



CASSPLUS Trustees' Annual Report for the period

From 1ST April 2023 to 31st March 2024

Charity registration number: 1160513

Objectives and Activities

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 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).
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>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:

A handwritten signature in blue ink, appearing to read "Pat Walker JP", is written over a light blue rectangular background.

	<p>Frontline teams of staff and volunteers provide guided support through court process, especially critical for those experiencing the Justice System for the first time.</p> <p>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.</p> <p>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.</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' 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.</p> <p>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.</p> <p>Our financial turnover is increased beyond any previous year and is directly related to this grant, with further spend that will be applied in</p>
--	--

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).

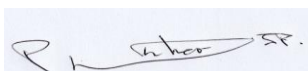
We have coordinated spend for Plymouth's Peer Researcher Digital Inclusion project to support Prisoner transition from custody to community – spend applied to IT equipment, mobile phones, store vouchers for food and toiletries. £2,500 supported 8 prison leavers from 3 local prisons.

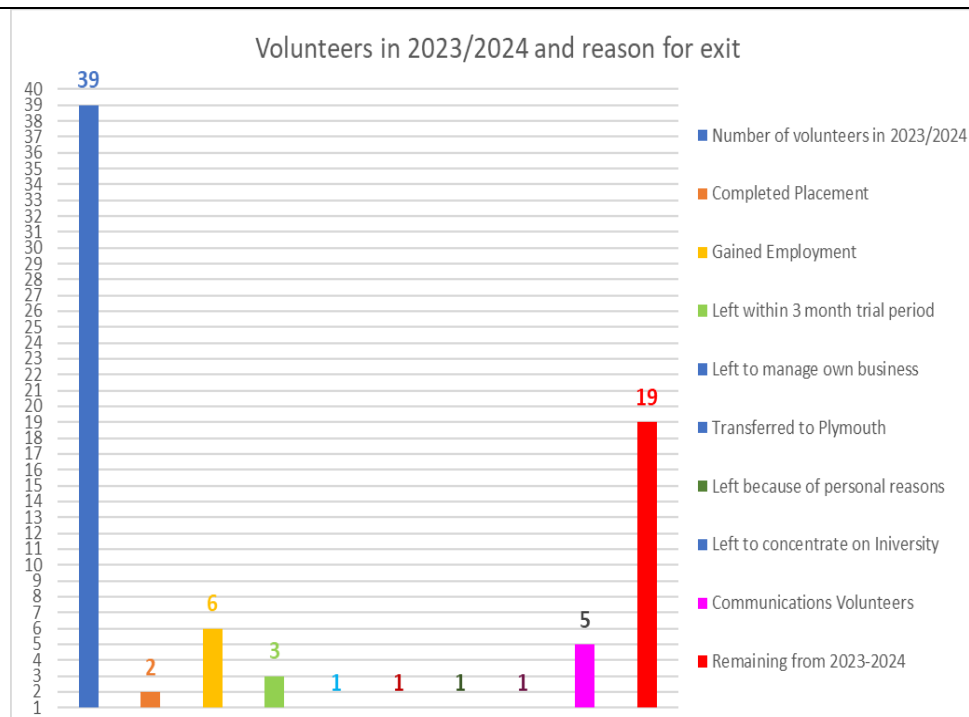
	<p>The CASSPLUS Board has sanctioned spend from reserves to support staff with cost of living and fuel poverty, an arrangement which has rolled forward from the previous year.</p> <p>Salary costs have been impacted in this period by our first experience of long-term sickness (6 months). CASSPLUS operates 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>





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.

