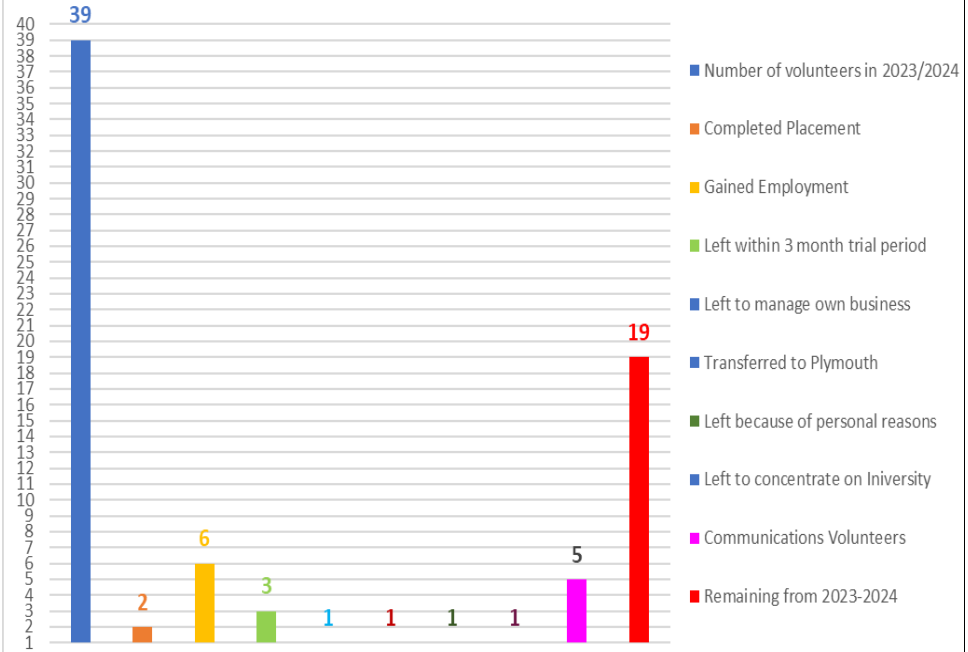
You may choose to include further statements where relevant about:

Contribution made by volunteers	<p>Volunteers bring local knowledge, a passion for what they do, a blended mix of 'life' and 'learned' experience, expand our reach to clients and community-based services and help to keep service delivery costs low. (Volunteers routinely outnumber staff 4:1).</p> <p>A transient group, they bring fresh ideas to service-delivery, internal structure and strategic direction.</p> <p>Most CASSPLUS volunteers are active for 12-18 months, with courts providing an invaluable, professional learning experience to students (criminology, psychology, social care) and broader support that might be required for those with 'life' experience' who may need more intensive mentoring. We have expanded specialisms for administration volunteers and our Comms Officer has provided opportunities for marketing and Comms through intern placements under our re-brand work this year, which we will be ready to launch later in '24.</p> <p>We continue to provide Social Care placements for Plymouth and Cornwall through Plymouth University, drawing a small level of income through this arrangement.</p> <p>We have expanded our programme to support Police Cadets on short placements to learn about courts as part of their induction into policing. Piloted in Cornwall in the previous financial year, we are now supporting placements in Plymouth and will be expanding to other Devon sites in the next year.</p> <p>CASSPLUS is preparing people for employment in public (inc CJ) and VCSE sectors.</p>

Mrs Pat Walker JP, Trustee Treasurer:



Volunteers in 2023/2024 and reason for exit



Strategic volunteers at Board level (Trustees) help to steer the charity and support senior managers. We have dedicated leads for Safeguarding, H&S, HR, IT and have also created a new function to connect with frontline teams to prevent any ‘them and us’ culture – an arrangement which has been welcomed by all.

We were saddened to lose a key Trustee in this period due to their sudden bereavement. Judy Hultgren was a valued member of our leadership team and had recently taken the Chair.

Our speedy and resilient response this, which also required a constitutional change to Trustee ‘time served’ protocols, showed commitment and dedication from Board members who have other responsibilities outside their CASSPLUS roles. Regular sub-groups have been created where Trustees and staff work together to manage organisational finances and risk, but also, in this period, with succession managing for a planned shift of CEO leadership later in the year (July’24).

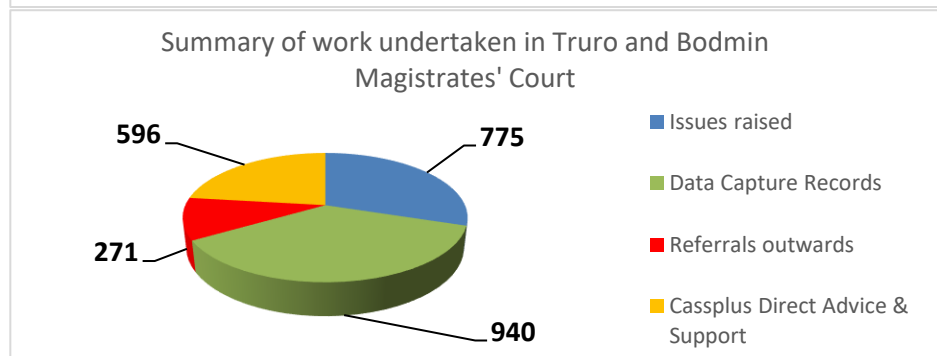
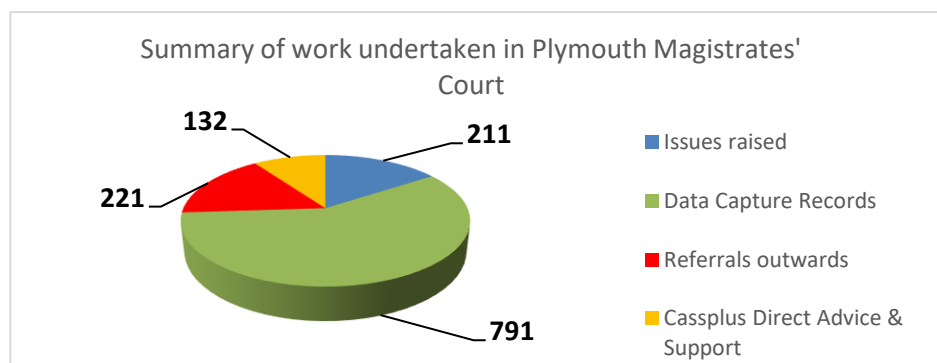
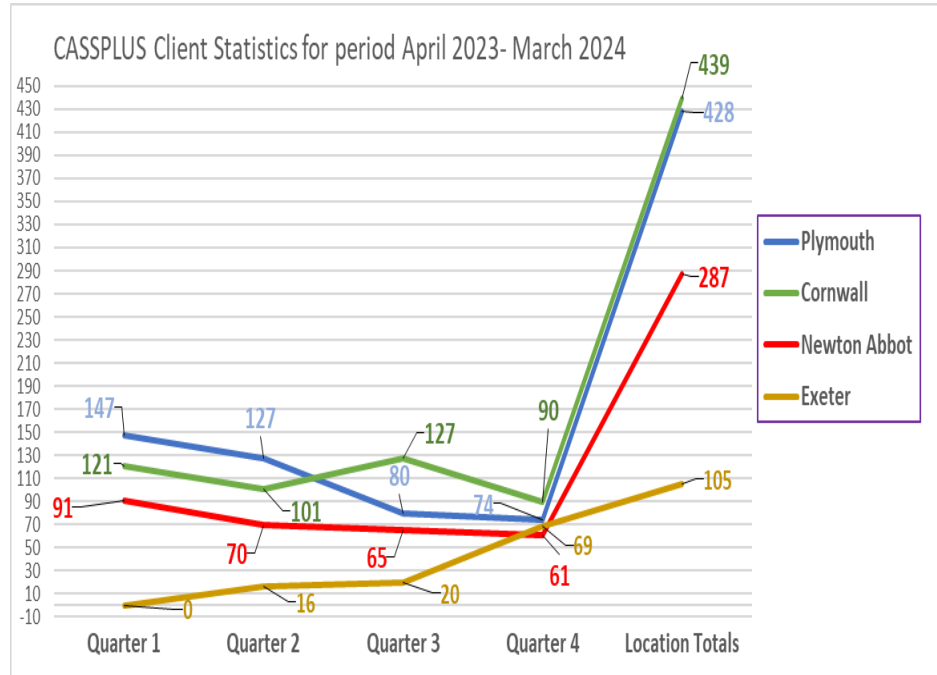
Mrs Pat Walker JP, Trustee Treasurer:

Achievements and Performance

<p>Trustee Contribution 2023-24</p>	<p>Over this reporting period the trustees of the charity have also made a full contribution to the work of CASSPLUS working alongside and supporting the operational work of the staff and volunteers. Some of the main areas of contribution are listed below.</p> <ul style="list-style-type: none"> • In March the Board held an extraordinary meeting in order to agree an amendment to the constitution. This amendment enabled trustees who had served their full term on the Board to serve an additional year if there were exceptional circumstances. In this case the untimely passing to the new Chair who had been in post for only a few weeks constituted an exceptional circumstance with which the Board had to make some rapid adjustments. The chair who had recently stood down agreed to remain in post for an additional year. • Every year the Board, in conjunction with the senior management team, organises an Away Day which allows a matter of current importance to the organisation to be discussed with staff, volunteers and trustees. An invitation to staff and volunteers is issued and to date we have been lucky to have had a good representation from these groups. This year the theme for discussion was assessment and evaluation of the processes and outcomes of CASSPLUS. The discussion produced a range of useful observations which the CEO has used to develop reporting templates for different funding agencies as well as management reports to the Board. This year we have also seen the implementation of the Governance Improvement Plan. This plan arose from the previous year's away day and included a newsletter-style report for staff on the discussions and actions agreed at each Board meeting, and the creation of a trustee role who would act as a liaison between staff and the trustees. Both these initiatives have been well received by staff and volunteers. • The Board has been actively engaged in succession planning. Our current CEO had indicated her wish to stand down during 2024. Accordingly, the Board established a working group to review the CEO job description and create a job description for a new role: Bid Writer. In addition, the Board set in motion the processes for advertising, shortlisting and selecting a new CEO. • The Board still has difficulty in recruiting new trustees and particularly trustees who reflect the diversity of the clients who benefit from the work of CASSPLUS. We have an open invitation on our website and other social media for interested people to apply and we use our own social networks to encourage applications. There have been no new trustees recruited to the Board during the 2023-24 reporting period. This difficulty has led us to consider our selection procedures for new trustees and whether these are too onerous for what is essentially a volunteer role. However, we did successfully recruit a dedicated Secretary to the Board. The Secretary has improved and streamlined a number of Board policies and procedures since starting.
-------------------------------------	---

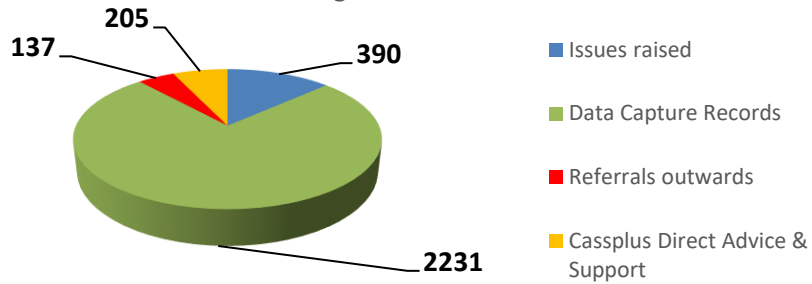
	<ul style="list-style-type: none"> • Alongside the senior management team, the Board has been working on a skills audit of both trustees and staff and volunteers. This audit will enable us to identify areas of strength and areas in which we are short of skills. The findings of the audit will also enable us to direct our trustee recruitment efforts. • Finally, Trustees have accompanied members of the senior management team to several external events, for example the High Sherrif of Devon’s Roundtable. Accompanying senior management to such events helps to promote the reputation of CASSPLUS and its visibility to other relevant organisations. <p>Tim Auburn Chair 26th. September, 2024</p>
<p>Summary of the main achievements of the charity, identifying the difference the charity’s work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.</p>	<p>This has been the most significant year for CASSPLUS as a charity.</p> <p>Winning the contract to support LIPs (MoJ/ATJF Family Project) brought an unexpected and extremely short notice (2 weeks) invitation to take CASSPLUS into Exeter Combined Court; a court that we have been trying to break into for many years, but which had no available office space. Our reputation has preceded us at this court! Rather than taking in a new service and building it – court partners ‘know’ about CASSPLUS at other courts and also have an expectation for Family work (due to previously having Support Through Court service availability – withdrawn in Aug’23). We always knew that Exeter had the potential to be our busiest site, with all court business being listed under one roof, and this is proving to be the case. Staff at other courts are absorbing Family work alongside their existing offer to criminal business – Exeter will take time to reach our core clients whilst we manage a tsunami of unrepresented Family court clients.</p> <p>Geographic expansion into Exeter and expansion into a new area of work has been significant. There continues to be clear and consistent evidence of need for community advice in courts.</p> <p>Our previous End of Year Report (‘22-‘23) showed a 14% increase in client turnover – perhaps not surprising when court business was still being affected by Covid-19. This report shows a further increase of 34% and only includes data relating to Feb and March for Exeter. Court users are still experiencing delays with court listings and there are national challenges affecting the business of courts.</p> <p>The profile of CASSPLUS clients remains consistent with evaluation reports from previous years and are corroborated by our own internal capture of data.</p> <p>An average CASSPLUS client presents as;</p> <ul style="list-style-type: none"> • under 50 • unemployed • in rented accommodation • with complex mental health • with legal support needs. <p>66% are defendants, mostly unrepresented and experiencing courts for the first time.</p>

We know that we are 'finding' vulnerable communities and providing a holistic, targeted, affordable and proportional response to users of courts. We are localised, responsive, independent of the courts and one of the most prolific networkers of services. We are proven to be effective in supporting people to navigate the court (and wider CJ) systems and in addressing their needs, which may reduce the risk of re-offending. There is still no national focus on low level offenders, but the recent MoJ Project to examine the experiences of unrepresented Family court users will provide an opportunity to advocate for unrepresented parties. Whilst it could be argued that courts would continue to operate without CASSPLUS, the numbers of people we are reaching from small offices and through small teams is a clear indication of need. Courts provide a window of opportunity to communities where they least expect it – and at a point of crisis when they are most likely to engage.

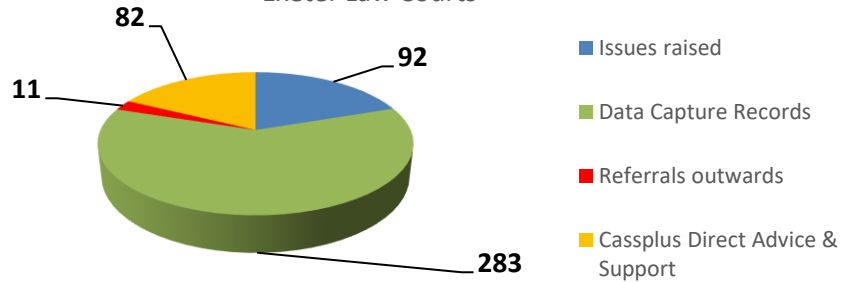


Mrs Pat Walker JP, Trustee Treasurer:

Summary of work undertaken in Newton Abbot Magistrates' Court



Summary of work undertaken in Exeter Law Courts

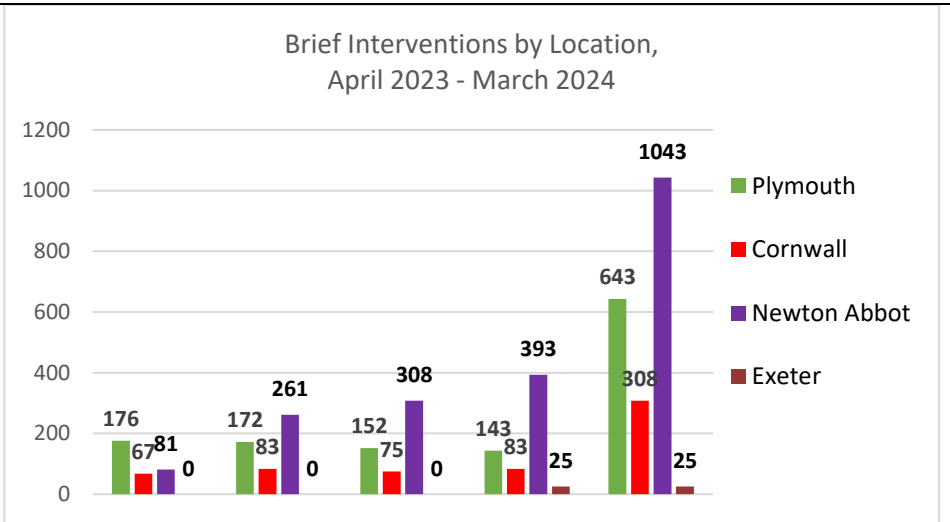


In this period Plymouth referred clients to 82 separate services, Cornwall to 88, Newton Abbot to 137 and Exeter to 7 (Feb/Mar).

Our networks need to be up-to-date and accurate to efficiently find the right services in the right locations for our clients. Their ability to move across geographic boundaries are often limited. A typical client will struggle with debt and/or financial hardship, is without independent transport, displays low literacy abilities, has low social skills, lacks positive relationships and has low confidence. They are the hardest to reach and are often mistrustful of services who they deem to have 'let them down'.

In addition to clients who receive full assessments and/or referrals, teams deliver Brief Interventions. These are a reflection of our interactions in public areas – helping to signpost people to the right partners, providing simple information/signposting to those more capable of helping themselves, or accompanying someone into the courtroom for emotional support. This type of client does not routinely need full assessments or follow-on contact, but our support is often accompanied by a leaflet which can, and does, bring people back to us post-court when they are more relaxed and ready to engage.

Brief Interventions also support our HMCTS colleagues; ushers, reception teams and security are all busy with their own roles and have little time to improve people's experience of courts.



Management teams have grown and developed in the last three years, with responsibilities that are now shared across a management infrastructure that is fit for purpose alongside growth. (Chief Executive, Operations Manager, Finance and Business manager and Communications Officer).

Management responsibilities are now more 'shared', creating organisational resilience and supporting our development in all areas. Frontline, operational teams continue to deliver face-to-face, drop-in support at courts, with no appointments required, or waiting lists to navigate; management teams travel across area and work more remotely, though they are all able to provide on-site cover if/when required, including the CEO.

The attitude of staff teams; managers and operational staff should be commended in this period. We should be proud of our ability to respond to an expansion opportunity at extremely short notice, with no additional resources and at a time when we were taking on a significant new area of court work. It shows a high level of commitment and resilience from teams who are passionate for their communities, to the organisation and to each other.

Additional information (optional)

You may choose to include further statements where relevant about:

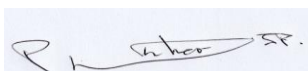
Performance of fundraising activities against objectives set	<p>Pure fundraising, as a CASSPLUS activity, is still to be developed and we remain reliant on grants for 99% of our income – some that are now relational and some which have been newly generated in this period. We are grateful for their collective support in growing the charity.</p> <p>Our highly specialist Communication Officer is helping us to improve our reach internally (especially important to team cohesion) and also externally to communities and networks that are critical to services and partnerships. We are ready to launch a new brand platform later this year, including a new look website and logo; have created consistency across our messaging; and expanded our social media connections.</p> <p>We continue to generate a 0.32% of income through University placements for Social Care students but will be working on a fundraising strategy to develop income streams in the next year.</p>
Other	<p>CASSPLUS teams, operational and strategic, attend a wide range of networks not only relating to CJ, but also to housing, benefits, females (as a protected characteristic), local partnerships (Alliance/Changing Futures/Cornwall consortium) to name a few. Our holistic response to need requires us to</p>

Mrs Pat Walker JP, Trustee Treasurer: 

'understand' processes so that we can properly relate this to (and achieve the best outcomes for) vulnerable beneficiaries. We do not need to be 'experts' on pathways but are seen as the experts in how we knit these complex systems together with CJ need/priorities and, most especially, with courts; especially critical when court disposals have such meaningful impact on people's lives and circumstances.