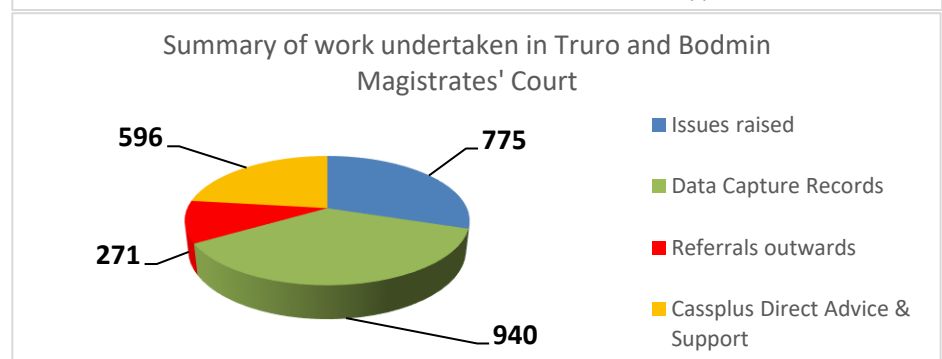
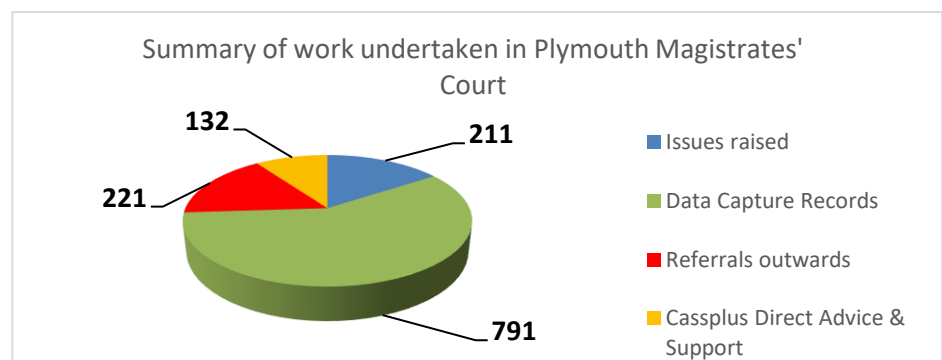
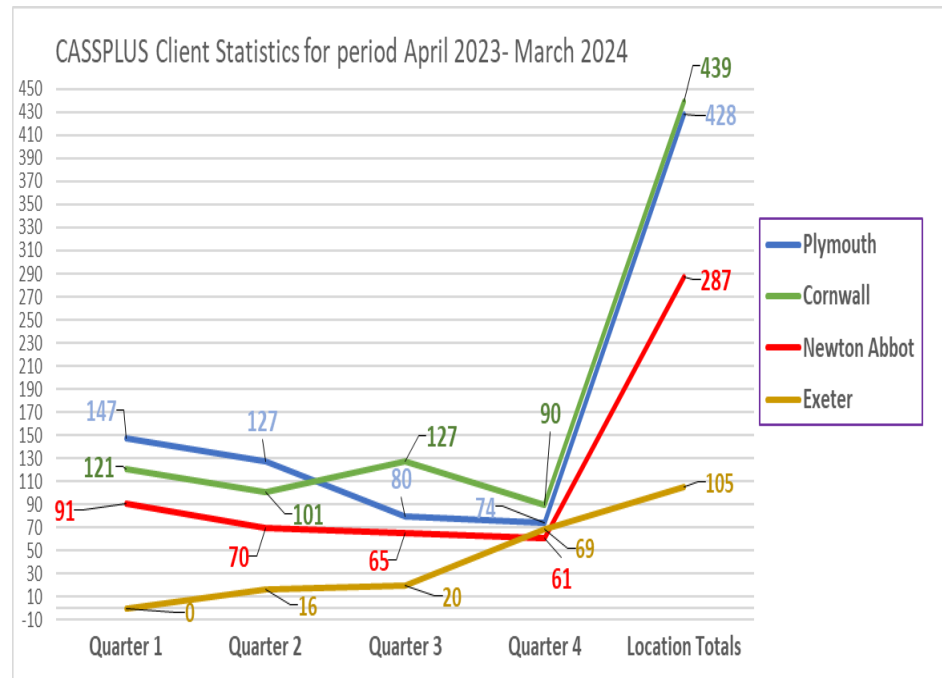
Our speedy and resilient response this, which also required a constitutional change to Trustee 'time served' protocols, showed commitment and dedication from Board members who have other responsibilities outside their CASSPLUS roles. Regular sub-groups have been created where Trustees and staff work 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).

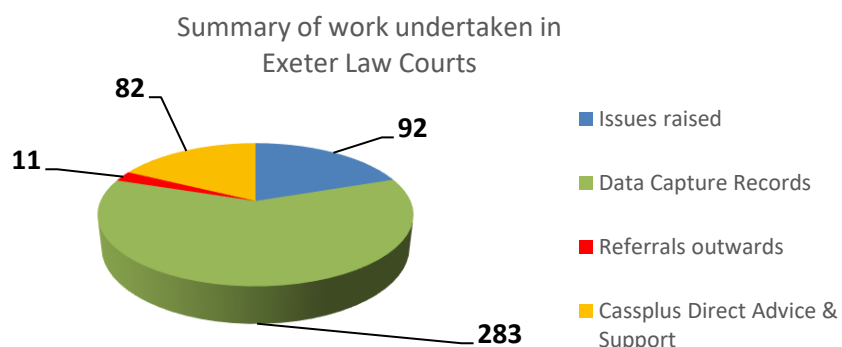
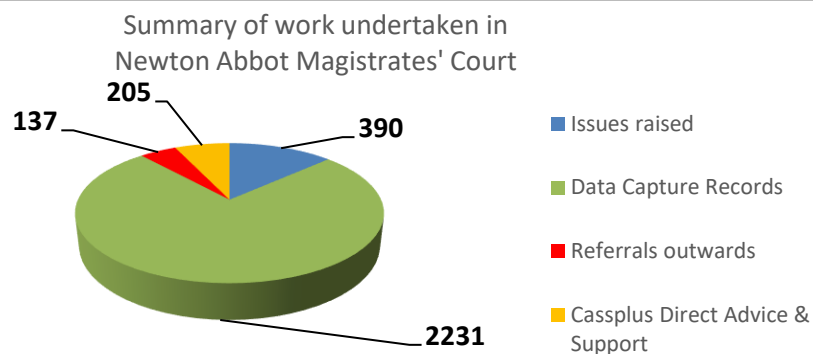
Achievements and Performance

<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>
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>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.





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.

	<p style="text-align: center;">Brief Interventions by Location, April 2023 - March 2024</p> <table> <caption>Brief Interventions by Location Data</caption> <tr> <th>Period</th> <th>Plymouth</th> <th>Cornwall</th> <th>Newton Abbot</th> <th>Exeter</th> </tr> <tr> <td>Period 1</td> <td>176</td> <td>67</td> <td>81</td> <td>0</td> </tr> <tr> <td>Period 2</td> <td>172</td> <td>83</td> <td>261</td> <td>0</td> </tr> <tr> <td>Period 3</td> <td>152</td> <td>75</td> <td>308</td> <td>0</td> </tr> <tr> <td>Period 4</td> <td>143</td> <td>83</td> <td>393</td> <td>25</td> </tr> <tr> <td>Period 5</td> <td>643</td> <td>308</td> <td>1043</td> <td>25</td> </tr> </table> <p>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).</p> <p>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.</p> <p>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.</p>	Period	Plymouth	Cornwall	Newton Abbot	Exeter	Period 1	176	67	81	0	Period 2	172	83	261	0	Period 3	152	75	308	0	Period 4	143	83	393	25	Period 5	643	308	1043	25
Period	Plymouth	Cornwall	Newton Abbot	Exeter																											
Period 1	176	67	81	0																											
Period 2	172	83	261	0																											
Period 3	152	75	308	0																											
Period 4	143	83	393	25																											
Period 5	643	308	1043	25																											

Additional information (optional)

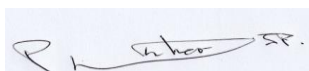
You may choose to include further statements where relevant about:

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:

	<p>'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.</p> <p>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.</p>
--	--

Mrs Pat Walker JP, Trustee Treasurer:



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

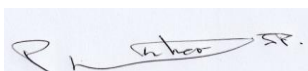
FOR THE YEAR ENDED 31ST MARCH 2024

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.

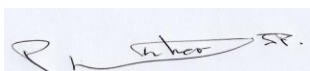
Charity Number 1160513

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:

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

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.

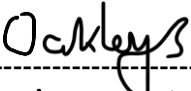
Basis of independent examiner's report

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:

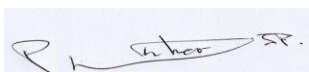
- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and 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

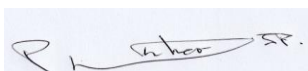
Date: 15/7 2024

Mrs Pat Walker JP, Trustee Treasurer:



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

		Unrestricted	Restricted	2024	2023
	Notes	£	£	£	£
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
		=====	=====	=====	=====

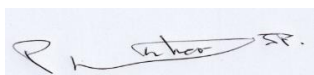


**CASSPLUS
BALANCE SHEET
AS AT 31ST MARCH 2024**

	<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.

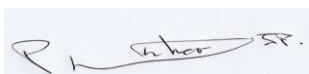
Signed on behalf of the Board of Trustees:



Date: 9/10/2024

Mrs. P. Walker
Trustee

Mrs Pat Walker JP, Trustee Treasurer:



P. K. Chao SP.

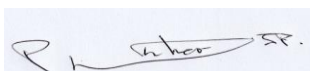
CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

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:

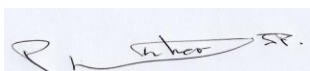
	Unrestricted	Restricted	2024	2023
	£	£	£	£
Wages	9,018	199,364	208,382	204,924
Hardship grant	5,080	-	5,080	5,806
Pensions costs	720	13,258	13,978	10,708
Cost of labour	250	-	250	-
Travel and subsistence	311	15,444	15,755	11,214
Welfare and events	325	8,829	9,154	6,005
Insurance	-	1,720	1,720	1,349
Marketing 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

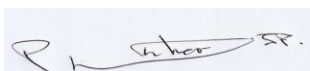
The average number of employees during the year was 9.