We remain committed to achieving a Trusted Quality Standard and are also applying Trauma Informed practices, making adjustments to recruitment and to internal policies so that we are more inclusive.

Mrs Pat Walker JP, Trustee Treasurer:

A handwritten signature in blue ink, appearing to read 'P Walker JP', is placed over a light blue rectangular background.

Financial Review

Review of the charity's financial position at the end of the period	Critical need to expand income streams to sustain services. Targeted/internal function to address bid writing will strengthen internal capacity for income generation – working alongside CEO and Comms Officer.
Statement explaining the policy for holding reserves stating why they are held	Reserves Policy in place and with regular reviews through Financial sub-group and at quarterly Board meetings. Latest amendment April'24.
Amount of reserves held	See Accountant report
Reasons for holding zero reserves	n/a
Explanation of any uncertainties about the charity continuing as a going concern	CASSPLUS remains reliant on grants, which come through a diverse range of providers, routinely ten per year. With growth, we now require a shift to a model that is underpinned by grants and locally commissioned through contracts. A broader presence in Devon should strengthen conversations across new and existing partners delivering county wide strategies. We are exploring these conversations more vigorously. We are also recruiting a new CEO to support development of the charity, with the outgoing CEO remaining as a dedicated bid-writer.

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	See Accountant report
Investment policy and objectives including any social investment policy adopted	
A description of the principal risks facing the charity	Opportunity versus risk due to growth and ongoing availability of funds. Organisational Risk Register reviewed quarterly by Risk Register review sub-group who report to quarterly Board meetings. Finance Sub-Group in place. Common themes from across VCSE re grants and highly competitive environment. Higher proportion of small/medium charities failing in this period. CASSPLUS being viewed as a charity that should be funded by statutory sector.
Other	

Charity number: 1160513

CASSPLUS

FINANCIAL STATEMENTS

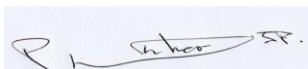
FOR THE YEAR ENDED 31ST MARCH 2024

INDEX:

<u>Page:</u>	-	<u>Contents:</u>
1	-	Legal and Administrative Information;
2	-	Independent Examiner's Report;
3	-	Statement of Financial Activities;
4	-	Balance Sheet;
5 to 11	-	Notes to the Financial Statements.

Oakleys - Accountants
117 North Hill
Plymouth PL4 8JY

Mrs Pat Walker JP, Trustee Treasurer:



CASSPLUS

LEGAL AND ADMINISTRATIVE INFORMATION

Status Cassplus was registered as a charity on 16th February 2015.

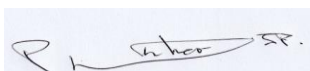
Charity Number 1160513

Principal Operating Address The Magistrates Court
St Andrews Street
Plymouth
Devon
PL1 2DP

Trustees Mary Anne McFarlane
Dr Timothy Auburn (Chair)
Patricia Walker (Treasurer) JP
Dr Judy Hultgren (Deputy Chair) JP
Dr Dan Gilling
Darren Stoneman

Accountants Oakleys Accountants
117 North Hill
Plymouth
Devon
PL4 8JY

Mrs Pat Walker JP, Trustee Treasurer:



INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES' OF
CASSPLUS

We report on the accounts of the company for the year ended 31st March 2024, which are set out on pages 3 to 11.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and an independent examination is required.

Having satisfied ourselves that the charity is not subject to audit under company law and is eligible for independent examination, it is our responsibility to examine the accounts under section 145 of the 2011 Act, to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the 2011 Act and to state whether particular matters have come to our attention.

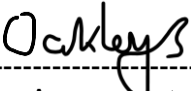
Basis of independent examiner's report

Our examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts; and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

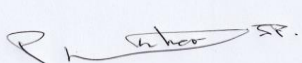
- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.



Oakleys Accountants Limited
117 North Hill
Plymouth
Devon PL4 8JY

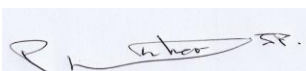
Date: 15/7 2024

Mrs Pat Walker JP, Trustee Treasurer:



CASSPLUS
STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING THE INCOME & EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2024

	<u>Notes</u>	Unrestricted £	Restricted £	2024 £	2023 £
Incoming resources:					
Voluntary income	2	2,741	-	2,741	1,699
Revenue grants	3	8,500	303,265	311,765	244,034
Other activities	4	4,226	-	4,226	1,329
		-----	-----	-----	-----
Total incoming resources		15,467	303,265	318,732	247,062
		-----	-----	-----	-----
Resources expended					
Charitable activities	5	17,749	267,014	284,763	256,647
Governance costs	6	-	1,264	1,264	1,302
		-----	-----	-----	-----
Total resources expended		17,749	268,278	286,027	257,949
		-----	-----	-----	-----
Net incoming resources for the year		(2,282)	34,987	32,705	(10,887)
Other recognised gains		-	-	-	-
		-----	-----	-----	-----
Net movement in funds		(2,282)	34,987	32,705	(10,887)
Adjustment to funds		6,863	(6,863)	-	-
Total funds brought forward		83,112	69,574	152,686	163,573
		-----	-----	-----	-----
Total funds carried forward		87,693	97,698	185,391	152,686
		=====	=====	=====	=====

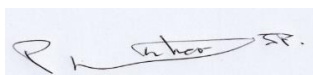


**CASSPLUS
BALANCE SHEET
AS AT 31ST MARCH 2024**

<u>Notes</u>	<u>2024</u>		<u>2023</u>	
	£	£	£	£
<u>FIXED ASSETS:</u>				
Tangible assets	11	779		1,039
<u>CURRENT ASSETS:</u>				
Cash at bank and in hand		185,512	152,547	
<u>CREDITORS:</u>				
Amounts falling due within one year	12	(900)	(900)	
<u>NET CURRENT ASSETS</u>		184,612	151,647	
<u>NET ASSETS</u>		185,391	152,686	
<u>FUNDS:</u>				
Unrestricted funds	14	87,693	83,112	
Restricted funds	14	97,698	69,574	
<u>TOTAL FUNDS</u>		185,391	152,686	

The trustees' acknowledge their responsibilities for complying with the requirements of charity legislation with respect to accounting records and the preparation of accounts.

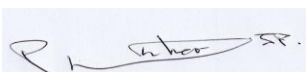
Signed on behalf of the Board of Trustees:



Date: 9/10/2024

Mrs. P. Walker
Trustee

Mrs Pat Walker JP, Trustee Treasurer:



CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

1. ACCOUNTING POLICIES:

(a) Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2015) and the Statement of Recommended Practice: Accounting and Reporting by Charities (effective in January 2015).

(b) Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable.

(c) Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, as is reported as part of the expenditure to which it relates.

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.

Governance costs are incurred in connection with the administration of the charity and compliance with constitutional and statutory requirements.

(d) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Office equipment - 25% on written down value

2. VOLUNTARY INCOME:

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Donations	2,741	-	2,741	1,699
	=====	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

3. INCOMING RESOURCES FROM REVENUE GRANTS:

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Acts435	-	4,280	4,280	4,870
Awards 4 All	-	9,854	9,854	10,000
CJI	8,500	-	8,500	8,500
Community Land Grant	-	-	-	23,708
Cornwall Community Foundation	-	5,000	5,000	5,000
Cornwall VCSE	-	10,000	10,000	-
Cost of Living Grant	-	1,865	1,865	-
Devon Community Foundation	-	-	-	5,000
Devon Community Foundation (NA)	-	-	-	7,992
Devon Community Foundation (Ex)	-	9,754	9,754	-
Digital Inclusion Project	-	2,500	2,500	-
Flexible Fund Grant	-	1,200	1,200	-
Hadley Grant	-	109,442	109,442	98,658
Hadley Grant Exeter	-	17,645	17,645	-
IOTLS	-	73,626	73,626	-
Lloyds Foundation	-	-	-	27,250
Postcode Lottery	-	23,699	23,699	-
She's Worth It	-	400	400	-
SSC VS Contract	-	-	-	23,056
Tudor Trust	-	33,000	33,000	30,000
Winter Fuel Grant	-	1,000	1,000	-
	-----	-----	-----	-----
	8,500	303,265	311,765	244,034
	=====	=====	=====	=====

4. INCOMING RESOURCES FROM OTHER ACTIVITIES:

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Bank interest	4,226	-	4,226	1,329
	=====	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

5. COSTS OF CHARITABLE ACTIVITIES:

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Wages	9,018	199,364	208,382	204,924
Hardship grant	5,080	-	5,080	5,806
Pensions costs	720	13,258	13,978	10,708
Cost of labour	250	-	250	-
Travel and subsistence	311	15,444	15,755	11,214
Welfare and events	325	8,829	9,154	6,005
Insurance	-	1,720	1,720	1,349
Marketing and advertising	-	2,074	2,074	40
Telephone	260	7,234	7,494	7,082
Computer and office expenses	1,695	9,181	10,876	5,238
Printing, postage and stationery	6	1,618	1,624	433
Training costs	-	888	888	2,227
Sundry expenses	67	-	67	37
Professional and membership fees	-	2,447	2,447	1,166
Evaluation fees	-	4,654	4,654	-
Bank charges	-	60	60	72
Depreciation	17	243	260	346
	-----	-----	-----	-----
	17,749	267,014	284,763	256,647
	=====	=====	=====	=====

6. GOVERNANCE COSTS:

	2024	2023
	£	£
Accountancy	1,264	1,262
Professional fees	-	40
	-----	-----
	1,264	1,302
	=====	=====

7. TAXATION:

The charity's activities fall within the exemptions afforded by the provisions of the Income and Corporation Taxes Act 1988. According, there is no taxation charge in these accounts.

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

8. EMPLOYEES:**Employment costs**

	2024	2023
	£	£
Wages	208,382	204,924
Hardship grant	5,080	5,806
Pensions costs	13,978	10,708
	-----	-----
	227,440	221,438
	=====	=====

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

Number of employees

The average number of employees during the year was 9.

9. PENSION COSTS:

The charity operates a defined contribution pension scheme, the costs of which are shown above.

10. TRUSTEES' EMOLUMENTS:

No trustees' received any emoluments during the year.

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

11. TANGIBLE FIXED ASSETS:

	<u>Office Equipment</u>	<u>TOTAL</u>
<u>Cost:</u>	£	£
At 1st April 2023	6,566	6,566
Additions	-	-
Disposals	-	-
	-----	-----
At 31st March 2024	6,566	6,566
	-----	-----
<u>Depreciation:</u>		
At 1st April 2023	5,527	5,527
Charge for the year	260	260
Disposals	-	-
	-----	-----
At 31st March 2024	5,787	5,787
	-----	-----
<u>Net book value:</u>		
At 31st March 2024	779	779
	=====	=====
At 1st April 2023	1,039	1,039
	=====	=====

**12. CREDITORS:
Amounts falling due within one year:**

	<u>2024</u>	<u>2023</u>
	£	£
Accruals	900	900
	=====	=====

**13. ANALYSIS OF NET ASSETS
BETWEEN FUNDS:**

	<u>Unrestricted Funds</u>	<u>Restricted Funds</u>	<u>Total Funds</u>
	£	£	£
Fund balances at 31st March 2024 represented by:			
Tangible fixed assets	52	727	779
Current assets	87,178	98,334	185,512
Current liabilities	-	(900)	(900)
	-----	-----	-----
	87,230	98,161	185,391
	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

14. MOVEMENT IN FUNDS:*Unrestricted funds*

	At 01.04.23 £	Incoming Resources £	Outgoing Resources £	Transfer To General Funds £	At 31.03.24 £
General funds	83,112 =====	15,467 =====	(17,749) =====	6,863 =====	87,693 =====

Restricted funds

	At 01.04.23 £	Incoming Resources £	Outgoing Resources £	Transfer From General Funds £	At 31.03.24 £
Restricted funds	69,574 =====	303,265 =====	(268,278) =====	(6,863) =====	97,698 =====

15. DETAILED MOVEMENT IN FUNDS:*Unrestricted funds*

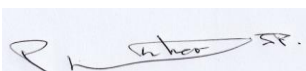
	Brought Forward £	Incoming Resources £	Outgoing Resources £	Transfers Between Funds £	Carried Forward £
CJI	5,358	8,500	(995)	(12,863)	-
Donations	812	2,741	(1,720)	-	1,833
Reserves	74,054	4,226	(6,731)	19,726	91,275
Victim Care	2,888	-	(8,303)	-	(5,415)
	----- 83,112 =====	----- 15,467 =====	----- (17,749) =====	----- 6,863 =====	----- 87,693 =====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

15. DETAILED MOVEMENT IN FUNDS CONTINUED:**Restricted funds**

	Brought Forward	Incoming Resources	Outgoing Resources	Transfers Between Funds	Carried Forward
	£	£	£	£	£
Acts435	999	4,280	(5,002)	-	277
Awards 4 All	1,675	9,854	(6,295)	-	5,234
Community Land Grant	3,414	-	(3,395)	-	19
Cornwall Com Foundation	-	5,000	(2,810)	-	2,190
Cornwall VCSE	-	10,000	-	-	10,000
Cost of Living Grant	-	1,865	(1,815)	-	50
Devon Com Foundation	4,249	-	(3,197)	(1,052)	-
Devon Com Foundation (NA)	5,284	-	(5,284)	-	-
Devon Com Foundation (Ex)	-	9,754	-	-	9,754
Digital Inclusion Project	-	2,500	(922)	-	1,578
Flexible Fund Grant	-	1,200	(320)	-	880
Hadley Grant	-	109,442	(105,791)	(1,963)	1,688
Hadley Grant Exeter	-	17,645	(17,519)	-	126
IOTLS	-	73,626	(38,514)	-	35,112
Lloyds Foundation	26,347	-	(21,785)	-	4,562
Plymouth VCSE	4,404	-	(1,585)	(2,819)	-
Postcode Lottery	-	23,699	(17,437)	-	6,262
She's Worth It	-	400	(400)	-	-
Tudor Trust	21,930	33,000	(35,368)	-	19,562
Volunteer Sector MH	1,272	-	-	(1,272)	-
Winter Fuel Grant	-	1,000	(596)	-	404
General funds	-	-	(243)	243	-
	-----	-----	-----	-----	-----
	69,574	303,265	(268,278)	(6,863)	97,698
	=====	=====	=====	=====	=====

Mrs Pat Walker JP, Trustee Treasurer:



Structure, Governance and Management

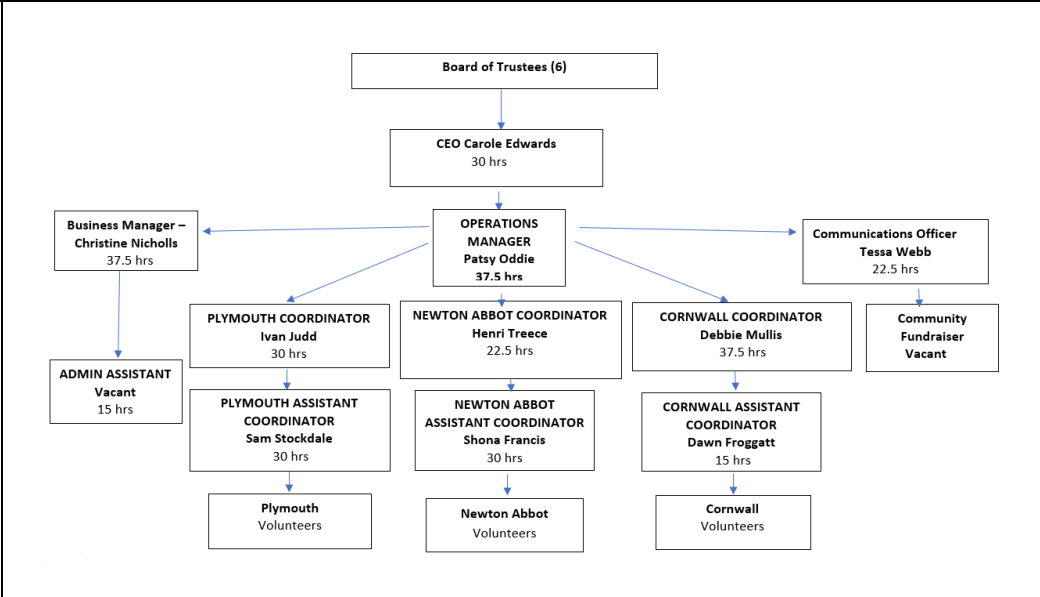
Description of charity's trusts:	
Type of governing document	Constitution
How is the charity constituted?	CIO
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Stated in Constitution

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	<p>Online forums, social media, networks and word of mouth have been helpful in recruiting Trustees this year. We apply a standard interview process to new Trustees and an attitude that recruitment will bring new thinking and energies to our Board. We hold a Board Away (business planning) Day every year and this year's event concentrated on Governance and Quality Standards. A workshop generated a new role for Trustees, picked up by our latest recruit, and which has created a roving Trustee liaison role. This Trustee moving across sites in creating a link between Board and operational teams and breaking down any potential 'them and us' culture. It is proving highly successful and beneficial.</p> <p>We are trying to become more diverse, especially in re-recruiting to our currently vacant 'lived experience' seat but are finding this challenging without applying a 'tick box' approach to diversity.</p> <p>Meetings are held quarterly.</p> <p>Code of Conduct Policy (Trustees) and Conflict of Interest Policy (Trustees) alongside full portfolio of Policies. Trustee Induction Process, inc enhanced DBS. Training offered on an ad hoc basis. Full reference to Charity Commission website.</p>
--	--

The charity's organisational structure and any wider network with which the charity works



Relationship with any related parties

Active member of the Safer Stronger Consortium (Cornwall), now known as Safer Stronger Communities

Other

Reference and Administrative details

Charity name	CASSPLUS
Other name the charity uses	CASS, CASS+
Registered charity number	1160513
Charity's principal address	9 Dunstone View Plymstock Plymouth PL9 8TW
	Amended Aug '24 to c/o Accountants

Mrs Pat Walker JP, Trustee Treasurer:

Names of the charity trustees who manage the charity

Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
Dr Timothy Auburn	Chair	Full year	CASSPLUS Trustees and staff via recruitment panel
Patricia Walker JP	Trustee Treasurer	Full year	CASSPLUS Trustees and staff via recruitment panel
Dr Judy Hultgren JP	Deputy Chair	Apr'23-Feb'24	CASSPLUS Trustees and staff via recruitment panel
Angela Taylor	Trustee	Full year	CASSPLUS Trustees and staff via recruitment panel
Mark Mitchell	Trustee	Full year	CASSPLUS Trustees and staff via recruitment panel
Peter Hosegood	Trustee Deputy Chair	Oct'23-Feb'24 Feb-Mar'24	CASSPLUS Trustees and staff via recruitment panel

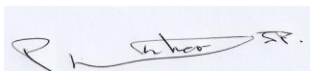
Corporate trustees – names of the directors at the date the report was approved

Director name		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	

Mrs Pat Walker JP, Trustee Treasurer:



Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Associate Board member (non voting)	Peter Edwards	9 Dunstone View Plymouth PL9 8TW

Name of chief executive or names of senior staff members (Optional information)

Carole Edwards

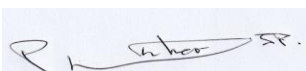
Exemptions from disclosure

Reason for non-disclosure of key personnel details

n/a

Other optional information


Mrs Pat Walker JP, Trustee Treasurer:



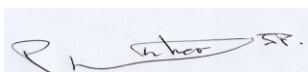
Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Timothy Auburn	
Position (eg Secretary, Chair, etc)	Chair	
Date	10 th October, 2024	

Mrs Pat Walker JP, Trustee Treasurer:



CASSPLUS

England & Wales - Charity number 1160513

Accounts



CASSPLUS Trustees' Annual Report for the period

From 1ST April 2022 to 31st March 2023

Charity registration number: 1160513

Objectives and Activities

<p>Summary of the purposes of the charity as set out in its governing document</p>	<p>To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society, in particular but not exclusively people and members of their families in the UK who are at risk of or have been processed through the legal justice system. For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors; unemployment; financial hardship, youth or old age; ill health (physical or mental); substance misuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment; poor education or skill attainment; relationship or family breakdown; poor housing (that is housing that does not meet basic habitual requirements); crime (either as a victim or offender rehabilitating into society).</p>
<p>Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.</p>	<p>CASSPLUS continues to deliver services to vulnerable people from Magistrates' Court settings in Devon (Plymouth and Newton Abbot) and Cornwall (Truro and Bodmin). Plymouth is the only full-time site. Collectively, CASSPLUS services are operational for twelve days each week across Devon and Cornwall.</p> <p>Core CASSPLUS services target low level, low risk offenders (mainly defendants) and their families.</p> <p>Frontline teams of staff and volunteers provide guided support through the court process, especially critical for first timer offenders and families. CASSPLUS teams offer direct and immediate advice and support on a range of interconnected and complex issues, as presented, including (but not exclusive to) homelessness, substance abuse, health and mental health, financial hardship, benefits, education and employment, domestic abuse, the list goes on. It is difficult to predict the complexity of problems that a person will come to us with, but anything can walk through our doors. Teams have built significant skills to understand and respond to those interconnections, especially in relation to Criminal Justice.</p> <p>We initiate and coordinate referrals to our network of external providers across Devon and Cornwall We help people to navigate systems that are complex and stay in touch as they do so.</p> <p>CASSPLUS offers easy, drop-in access to our services, reaching people when they are most in crisis and most likely to engage. We also know that people re-engage with CASSPLUS when they recognise a new, impending crisis. Previous clients supported through their 'at court'</p>

	<p>experience have commonly returned to CASSPLUS when they have identified new risks and/or circumstances that might bring them back into the court system.</p> <p>An additional core element of our work in Cornwall, since 2015, has been to co-ordinate victims of crime referred through Devon and Cornwall's Police and Crime Commissioner team. After eight years of being a key participant in this service (under Cornwall consortium membership), the contract was re-commissioned to another provider who now delivers direct support themselves. We are proud to have expanded our expertise through this programme, proud of the partnerships that have been strengthened through it and of CASSPLUS Cornwall colleagues who have absorbed this complex, and often emotional, work into their day-to-day activities.</p> <p>Whilst core services target offenders and their families, our experience (especially through the victim work) tells us that similar issues are experienced by other court users. We extend our offer to all people attending courts; higher tiered offenders (working closely with Probation and local Prisons), witnesses, victims, tribunal and family cases and other civil matters (when resources permit).</p> <p>87.24% CASSPLUS turnover is applied to staff salaries with costs being kept manageable through our creative use of volunteers as a critical resource. Long standing arrangements with Plymouth University has generated a 0.32% of income through our provision of Social Care placements.</p> <p>CASSPLUS draws in charitable funds to support vulnerable people through our membership of ACTS 435. Small pots of flexible funds (routinely between £100-£150) allow us to make 'purchases' to support individuals who are most impacted by poverty. This income directly reflects the purchases made on their behalf, with most purchases relating to white goods, household furnishing and clothing.</p>
<p>Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit</p>	<p>CASSPLUS Board members are vigilant with Charity Commission protocols, referring to the website and gov.uk websites on a regular basis. The Trustee Chair and Deputy Chair hold responsibility to inform the Board as a whole and to monitor compliance.</p> <p>We are also members of ACEVO, as well as broader memberships, to ensure compliance from a third sector perspective.</p>

Additional information (optional)

You may choose to include further statements where relevant about:

<p>Policy on grant making</p>	<p>CASSPLUS is not a grant giving charity but does act as an intermediary to attract individual small grants for the benefit of vulnerable individuals through our membership of ACTS 435. All income from this membership is applied directly to purchases made on behalf of clients and normally relates to household items or clothing.</p>
<p>Policy on social investment including program related investment</p>	<p>n/a</p>

<p>Contribution made by volunteers</p>	<p>Operational volunteers bring local knowledge, a passion for what they do, a blended mix of 'lived' and 'learned' experience, expand our reach to clients and community-based services and help to keep service delivery costs low. CASSPLUS applies a robust induction and training programme to develop all staff, volunteers and trustees so they are well prepared for their roles and with options for personal development throughout their time with us, but also as they move on to further training or employment.</p> <p>A transient group, they bring fresh ideas to service-delivery, internal structure and strategic direction.</p> <p>Most CASSPLUS volunteers are active for 12-18 months, with courts providing an invaluable, professional learning experience to students (criminology, psychology, social care) and the more intensive support that might be required for those with 'lived experience' who may need more intensive mentoring. CASSPLUS is preparing people for employment in public (inc CJ) and VCSE sectors.</p> <div data-bbox="502 750 1412 1131"> <p>Volunteers in 2022/2023 and reason for exit</p> <table border="1"> <caption>Volunteers in 2022/2023 and reason for exit</caption> <thead> <tr> <th>Reason for Exit</th> <th>Number of Volunteers</th> </tr> </thead> <tbody> <tr> <td>Completed Placement</td> <td>2</td> </tr> <tr> <td>Gained Employment</td> <td>5</td> </tr> <tr> <td>More hours given in current employment</td> <td>2</td> </tr> <tr> <td>Left within 3 month trial period</td> <td>3</td> </tr> <tr> <td>Left to manage own business</td> <td>1</td> </tr> <tr> <td>Released from role</td> <td>1</td> </tr> <tr> <td>Other</td> <td>2</td> </tr> <tr> <td>Other</td> <td>1</td> </tr> <tr> <td>Other</td> <td>1</td> </tr> <tr> <td>Other</td> <td>1</td> </tr> <tr> <td>Other</td> <td>1</td> </tr> <tr> <td>Other</td> <td>1</td> </tr> <tr> <td>Total</td> <td>12</td> </tr> </tbody> </table> </div> <p>Strategic volunteers help to steer the charity and support senior managers, but also work hard to connect with frontline teams. We work hard to create diverse roles across all volunteers and have, in this period, created our first administration volunteer.</p>	Reason for Exit	Number of Volunteers	Completed Placement	2	Gained Employment	5	More hours given in current employment	2	Left within 3 month trial period	3	Left to manage own business	1	Released from role	1	Other	2	Other	1	Other	1	Other	1	Other	1	Other	1	Total	12
Reason for Exit	Number of Volunteers																												
Completed Placement	2																												
Gained Employment	5																												
More hours given in current employment	2																												
Left within 3 month trial period	3																												
Left to manage own business	1																												
Released from role	1																												
Other	2																												
Other	1																												
Other	1																												
Other	1																												
Other	1																												
Other	1																												
Total	12																												

Achievements and Performance

<p>Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.</p>	<p>It is important to recognise the continuing impact of covid-19 during this period. It has taken time for the courts (like many partners) to recover. We have seen a 14% increase in client numbers compared with the previous year, but most critically, an increase in the complexity of need (also widely reported across VCSE partners).</p> <p>Court users have experienced longer than normal delays in their cases being heard, not least due to the national shortage of legal advisors. Our most recent evaluation was conducted under covid-19 conditions by CREST Advisory. Reported in April '22, this study examined activities delivered to defendants only.</p> <p>The average CASSPLUS client in 2019/20 was reported as;</p> <ul style="list-style-type: none"> • under 50 • unemployed; receiving 2 or more benefits • in rented accommodation • with complex mental health • with legal support needs.
--	--

66% were defendants, most were unrepresented and 'first timer offenders'.

This report mirrors trends that we see year-on-year.

This evaluation reported CASSPLUS critical success factors as;

- Targeted services – dynamic prioritisation to meet demand
- Affordability – minimal capital expenditure alongside use of volunteers
- Proportionality – client led, balanced with level of need, motivation, engagement and service availability

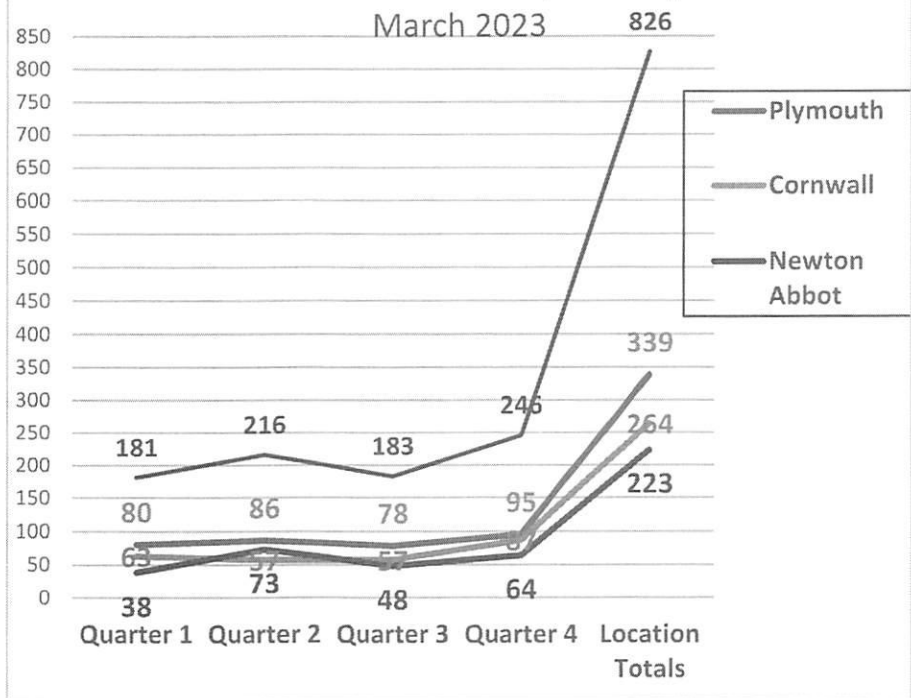
Core elements of our existing working model, and which should be promoted in any expansion models, were identified as;

- Expert staff and volunteers – for local networking of services and essential reach to client base
- Generalist – response to multiple needs and a central repository for local information
- Responsive – rapid advice with essential drop-in
- Independent and non-statutory – voluntary engagement and separate from the courts and/or service providers
- Localised – physical presence in courts with detailed local knowledge
- Non-targeted – court locality but with no thresholds to access.

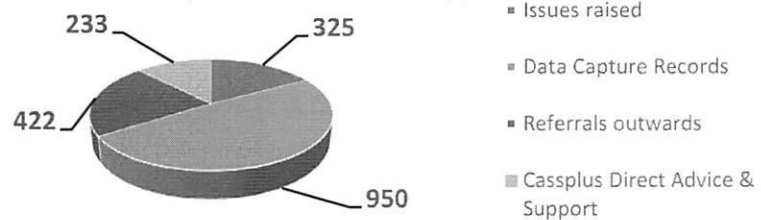
The Crest evaluation found that 'CASSPLUS is effective in supporting those that are involved (or at risk of involvement) to better navigate the CJ system and address their needs, which may reduce the risk of re-offending'.

- Help clients to better navigate courts
- Provide greater emotional support in court settings
- Reduce criminogenic and other needs
- Increase the number and uptake of referrals
- Support more sustained engagement with other services.

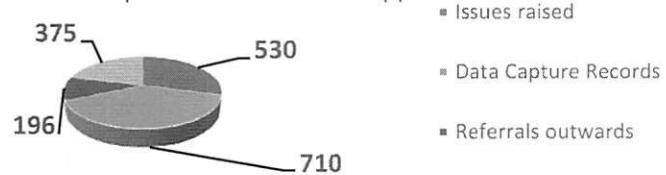
CASSPLUS Client Statistics for period April 2022-



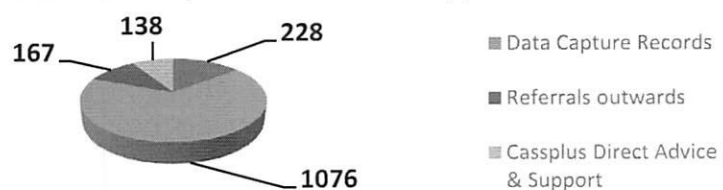
Plymouth Raised/Referral outwards work records within issues raised & Cassplus direct advice & support



Cornwall Raised/Referral outwards, work records within issues raised & Cassplus direct advice & support



Newton Abbot Raised/Referral outwards, work records within issues raised & Cassplus direct advice & support



In this period Plymouth referred clients to 129 separate services, Cornwall to 62 and Newton Abbot to 73. Our networks need to be up-to-date and accurate to efficiently find the right services in the right locations for our clients. Their ability to move across geographic boundaries are often limited. A typical client will struggle with debt and/or financial hardship, is

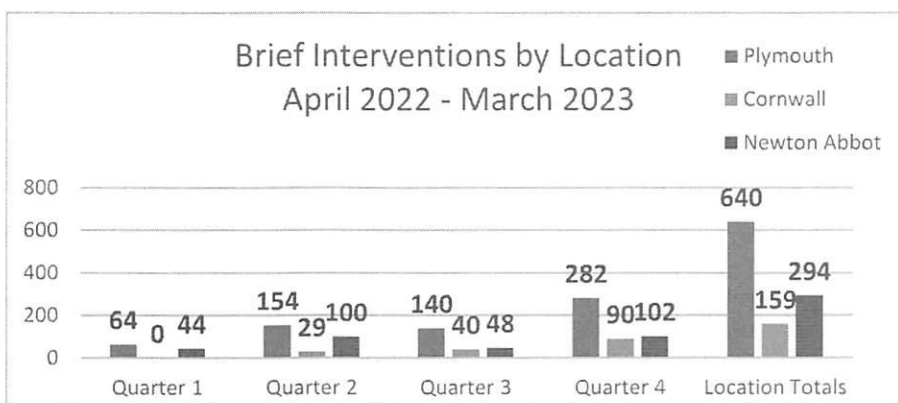
without independent transport, displays low literacy abilities, has low social skills, lacks positive relationships and has low confidence. They are the hardest to reach and are often mistrustful of services who they deem to have 'let them down'.

We have, in this period, developed outreach support to the most vulnerable clients (routinely MH) in South Devon, via the Newton Abbot service. This unique approach to case managing clients outside the court setting is due to post-code gaps in service provision in this area of the county. Most defendants attending Newton Abbot court are from Torbay, with services that they need located out of their home area. Our approach to outreach is new, but we are already seeing the benefits of developing this area of work. Improved relationships and 'knowing' who we are speaking to at services are creating multi-agency conversations that can, and do, help to navigate the barriers that face our most complex clients, most especially in relation to accommodation, debt and mental health.

In addition to clients who receive full assessments and/or referrals, teams deliver Brief Interventions. These are a reflection of our interactions in public areas – helping to signpost people to the right partners, providing simple information/signposting to those more capable of helping themselves, or accompanying someone into the courtroom for emotional support. This type of client does not routinely need full assessments or follow-on contact, but our support is often accompanied by a leaflet which can, and does, bring people back to us post-court.

Brief Interventions also support our HMCTS colleagues; ushers, reception teams and security are all busy with their own roles and have little time to improve people's experience of courts.

Brief Interventions, in this period, have increased by 134% compared to the previous year.



Staff teams have stabilised after some shift in roles post-covid. Our management team is growing. We have further developed our Operations and Business Manager roles and have, this year, created a Communications Officer role. Management responsibilities are now more 'shared', creating organisational resilience and supporting our development in all areas. Frontline, operational teams continue to deliver face-to-face, drop-in support at courts, with no appointments required, or waiting lists to navigate; management teams travel across area and work more remotely, though they are all able to provide on-site cover if/when required, including the CEO! We are passionate supporters of face-to-face provision of services in court settings when many partners are sustaining a remote response as a continuing legacy of covid-19. CASSPLUS clients are not routinely confident in the use of virtual platforms or technology in

	<p>general and the visual cues from being in the same space as a vulnerable client are paramount to positive engagement and trusting relationships.</p> <p>That said, CASSPLUS teams are better connected with each other through our expanded use of remote platform and our improved layering of volunteer/staff/Board meetings. We apply a blended approach to meeting in person and remotely to achieve optimal efficiencies for teams that are widely dispersed across two counties.</p> <p>Our continuous development of a bespoke database is enabling us to develop more accurate ways of evaluating and monitoring our performance against our core aims. We are becoming more self-sufficient and proficient in its use but tend to rely on one skilled member of the team for data capture/management/reporting. This is an area of work that we must progress, both for our own internal purposes but also to evidence the social value of court-based advice and support.</p>
--	--

Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	See above
Performance of fundraising activities against objectives set	<p>Pure fundraising, as a CASSPLUS activity, is still to be developed and we remain reliant on grants for 99.68% of our income – some that are now relational and some which have been newly generated in this period. We are grateful for their collective support in growing the charity.</p> <p>Our introduction of a part time Communication Officer is helping us to improve our reach internally (especially important to team cohesion) and also externally to communities and networks that are critical to services and partnerships.</p> <p>We are making good progress on brand platforms and creating consistency across our messaging; expanding our social media connections; and improving our website, including a donation button which we now need to drive traffic towards.</p> <p>We continue to generate a 0.32% of income through University placements for Social Care students.</p>
Investment performance against objectives	n/a
Other	<p>CASSPLUS teams, operational and strategic, attend a wide range of networks not only relating to CJ, but also to housing, benefits, females (as a protected characteristic), local partnerships (Alliance/Changing Futures/Cornwall consortium) to name a few. Our holistic response to need requires us to 'understand' processes so that we can properly relate this to (and achieve the best outcomes for) vulnerable beneficiaries. We do not need to be 'experts' on pathways but are seen as the experts in how we knit these complex systems together with CJ need/priorities and, most especially, with courts.</p>

	<p>We have started working on achieving a Trusted Quality Standard and are also looking more closely at the One Small Thing Trauma Informed standard.</p>
--	---

Financial Review

Review of the charity's financial position at the end of the period	CASSPLUS remains reliant on a range of grants for income, some through funders that have become relational, with others through new grant income streams.
Statement explaining the policy for holding reserves stating why they are held	Reserves Policy in place and with regular reviews through Financial sub-group and at quarterly Board meetings.
Amount of reserves held	See Accountant report
Reasons for holding zero reserves	n/a
Details of fund materially in deficit	n/a
Explanation of any uncertainties about the charity continuing as a going concern	Grants come through a diverse range of providers. However, our over-reliance on grants for income are a growing concern as the charity grows. Developing CASSPLUS as a procured /commissioned service, however, presents a different set of issues and concerns, when so many contracts are routinely being reduced through Local Authorities, Health, Social Care, Criminal Justice, etc. We remain vigilant to opportunities.

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	See Accountant report
Investment policy and objectives including any social investment policy adopted	n/a
A description of the principal risks facing the charity	Organisational Risk Register reviewed quarterly by Risk Register review sub-group who report to quarterly Board meetings. This is a live document which shifts according to organisational risk. Previously a quarterly board item this has shifted to bi-annual, but with options to address risk in real time if and when required.
Other	CASSPLUS has developed its approach to Financial management and reporting in this period, with a layered, internal approach to responsibilities and development of further policies specifically relating to finance; petty cash, invoicing/expenses/payroll processes, purchasing, ACTS 435 and a full review of financial regulations.

INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES' OF
CASSPLUS

We report on the accounts of the company for the year ended 31st March 2023, which are set out on pages below.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and an independent examination is required.

Having satisfied ourselves that the charity is not subject to audit under company law and is eligible for independent examination, it is our responsibility to examine the accounts under section 145 of the 2011 Act, to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the 2011 Act and to state whether particular matters have come to our attention.

Basis of independent examiner's report

Our examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts; and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

Oakleys

Date: 13/10 2023

Oakleys Accountants Limited
91 Houndiscombe Road
Plymouth
Devon PL4 6HB

CASSPLUS
STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING THE INCOME & EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2023

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Incoming resources:				
Voluntary income	1,699	-	1,699	1,836
Revenue grants	31,556	212,478	244,034	244,645
Other activities	1,329	-	1,329	29
Total incoming resources	<u>34,584</u>	<u>212,478</u>	<u>247,062</u>	<u>246,510</u>
Resources expended:				
Charitable activities	26,209	230,438	256,647	219,727
Governance costs	-	1,302	1,302	1,263
Total resources expended	<u>26,209</u>	<u>231,740</u>	<u>257,949</u>	<u>220,990</u>
Net incoming resources for the year	8,375	(19,262)	(10,887)	25,520
Other recognised gains	-	-	-	-
Net movement in funds	8,375	(19,262)	(10,887)	25,520
Adjustment to funds	(34,238)	34,238	-	-
Total funds brought forward	111,386	52,187	163,573	138,053
Total funds carried forward	<u>85,523</u>	<u>67,163</u>	<u>152,686</u>	<u>163,573</u>

**CASSPLUS
BALANCE SHEET
AS AT 31ST MARCH 2023**

	<u>2023</u>		<u>2022</u>	
	£	£	£	£
<u>FIXED ASSETS:</u>				
Tangible assets		1,039		1,385
<u>CURRENT ASSETS:</u>				
Cash at bank and in hand	152,547		163,088	
	-----		-----	
<u>CREDITORS:</u>				
Amounts falling due within one year	(900)		(900)	
	-----		-----	
<u>NET CURRENT ASSETS</u>		151,647		162,188
		-----		-----
<u>NET ASSETS</u>		152,686		163,573
		=====		=====
<u>FUNDS:</u>				
Unrestricted funds		85,523		111,386
Restricted funds		67,163		52,187
		-----		-----
<u>TOTAL FUNDS</u>		152,686		163,573
		=====		=====

The trustees' acknowledge their responsibilities for complying with the requirements of charity legislation with respect to accounting records and the preparation of accounts.

Signed on behalf of the Board of Trustees:



Mrs. P. Walker
Trustee

Treasurer.

Date: 18th October 2023

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

3. INCOMING RESOURCES FROM REVENUE GRANTS:

	Unrestricted £	Restricted £	2023 £	2022 £
Acts435	-	4,870	4,870	1,950
Awards 4 All	-	10,000	10,000	9,561
CJI	8,500	-	8,500	-
Community Land Grant	-	23,708	23,708	-
Cornwall Community Foundation	-	5,000	5,000	2,322
Devon Community Foundation	-	5,000	5,000	7,500
Devon Community Foundation (NA)	-	7,992	7,992	9,742
Hadley Trust	-	98,658	98,658	95,193
Lloyds	-	-	-	8,500
Lloyds Foundation	-	27,250	27,250	25,000
OPCC	-	-	-	32,600
SSC VS Contract	23,056	-	23,056	21,393
Tudor Trust	-	30,000	30,000	30,884
	<u>31,556</u>	<u>212,478</u>	<u>244,034</u>	<u>244,645</u>
	=====	=====	=====	=====

4. INCOMING RESOURCES FROM OTHER ACTIVITIES:

	Unrestricted £	Restricted £	2023 £	2022 £
Other income	-	-	-	2
Bank interest	1,329	-	1,329	27
	<u>1,329</u>	<u>-</u>	<u>1,329</u>	<u>29</u>
	=====	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

5. COSTS OF CHARITABLE ACTIVITIES:

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Wages	22,271	182,653	204,924	178,210
Hardship grant	-	5,806	5,806	-
Pensions costs	750	9,958	10,708	8,424
Travel and subsistence	634	10,580	11,214	7,899
Welfare and events	1,450	4,555	6,005	5,052
Insurance	22	1,327	1,349	-
Marketing and advertising	-	40	40	-
Telephone	577	6,505	7,082	5,506
Computer and office expenses	430	4,808	5,238	7,567
Printing, postage and stationery	-	433	433	623
Training costs	-	2,227	2,227	3,043
Sundry expenses	-	37	37	101
Professional and membership fees	50	1,116	1,166	2,744
Bank charges	2	70	72	96
Depreciation	23	323	346	462
	-----	-----	-----	-----
	26,209	230,438	256,647	219,727
	=====	=====	=====	=====

6. GOVERNANCE COSTS:

	2023	2022
	£	£
Accountancy	1,262	1,228
Professional fees	40	35
	-----	-----
	1,302	1,263
	=====	=====

7. TAXATION:

The charity's activities fall within the exemptions afforded by the provisions of the Income and Corporation Taxes Act 1988. Accordingly, there is no taxation charge in these accounts.

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

8. EMPLOYEES:

Employment costs

	2023	2022
	£	£
Wages	204,924	178,210
Hardship grant	5,806	-
Pensions costs	10,708	8,424
	<u>221,438</u>	<u>186,634</u>
	=====	=====

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

Number of employees

The average number of employees during the year was 9.

9. PENSION COSTS:

The charity operates a defined contribution pension scheme, the costs of which are shown above.

10. TRUSTEES' EMOLUMENTS:

No trustees' received any emoluments during the year.

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

11. TANGIBLE FIXED ASSETS:

	<u>Office Equipment</u>	<u>TOTAL</u>
	£	£
<u>Cost:</u>		
At 1st April 2022	6,566	6,566
Additions	-	-
Disposals	-	-
	-----	-----
At 31st March 2023	6,566	6,566
	-----	-----
<u>Depreciation:</u>		
At 1st April 2022	5,181	5,181
Charge for the year	346	346
Disposals	-	-
	-----	-----
At 31st March 2023	5,527	5,527
	-----	-----
<u>Net book value:</u>		
At 31st March 2023	1,039	1,039
	=====	=====
At 1st April 2022	1,385	1,385
	=====	=====

**12. CREDITORS:
Amounts falling due within one year:**

	<u>2023</u>	<u>2022</u>
	£	£
Accruals	900	900
	=====	=====

**13. ANALYSIS OF NET ASSETS
BETWEEN FUNDS:**

	<u>Unrestricted Funds</u>	<u>Restricted Funds</u>	<u>Total Funds</u>
	£	£	£
Fund balances at 31st March 2023 represented by:			
Tangible fixed assets	69	970	1,039
Current assets	85,454	67,093	152,547
Current liabilities	-	(900)	(900)
	-----	-----	-----
	85,523	67,163	152,686
	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

14. MOVEMENT IN FUNDS:

Unrestricted funds

	At 01.04.22	Incoming Resources	Outgoing Resources	Transfer To General Funds	At 31.03.23
	£	£	£	£	£
General funds	108,975	34,584	(26,209)	(34,238)	83,112
	=====	=====	=====	=====	=====

Restricted funds

	At 01.04.22	Incoming Resources	Outgoing Resources	Transfer From General Funds	At 31.03.23
	£	£	£	£	£
Restricted funds	54,598	212,478	(231,740)	34,238	69,574
	=====	=====	=====	=====	=====

15. DETAILED MOVEMENT IN FUNDS:

Unrestricted funds

	Brought Forward	Incoming Resources	Outgoing Resources	Transfers Between Funds	Carried Forward
	£	£	£	£	£
CJI	2,833	8,500	(5,975)	-	5,358
Donations	823	1,699	(1,710)	-	812
Reserves	105,319	1,329	(23)	(32,571)	74,054
SSC VS Contract	-	23,056	(18,501)	(1,667)	2,888
	-----	-----	-----	-----	-----
	108,975	34,584	(26,209)	(34,238)	83,112
	=====	=====	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

15. DETAILED MOVEMENT IN FUNDS CONTINUED:

Restricted funds

	Brought Forward £	Incoming Resources £	Outgoing Resources £	Transfers Between Funds £	Carried Forward £
Acts435	(48)	4,870	(3,871)	48	999
Awards 4 All	2,411	10,000	(10,736)	-	1,675
Community Land Grant	-	23,708	(20,294)	-	3,414
Corwall Community Foundation	3,780	5,000	(9,610)	830	-
Devon Community Foundation	4,516	5,000	(5,267)	-	4,249
Devon Community Foundation (NA)	6,776	7,992	(9,484)	-	5,284
Hadley Trust	-	98,290	(100,253)	1,963	-
Lloyds Foundation	24,176	27,250	(25,079)	-	26,347
OPCC	-	-	(2,663)	2,663	-
Plymouth VCSE	6,374	-	(1,970)	-	4,404
Tudor Trust	4,077	30,368	(37,332)	24,817	21,930
Volunteer Sector MH	2,536	-	(1,264)	-	1,272
General funds	-	-	(3,917)	3,917	-
	<u>54,598</u>	<u>212,478</u>	<u>(231,740)</u>	<u>34,238</u>	<u>69,574</u>
	=====	=====	=====	=====	=====

Structure, Governance and Management

Description of charity's trusts:	n/a
Type of governing document	Constitution
How is the charity constituted?	CIO
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Stated in Constitution

Additional information (optional)

You may choose to include further statements where relevant about:

<p>Policies and procedures adopted for the induction and training of trustees</p>	<p>Online forums, social media, networks and word of mouth have been helpful in recruiting Trustees this year. We apply a standard interview process to new Trustees and an attitude that recruitment will bring fresh thinking and energies to our Board. Recruitment covers policy, enhanced DBS checks, code of conduct, conflict of interest and declarations. Constitution and annual reports are all shared alongside operational and evaluation reports, meetings with the CEO, allocation of a board mentor, internal training programme modules and site visits are all part of early induction process.</p> <p>We hold a Board Away (business planning) Day every year and this year's event concentrated on Governance and Quality Standards. A workshop generated a new role for Trustees, picked up by our latest recruit, and which has created a roving Trustee liaison role. This Trustee moving across sites in creating a link between Board and operational teams and breaking down any potential 'them and us' culture. It is proving highly successful and beneficial.</p> <p>We are trying to become more diverse, especially in re-recruiting to our currently vacant 'lived experience' seat but are finding this challenging without applying a 'tick box' approach to diversity.</p> <p>Meetings are held quarterly.</p> <p>Code of Conduct Policy (Trustees) and Conflict of Interest Policy (Trustees) alongside full portfolio of Policies.</p> <p>Trustee Induction Process, inc enhanced DBS.</p> <p>Training offered on an ad hoc basis.</p> <p>Full reference to Charity Commission website.</p>
---	---

<p>The charity's organisational structure and any wider network with which the charity works</p>	<pre> graph TD Board[Board of Trustees (5)] --> CEO[CEO Carole Edwards 30 hrs] CEO --> BM[Business Manager - Christine Mitchell 27.5 hrs] CEO --> OM[OPERATIONS MANAGER Patsy Odde 27.5 hrs] CEO --> CO[Communications Officer Tessa White 22.5 hrs] OM --> PC[Plymouth COORDINATOR Ivan Judd 30 hrs] OM --> NAC[NEWTON ABBOT COORDINATOR Henri Traves 27.5 hrs] OM --> CC[CORNWALL COORDINATOR Debbie Mudge 27.5 hrs] OM --> CF[Community Fundraiser Vacant] BM -.-> AA[ADMIN ASSISTANT Vacant 15 hrs] PC --> PCA[Plymouth ASSISTANT COORDINATOR Sam Strickland 30 hrs] NAC --> NACA[NEWTON ABBOT ASSISTANT COORDINATOR Sharon Francis 30 hrs] CC --> CCA[CORNWALL ASSISTANT COORDINATOR Dawn Freggatt 15 hrs] PCA --> PV[Plymouth Volunteers] NACA --> NAV[Newton Abbot Volunteers] CCA --> CV[Corwall Volunteers] </pre>
<p>Relationship with any related parties</p>	<p>Active member of the Safer Stronger Consortium (Cornwall)</p>
<p>Other</p>	

Reference and Administrative details

<p>Charity name</p>	<p>CASSPLUS</p>
<p>Other name the charity uses</p>	<p>CASS, CASS+</p>
<p>Registered charity number</p>	<p>1160513</p>
<p>Charity's principal address</p>	<p>9 Dunstone View, Plymstock Plymouth PL9 8TW</p>

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	n/a
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	n/a
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	n/a

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Associate Board member (non voting)	Peter Edwards	9 Dunstone View Plymouth PL9 8TW

Name of chief executive or names of senior staff members (Optional information)

Carole Edwards

Exemptions from disclosure

Reason for non-disclosure of key personnel details

n/a

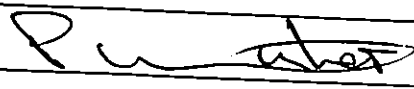
Other optional information

--

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature	 S.P.
Full name	PATRICIA ANN WALKER
Position (e.g. Chair, Secretary)	Treasurer.
Date	1 st October 2023

CASSPLUS

England & Wales - Charity number 1160513

Accounts

Charity number: 1160513

CASSPLUS

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022

INDEX:

<u>Page:</u>	-	<u>Contents:</u>
1	-	Legal and Administrative Information;
2 to 16	-	Trustees' Report;
17	-	Independent Examiner's Report;
18	-	Statement of Financial Activities;
19	-	Balance Sheet;
20 to 26	-	Notes to the Financial Statements.

Oakleys - Accountants
91 Houndiscombe Road
Plymouth PL4 6HB

CASSPLUS

LEGAL AND ADMINISTRATIVE INFORMATION

Status Cassplus was registered as a charity on 16th February 2015.

Charity Number 1160513

Principal Operating Address The Magistrates Court
St Andrews Street
Plymouth
Devon
PL1 2DP

Trustees Mary Anne McFarlane
Dr Timothy Auburn (Chair)
Patricia Walker (Treasurer) JP
Dr Judy Hultgren (Deputy Chair) JP
Dr Dan Gilling
Darren Stoneman

Accountants Oakleys Accountants
91 Houndiscombe Road
Plymouth
Devon
PL4 6HB

CASSPLUS

TRUSTEES' REPORT

The trustees' present their annual report and the financial statements for the year ended 31st March 2022.

The purposes of the charity as set out in its governing document

To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society, in particular but not exclusively people and members of their families in the UK who are at risk of or have been processed through the legal justice system. For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors; unemployment; financial hardship, youth or old age; ill health (physical or mental); substance misuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment; poor education or skill attainment; relationship or family breakdown; poor housing (that is housing that does not meet basic habitual requirements); crime (either as a victim or offender rehabilitating into society).

The main activities undertaken in relation to those purposes during the year

CASSPLUS continues to deliver services to vulnerable people from Magistrates' Court settings in Devon (Plymouth and Newton Abbot) and Cornwall (Truro and Bodmin). Plymouth is the only full-time site, operating 5 days per week. Collectively, CASSPLUS services are operational for twelve days each week across Devon and Cornwall.

Front line teams of staff and volunteers provide guided support through the court process, especially critical for 'first timers' and families.

CASSPLUS teams offer direct and immediate advice and support on a range of interconnected and complex issues, as presented, including (but not exclusive to) homelessness, substances, Health and Mental Health, Financial hardship, benefits, education and employment, Domestic Abuse, the list goes on. Anything can walk through our doors and teams have built significant skills to understand and respond to those interconnections, especially in relation to Criminal Justice.

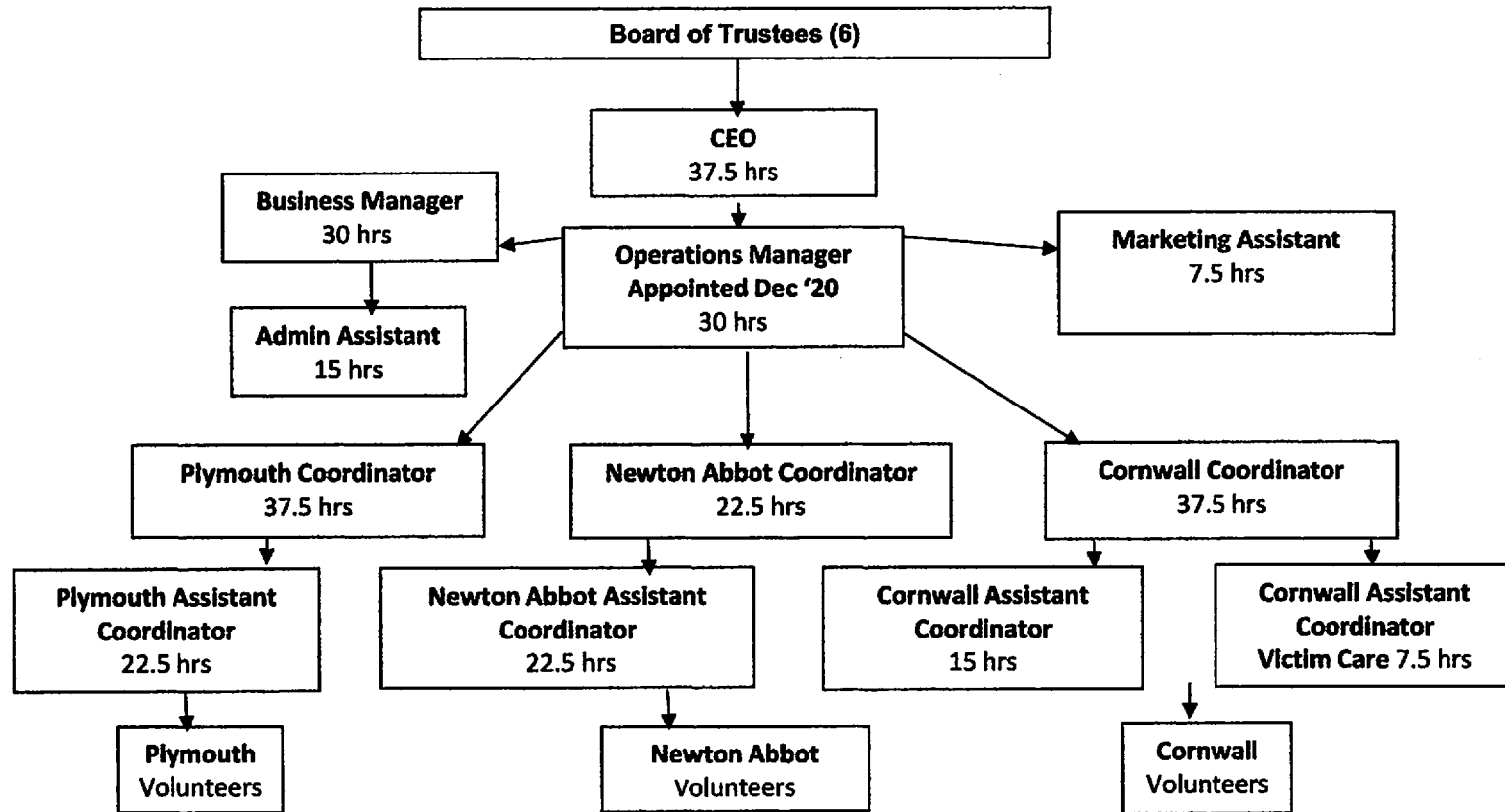
We activate and coordinate referrals to our network of external providers across area. We help people to navigate systems that are complex and stay in touch as they do so.

We offer open-door access to services, reaching people when they are most in crisis and most likely to engage. We know that people re-engage with CASSPLUS when they recognise another impending crisis, so it is important to stress that our offer is not only to those within the CJ system but for those who are *at risk* of re-offending.

We have maintained our contract to co-ordinate victims of crime in Cornwall, delivering co-ordinated referrals to, and collaborating with, consortium partners and wider communities across the breadth of Cornwall.

Whilst core services are targeted at low level, low risk offenders and their families, our experience tells us that similar issues are experienced by other court users. We have extended our offer to all people attending courts; higher tiered offenders, witnesses, victims, tribunal and family cases and other civil matters.

Organisational structure



In normal times, frontline staff would have been supported by a much larger team of volunteers, normally outnumbering staff by 4>1. This resource was released during Covid-19 restrictions, with our ability (in this period) to re-build volunteer resources affected by ongoing Covid restrictions at courts. Plymouth and Cornwall teams have received valuable support from 2nd year students as part of our programme to offer regular placement opportunities to Plymouth University's Social Care faculty.

OBJECTS AND ACTIVITIES

Our CASSPLUS Vision is to help people who are at risk of offending or who have been through the Criminal Justice System for any reason (eg victims, offenders, family members) to get their lives back on track, minimise their risk of re-offending and help them towards happier, healthier and more fulfilled lives.

Our CASSPLUS Mission is to provide a Court-based advice and support service, 'accessible' throughout the UK, providing relief and assistance to people and members of their families who are at risk or have been processed through the Criminal Justice System; giving them support, opportunities and the guidance they need to address their difficulties and put their lives back on track.

With 'offenders' at the core of our delivery, our primary aim is to reduce the risk of re-offending and to help divert people from this pathway by providing interventions, motivations, mentoring and structured signposting. We have developed expertise in helping people to work out what problems are most troubling them and in providing

effective and immediate support followed by referrals to partner services who are best placed in local communities to address these problems – whatever they are. We do not 'diagnose' or 'prescribe'. We work alongside individuals to identify what is going to be most effective in sorting out the difficulties they are experiencing and then work with them at a pace they can manage. We offer creative thinking and work flexibly with our client group because we use well trained and well-managed volunteers who have, over the years, helped to shape the organisation. We have a culture which actively encourages and involves 'people with lived experience' within our staff and volunteer teams. We offer drop-in, easy access to services.

Courts are our USP – there are few services delivering advice and support from court settings. We listen, understand, advise and support without judgement. We work with our clients to ensure they have the best chance of access to those services that they need and we 'follow up', for as long as needed, supporting and motivating them to improve their lives. We aim to help them help themselves and our motto is '*access to answers*'.

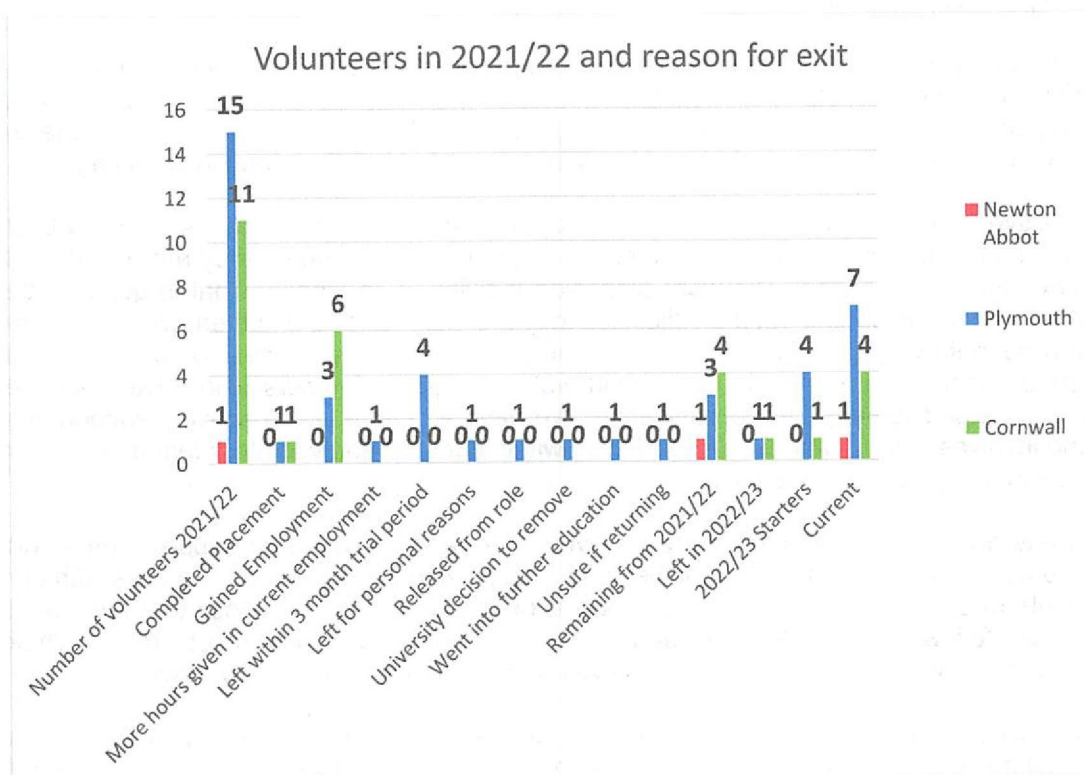
Our access to a wide range of networks and encyclopaedic knowledge of agencies translates well within the changing landscape of Magistrates' Courts. We are well placed to support people who are attending Courts for other matters, e.g. Tribunals, Family cases, County cases, because we are familiar with our environment and both understand and respect our place within it.

We are a strong advocate for partnership working and for third sector engagement with criminal justice agencies and find this encourages the very best outcomes for complex and hard to reach individuals, many of whom either cannot or will not engage with systems that are complex and difficult to navigate but which are the services that they most require.

Achievements and Performance

It is important to recognise the achievements of the charity as it has navigated its way out of Covid-19 restrictions. The easing of restrictions following full lockdown have been slow and courts, alongside other sectors, have been significantly impacted. Government guidelines on distancing measures restricted our access to court buildings, courtrooms and ultimately clients. Public areas were marked out for defendants only; courtrooms offered restricted access to professionals, defendants and public galleries; there were fewer CJ partners onsite and we were restricted in the numbers of staff/volunteers permitted in small CASSPLUS offices. Court listings were much delayed and, as the year progressed, legal advisor shortages and ongoing covid sickness affected court business. From December, business started to recover and footfall has increased. Covid impact will continue into the second half of '22 but with similar messages coming from across all sectors as they recover from a significant period in time.

January – March has seen us re-building volunteer teams – a critical resource for CASSPLUS. It takes time to recruit, induct and then train volunteers and CASSPLUS experiences a high turnover of volunteers due to our priorities to *develop* rather than *retain*. This period has seen a higher attrition rate which has been recognised nationally across all services.

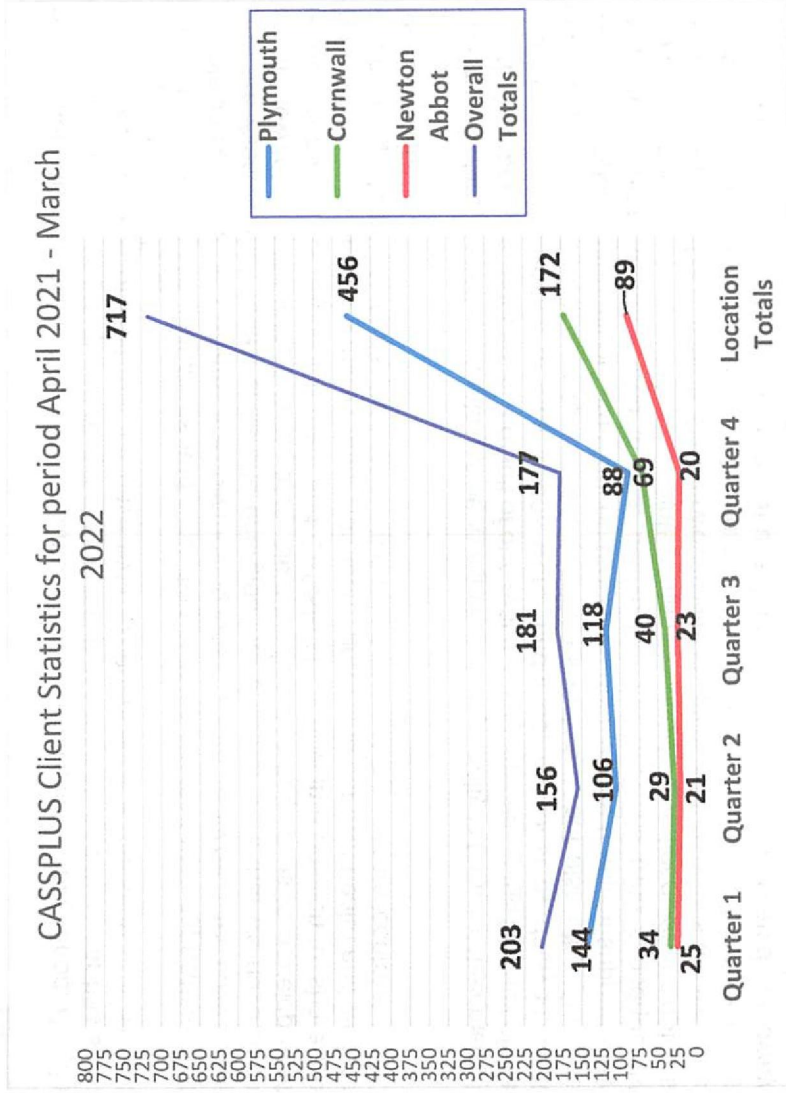


Recruitment and retention of staff and volunteers has been trickier in this period. People have taken time to re-group and re-direct as a result of Covid-19 and this year has seen the highest turnover of staff that we have ever experienced – a message that we are hearing across sectors.

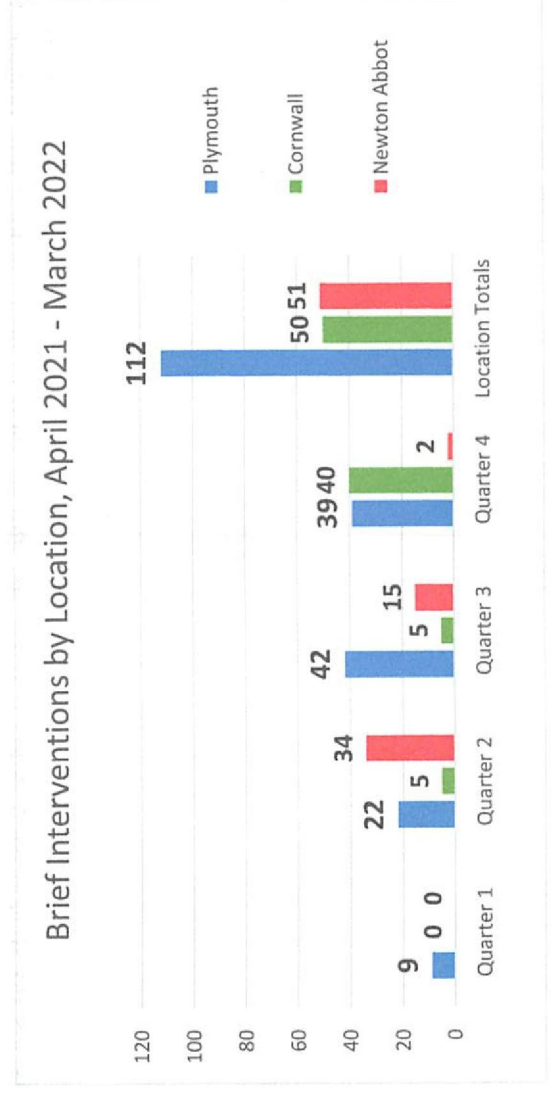
Recruitment processes, inductions and rebuilding of roles affected time capacities, staff morale and also budgets. Teams are now moving forward, with newly recruited colleagues who are injecting their ideas, skills and energies into areas of work that we have been driving towards for the last several years. New funding has helped us to develop staff resources as well as re-building them and CASSPLUS is now in a position to 'share the load' across a broader and more robust staff team, protecting our own health and welfare and building internal structures that are more defined and making us more 'contract ready' for new projects.

The impact of this period on clients has been significant, especially in terms of their mental health. Numbers are reduced as a result of our 'reach' being affected in the first half of the year, but the complexities of their issues were magnified, not least by delayed court hearings. Their limited access to services (ourselves included, but also other frontline providers working remotely or with reduced provision) delayed the practical support they desperately required, but added to this, delays in court activities (and subsequently sentencing decisions) caused sticking points in many signposting and/or guidance options that could be offered or activated. CJ interwoven with social or welfare issues will escalate vulnerabilities to almost unmanageable levels for the most vulnerable and frontline teams have needed to 'hold' people for longer at this time – keeping them motivated and away from potential further offending behaviours while they wait. (We have seen first-hand how people would have veered towards further re-offending and/or suicidal ideation as a direct result of court delays and have shared these accounts through case studies throughout and post- Covid-19).

We can be proud of the numbers of people that we have reached in this financial period. The statistics in the graphs below do not reflect the number of hours provided to each individual or the number of times each individual has engaged with CASSPLUS. In the next year we will develop our approach to clients' 'distance travelled' through our improved collection and interpretation of data so that we achieve some perspectives on social impact.



Brief interventions are short pieces of work produced on the day of court and for which we do not collect detailed data (client names, addresses, etc). (Quarter 1 was still under Covid-19 restrictions.) We never underestimate the power of a five minute conversation (sometimes it's all the time we have!); people have been known to come back to CASSPLUS on the basis of that conversation – timing is key!



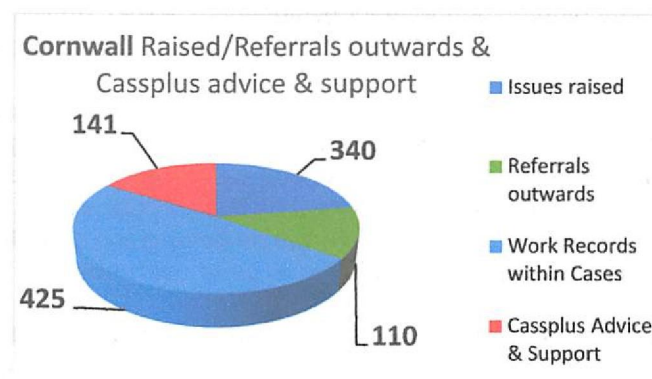
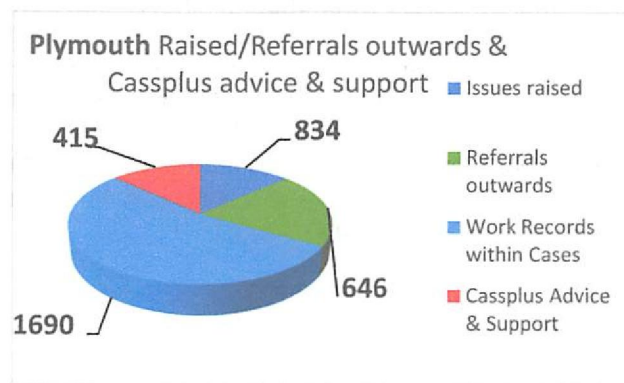
The following graphs reflect the activities completed at each site.

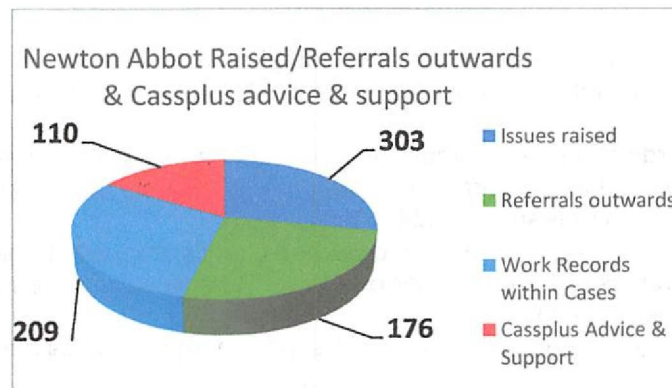
Issues raised reflect the separate issues presented – **1477** across all services in this period.

The work records reflect the number of separate entries created for those clients within our database. This loosely mirrors the numbers of contacts made across the client cohort by CASSPLUS teams – **2324** in this period.

CASSPLUS advice and support was delivered directly from within the organisation **666** times, and dovetails with the number of referrals that were activated outside of the charity in this period – **932**.

Referrals were generated to a total of **267** separate agencies, services and/or partners across area.





CASSPLUS has always applied a hybrid working approach across all staff, especially those who operate at the coalface and who need time for administration tasks away from busy offices and client demand. We are passionate to ensure that frontline operations are maintained – it will always be the best way to support clients who need a face-to-face response; but we also recognise what we have learned from our developed use of technology (zoom, teams, etc). We reach more networks (especially nationally), have become more environmentally friendly with our reduced need to travel across area and feel more connected as a team through our increased use of zoom for internal activities. Staff and volunteers (including Board) are more included by being able to dial into meetings with colleagues who are 'in the room'.

Fundraising and Activities

In 2020 we shifted from storing client data on paper files to developing a bespoke database. We worked with the database provider to create a system which captures a range of data appropriate to our highly varied reporting needs.

Database development alongside our latest evaluation (CREST Advisory; '21) has been (collectively) our biggest commitment in this period in terms of staff energies, especially from our Administration team.

The detail contained within this latest evaluation report is a significant 'deep dive' into CASSPLUS but it has only been achieved due to the energies and diligence applied by all staff in this last year. We will continue a working partnership with the Centre for Justice Innovation into '22 that will be supported by this evaluation and help us to promote our working model to other sites. We will be developing a Toolkit to support potential new partnerships and are ambitious to expand our model.

We continue to drive our ambitions for a dedicated fundraising/marketing role later in the year but in the meantime feed social media and website posts to better raise the profile of the charity.

We were especially pleased to be nominated by Plymouth Livewell's Community MH Forensic Team as their charity for Xmas. This local partner made an onsite collection (£250) and generated additional donations from their staff and local businesses which, when added to our own collection of donated goods from court partners, made for a fantastic 'Xmas Elf Run'. We spent a very cold Saturday travelling the City to deliver Xmas parcels to clients. It was both humbling and joyful in equal measure, with some clients expressing that (with none of their own social networks) ours was the only gift they would have received.

We are building on existing relationships with local councillors who have made donations to CASSPLUS from their community funds and attended the Plymouth Lord Mayor's Parlour for afternoon tea in August. This was an incredible opportunity to promote the work that we do in Plymouth and for a small group of clients to have a voice in an environment in which they would not normally expect to find themselves! We are especially proud of their journeys; they told their stories eloquently and with humility. The Lord Mayor was especially welcoming to us all, but we definitely viewed this as an opportunity for our clients to feel proud of themselves.

We continue activities in partnership with Plymouth University, which generates a small amount of income from student placements.

We continue to coordinate Victims of Crime as a member of the Safer Stronger Consortium in Cornwall

We are working on a new project with Harbour, Plymouth's Drug and Alcohol service, to develop a shared approach to volunteering opportunities at both services, most notably for those with direct experience of services.

We continue links to Highbury Magistrates' Court Community Advice team, now managed by the Centre for Justice Innovation.

It is worth mentioning how local partnerships in Cornwall are developing through our Cornwall Assistant who dovetails her working week across two p/t roles with CASSPLUS and Dracaena Centre (working with young people and families). It brings additional intelligence to supporting local families who present at both services.

Partnerships and networks are still continuing via remote platforms.

We continue our membership of the Employee Assist Programme to support internal supervision mechanisms and/or escalated wellbeing need from any of our team, especially at this time. Frontline staff are exposed to vicarious trauma on a daily basis, but they are extremely resilient, often viewing each day, and each client, as 'normal'. We recognise a duty to frontline teams who must be supported in this frontline environment of trauma and are also members of our local Trauma Informed Networks, hoping to begin work on a Trauma Quality Standard later in '22.

We will be working towards a recognised Quality Standard as we navigate '22-'23.

We have, again, diversified our income streams within this period and are grateful for all the support received through the range of grant providers who have helped us to sustain and grow the charity. We are balancing 'relational' funding, from those who know us well, against new providers in this period.

The difference the charity's performance has made to the beneficiaries of the charity

It is important to note the 'unique' nature of CASSPLUS and our setting. 75% of people attending Magistrates' Courts will receive a fine or a conditional discharge. Many are processed through the courts without access to a solicitor and therefore no opportunity to address their offending behaviour or its underlying cause. CASSPLUS supports low level offenders in a range of ways and is plugging a significant gap in low level offender support. Whilst there are recognised diversion and/or intervention models operating across CJ and Health (Liaison and Diversion, Mental Health Treatment Requirements, police diversion schemes) there is little recognition of a community justice model that targets low level offenders specific to courts – we are still viewed as innovative after 17 years of service delivery!

- We help a vulnerable and complex client group to navigate court processes; helping to understand 'jargon'; coordinate CJ process and 'what is happening' around them; provide vital information to court partners which in turn helps the defendant's case (especially if they are without legal aid); help with literacy issues or MH which impact their understanding of process; etc. CASSPLUS approaches people in public areas and support CJ colleagues in their day-to-day work.

'Thanks for your ongoing advice and guidance and a shoulder to cry on. Today was a complete disaster (court date moved without client or solicitor being informed) and a total waste of your time and mine, but I'm so grateful that you were there for me. Thanks also for the 'hearing voices' info – I will endeavour to have a read' (client - court date re-arranged and ongoing face to face support provided during Covid-19 restrictions)

'Thanks so much for your help. Before I spoke to you I felt so alone. I do not feel so alone any more....you helped me feel so much better about things' (first time defendant)

'...with all my heart I want to say thank you for what you did today – I received a payment from the job centre. Earlier today I was at the lowest ebb ever in my life and was almost thinking of doing something unthinkable. Thank God for meeting you....' (client)

- We provide brief interventions; swift, more informal conversations that sometimes pre-empt a full assessment but at the very least offers a low-level opportunity to inform an individual of potential support from either ourselves or within their communities. A five-minute conversation can make a huge difference to an individual and simply 'point them' in the right direction for them to self-refer, or they come back and find us when the time is right.

'Just stopping and chatting to me....and showing me the courtroom..... helped to manage my anxieties. It really made a difference. I thought they were going to send me to prison'. (first time defendant - driving offence).

'I just walked out the house and came here ...I didn't really know where I was going. I just remembered you talking to me before'. (Victim of Domestic Abuse – leaflet given 6 months prior).

- We provide an immediate response to crisis. We are experienced (but not experts) in a range of areas and so are often able to provide trusted, holistic and well-informed advice and support on matters such as housing, benefits, provide alcohol brief interventions, deliver motivational conversations, deliver basic financial planning, mentoring, and so the list goes on. That immediate response is critical in the context of courts; for example, liaising with bailiffs to buy the time that someone needs to engage with a debt support service helps that individual enormously, especially if they are also juggling other debt that includes financial penalties to the courts (and the potential for custody).
Court partners know that we are supporting court process through our engagement with clients. They are often not privy to outcomes that occur post-court and as they progress to the next case, but they are informed through local reports and often identify cases they have been involved with. We are seen as the 'human face' of courts – no criticism of court staff but the way that courts are perceived by those caught up the system.

'Your Newton Abbot report made its way to me....what a good read. I was particularly pleased with your case study...I was the legal advisor when the court took the highly unusual step of remitting all her fines – not something that happens too often. However, she did touch a real nerve in me...and I am so please that she is finally getting the help and support she needs. It was one of those 'there but for the grace of God' moments. Really hope she stays involved with you guys' (legal advisor feedback).

'(CASSPLUS) shows them a bit of kindness. That someone's interested in them. Makes them feel heard. People know they're not part of the court system so they are reassured that they're there to help not punish'. (Court Probation Officer – evaluation feedback)

'People always come out (from CASSPLUS) better. They go in with tears but never out! (security – evaluation feedback)

'I went in to her (CASSPLUS Coordinator) about this (overdue payment) and she said – oh ideal, the man from the DVLA is here today – so she took me straight to him there and then and he sorted it all out. I didn't have to go to court or worry about it' (client)

- We deliver structured, coordinated sign-posting; referring to specialist agencies in the community. We have built a network of colleagues who we 'know' at agencies. It helps to create the building blocks for early referrals and transfers the trust that we have built at our own service out to those agencies that people need but are often nervous to attend. We will help to get them through the door and in some cases accompany them to first appointments, especially if there is MH involved. We stay in touch with people who are on waiting lists in order to keep them motivated, focused and supported and we know how important that phone call is for people because they tell us. CASSPLUS provides a single, trusted point of contact alongside the time that the client needs to navigate complex systems in a manner that they can manage.

'I'd say that around 90% of clients have followed through with referrals when we call them after three weeks, but much depends on the services themselves, too, so that may be just Cornwall' (Cornwall Coordinator – evaluation feedback)

'CASSPLUS helped me to get back in touch with my counsellor. I've tried but just couldn't get anywhere with it and was pretty much ready to give up – but (CASSPLUS Coordinator) didn't give up, so I'm back in touch again' (client).

Our external evaluation, through CREST Advisory, in this period has been critical in helping us to explore, in more granular detail, 'what works'. The data that we explored (2019-'20) was collated at a time when we were developing our database system, but the general findings are positive and encouraging.

CREST Advisory tells us that;

- 66% clients were defendants, 37% had at least one previous conviction and 54% presented with more than one issue or area of need.
- At least 50% presented with MH needs, with Housing, criminal justice, employment, benefits and debt all accounting for over 30% activities across each pathway.

- Short term outcomes;
 - Reduced criminogenic and other needs; 89% clients felt CASSPLUS had improved their situation or had made a positive impact on their outcome.
 - Increased sense of procedural fairness and better navigation of the court process; 67% clients reported a better understanding of court process, helping them to understand what was going to happen or what had happened afterwards.
 - Increased numbers and uptake of referrals; 89% clients reported that they had not had knowledge of, or access to, referral pathways prior to engaging with CASSPLUS.
 - More sustained engagement with other services; 93% reported having follow up calls from CASSPLUS, many of whom referenced support with staying in touch with other services.
 - Greater emotional support; 89% clients said they received emotional support and felt better able to cope.
- Longer term outcomes;
 - Improved Health and Wellbeing; 78% clients said CASSPLUS helped with their general wellbeing. All clients reported that their needs had improved during the period of contact with CASSPLUS.
 - Ongoing support in case of future crisis; 78% clients said they would have access to future support through CASSPLUS.
 - Decreased burden on the Criminal Justice System by filling gaps in provision; A number of court-based service stakeholders articulated either how CASSPLUS was able to provide clients with a different type of support that they couldn't offer, or felt that their workload was somehow reduced by the ability to refer individuals on to CASSPLUS.

Our attempts to measure the impact on re-offending remains a frustration, despite our submission of two years' client data for assessment through the Moj DataLab.

Critical success factors were identified as;

- Expert staff and volunteers
- Generalist – one place that does everything
- Rapid response
- Independent, non-statutory
- Localised
- Non-targeted and with no thresholds to access

Our knowledge of court process and of our court-based partners makes us a valuable resource to those attending other court hearings. We help people to prepare and complete paperwork, provide valuable emotional support when they are in the courtroom (including Family and Tribunal cases) and then help them to understand what has happened afterwards. Clients tell us all the time that they *"would not have coped without our support."* We will follow cases to Crown Court hearings and work flexibly for the individual – every circumstance is different and we recognise that people wear different hats on different days.

The degree to which the achievements and performance during the year has benefited the wider society

In supporting vulnerable people this year, we have improved pathways across all services to help improve health and wellbeing, reduce the risk of reoffending and to prevent social exclusion. Referrals also come back into us from those same partners when their clients require court support, improving networks across area and creating real relationships, especially within third sector.

We constantly network our localities to ensure that we are up to date with changing projects, services and options for client referral pathways, especially critical in this last year when services have been so affected. Though we are viewed as a criminal justice service, we operate across sectors and attend health, mental health and local authority strategic meetings as well as criminal justice forums. We are passionate about our work, our unique setting and our clients and are happy to represent and promote the VCSE sector when working alongside public sector colleagues who have all been challenged by austerity and economic cuts to their own budgets. Third sector is recognised as being able to be more agile in our delivery (often more cost effective, too) and must be included in planning to reach the most vulnerable in our communities.

Our approach to Volunteering within Criminal Justice is something that we continue to champion. We operate a rolling programme to attract volunteers from local communities; they give back to those communities by not only supporting the most vulnerable but by improving their own learning to move into employment across those communities. Volunteers are the best advocates for working with vulnerable people and also for services (like ourselves) that are developing them. Whether they remain in third sector or move into public sector jobs, we are helping to feed the employment market and when they are with us, we are learning from them – fresh attitudes and ideas that ultimately help us to improve and not stagnate!

We are a strong advocate for criminal justice, especially courts, and the crossover between the 'labels' that are applied to those caught within this system. We also recognise the need to change the language that we all use and are driving our understanding of trauma informed working with those directly affected by past and current trauma.

We are well-placed to compare and contrast good practice across geographic and Local Authority borders and able to contribute to development and innovation alongside partners, many of whom are better resourced and funded than ourselves. In the context of C.J, CASSPLUS has a strong voice amongst partners operating across our local area and beyond.

The methods used to recruit and appoint new charity trustees

Online forums, social media, networks and word of mouth have been helpful in recruiting Trustees this year. We are due a Board review later this year, with some Board vacancies occurring due to ill-health and new recruits being brought onboard. We apply a standard interview process to new Trustees, are currently reviewing Board induction and actively encourage Associate roles so that we can access specialist support when required. We are trying to become more diverse but are finding this difficult without implementing a 'tick box' approach to diversity.

Meetings are held quarterly.

Policies and procedures for induction and training of Trustees

Trustee related matters are addressed in the organisation Governing Document and Constitution, with all policies having undergone recent up-dates. We utilise the Charity Commission website when required and keep this platform updated on changes. We are members of ACEVO and have regular access through NCVO for Trustee updates.

Policies on reserves

CASSPLUS remains heavily reliant on grants. Reserves are built as a result of careful management of finances across projects and due to year-on-year accumulation through some flexible, unrestricted grants. Our core funders are critically important to us and we work closely and transparently with them to protect reserves and reduce any risk to operations. We have reviewed our Reserves Policy this year to reflect the growth of the charity.

Plans for the future

CASSPLUS remains a model of good practice in our field.

HMCTS and local criminal justice partners are supportive of CASS services at new court sites if and/or when the opportunity arises.

We plan to acquire a Quality Standard in the next few years and, in the current climate, to sustain current services, retain staff and to reach communities.

We are ready to form new partnerships (especially in the context of Rehabilitation models for Probation) and to support local Alliance models.

Statement of Trustees' Responsibilities

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities Act 2011 and the Charities (Accounts and Reports) Regulations 2008. Notwithstanding the explicit requirement in the extant regulations, the Charities (Accounts and Reports) Regulations 2008, to prepare the financial statements in accordance with the SORP 2005, in view of the fact that the SORP 2005 has been withdrawn, the Trustees determined to interpret this responsibility as requiring them to follow current best practice and prepare the accounts according to the FRS 102 SORP 2015.


In particular, charity law requires the Trustees, if they prepare accounts on an accruals basis, to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of the surplus or deficit of the charity. In preparing those financial statements the Trustees are required to:

- to prepare the accounts in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law)
- select suitable accounting policies and then apply them consistently
- make judgements and 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
- state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements

The law requires that the trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for the year.

The Trustees are also responsible for maintain adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which are sufficient to show and explain the charity's transactions and enable them to ensure that the financial statements comply with regulations made under the charity legislation. 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.

Signed on behalf of
the Board of Trustees:



Mrs. P. Walker
Trustee

Date: 11 SEPT 2022

INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES' OF
CASSPLUS

We report on the accounts of the company for the year ended 31st March 2022, which are set out on pages 18 to 26.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and an independent examination is required.

Having satisfied ourselves that the charity is not subject to audit under company law and is eligible for independent examination, it is our responsibility to examine the accounts under section 145 of the 2011 Act, to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the 2011 Act and to state whether particular matters have come to our attention.

Basis of independent examiner's report

Our examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

Oakleys

Oakleys Accountants Limited
91 Houndiscombe Road
Plymouth
Devon PL4 6HB

Date: 11 / 9 2022

CASSPLUS
STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING THE INCOME & EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2022

	<u>Notes</u>	Unrestricted £	Restricted £	2022 £	2021 £
Incoming resources:					
Voluntary income	2	1,836	-	1,836	1,985
Revenue grants	3	39,454	205,191	244,645	214,808
Other activities	4	29	-	29	3,412
Total incoming resources		<u>41,319</u>	<u>205,191</u>	<u>246,510</u>	<u>220,205</u>
Resources expended:					
Charitable activities	5	33,594	186,133	219,727	189,825
Governance costs	6	-	1,263	1,263	1,365
Total resources expended		<u>33,594</u>	<u>187,396</u>	<u>220,990</u>	<u>191,190</u>
Net incoming resources for the year		7,725	17,795	25,520	29,015
Other recognised gains		-	-	-	-
Net movement in funds		7,725	17,795	25,520	29,015
Adjustment to funds		18,702	(18,702)	-	-
Total funds brought forward		<u>84,959</u>	<u>53,094</u>	<u>138,053</u>	<u>109,038</u>
Total funds carried forward		<u>111,386</u>	<u>52,187</u>	<u>163,573</u>	<u>138,053</u>

**CASSPLUS
BALANCE SHEET
AS AT 31ST MARCH 2022**

	<u>Notes</u>	<u>2022</u>		<u>2021</u>	
		£	£	£	£
<u>FIXED ASSETS:</u>					
Tangible assets	11		1,385		1,753
<u>CURRENT ASSETS:</u>					
Cash at bank and in hand		163,088		137,200	
<u>CREDITORS:</u>					
Amounts falling due within one year	12	(900)		(900)	
<u>NET CURRENT ASSETS</u>			162,188		136,300
<u>NET ASSETS</u>			163,573		138,053
			=====		=====
<u>FUNDS:</u>					
Unrestricted funds	14		111,386		84,959
Restricted funds	14		52,187		53,094
<u>TOTAL FUNDS</u>			163,573		138,053
			=====		=====

The trustees' acknowledge their responsibilities for complying with the requirements of charity legislation with respect to accounting records and the preparation of accounts.

Signed on behalf of the Board of Trustees:



Mrs. P. Walker
Trustee

Date: 11 SEPT. 2022

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

1. ACCOUNTING POLICIES:

(a) Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2015) and the Statement of Recommended Practice: Accounting and Reporting by Charities (effective in January 2015).

(b) Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable.

(c) Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, as is reported as part of the expenditure to which it relates.

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.

Governance costs are incurred in connection with the administration of the charity and compliance with constitutional and statutory requirements.

(d) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Office equipment - 25% on written down value

2. VOLUNTARY INCOME:

	Unrestricted	Restricted	2022	2021
	£	£	£	£
Donations	1,836	-	1,836	1,985
	=====	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

3. INCOMING RESOURCES FROM REVENUE GRANTS:

	Unrestricted	Restricted	2022	2021
	£	£	£	£
Acts435	-	1,950	1,950	1,745
Awards 4 All	9,561	-	9,561	-
CLINKS	-	-	-	5,000
Cornwall Community Foundation	-	2,322	2,322	8,000
Devon Community Foundation	-	7,500	7,500	4,967
Devon Community Foundation (NA)	-	9,742	9,742	-
Hadley Trust	-	95,193	95,193	96,000
Konnect Cornwall	-	-	-	50
Lloyds	8,500	-	8,500	-
Lloyds Foundation	-	25,000	25,000	-
OPCC	-	32,600	32,600	32,600
Plymouth VCSE	-	-	-	-
Social Enterprise	-	-	-	10,114
SSC VS Contract	21,393	-	21,393	20,104
Tudor Trust	-	30,884	30,884	32,000
Volunteer Sector MH	-	-	-	4,228
	-----	-----	-----	-----
	39,454	205,191	244,645	214,808
	=====	=====	=====	=====

4. INCOMING RESOURCES FROM OTHER ACTIVITIES:

	Unrestricted	Restricted	2022	2021
	£	£	£	£
Other income	2	-	2	3,343
Bank interest	27	-	27	69
	-----	-----	-----	-----
	29	-	29	3,412
	=====	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

5. COSTS OF CHARITABLE ACTIVITIES:

	Unrestricted	Restricted	2022	2021
	£	£	£	£
Wages	26,648	151,562	178,210	153,641
Pensions costs	740	7,684	8,424	7,845
Travel and subsistence	1,179	6,720	7,899	4,036
Welfare and events	2,673	2,379	5,052	1,748
Insurance	-	-	-	2,408
Marketing and advertising	-	-	-	73
Telephone	917	4,589	5,506	4,914
Computer and office expenses	1,285	6,282	7,567	4,513
Printing, postage and stationery	-	623	623	336
Training costs	121	2,922	3,043	2,318
Sundry expenses	-	101	101	296
Professional and membership fees	-	2,744	2,744	7,044
Bank charges	-	96	96	69
Depreciation	31	431	462	584
	<u>33,594</u>	<u>186,133</u>	<u>219,727</u>	<u>189,825</u>
	=====	=====	=====	=====

6. GOVERNANCE COSTS:

	2022	2021
	£	£
Accountancy	1,228	1,330
Professional fees	35	35
	<u>1,263</u>	<u>1,365</u>
	=====	=====

7. TAXATION:

The charity's activities fall within the exemptions afforded by the provisions of the Income and Corporation Taxes Act 1988. Accordingly, there is no taxation charge in these accounts.

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

8. EMPLOYEES:

Employment costs

	2022	2021
	£	£
Wages	178,210	153,641
Pensions costs	8,424	7,845
	<u>186,634</u>	<u>161,486</u>
	=====	=====

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

Number of employees

The average number of employees during the year was 9.

9. PENSION COSTS:

The charity operates a defined contribution pension scheme, the costs of which are shown above.

10. TRUSTEES' EMOLUMENTS:

No trustees' received any emoluments during the year.

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

11. TANGIBLE FIXED ASSETS:

	<u>Office Equipment</u>	<u>TOTAL</u>
	£	£
<u>Cost:</u>		
At 1st April 2021	6,472	6,472
Additions	94	94
Disposals	-	-
	<hr/>	<hr/>
At 31st March 2022	6,566	6,566
	<hr/>	<hr/>
<u>Depreciation:</u>		
At 1st April 2021	4,719	4,719
Charge for the year	462	462
Disposals	-	-
	<hr/>	<hr/>
At 31st March 2022	5,181	5,181
	<hr/>	<hr/>
<u>Net book value:</u>		
At 31st March 2022	1,385	1,385
	<hr/> <hr/>	<hr/> <hr/>
At 1st April 2021	1,753	1,753
	<hr/> <hr/>	<hr/> <hr/>

12. CREDITORS:
Amounts falling due within one year:

	<u>2022</u>	<u>2021</u>
	£	£
Accruals	900	900
	<hr/> <hr/>	<hr/> <hr/>

**13. ANALYSIS OF NET ASSETS
BETWEEN FUNDS:**

	<u>Unrestricted Funds</u>	<u>Restricted Funds</u>	<u>Total Funds</u>
	£	£	£
Fund balances at 31st March 2022 represented by:			
Tangible fixed assets	92	1,293	1,385
Current assets	98,291	64,797	163,088
Current liabilities	-	(900)	(900)
	<hr/>	<hr/>	<hr/>
	98,383	65,190	163,573
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

14. MOVEMENT IN FUNDS:*Unrestricted funds*

	At 01.04.21 £	Incoming Resources £	Outgoing Resources £	Transfer To General Funds £	At 31.03.22 £
General funds	84,959	41,319	(33,594)	18,702	111,386
	=====	=====	=====	=====	=====

Restricted funds

	At 01.04.21 £	Incoming Resources £	Outgoing Resources £	Transfer From General Funds £	At 31.03.22 £
Restricted funds	53,094	205,191	(187,396)	(18,702)	52,187
	=====	=====	=====	=====	=====

15. DETAILED MOVEMENT IN FUNDS:*Unrestricted funds*

	Brought Forward £	Incoming Resources £	Outgoing Resources £	Transfers Between Funds £	Carried Forward £
Awards 4 All	-	9,561	(7,150)	-	2,411
Donations	39	1,836	(1,052)	-	823
Konnect Cornwall	1,620	-	(1,554)	(66)	-
Lloyds	-	8,500	(5,667)	-	2,833
Reserves	78,560	29	(931)	27,661	105,319
SSC VS Contract	4,740	21,393	(17,240)	(8,893)	-
	=====	=====	=====	=====	=====
	84,959	41,319	(33,594)	18,702	111,386
	=====	=====	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

15. DETAILED MOVEMENT IN FUNDS CONTINUED:

Restricted funds

	Brought Forward	Incoming Resources	Outgoing Resources	Transfers Between Funds	Carried Forward
	£	£	£	£	£
Acts435	27	1,950	(2,025)	-	(48)
CLINKS	844	-	(464)	(380)	-
Cornwall Community Foundation	322	2,322	(8,409)	9,545	3,780
Devon Community Foundation	3,385	7,500	(6,369)	-	4,516
Devon Community Foundation (NA)	-	9,742	(2,966)	-	6,776
Hadley Trust	-	95,193	(110,430)	15,237	-
Lloyds Foundation	-	25,000	(824)	-	24,176
OPCC	10,636	32,600	(24,950)	(18,286)	-
Plymouth VCSE	6,374	-	-	-	6,374
Social Enterprise	4,153	-	(4,152)	(1)	-
Tudor Trust	24,817	30,884	(26,807)	(24,817)	4,077
Volunteer Sector MH	2,536	-	-	-	2,536
	<u>53,094</u>	<u>205,191</u>	<u>(187,396)</u>	<u>(18,702)</u>	<u>52,187</u>
	=====	=====	=====	=====	=====

CASSPLUS

England & Wales - Charity number 1160513

Accounts

Charity number: 1160513

CASSPLUS

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021

INDEX:

<u>Page:</u>	-	<u>Contents:</u>
1	-	Legal and Administrative Information;
2 to 12	-	Trustees' Report;
13	-	Independent Examiner's Report;
14	-	Statement of Financial Activities;
15	-	Balance Sheet;
16 to 21	-	Notes to the Financial Statements.

Oakleys - Accountants
91 Houndiscombe Road
Plymouth PL4 6HB

CASSPLUS

LEGAL AND ADMINISTRATIVE INFORMATION

Status Cassplus was registered as a charity on 16th February 2015.

Charity Number 1160513

Principal Operating Address The Magistrates Court
St Andrews Street
Plymouth
Devon
PL1 2DP

Trustees Mary Anne McFarlane (Chair)
Dr Timothy Auburn (Deputy Chair)
Patricia Walker (Treasurer) JP
Dr Judy Hultgren JP
Dr Dan Gilling
Peter Hosegood JP
Michael Thomas JP
Kim Goffin

Accountants Oakleys Accountants
91 Houndiscombe Road
Plymouth
Devon
PL4 6HB

CASSPLUS

TRUSTEES' REPORT

The trustees' present their annual report and the financial statements for the year ended 31st March 2021.

The purposes of the charity as set out in its governing document

To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society, in particular but not exclusively people and members of their families in the UK who are at risk of or have been processed through the legal justice system. For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors; unemployment; financial hardship, youth or old age; ill health (physical or mental); substance misuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment; poor education or skill attainment; relationship or family breakdown; poor housing (that is housing that does not meet basic habitual requirements); crime (either as a victim or offender rehabilitating into society).

The main activities undertaken in relation to those purposes during the year

CASSPLUS continues to deliver services to vulnerable people from Magistrates' Court settings in Devon (Plymouth and Newton Abbot) and Cornwall (Truro and Bodmin). Front line teams of staff and volunteers provide advice, support and sign-posted referrals on a range of matters, as presented, via open-door access. We have maintained our contract to co-ordinate victims of crime in Cornwall, delivering co-ordinated referrals to consortium partners and the wider communities across the breadth of Cornwall.

Organisational structure

Organisational structure consists of a f/t CEO, responsible to the Board of Trustees; a p/t Operational Manager (appointed in Dec '20); 3 court-based Co-ordinators (2xf/t and 1xp/t); 2 p/t Assistant Coordinators; a p/t Finance and Systems Administrator; p/t Administration Assistant (appointed in Dec '20) and a contracted p/t Marketing Coordinator (currently not funded). In normal times, frontline staff would have been supported by a much larger team of volunteers, normally outnumbering staff by 4>1. This resource has been released during this period due to Covid-19 restrictions. Plymouth and Cornwall staff have received valuable support from 2nd year students on short term University Social Care placements.

Our CASSPLUS Vision is to help people who are at risk of offending or who have been through the Criminal Justice System for any reason (eg victims, offenders, family members) to get their lives back on track, minimise their risk of re-offending and restore their self-respect and dignity, so they can lead more fulfilling lives.

CASSPLUS

TRUSTEES' REPORT (CONTINUED)

Our CASSPLUS Mission is to provide a Court-based advice and support service, 'accessible' throughout the UK, providing relief and assistance to people and members of their families who are at risk or have been processed through the Criminal Justice System; giving them support, opportunities and the guidance they need to address their difficulties and put their lives back on track.

OBJECTS AND ACTIVITIES

With 'offenders' at the core of our delivery, our primary aim is to reduce the risk of re-offending and to help divert people from this pathway by providing interventions, motivations, mentoring and structured sign-posting. We have developed expertise in assisting clients to work out what problems are most troubling them and in providing effective support and referrals to partner services who are best placed in local communities to address these problems – whatever they are. We do not 'diagnose' or 'prescribe'. We work with individuals to work out what is going to be most effective in sorting out the difficulties they are experiencing. We offer creative thinking and work flexibly with our client group because we use well trained and well-managed volunteers who have, over the years, helped to shape the organisation. We have a culture which actively encourages and involves 'people with lived experience' within our staff and volunteer teams. We offer drop-in, easy access to services.

Courts are our USP – there are few services delivering advice and support from court settings. We listen, understand, advise and support without judgement. We work with our clients to ensure they have the best chance of access to those services that they need and we 'follow up', for as long as needed, supporting and motivating them to improve their lives. We aim to help them help themselves and our motto is '*access to answers*'.

Our access to a wide range of networks and encyclopaedic knowledge of agencies translates well within the changing landscape of Magistrates' Courts. We are well placed to support people who are attending Courts for other matters, eg Tribunals, Family cases, County cases, because we are familiar with our environment and both understand and respect our place within it.

We are a strong advocate for partnership working and for third sector engagement with criminal justice agencies and find this encourages the very best outcomes for complex and hard to reach individuals.

Achievements and Performance

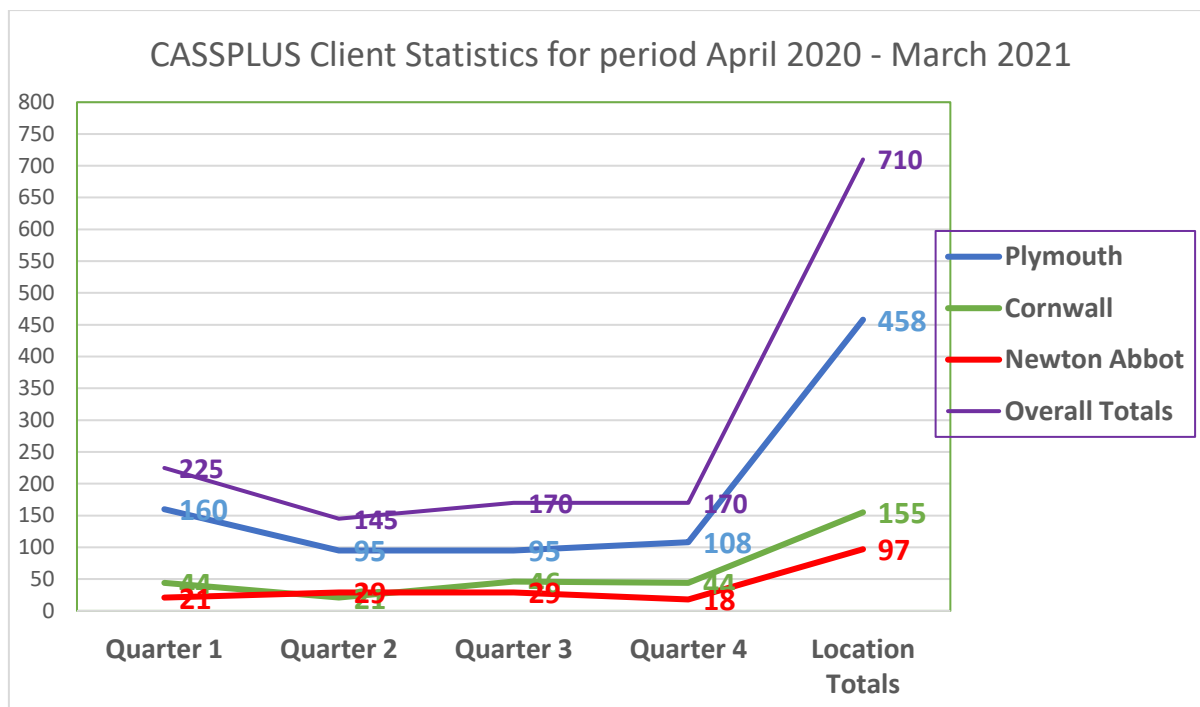
This year's achievements and our ability to perform have been severely impacted, like so many organisations, by Covid-19.

All CASSPLUS staff shifted to home working from mid-March in tandem with court closures. Frontline services then resumed with reduced resources in mid-June/early July, after which we experienced more interruptions in October, which escalated into 2021 and, indeed, still continue.

CASSPLUS**TRUSTEES' REPORT (CONTINUED)**

Continuous monitoring of performance has helped us to analyze client needs and our developing database is assisting in interrogation of that data.

Client numbers in this financial period have reduced significantly and represent approximately a 33% reduction of our standard turnover. (see below – table A)



Though numbers have reduced in this period, we have monitored the presentation of clients and have experienced common themes across all sites.

Courts have either closed or severely reduced their listings and the delays in court cases have both escalated client crisis and their related need and increased levels of anxieties/mental ill health for those already deemed vulnerable.

We have seen escalated need for victims, with spikes in DA and Neighbourhood issues during lockdown; again, increasing our need to intensify contact and pastoral support to those who have experienced reduced access to frontline community resources (Victim Care contract - Cornwall).

Whilst there is no 'typical' CASSPLUS client, we know they have limited abilities to use technology and so have required more support to 'virtually' attend court hearings (both family as well as CJ cases) as well as virtual meetings with frontline providers eg DWP, Housing, etc. Such meetings were not easy to conduct during the first period of lockdown, but, as and when we have been able to safely reinstate frontline services, we have responded to those in most need of face-to-face support by being in the same shared space for those 'virtual' meetings/hearings ie CASSPLUS offices.

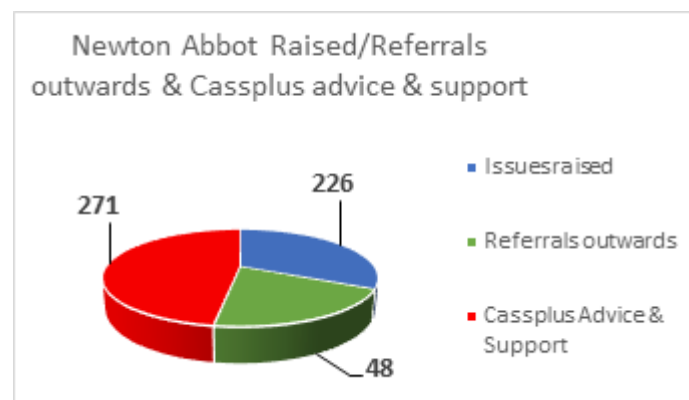
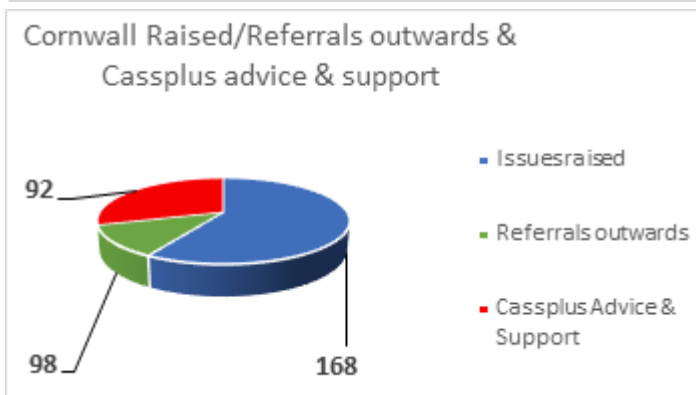
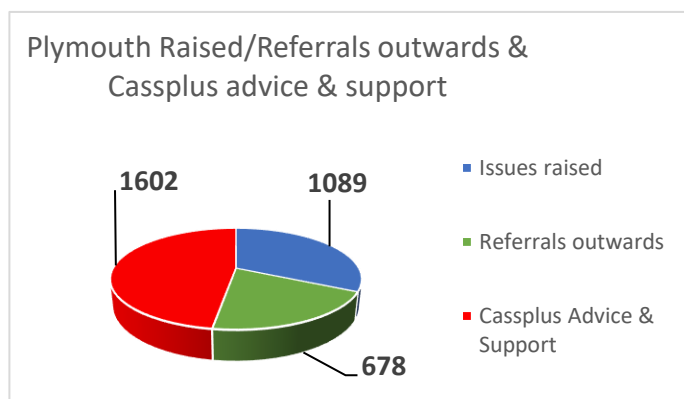
'I would have just gone into meltdown without you being here with me' – client dealing with DWP via facetime.

CASSPLUS

TRUSTEES' REPORT (CONTINUED)

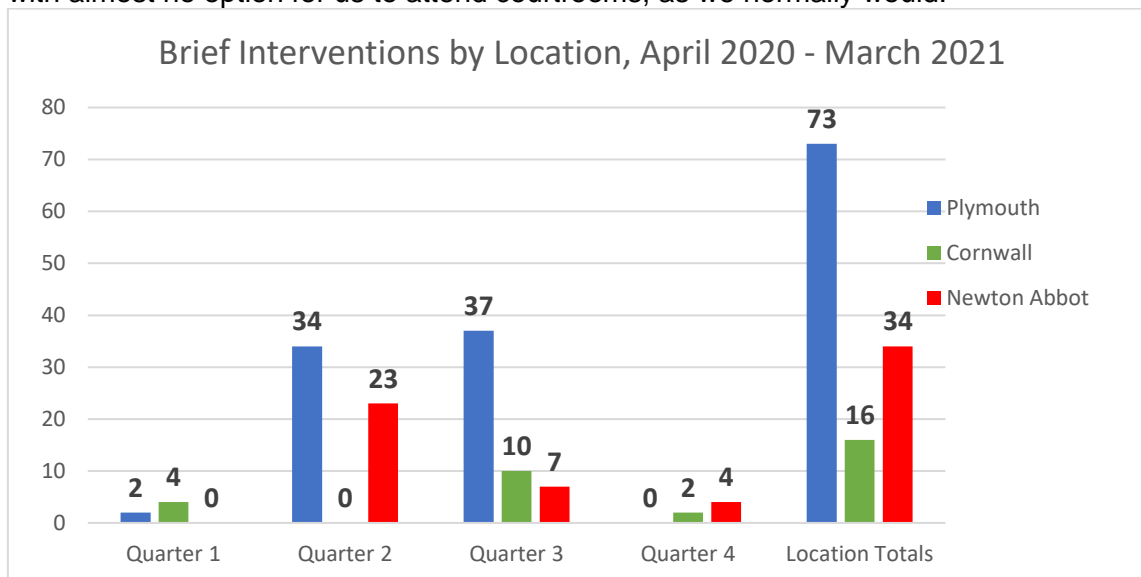
In the context of courts and the interruptions to the provision of Justice in this period, we are proud of what we have achieved in the face of Covid-19.

The following graphs show the client breakdown of activities across all sites and reflects the complexity of CASSPLUS client issues. Each client presents with an average 3.4 issues/problems (CREST evaluation). A huge amount of advice and support is provided by frontline teams which normally consist of staff working alongside a much larger (4>1) team of volunteers, all of whom have been absent in this period because of distancing measures at courts. CASSPLUS has referred to 223 separate agencies in this period for issues relating to homelessness, debt, benefits, ETE, DA, MH, substances, etc. Most clients (est 80%) present with a level of mental ill heath which impacts their abilities to manage CJ and other pathways.



CASSPLUS**TRUSTEES' REPORT (CONTINUED)**

Whilst Table A shows the numbers of assessed/coordinated clients, the following (Table B) shows the number of clients who received Brief Interventions – short pieces of work produced on the day of court and for which we do not collect detailed data (including client names, addresses, etc). Qtrs 1 and 4 reflect full lockdown periods where we could not attend court buildings, with a brief return where restrictions were relaxed in qtrs. 2 and 3, but it should be noted with vastly reduced numbers of defendants attending hearings and with almost no option for us to attend courtrooms, as we normally would.



Whilst the impact of Covid-19 has affected client turnover and presentation, we have developed internal resources and projects.

Short term Covid grants have sustained core costs which are consistently applied to staff roles. Our human resources, whether staff or volunteers, are our most critical asset – even more so in this period where we have had a forced exclusion of volunteers. We have created a new Operational Manager post and strengthened Administration support. Both roles support backroom functions across Devon and Cornwall and have been funded from December '20.

We are also building our marketing and fundraising strategy; currently being creatively and enthusiastically developed through existing staff roles. Social media connectivity is improving alongside our increased understanding of website reach.

We are proud to have seen past volunteers move into the job market in local communities. We have created a strong track record for training and up-skilling volunteers into paid activities, both inside and outside the organisation, feeding frontline professionals into Police, Prisons, Probation, Social Care, Housing, Substance Misuse settings, etc across area.

'Working at CASSPLUS definitely helped me to get this job – and the job interview training helped with my confidence in the (Prison) interview, too' – CASSPLUS volunteer transitioning from Criminology studies into employment at HMP Exeter). We have bought two Pro Zoom licenses and have creatively delivered remote training to a cohort of new volunteers (Autumn '20), keeping them engaged with further online training in preparation for their eventual attendance at courts in '21.

CASSPLUS

TRUSTEES' REPORT (CONTINUED)

Frontline staff are carrying heavy workloads without the benefits of volunteers, but we have been able to continue our offer for student placements; one in Plymouth and one in Cornwall. They have been a critical resource in the absence of volunteers during this period.

Our use of Zoom will continue – one of the positives to come out of remote working! It has helped us to 'connect' as a team under lockdown, even for 'social' events, so important to staff wellbeing and how we have looked after ourselves at this time. It has also helped us to 'reach' local partners, but also those national and even international conversations relating to our work. It has increased networks and involved us in wider cross sector conversations.

Staff morale has been generally positive and a short-term return to onsite working between July and November helped us to temporarily re-connect and revive our energies. Returning to lockdown measures in January was disappointing but we have continued to support each other and have held virtual 'socials' outside of working hours to simply 'laugh' and enjoy each other's company!

The impact of Covid-19 has varied as we have transitioned through each phase. We have been monitoring activities on a weekly basis, including how we are feeling and how clients are telling us they are feeling. Sharing these conversations with local partners has helped us to understand the landscape we work in and to maintain positivity and good humour, whilst we have been working so remotely from each other, but we all crave the frontline contact that we know will provide the best environment for both clients and ourselves. CASSPLUS has always applied a flexible approach to workforce and will shape future services according to what we have learned in this period, but our frontline response to clients remains a priority.

Fundraising and Activities

We have increased our attention to marketing/fundraising in this period due to a dedicated role, but only at a very low level. New staff recruited in this period have brought new skills that they have enthusiastically applied alongside their day-to day tasks. We have identified a need to develop our marketing/fundraising strategy in the next financial period; supported by our independent organisation review. Our next steps to develop CASSPLUS staff resources will be directed at a dedicated role to drive this work and also for attracting professional bid-writing to support the CEO.

We have entered a period of evaluation, being conducted by CREST, but know that we will experience difficulties and challenges to this with the onset of Covid-19 which has severely impacted courts and CASSPLUS services (client turnover and frontline resources).

We self-funded an external Organisational Review in this period, which has helped us to assess and identify next steps for strategic development of the charity. This was timed with our 5 year Anniversary and gave interesting and valuable insight through an external, independent lens. It has helped us to cement our thinking on a range of issues; staff development, internal structure, succession planning, new roles for staff and volunteers, priorities and HR development. It has also created new links with external consultants and creative management training programmes.

CASSPLUS

TRUSTEES' REPORT (CONTINUED)

We have developed our programme of wellbeing support for staff and volunteers by taking out membership of the Employee Assist Programme to support internal supervision mechanisms. We also negotiated inclusion of a partner agency, to make best use of this offer, and will monitor its use throughout 2021. It may be an interesting exercise! Frontline staff are exposed to vicarious trauma on a daily basis, but they are extremely resilient, often viewing each day, and each client, as 'normal'. We recognise a duty to frontline teams who must be supported in this frontline environment of trauma.

The difference the charity's performance has made to the beneficiaries of the charity

It is important to note the 'unique' nature of CASSPLUS and our setting. 75% of people attending Magistrates' Courts will receive a fine or a conditional discharge. Many are processed through the courts without access to a solicitor and therefore no opportunity to address their offending behaviour or its underlying cause. CASSPLUS supports low level offenders in a range of ways and is plugging a significant gap in low level offender working;

- We help a vulnerable and complex client group to navigate court processes; helping to understand 'jargon'; coordinate CJ process and 'what is happening' around them; provide vital information to court partners which in turn helps the defendant's case (especially if they are without legal aid); help with literacy issues or MH which impact their understanding of process; etc. CASSPLUS approaches people in public areas and support CJ colleagues in their day-to-day work.
- We provide brief interventions; swift, more informal conversations that sometimes pre-ambles a full assessment but at the very least offers a low-level opportunity to inform an individual of potential support from either ourselves or within their communities. A five-minute conversation can make a huge difference to an individual and simply 'point them' in the right direction for them to action themselves.
- We provide advice and support on the day. We are experienced (but not experts) in a range of areas and so are often able to provide trusted and well-informed advice and support on matters such as housing, benefits, provide alcohol brief interventions, deliver motivational conversations, deliver basic financial planning, mentoring, and so the list goes on. At least 75% of our work is delivered on site by the highly knowledgeable team. We know that this approach is critical to those who are in crisis. For example, liaising with bailiffs to buy the time that someone needs to engage with a debt support service helps that individual enormously and will, in some cases, keep them alive!
- We deliver structured, coordinated sign-posting; referring to specialist agencies in the community. We have built a network of colleagues who we 'know' at agencies. It helps to create the building blocks for early referrals and transfers the trust that we have built at our own service out to those agencies that people need but are often nervous to attend. We will help to get them through the door and in some cases accompany them to first appointments, especially if there is MH involved. We stay in touch with people who are on waiting lists in order to keep them motivated, focused and supported and we know how important that phone call is for people because they tell us. CASSPLUS provides a single, trusted point of contact alongside the time that the client needs to navigate complex systems in a manner that they can manage.

CASSPLUS

TRUSTEES' REPORT (CONTINUED)

We collect a wide range of qualitative and quantitative data but measuring change for our level of offender work is still difficult. Our development of a bespoke database is helping us to better capture, interrogate and report our data and we have, in this period, entered into an external evaluation project (collaborating with Centre for Justice Innovation and CREST). Past evaluations have shown that we are delivering effective interventions and operating a cost-effective model, but we are challenging ourselves to delve into the granular detail of re-offending and wellbeing and to measure the difference we are making to people's lives and to communities at large. It is frustrating that Covid-19 has impacted standard operations, especially with staff working away from the coalface and without its volunteer team, but there is still much to learn – including the impact of Covid itself. Evaluation work will continue through 2021 and into 2022.

CASSPLUS regular constructs case studies which we share across all networks. We take testimonials from clients and partner agencies to evaluate our own performance – they tell us that we are improving clients' lives. We also know that clients re-engage with us when they hit another crisis - they are 'learning' to engage with our (and their!) approach to earlier intervention. *'I came back 'cos you were really helpful last time' – returning client.* We also know that we get referrals by 'word of mouth' from clients who are spreading the word that we are at court.

Our knowledge of court process and of our court-based partners makes us a valuable resource to those attending Tribunals and Family court hearings. We help people to prepare and complete paperwork, provide valuable emotional support when they are in the courtroom (this year via Zoom) and then help them to understand what has happened when they leave hearings. Clients tell us all the time that they "would not have coped without our support"

The degree to which the achievements and performance during the year has benefited the wider society

In supporting vulnerable clients this year, we have improved pathways to services, including housing and homelessness, substance misuse, debt and benefits, health and mental health, education and employment, etc to help improve health and wellbeing, reduce the risk of reoffending and to prevent social exclusion. Referrals also come back into us from those same partners when their clients require court support, improving networks across area.

We constantly network our localities to ensure that we are up to date with changing projects, services and options for client referral pathways, especially critical in this last year when services have been so affected. Though we are viewed as a criminal justice service, we operate across sectors and attend health, mental health and local authority strategic meetings as well as criminal justice forums. We are passionate about our work, our unique setting and our clients and are happy to represent and promote the VCSE sector when working alongside public sector colleagues.

CASSPLUS

TRUSTEES' REPORT (CONTINUED)

CASSPLUS has a strong record of volunteer recruitment, training and development. This has been severely affected by Covid-19. Due to social distancing measures, which still continue, we have been restricted in this element of operations. It has reduced our ability to draw from local communities, offer court-based placements, reach the numbers of clients that we usually service and develop volunteers into work opportunities. We are committed to volunteers as a valuable resource and have shifted to using Zoom for interviewing and training sessions (improving our own technical skills) and will be navigating a phased return of volunteers to courts as soon as we are able.

We are a strong advocate for courts and the crossover between the 'labels' that are applied to those caught within Justice systems. Our work with Victims has escalated in this last year – greatly affected by Covid and for victims who have been even more isolated and victimised in their communities. Likewise, we are experiencing escalated referrals for Witnesses, with anxieties raised due to court delays – all issues that mirror what we see from offenders and their families!

We are well-placed to compare and contrast good practice across geographic and Local Authority borders and able to contribute to development and innovation alongside partners, many of whom are better resourced and funded than ourselves. In the context of CJ, CASSPLUS has a strong voice amongst partners operating across area.

We are working, through our partnership with CJI, towards extending our working model to new sites. We held a virtual event in December to encourage expressions of interest from new partners across England. Conversations will continue throughout 2021.

The methods used to recruit and appoint new charity trustees

Online forums, social media and networks have been helpful in recruiting both staff and Trustees this year. A Board review has been implemented, with Board members vacating their posts to encourage new recruitment, moving across roles to build knowledge and experience and we have recruited through more diverse routes. We actively encourage Associate roles on our Board so that we can access specialist support when required.

Meetings are held quarterly.

Policies and procedures for induction and training of Trustees

Trustee related matters are addressed in the organisation Governing Document and Constitution. A general review of the Board was conducted in this year by the Board of Trustees Chair. We utilise the Charity Commission website when required and keep this platform updated on changes.

CASSPLUS

TRUSTEES' REPORT (CONTINUED)

Policies on reserves

CASSPLUS remains heavily reliant on a grant-giving charity. Reserves are being built as a result of careful management of finances across projects and due to year-on-year accumulation. Our Victim work is on an 'engagement fee' basis and reserves are built because we do not allocate full cost recovery to this project. Our core funders are critically important to us and we work closely and transparently with them to protect reserves and reduce any risk to operations.

Plans for the future

CASSPLUS remains a model of good practice in our field. HMCTS and local criminal justice partners are supportive of CASS services at new court sites when we are able to attract the relevant funds.

Statement of Trustees' Responsibilities

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities Act 2011 and the Charities (Accounts and Reports) Regulations 2008. Notwithstanding the explicit requirement in the extant regulations, the Charities (Accounts and Reports) Regulations 2008, to prepare the financial statements in accordance with the SORP 2005, in view of the fact that the SORP 2005 has been withdrawn, the Trustees determined to interpret this responsibility as requiring them to follow current best practice and prepare the accounts according to the FRS 102 SORP 2015.

In particular, charity law requires the Trustees, if they prepare accounts on an accruals basis, to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of the surplus or deficit of the charity. In preparing those financial statements the Trustees are required to:

- to prepare the accounts in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law)
- select suitable accounting policies and then apply them consistently
- make judgements and 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
- state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements

The law requires that the trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for the year.

CASSPLUS

TRUSTEES' REPORT (CONTINUED)

The Trustees are also responsible for maintain adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which are sufficient to show and explain the charity's transactions and enable them to ensure that the financial statements comply with regulations made under the charity legislation. 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.

**Signed on behalf of
the board of trustees:**



Mrs. P. Walker
Trustee

Date: 27/7/21 2021

INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES' OF
CASSPLUS

We report on the accounts of the company for the year ended 31st March 2021, which are set out on pages 14 to 21.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and an independent examination is required.

Having satisfied ourselves that the charity is not subject to audit under company law and is eligible for independent examination, it is our responsibility to examine the accounts under section 145 of the 2011 Act, to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the 2011 Act and to state whether particular matters have come to our attention.

Basis of independent examiner's report

Our examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

Oakleys

Oakleys Accountants Limited
91 Houndiscombe Road
Plymouth
Devon PL4 6HB

Date: 27/7 2021

CASSPLUS
STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING THE INCOME & EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2021

	<u>Notes</u>	£	£	£	£	
			Unrestricted	Restricted	2021	2020
Incoming resources:						
Voluntary income	2	1,985	-	1,985	2,181	2,181
Revenue grants	3	20,154	194,654	214,808	171,369	171,369
Other activities	4	33	3,379	3,412	210	210
		-----	-----	-----	-----	-----
Total incoming resources		22,172	198,033	220,205	173,760	173,760
		-----	-----	-----	-----	-----
Resources expended:						
Charitable activities	5	28,161	161,664	189,825	184,743	184,743
Governance costs	6	49	1,316	1,365	1,201	1,201
		-----	-----	-----	-----	-----
Total resources expended		28,210	162,980	191,190	185,944	185,944
		-----	-----	-----	-----	-----
Net incoming resources for the year		(6,038)	35,053	29,015	(12,184)	(12,184)
Other recognised gains		-	-	-	-	-
		-----	-----	-----	-----	-----
Net movement in funds		(6,038)	35,053	29,015	(12,184)	(12,184)
Adjustment to funds		8,368	(8,368)	-	-	-
Total funds brought forward		82,629	26,409	109,038	121,222	121,222
		-----	-----	-----	-----	-----
Total funds carried forward		84,959	53,094	138,053	109,038	109,038
		=====	=====	=====	=====	=====

CASSPLUS
BALANCE SHEET
AS AT 31ST MARCH 2021

	<u>Notes</u>	<u>2021</u>		<u>2020</u>	
		£	£	£	£
<u>FIXED ASSETS:</u>					
Tangible assets	11		1,753		2,146
<u>CURRENT ASSETS:</u>					
Cash at bank and in hand		137,200		107,792	
<u>CREDITORS:</u>					
Amounts falling due within one year	12	(900)		(900)	
<u>NET CURRENT ASSETS</u>			136,300		106,892
<u>NET ASSETS</u>			138,053		109,038
<u>FUNDS:</u>					
Unrestricted funds	14		84,959		82,629
Restricted funds	14		53,094		26,409
<u>TOTAL FUNDS</u>			138,053		109,038

The trustees' acknowledge their responsibilities for complying with the requirements of charity legislation with respect to accounting records and the preparation of accounts.

Signed on behalf of the Board of Trustees:



Mrs. P. Walker
Trustee

Date: 27/7/21 2021

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

1. ACCOUNTING POLICIES:

(a) Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2015) and the Statement of Recommended Practice: Accounting and Reporting by Charities (effective in January 2015).

(b) Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable.

(c) Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, as is reported as part of the expenditure to which it relates.

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.

Governance costs are incurred in connection with the administration of the charity and compliance with constitutional and statutory requirements.

(d) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Office equipment - 25% on written down value

2. VOLUNTARY INCOME:

	Unrestricted	Restricted	2021	2020
	£	£	£	£
Donations	1,985	-	1,985	2,181
	=====	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

3. INCOMING RESOURCES FROM REVENUE GRANTS:

	Unrestricted	Restricted	2021	2020
	£	£	£	£
Acts435	-	1,745	1,745	-
CLINKS	-	5,000	5,000	-
Cornwall Community Foundation	-	8,000	8,000	250
Devon Community Foundation	-	4,967	4,967	7,200
Hadley Trust	-	96,000	96,000	94,050
Konnect Cornwall	50	-	50	6,900
Lloyds Foundation	-	-	-	135
OPCC	-	32,600	32,600	32,600
Plymouth VCSE	-	-	-	10,000
Social Enterprise	-	10,114	10,114	-
SSC VS Contract	20,104	-	20,104	20,234
Tudor Trust	-	32,000	32,000	-
Volunteer Sector MH	-	4,228	4,228	-
	-----	-----	-----	-----
	20,154	194,654	214,808	171,369
	=====	=====	=====	=====

4. INCOMING RESOURCES FROM OTHER ACTIVITIES:

	Unrestricted	Restricted	2021	2020
	£	£	£	£
Other income	-	3,343	3,343	-
Bank interest	33	36	69	210
	-----	-----	-----	-----
	33	3,379	3,412	210
	=====	=====	=====	=====

5. COSTS OF CHARITABLE ACTIVITIES:

	Unrestricted	Restricted	2021	2020
	£	£	£	£
Wages	20,811	132,830	153,641	151,157
Pensions costs	1,007	6,838	7,845	7,138
Travel and subsistence	161	3,875	4,036	10,572
Welfare and events	29	1,719	1,748	247
Insurance	-	2,408	2,408	868
Marketing and advertising	-	73	73	1,006
Telephone	399	4,515	4,914	4,299
Computer and office expenses	411	4,102	4,513	2,990
Printing, postage and stationery	-	336	336	1,276
Training costs	-	2,318	2,318	1,724
Sundry expenses	-	296	296	911
Professional and membership fees	5,302	1,742	7,044	1,780
Bank charges	-	69	69	60
Depreciation	41	543	584	715
	-----	-----	-----	-----
	28,161	161,664	189,825	184,743
	=====	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

6. GOVERNANCE COSTS:

	2021	2020
	£	£
Accountancy	1,330	1,166
Professional fees	35	35
	-----	-----
	1,365	1,201
	=====	=====

7. TAXATION:

The charity's activities fall within the exemptions afforded by the provisions of the Income and Corporation Taxes Act 1988. According, there is no taxation charge in these accounts.

8. EMPLOYEES:

Employment costs

	2021	2020
	£	£
Wages	153,641	151,157
Pensions costs	7,845	7,138
	-----	-----
	161,486	158,295
	=====	=====

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

Number of employees

The average number of employees during the year was 9.

9. PENSION COSTS:

The charity operates a defined contribution pension scheme, the costs of which are shown above.

10. TRUSTEES' EMOLUMENTS:

No trustees' received any emoluments during the year.

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

11. TANGIBLE FIXED ASSETS:

	<u>Office Equipment</u>	<u>TOTAL</u>
	£	£
<u>Cost:</u>		
At 1st April 2020	6,281	6,281
Additions	191	191
Disposals	-	-
	-----	-----
At 31st March 2021	6,472	6,472
	-----	-----
<u>Depreciation:</u>		
At 1st April 2020	4,135	4,135
Charge for the year	584	584
Disposals	-	-
	-----	-----
At 31st March 2021	4,719	4,719
	-----	-----
<u>Net book value:</u>		
At 31st March 2021	1,753	1,753
	=====	=====
At 1st April 2020	2,146	2,146
	=====	=====

**12. CREDITORS:
Amounts falling due within one year:**

	<u>2021</u>	<u>2020</u>
	£	£
Accruals	900	900
	=====	=====

**13. ANALYSIS OF NET ASSETS
BETWEEN FUNDS:**

	<u>Unrestricted Funds</u>	<u>Restricted Funds</u>	<u>Total Funds</u>
	£	£	£
Fund balances at 31st March 2021 represented by:			
Tangible fixed assets	123	1,630	1,753
Current assets	84,836	52,364	137,200
Current liabilities	-	(900)	(900)
	-----	-----	-----
	84,959	53,094	138,053
	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

14. MOVEMENT IN FUNDS:*Unrestricted funds*

	At 01.04.20 £	Incoming Resources £	Outgoing Resources £	Transfer To General Funds £	At 31.03.21 £
General funds	82,629	22,172	(28,210)	8,368	84,959
	=====	=====	=====	=====	=====

Restricted funds

	At 01.04.20 £	Incoming Resources £	Outgoing Resources £	Transfer From General Funds £	At 31.03.21 £
Restricted funds	26,409	198,033	(162,980)	(8,368)	53,094
	=====	=====	=====	=====	=====

15. DETAILED MOVEMENT IN FUNDS:*Unrestricted funds*

	Brought Forward £	Incoming Resources £	Outgoing Resources £	Transfers Between Funds £	Carried Forward £
Donations	1,295	1,985	(3,241)	-	39
Konnect Cornwall	-	52	(4,312)	5,880	1,620
Reserves	76,019	29	(5,291)	7,803	78,560
SSC VS Contract	5,315	20,106	(15,366)	(5,315)	4,740
	-----	-----	-----	-----	-----
	82,629	22,172	(28,210)	8,368	84,959
	=====	=====	=====	=====	=====

CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

15. DETAILED MOVEMENT IN FUNDS CONTINUED:

Restricted funds

	Brought Forward £	Incoming Resources £	Outgoing Resources £	Transfers Between Funds £	Carried Forward £
Acts435	-	1,745	(1,718)	-	27
CLINKS	-	5,000	(4,156)	-	844
Cornwall Community Foundation	94	8,001	(7,773)	-	322
Devon Community Foundation	3,662	4,968	(5,245)	-	3,385
Hadley Trust	-	96,021	(99,044)	3,023	-
Konnect Cornwall	5,880	-	-	(5,880)	-
Lloyds Foundation	-	-	(54)	54	-
OPCC	5,565	32,606	(21,970)	(5,565)	10,636
Plymouth VCSE	11,208	3,348	(8,182)	-	6,374
Social Enterprise	-	10,115	(5,962)	-	4,153
Tudor Trust	-	32,001	(7,184)	-	24,817
Volunteer Sector MH	-	4,228	(1,692)	-	2,536
	-----	-----	-----	-----	-----
	26,409	198,033	(162,980)	(8,368)	53,094
	=====	=====	=====	=====	=====