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:

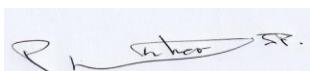
	<u>Office Equipment</u>	<u>TOTAL</u>
<u>Cost:</u>	£	£
At 1st April 2023	6,566	6,566
Additions	-	-
Disposals	-	-
	-----	-----
At 31st March 2024	6,566	6,566
	-----	-----
<u>Depreciation:</u>		
At 1st April 2023	5,527	5,527
Charge for the year	260	260
Disposals	-	-
	-----	-----
At 31st March 2024	5,787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

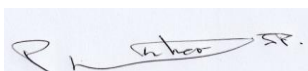
CASSPLUS
NOTES TO THE FINANCIAL STATEMENTS

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

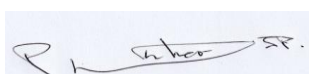
Description of charity's trusts:	
Type of governing document	Constitution
How is the charity constituted?	CIO
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Stated in Constitution

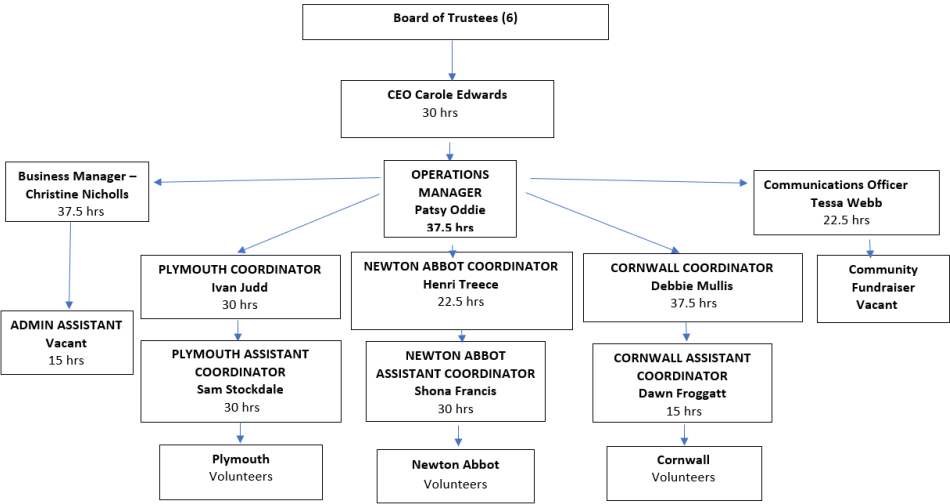
Additional information (optional)

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>
--	--

Mrs Pat Walker JP, Trustee Treasurer:

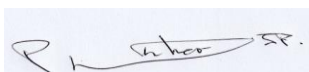


The charity's organisational structure and any wider network with which the charity works	 <pre> graph TD Board["Board of Trustees (6)"] --> CEO["CEO Carole Edwards 30 hrs"] CEO --> BM["Business Manager – Christine Nicholls 37.5 hrs"] CEO --> OM["OPERATIONS MANAGER Patsy Oddie 37.5 hrs"] CEO --> CO["Communications Officer Tessa Webb 22.5 hrs"] BM --> AA["ADMIN ASSISTANT Vacant 15 hrs"] OM --> PC["PLYMOUTH COORDINATOR Ivan Judd 30 hrs"] OM --> NAC["NEWTON ABBOT COORDINATOR Henri Treece 22.5 hrs"] OM --> CC["CORNWALL COORDINATOR Debbie Mullis 37.5 hrs"] OM --> CF["Community Fundraiser Vacant"] PC --> PAC["PLYMOUTH ASSISTANT COORDINATOR Sam Stockdale 30 hrs"] PAC --> PV["Plymouth Volunteers"] NAC --> NACAS["NEWTON ABBOT ASSISTANT COORDINATOR Shona Francis 30 hrs"] NACAS --> NAV["Newton Abbot Volunteers"] CC --> CACAS["CORNWALL ASSISTANT COORDINATOR Dawn Froggatt 15 hrs"] CACAS --> CV["Cornwall Volunteers"] </pre>
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

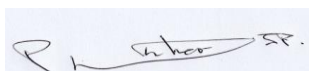
Corporate trustees – names of the directors at the date the report was approved

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

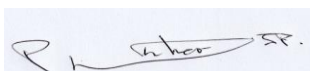
Exemptions from disclosure

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:

