

Report of the Trustees and Consolidated Financial Statements

Year Ended 31 March 2023

Dame Hannah Rogers Trust 2019 Limited

Registered Charity No. 1194836

Registered Company No. 11878746



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Report of the Trustees

Introduction

The Trustee Board is pleased to present the annual report together with the financial statements of the Charitable Company and its group for the year ending 31 March 2023. The group consolidates the accounts of Dame Hannah Rogers Trust 2019 Limited (the Charity), Hannahs (1988) Limited, Hannahs Limited and the dormant Dame Hannah Rogers School charity.

As you read the following financial information, the Trustee Board hopes you will also sense the courage, determination and vitality of our truly inspirational adults with disabilities and those closest to them.

Company number	11878746
Charity number	1194836
Registered Office	Woodland Road Ivybridge Devon PL21 9HQ
Auditor	PKF Francis Clark Chartered Accountants Melville Building East Unit 18, 23 Royal William Yard Plymouth PL1 3GW
Solicitors	Tozers Solicitors LLP Broadwalk House Southernhay West Exeter Devon EX1 1UA
Insurance advisors	Marsh Commercial Melville Building Royal William Yard Plymouth PL1 3RP
Charity Website	www.discoverhannahs.org

Directors & Trustees – Dame Hannah Rogers Trust 2019 Limited

The following persons were Directors & Trustees during the whole of the year ended 31 March 2023, unless otherwise stated:

Professor David Coslett	Chair (Appointed 24 January 2023)
Ian Cowley	Chair (Appointed Executive Chair 12 April 2022, Resigned 24 January 2023)
Paul Boys	Director
Simon Morris	Director
Chris Erwood	Director (Resigned 1 August 2022)
Judith Gentry	Director (Resigned 1 August 2022)
Tony Lumb	Director (Appointed 21 July 2022)
Nigel Godefroy	Director (Appointed 24 January 2023)

Officers and Key Employees of Dame Hannah Rogers Trust 2019 Limited

James Derrick	Director of Finance & Company Secretary
Wayne Fulton	Director of Adult Services
Samantha Bryant	Clinical Lead
Cassandra Short	Registered Manager (Hannahwood Transitions & Hannahwood Mews)
John McDonald	Registered Manager (Arthur Care Home)
Daniel Burke	Head of Fundraising & Retail
Chris Alphey	Head of IT

Structure, Governance and Management

Dame Hannah Rogers Trust 2019 Limited ("the Charity") is a charitable company limited by guarantee, registered in England and Wales, with company number 11878746. It was registered as a charity on 17 June 2021 with charity number 1194836. It is governed by its Memorandum and Articles of Association as incorporated on 13 March 2019 as amended by special resolutions dated 26 November 2020 and 20 April 2021.

The Charity is also the sole corporate trustee of Dame Hannah Rogers School (an unincorporated charity registered with number 306948)("the unincorporated Charity"). The unincorporated Charity is governed by a Charity Commission Scheme dated 3 May 2021.

On 31 July 2021 all of the assets and liabilities of the unincorporated Charity were transferred to the Charity in order to provide the organisation with a modernised and incorporated legal structure. Following the transfer, the unincorporated Charity remains in existence as a dormant entity, with the Charity continuing to act as its sole corporate trustee. Dame Hannah Rogers Trust 2019 Limited continues to provide the highly valued charitable care services provided previously through the unincorporated Charity.

The group consolidate the accounts of Dame Hannah Rogers Trust 2019 Limited (the Charity), Hannahs (1988) Limited, Hannahs Limited and the dormant Dame Hannah Rogers School charity.

Appointment of Directors to the Board

All Directors are invited to nominate new Directors, taking into consideration the broad skills base required for effective governance. The nominated Directors are then interviewed by the Chair who will make their recommendation to the full Board of Directors. All Directors receive an induction which consists of an orientation covering a tour of the organisation, a comprehensive 'Trustee Pack' containing the business plan, regulatory reports, operational reports, annual accounts, code of conduct, financial information summary, sign up details for the NCVO, etc. Directors are asked to sign a contract and are encouraged to engage in training events which will facilitate good practice and understanding when undertaking their role.

Organisation

The Board of Directors administer the Charity and the number of meetings per year is a minimum of four.

Members of the Board have a range of specialist knowledge and access to expertise in areas relevant to the Charity e.g. Financial, Land & Property, Commissioning, Healthcare, Social Care, Fundraising, Legal, Retail, Human Resources and Partnerships.

The Executive team with close Board oversight leads the operations of the Charity with delegated authority for the finance, care and other operational matters.

The Charity operates its charitable care and support services from two sites in Ivybridge.

Our history...

Dame Hannahs was founded over 250 years ago and is one of the oldest charities in the UK. Throughout the proud history of the Charity, the aim has always been simple: to help enrich and empower the lives of children and adults in need. Today the legacy is now helping and improving the lives of young adults from all over the South West and further afield.

1718 Dame Hannah was born and then brought up in Cornwall

1742 She moved to Devon when she married John Rogers, who later became Sir John Rogers MP. They never had children but Hannah had a passion for working with and helping children

1766 Hannah died on 18 April leaving £10,000 in her Last Will and Testament

1767 Her legacy was invested in the founding of the Dame Hannah Rogers Trust

Dame Hannahs

1787 The first school was established. The aim of the Dame Hannah Rogers Trust, also known as Dame Hannahs, was to help the poor and unfortunate children of Plymouth and this vital work continued for many years

1887 Lord Blachford (Hannah's descendant) presented Blachford Manor to the Trust

1925 Dame Hannahs opened one of the UK's first orthopedic hospitals/schools in Ivybridge



1949 The school welcomed 27 children with Cerebral Palsy

1958 Dame Hannahs was the first to open a school for children with Cerebral Palsy. We started with 50 children and went on to enable and enrich the lives of hundreds of disabled children and their families

1959 HM The Queen Mother officially opened the school

1989 Gilleys bungalow was opened by HRH Princess Anne. It was the first of five bungalows providing onsite accommodation for the children

1994 The hydrotherapy pool opened enabling much needed hydrotherapy sessions for the children as part of their physiotherapy programme

2006 The Respite Centre and Children's Home were opened by the entertainer Bobby Davro. These buildings enabled Dame Hannahs to offer short term breaks and respite to children with disabilities.



2008 Hannahwood, our Young Adult Provision, was opened by the actress Maggie Steed. We saw a desperate need for young adults with disabilities aged 19 upwards. Hannahwood provides education, work and training opportunities and a range of activities and experiences while supporting the young adults to live independently in specially adapted, bright and modern bungalows.

2009 Dame Hannahs purchased a 90-acre site at Seale-Hayne near Newton Abbot. We were eager to expand our reach again and recognised the lack of opportunities for adults of all ages with disabilities.



2010 Hannahs at Seale-Hayne was officially opened by HRH Princess Anne. The site was a centre where people with disabilities could train, learn, work and have fun participating in art, music, outdoor pursuits and horticulture and even run their own radio station. The site was open to the public with facilities such as arts, live music, recording studio, shops, farm, bistro, health and wellbeing centre and family events. There were also over 50 tenants including a wide range of businesses, artists and other charities.

2013 Arthur in Park Street, Ivybridge opened as a house for young adults from Hannahwood to enable them to join in community living.

2015 Hannahwood Mews opened as a specialist adult residential care home offering accommodation support from short breaks up to 52 weeks a year.

2019 Hannahs at Seale-Hayne closed and the site was sold with the majority of tenants remaining.

2019 Dame Hannahs entered into a partnership with the Edward Gostling Foundation (EGF) which provides grants to other charities that support people of all ages living on low incomes who have a physical and/or learning disability or long-term illness. EGF purchased the Ivybridge site in April 2019 with Dame Hannahs as leaseholders and operating with the full support of EGF.



2020 The growth of services for children with profound learning needs in mainstream schools and special schools led to a steady decrease in children's placements at Dame Hannahs. Dame Hannahs decided to withdraw from its children's services and concentrate its focus on services for young adults.

2021 On 31 July 2021 all of the assets and liabilities of Dame Hannah Rogers School (Charity 306948) were transferred to Dame Hannah Rogers Trust 2019 Limited (Charity number 1194836 and Company number 11878746) in order to provide the Charity with a modernised, incorporated legal structure. Following the transfer the old Unincorporated Charity (Charity number 306948) remains in existence as a dormant entity under the sole corporate trusteeship of the Charity. Dame Hannah Rogers Trust 2019 Limited continues to provide the highly valued services provided previously through the unincorporated Charity.

2022 Dame Hannahs continues to welcome newcomers, delivering first-class care and learning services for adults enabling them to live life to the full.



2023 Our onsite bungalow refurbishment campaign was launched and the pace of the planned refurbishments continues to increase. Phase 1 completed in July and phase 2 is in progress. Arthur, our community living bungalow, underwent its 10 year refurbishment project. The grounds have been upgraded with new wooden fencing, new external LED lighting and new tarmac was laid on the driveways and car parks. Planning commenced for the Hannahwood Mews improvement works and sensory equipment. We have also welcomed a host of new support workers from home and abroad.

2024 Plans include the continuation of the above mentioned Hannahwood Mews works, the completion of the phase 2 refurbishments works and the funding dependent phase 3 of our bungalow refurbishment campaign. These works

alongside steps taken to continue to increase the number of support workers are designed to enable new residential placements to join Dame Hannahs during 2024.

Trading Companies

The Charity has two wholly owned trading subsidiary companies as follows:

Hannahs (1988) Ltd which runs the charity shops and donates its surpluses. We are extremely fortunate in that all shops have significant numbers of volunteers who willingly and generously give their time.

Hannahs Ltd which used to operate self-catering holidays for people with disabilities and is currently dormant.

Risk Management

The Trustee Board has assessed the major risks to which the Charity is exposed, in particular those related to its operation and finances. The previous operational restructures have been taken as a result of necessary risk management considerations. The Trustee Board has established, and continues to review, systems to mitigate the Charity's exposure to these major risks. These are developed and monitored by the Trustee Board and Executive Team. There is regular review of the risks that the Charity may face.

In addition, the Charity has a comprehensive emergency plan, robust strategic planning, budgeting and management accounting, established organisational structure, written policies and procedures, clear authorisation levels and thorough vetting procedures.

The **recruitment and retention** of care and medical staff remains a key ongoing risk that has previously been identified. We know there is a shortage of such staff and the current labour market favours those looking for employment. We have found that staff retention has been an ongoing issue and have seen fewer applicants for the jobs we advertise. Having appropriate numbers of well-trained carers and medical staff is essential from both a regulatory and financial performance perspective. As a result, from the 1st January 2023 we initiated a further new pay strategy for these staff to best ensure that we pay staff competitively compared to the local market. We have also followed government guidelines alongside using external professional support in order to commence an international staff recruitment drive, with the benefits of the work put into this now being seen. The initial impact of these measures has been positive, with significant recruitment and retention improvements being seen from June 2023 onwards. Since the 1st April 2023 and as at 30th September 2023 Day care support staff have seen **in excess of 31 FTE** added to the team which means that the service is as close as possible to being fully staffed, this now means there is much less reliance on overtime and external agency staff. This means that the Charity is in a much better place to be able to increase residential placement numbers in the near future.

Inflationary increases are now a further key risk as nearly all costs are a concern for the charity, especially in the key areas of staffing, utilities and food. This looks set to continue for the foreseeable future and as a result support from our funding authorities, utility usage reduction and improving fundraising support will all be required to best ensure the long term future sustainability of the charity. See financial review for further information and commentary.

Dame Hannahs has and continues to monitor the ongoing **Coronavirus (COVID-19) situation**. Our exceptional care staff have constantly come up with new ideas for keeping everyone engaged and entertained and the Charity acknowledges the exceptional professionalism of staff, especially the way they have continued with their duties whilst dealing with their own worries and anxieties caused by Coronavirus. The health and protection of all our staff and those we care for continues to be more important to us than ever. During these unprecedented and challenging times, the staff at Dame Hannahs work to ensure that all our residents receive care of the best possible quality and we continue to take every precaution to keep both our staff and young people safe. We would again like to take this opportunity to express sincere appreciation to our staff for their continuing support and hard work throughout the pandemic. Their efforts and dedication has not gone unnoticed and each and every staff member should be extremely proud of how they have enabled our Adults to remain safe and well during such a difficult and trying time. It has been an extremely challenging period for everyone, and all those in care, like our Young Adults, have been acutely affected by the pandemic. During this financial year we have managed to return to close to full service provision, as it is now safe to do so, this further ensures that we can now continue to enable our Young Adults to live their lives in as independent and fulfilled a way as possible.

Public Benefit

The Trustee Board has completed a Public Benefit review and concluded that we satisfy the requirements of identifiable benefit to the public or section of the public.

Core values

Our charitable objects are...

- a) the relief of people in need by reason of disability, by the inclusive provision of care, advocacy, integration, learning, training and other support services with a preference given to those who are, or whose parents or guardians are, resident in Devon or Cornwall;
- b) to advance education and understanding relating to the care, training and development of persons with disabilities and their integration into wider society, in particular by:
 - (i) the provision of training and learning opportunities for the families, carers and associated professionals of people with disabilities supported by the Charity in order to help develop their individual capabilities, competencies, and skills; and
 - (ii) the provision of information, support and learning opportunities to the public including promoting research and disseminating the useful results

The need

Of the UK's population, 19% of working age adults live with a disability. The challenges for people living with disabilities are considerable, particularly in childhood but the focus placed on the opportunities and the development needs of children does ensure a greater level of commitment to beneficial outcomes. However serious challenges remain for adults with disabilities. As children transition to adulthood, funding and care protocols dramatically change. This leaves many in the sometimes traumatic position of navigating what is – for all young adults – a naturally difficult time, without the stability of vital care and support.

Today's economic climate poses a further challenge with funding being extremely difficult. Young adults with physical and learning disabilities need extra support and this is often limited from their local social services. It is critical therefore that support is available both professionally and within peer groups as many need to reach out for help.

For young adults – of all abilities – there are defined pathways with milestones set in development, education and care. The concerns and outcomes therefore are clearer cut... or are they? Individual programmes for young adults are charted with official monitoring and governance on practice. However, the truth is that cultural judgements and social barriers are a major influence in the standards and delivery – especially in the case of young adults with additional needs.

The important stages of further education and employment become areas of uncertainty, facts clearly underlined by the national figures: Just over 1/3 of adults living with disabilities are in further education – 14% of whom have profound and multiple learning disability (PMLD) – but it is reported that a quarter of people living with disabilities have no qualifications compared with the national figure of 9%. Of the working population over 6.9million live with a physical or learning disability, with only one in ten adults with learning disabilities being in full or part-time employment.

The figures will only increase; most likely by 14-20% for adults with learning disabilities within the next decade. The challenges, therefore, will only become more pronounced and long-term solutions will likely require significant societal change and readjustment.

Mission

Our mission is to empower, advocate and enrich the lives of young adults with a range of disabilities.

The Charity has a tradition of innovation, meaning that it is constantly working to be at the cutting edge of providing services and support for people in need. Staying true to the spirit of its founder, the Charity always looks at how people are supported in today's society and exactly what is needed to enable everyone to thrive and live life to the full; whether

that be care, advice, support, development and therapies, or simply a sense of belonging. We have, and always will be, their champions and their families' champions.

Services

The Charity provides residential and day placement opportunities for adults aged 19 plus with a variety of complex and profound needs.

The Charity focuses on the transition from adolescence to adulthood, both in terms of learning and development, and care. Our spaces have the vibrancy of a learning campus with the meticulous care and standards of Dame Hannahs. We aim to help adults with disabilities to live more independently and prepare them for community life. Hannahwood provides learning and development opportunities, however the timetables are not rigid but tailored to meet the needs of the individual. The adults continue to work with the team of Dame Hannahs therapists. On site therapy is accessed through our existing therapists here at Ivybridge.

Here at Dame Hannahs we have an extensive range of activities available for everybody to enjoy.

We have an impressive range of facilities including a Music and Activities room, Arts and Crafts room, a bar and lounge area complete with ping pong table, sofas and vast collection of games and DVDs to relax with. We also have a computer suite which our adults can access with their support staff when they want to so they are able to produce posters, their bi-annual newsletter or for any other reason. There are many different tools available to do this.

Our Music and Activities room has a large collection of different instruments for everyone to enjoy as well as some fantastic equipment that gives people the opportunity to control the music and lights in the room. We also have a collection of fun inflatable games, music and lighting equipment, switch-activated games and more.

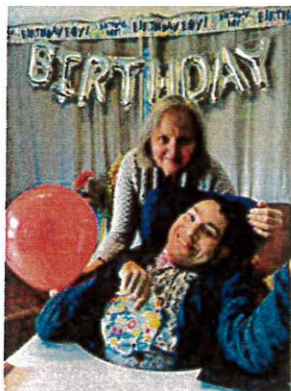
We have a multi-sensory room which everybody gets the opportunity to use whenever they want. This room is fantastic for the users to make choices about what they would like to control as well as providing a relaxing environment – particularly useful after a long day!

Working in collaboration with our friends in other organisations we also access a wide range of activities in our local communities.

As well as having sessions with external organisations each month there are opportunities to attend many local events. These include the Funky Llama Festival, food and drink events, classic car shows and club nights.

As well as local events we have the opportunity to arrange trips out. Whether it be visits to the theatre, Exeter racecourse, shopping, cinema, bowling, laser tag, Gala Bingo, the aquarium, going out for meals or to the pub! We do our very best to arrange a varied and stimulating programme for all.

Our Residents



Andrew has been at Dame Hannahs for over 16 years. He has cerebral palsy after being born ten weeks early and weighing only two and a half pounds.

His mother Hilary reflects on his time at Dame Hannahs:

"When Andrew was nearing leaving school in Plymouth I wanted to find him another educational setting that offered him exciting opportunities, a peer group, onsite medical care and plenty of outside trips and activities. It was also extremely important that Andrew felt happy and fulfilled and that it was close to home with an open door policy. After a two-day trial stay for us both we knew that Dame Hannahs fitted the bill perfectly.

Dame Hannahs

Not only is Andrew confident with the support he receives but I am too, which is vital. He loves the comings and goings within the bungalow (being nosy) and has great fun and close friendships with the staff and other housemates. He is also their best and loudest bingo caller!

Dame Hannahs has served us so well on all fronts, Andrew has the best of all worlds, time at home and access to hydro, music, speech and physio all under one roof when at Dame Hannahs. All this has seen him thrive as an adult. He is treated as an individual with his own likes and dislikes taken into account and all successes championed. Apart from the Covid period Andrew has been coming home every other weekend with little exception which is great fun for us both.

There have been lots of changes in staff and types of courses and activities offered during Andrew's time at Dame Hannahs. However he has always remained a happy individual and has a fairly confident side to him because he knows that people will do their best to listen to him. Andrew always has his name down for everything, not wanting to miss a trick. I feel that Andrew has benefitted greatly being at Dame Hannahs and neither of us has ever had any regrets which says a lot. Upwards and onwards for Dame Hannahs!"



Sam joined Dame Hannahs six years ago at the age of 19. He lives in the Mews during the week and goes home every weekend and for holidays.

Sam has a complex medical condition. Diagnosed as a congenital CMV (Cytomegalovirus) baby at birth, at six months old he was then diagnosed with a number of conditions, including microcephalic epilepsy, spastic quad cerebral palsy and non-functioning GI tract. He has undergone numerous medical procedures and was under the care of the children's hospice team until the age of 19. When his local respite centre closed he was allocated a respite space at Dame Hannahs once a week which he enjoyed.

Before starting at Dame Hannahs Sam attended Mayfield School in Torquay from aged 2-18 years. When he turned 19 his parents had to make a decision about his further education and as no local provider met his needs they applied to the local clinical commissioning group (CCG) for funding for Dame Hannahs. Sam was placed at Dame Hannahs on a part-time basis.

He has continued to develop at Dame Hannahs, and enjoys all the activities on offer and loves his housemates, some of whom he has known since birth. It provides him with interactions with his peer group and allows him time to be a young adult outside of the family.

At home Sam lives with his mother, stepfather, two brothers, two dogs and two cats. He has a full social life and loves going out and mixing with others especially at live music events, as well as people watching. He loves motorbikes and is an active member of Plymouth Harley Davidson owners group. He also loves his holidays in France and is well known in the French village which is his second home. He enjoys family time and seeing his little nephews, but just for short periods as he doesn't like babies.

Dame Hannahs

Mum Keri said "For us as a family it provides peace of mind that while he is at Dame Hannahs he is safe and enjoying activities while his health needs are looked after. It has given me time to spend with my grandsons and allows me to take them out. It has also enabled me to carry on with a normal life during the week meaning I have the energy to look after Sam at weekends and when he is at home".



Nicola lives with a group of friends in Gilleys bungalow. She is 35 years old and has been at Dame Hannahs since 2004 when she joined our school aged 17. She then completed her Further Education and moved on to Hannahwood, our Adult Provision. Nicola has quad cerebral palsy, which has impacted on her posture, along with Epilepsy and learning difficulties.

Mum Jean said: "During her time at Dame Hannahs, I feel Nicola has developed into a strong-minded young lady and, obviously with support, she can still participate in activities which keep her happy. My life has changed since Nicola has been at Dame Hannahs as I have been able to work and relax knowing that she is loved and cared for.

As a child Nicola always loved being the centre of attention and, as youngest in the family she had plenty of that. She was treated firmly but fairly and despite her disability was included in every outing and holiday. Nicola has a mischievous nature and has often caused mayhem in the past. She is also a flirt and most people fall under her spell as her smile lights up the room. She has always loved being outdoors, particularly when the wind is blowing in her face. As she is very sociable being with people makes her content. Another great love is swimming and each week we took Nicola to a local pool and at home we used music to settle her, and to this day she relaxes when different songs are played.

Nicola is doing so well and is content in her life with friends and amazing support staff who help her to participate in activities where she can achieve her full potential."



Matty is 34 years old and has Cerebral Palsy. He started at Dame Hannahs in 2000 when he was 12 years old.

From the age of 3 to 12 Matty attended Vranth House School in Exeter where his best friends were Sarah and Emma. They are all still great friends today and live in Arthur bungalow together.

Matty's parents heard about Dame Hannahs through Vranth House. After visiting Dame Hannahs and meeting the head teachers Bill and Ruth Evans, they loved it and everything that it offered. Matty started off attending the school and living in Hannah Avenue before moving to Newberry bungalow. In September 2012 Matty and his friends moved to Arthur. He loves all the staff in Arthur and loves to joke with them as he is a very cheeky young man.

Matty loves going to the theatre regularly and going on outings, particularly to Ivybridge village where he can meet people and visit the cafe. He is very popular within the local community. He also loves going home every 10 days to see his family. At home he enjoys playing his computer games and being a big part of the Tiverton community.

Mum Wendy said "Dame Hannahs has changed our lives. It has given Matty independence and he has really grown in confidence. It has also enabled us to give more time to Matty's sister. Dame Hannahs has given Matty so much that we couldn't give him such as the 24 hour care and physiotherapy. We are forever grateful to Dame Hannahs".

Our Staff Team



Therapy Support Assistant Anne has been working at Dame Hannahs for over 30 years. Anne started in 1991 as part-time house parent to the children before moving on to work in the Physiotherapy department where she learnt about other therapies. Anne has played a major part in the lives of so many young people at Dame Hannahs and has always shown great dedication and hard work.

As a house parent Anne worked evenings and weekends so she was able to juggle family life. During this time, Anne worked closely with the intensive support unit which included physiotherapy. When Anne's son started school, she worked term-time in the Physiotherapy department which fitted in well with her family life. Anne started as a physiotherapy assistant, but having gained experience in all therapies and learnt on the job over the years, Anne became a general support assistant for the Physiotherapists and Occupational Therapists.

Anne's current job incorporates all physiotherapy including hydrotherapy and rebound. Another therapy Anne offers the young adults is a therapy called Standing. This is where the young adults are assessed and, if they are able to with clinical reasoning, Anne can do 1:1 standing sessions in their standing frames. With all the therapies that Anne offers, it gives the young adults a change of posture and some 1:1 time out of their busy bungalows. Anne offers choice within all her sessions, ensuring that they have a person-centred focus. This promotes independence, improves the young adults' abilities to make choices and allows them to have a say within their therapy plans. When needed to, Anne has attained the training to work alongside the support workers in the bungalows. Anne really is a crucial team member to all departments at Dame Hannahs.

Throughout her time at Dame Hannahs, Anne has seen many people come and go. Anne is particularly proud of seeing the children she supported over 20 years ago, flourish and transition into fun, big-hearted young adults whom she is still able to support in Adult Services. Even though the closure of our Children's Services was very sad, it still holds great memories for Anne and she is grateful to have started her Dame Hannahs journey there.

Anne said "I have been working at Dame Hannahs for more than half my life! I have been very happy here and have seen many changes over the years. During my time I have learnt a lot but for me it is all about the wonderful young people and I have some happy memories. It has been lovely to see so many of them grow up from very young children into adults and to watch them develop."



Support worker Aghogho started working at Dame Hannahs in September 2022, having moved to England from Nigeria earlier that year. Having worked in banking in Nigeria for several years Aghogho decided that he needed a shift in career and was ready to move to another sector and another country. He was already interested in the Healthcare sector and he had friends and family living in England.

Aghogho started off working for Newcross Healthcare doing shifts at Dame Hannahs and was soon offered a permanent job. He is always keen

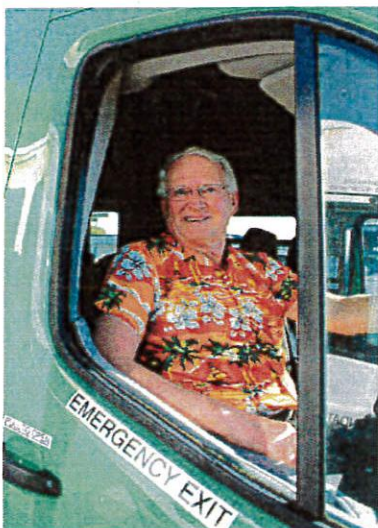
to learn and to improve himself and is about to start his NVQ Level 3 in Care with a view to moving into nursing at some stage.

At Dame Hannahs Aghogho works as a support worker across the site and has already gained a lot of experience working with different adults. He works mainly in the Mews where he is learning so much about the technical and medical side of caring for the adults.

He lives in Plymouth with his wife and two children but is keen to move to Ivybridge. Having decided to move to England they chose Plymouth as his wife was offered a place to study for a Master's in Business and Management at Plymouth University.

Aghogho said "I immediately fell in love with the guys at Dame Hannahs and the staff have all been so welcoming. I love the joy of making the guys happy and putting smiles on their faces and I have made some very close bonds. Each day I enjoy planning what to do with them and I am always keen to help them get involved in different activities and to take them on outings. I am always looking for new challenges and I am learning so much and I take my responsibilities caring for the guys very seriously. My friends in Nigeria can see how happy I am working here and many are keen to come and work here too. Dame Hannahs is a beautiful place and I love working here."

Our Volunteers



Graham started volunteering as a driver for Dame Hannahs in 2018. Over the last five years he has become a much valued member of the Dame Hannahs family. He has taken the adults on numerous trips around Devon as well as helping out in many other ways at our Ivybridge site.

Before starting as a volunteer, Graham worked as a lecturer in vehicle engineering at City College Plymouth. While there he worked closely with young people with learning disabilities as well as working with special schools. One day a week he used to take the young people out on activity days. When he retired in 2006 he initially volunteered for Plymouth Community Homes doing a range of jobs. However he had always had an affinity with young people with disabilities so he searched online for other volunteering opportunities and discovered Dame Hannahs.

Although he has been volunteering as a driver for the last five years, Graham is always happy to help out in other ways whether it be reading stories, playing his guitar or just sitting with the adults when the staff are particularly busy. He regularly drives one young lady to horse riding and has taken the adults on trips all over Devon ranging from various beaches to Paignton Zoo.

"I have always had an affinity with young people with disabilities so was keen to help out in some way and I was keen to find a local charity so that I could give something back. I really enjoy being at Dame Hannahs and am just happy to help in whichever way I can. I have got to know so many of the adults over five years and they definitely recognise me. I feel both privileged and happy to be part of a wonderful charity."

Fundraising practices

Dame Hannah Rogers Trust 2019 Limited is registered with the Fundraising Regulator and adheres fully to the Code of Fundraising Practice. We are registered with the South Hams District Council for the delivery of our raffle and have a remote and non-remote operating licence. Our lottery is run and administered by Sterling Lotteries trading as Unity Lottery and they operate under their own licence.

There have been no reportable incidents or any failures to comply with the required standards. We encourage all of our supporters or beneficiaries to contact us with any comment or complaints in the first instance. Initially those complaints are dealt with within the Fundraising team following our Fundraising complaints procedure. We have had no complaints around any aspect of our fundraising activity over the last year. We monitor comments and complaints through our Fundraising Team meeting, all occurrences are reported to the Senior Leaders of the Charity.

The Charity believes in the highest possible standards for all of our fundraising activity. Each of those activities are compliant with regulatory standards and in line with the intent of those standards.

Charity Shops and Fundraising

Acknowledgements

The Charity would like to thank all of its wonderful volunteers and supporting organisations and Trusts/Foundations, without whom it would not be able to continue its work in supporting young people and adults with disabilities.

These include:

Trusts and Foundations

- Lord Clinton's Charitable Trust
- The Matthews Wrightson Charitable Trust
- Eddystone Charity Sailing Pursuit
- Edward Gostling Foundation
- Geoff Smirthwaite Foundation

Corporate Supporters

- JGBM Ltd
- Derriford Hospital NHS Trust
- Morrisons Plc
- Christopher's South Hams
- P4B Law Ltd SW
- Tesco PLC
- Stowfords
- Larry Spear Ltd

Campaigns and Community Fundraising more than £500:

- Hannahs Summer Raffle 2022

- Hannahs Christmas Raffle 2022
- Fairbrook Masonic Lodge
- Dame Hannahs Ivybridge Supports Group
- Trolley & Sling Campaign
- Major Donor Fundraising
- BESPK - Austin 7 Car Draw & Austin 7 Around The Americas book proceeds
- Gift In Kind Donations of materials and equipment

Charity Shops

Dame Hannahs Charity Shops performed exceedingly well over the year with buoyant footfall, donations and sales increases 10% year on year. Over this period;

- We had on average 108 regular volunteers who continued to give up their valuable time, at no charge, to help the Charity. While this was still below pre-pandemic levels the individual support given by these volunteers did increase to plus the gap.
- These volunteers gave a total of 37,674 volunteer hours over the year of trading (or £357,903 equivalent value at the £9.50 national minimum wage rate for 2022)
- We signed up 176 new donors
- We made £57,017 in Gift Aid sales from the sale of 15,398 items with an average ticket value of £3.70
- Our shops processed 69,958 bags of donations from 39,509 donors throughout this period

Due to the challenges presented by the pandemic on the retail environment the 2022 National Charity Shop Survey was not published in the pre-pandemic format again this year due to the lack of data submitted although Dame Hannahs did submit and are normally ranked highly in many of the categories. In the year to 31st March 2023 all of our charity shops remained open and footfall, donations and sales remained high and consistent for the entire year.

Our current and future plans

Following the recent operational restructures and impact of external conditions the Charity has revised its business plans and strategy to focus on the following key areas:

Charity plans

- To continue to provide and improve our highly valued care based residential and day placement services for adults with a range of disabilities.
- Ensure future financial sustainability.
- Continue to value and invest in our skilled employees.
- To once again invest in and improve our main site in terms of the buildings and environment.
- To increase awareness of the Charity in order to improve support and fundraising.

Operational plans

- Expand and evolve our adult services with provision that is focused on meeting the most critical needs of clients and their families.
- To continue to invest in and value our skilled and dedicated employees.
- To maintain and improve our excellent working relationships with commissioners.
- To ensure all our adults are provided with development opportunities that meet their various needs.
- To continue to review the Ivybridge estate and plan to appropriately develop and improve over the next 10 years.

Financial overview

The majority of our charitable expenditure is on staff, our employee numbers average 189 (2022: 194). Most of our staff directly support our adults with disabilities, many of whom need intensive, 24 hour support. All donations received go into supporting our much needed services, purchasing equipment and our capital investment program. Donations are critical to our current and future success. We continue to receive highly valued and appreciated support from individuals, community groups, grant-making bodies, staff, and corporate bodies.

During the period to 31 March 2023 the charitable group had net income over expenditure of £416,468 (2022: £1,792,294).

Financial review

Since the 1st August 2021 Dame Hannah Rogers Trust 2019 Limited (Charity number 1194836 and Company number 11878746) continues to provide the highly valued services provided previously through the unincorporated Dame Hannah Rogers School (Charity number 306948). On the 31 July 2021 all of the assets and liabilities of the unincorporated Charity were transferred to Dame Hannah Rogers Trust 2019 Limited (Charity number 1194836 and Company number 11878746). Following this transfer the unincorporated Charity (Charity number 306948) remains in existence as a dormant entity.

Had the results of the charity and group been consolidated for a full 12 month period, for the year to March 2022, and not split between 2 sets of financial statements the annual results would have been disclosed as follows:

	2023	2022	2021
	£	£	£
Total Income	6,517,159	6,226,070	6,417,766
Total Expenditure	6,100,691	5,355,816	6,022,332
Net incoming resources	416,468	870,254	395,434
Total funds brought forward	1,792,294	922,040	526,606
Total funds carried forward	2,208,762	1,792,294	922,040

The consolidated balance sheet at the 31st March 2023 showed a positive balance for the year of £2,208,762 (2022: £1,792,294). There continues to be a considerable turn around after a number of years of financial difficulties, this has mainly resulted from stronger operational controls, stable service income, decreased costs, increased fundraising and support to assist with Covid-19.

As noted above overall income was £6,517,159 (2022: for the full 12 month period in both DHRS and DHRT 2019 £6,226,070).

The year end results are better than forecast with higher than forecast income (in all areas) and costs (other than staff costs) overall being better than or at the budgeted level, staff costs remain the most significant budgetary and operational challenge. The results are however not as good as the prior year, there has been increased income (new placements & legacy receipts) but there are significantly increased staffing and supply costs.

Highlights in terms of revenue:

- Adults Service income is higher than the prior year due to two new residential placements and better than forecast inflationary increases. There has however been lower day placement income as these placements returned on reduced days (per week) and no short break income as this service is now not due to return with the agreed focus now being on residential placement growth.
- Fundraising income has performed well (mainly due to there being £228k of legacy received in the year to March 2023). During the year other fundraising income (not legacies) has continued to catch back up to previous historical levels as we moved through the financial year, following the significant disruption of Covid-19 in previous periods. Plans have started that should begin to improve operational fundraising (especially grants) significantly in 2023/24 and beyond.
- Up to the disappointing but no choice closure of the Transit Way Charity shop, at the end of March 2023, the charity shops continued to perform exceptionally well, due to the thankfully ongoing better than expected footfall and sales. At the year end the shops at £821k for the year were ahead of the prior year, due to footfall and sales remaining at least as good as when the initial demand and sales on re-opening were so significantly improved.

Highlights in terms of costs:

- Staff costs for March 2023 have been more than what was seen in the prior year. This is due to the necessary use of high cost agency staff and enhanced overtime due to high numbers of staff vacancies (care staff and

nurses to December 2022 and just care staff since January 2023) as well as the necessary April 22 pay rise, January 23 pay rise and agency recruitment costs for recruiting nurses and other senior staff.

- Supply costs have been over £100k more than the prior year due to inflationary pressures and activity levels increasing significantly as we are now not operating with many of the Covid-19 related restrictions seen in the previous year (such as trips out, activities on site, etc.).
- Premises costs have continued to see the benefit of our historical longer term lower fixed price energy deals and the actions taken to reduce gas heating costs and electric usage, these costs will begin to increase significantly from March 2023 (for gas) and then from October 2023 (for electric) due to the actual and expected significantly higher rates. There has and will be a catch-up of investment, maintenance and insurance compliance costs as access to all areas is now possible (following the significant access issues created by Covid-19). There is a clear focus on the residential areas and necessary works are being carried out by both internal maintenance and external contractors.
- The triennial pension provision has been accounted for in the year to March 2023, this follows a consistent historical policy, for this period the provision totals £132,096.

During Covid-19 the Charity was able to access much needed and welcome financial support from a number of sources, in order to be able to best manage the significant uncertainties created, as part of this support financial debt was incurred. We are pleased to report that over this financial year debt has remained on agreed terms, has reduced significantly and payments are all up to date. Debt highlights as follows:

- EGF, our landlord, reduced our rent to £250k per annum from £352k with effect from the 1st July 2020. To further assist us during Covid-19, the first year of these reduced payments was also deferred (£250k in total). From the 1st July 21 rent has been paid monthly and the deferral is repaid over 25 months from this date. All payments and repayments are up to date with full repayment occurring in June 2023.
- The Trust had detailed discussions with Lloyds Bank in relation to access to CBIL support and this was secured in May 2020 with the agreed £200k being received on the 10th June 20. Following advice, to protect against increasing costs from bank base rate increases, the Trustees fixed the loan interest rate at 4.33% (from July 2022 until June 2026, the loan completion date), all payments and repayments are up to date.
- HMRC has provided Covid-19 support to the Charity, by allowing part payments of PAYE and National Insurance up to the 30th June 2021. A 24 month time to pay arrangement was agreed for the deferred balance of £822k and payments commenced in July 2021. Repayments commenced as agreed and are up to date with full repayment occurring in June 2023.
- Finally but still importantly, many of our suppliers have continued to support us with generous and supportive rates and payment terms. We have to thank all these organisations for the support they have provided to us during these unprecedented times.

With the challenging but overall positive financial performance presented, the Charity believes that it has a firm base from which it can remain committed to its core charitable purpose, support its increasing number of stakeholders and be ready for the challenges that lie ahead.

Financial review - Going Concern

The main actions in the budget for 2023/24 and beyond are designed to remove the current constraints on growth in placement numbers in order to be able to cover the increase in costs due to inflation (staff, utilities and supply costs) and the costs incurred due to the size and complexity of the site. In our detailed planning, and due to our situation, it has not been viable to forecast on the basis of reducing costs and constraining growth. Our recent experience shows that there is demand for places which we have not been able to meet due to the problems we have had recruiting care staff (a national social care issue). Increasing residential numbers alongside improved fundraising (grants, shops, legacies and community) are all required to ensure that the necessary site improvement costs (especially residential areas) can continue to be covered and staff can be rewarded for their hard work, responsibility and perseverance.

For 2023/24 there is a residential property improvement action plan designed to support residential placement growth during the same period. Since May 2023 recruitment and retention now appears to be improving and we currently believe that this will continue, so the high cost of agency staff will gradually improve through 2023/24. We believe that these improvements alongside our close relationships with commissioners will allow us to welcome new residential and day placements during 2023/24 and beyond.

It is the view of the Trustees that the Charity is a going concern, this is on the basis that:

- With inflation a key concern, our fees were increased on average by 10% from April 2023 (average of 6.5% from April 2022), a welcome and much needed step forward over the last couple of years (after years of little and even no % increases). With this precedent future increases are more likely to follow overall inflation levels but this is not guaranteed, in our forecasts we have assumed 3% annual increases from financial year 2024/25 and beyond.
- At our financial year end, we had 33 residential placements but sadly this reduced to 32 during May 2023 as one residential placement passed away. There is always a risk of mortality given the complex disabilities of the individuals we care for & support. Operationally and financially we manage this risk by having excellent commissioner relationships, which provides us with the security of a waiting list of potential new placements. We can also increase income organically as the needs of existing placements increase. These two options give us the confidence to believe that the charity can maintain a minimum of 32 placements and gradually increase this to 38 placements by November 2024 and then remain at this number for the foreseeable future. We make the assumption that this number, may be reduced by one individual per annum and that it takes between around 3 to 6 months for a new placement to commence. We do not believe that the impact of such an event is significant in terms of future budgets & plans.
- The need to vacate our main retail warehouse and shop from the 17th April 2023 resulted in a reduction in retail income and surplus when compared to the actual returns seen to date. Our prudent budgeting and cash forecasting, together with our risk management processes means that the actual impact is likely to be closer to £100k per annum in terms of future budgeted performance (income & surplus). Our budgeted retail annual surplus for 23/24 is now being forecast to be as close to break-even as possible for the 23/24 financial year and early indications are that this will be the case. After a year of consolidation and restructuring the retail operations in 23/24 returning to surplus generation is being forecast for 2024/25 and into the future. Recovery plans have commenced (a new warehouse is now in place and this will be followed by a gradual increase in shops). This should lead to a gradual improvement in the retail financial performance, especially as our shops are principally located in lower income areas where the current demand is high, something we see continuing given the challenging economic circumstances in the UK. Plans are being implemented to reduce the risk of our reliance on the surplus from our retail shops. We expect to see improvements in Fundraising (Community, Grants, Legacies & Corporates) during 2022. These activities are expected to further mitigate the loss of income in 2023/24 and beyond.
- Recruitment and retention of care and medical staff is an ongoing concern that has again been identified, this impacts the number of placements we can care for and support. There is a well documented shortage of such staff in the sector and the current labour market favours those looking for employment in other industries. In common with the NHS and other care organisations retention is also an ongoing issue. Having the appropriate number of well-trained carers and medical staff is essential from both a care, regulatory and financial performance perspective. We are constantly monitoring how competitive our rates of pay are, in an effort to ensure our pay and benefits package remains attractive. Improvements in pay and conditions are balanced, as much as possible, with % increases in the fee income we receive. In these challenging times our overall approach to recruitment and retention is under constant review and we are confident our approach does not put us at a competitive disadvantage. From the 1st January 2023 we initiated a further new pay strategy for these staff to best ensure that we pay staff competitively compared to the local market. We have also followed government guidelines alongside using external professional support in order to commence an international staff recruitment drive, with the benefits of the work put into this now being seen. The initial impact of these

measures has been positive, with significant recruitment and retention improvements being seen from June 2023 onwards and this will put the charity in a position to increase residential and day placements. The Charity remains positive in relation to this area but we do not underestimate the ongoing difficulties we are likely to face in this area of activity

- Inflationary cost pressures:
 - Approximately 80% of the charity's costs now relate to staffing due the high level of care and support the individuals who live at Dame Hannah's require. This cost is controlled by having set and funded staffing models for our current capacity/services and careful consideration of annual increases using all information available whilst balancing this as much as possible against % increases in our fee income.
 - Up to the 28th February 2023 for gas, and up to 31st October 2023 for electric, the charity has, and will be, protected from the initial significant increases. Our energy broker supports us to ensure that when renewing we do this using appropriate advice and at the best prices available at the time, even with this we are expecting our energy costs to at least double when compared against our historical fixed rates (going from being just 3% of our total costs to over 6%).
 - To mitigate the impact of the significant energy cost increases we have implemented plans to reduce our gas usage by approximately 20%. This is being achieved by the more efficient use of our boilers (our main boiler can now be turned off during the summer months with no impact on the Services), together with actions to reduce our use of electricity (introduction of LED lighting in external and high use areas). There is a risk that these costs will increase further but our mitigation plan is designed to ensure any cost increase will be manageable at least over the next 12 months. There remains the possibility these costs will continue to rise and there is the potential for difficulties in future years, which we are alive to.
 - Another key premises cost is rent. The lease for our main Ivybridge site has a capped annual increase of 4%, this provides cost protection during this period of high inflation.
 - During the year the CBIL loan interest rate has been fixed at 4.33% (from July 2022 until June 2026, the loan completion date), this provides cost protection during this period of high inflation.
 - Up to the 31st March 2024 we are due to continue to receive a high proportion of our PPE requirement from the governments PPE portal (as stocks allow). Planned reductions in the use of some PPE items gives further assurance that this cost can remain manageable. These measures continue to minimise the impact of this potential cost pressure.
 - There will be further and ongoing inflationary cost pressures that the charity plans to manage through our risk management processes, working closely with our suppliers and by increasing our fundraising activities, which have been dormant for some time.
- The site requires improvements and investments and the charity has had a historical operational budget of £150k per annum to keep essential projects progressing. To support the invest to grow strategy (residential and day placements) for 2023/24 this budget has been increased to £500k for the year (focused on necessary improvements to the residential areas). Already received designated legacy receipts are being used but more grant, legacy and other fundraising support will be required in order to achieve what is required to make the necessary property improvements that will significantly benefit both our existing and new residential and day placements. Such expenditure is regularly reviewed and carefully controlled to budget by the Executive team reporting to Trustees on a regular basis. If placement growth plans are slowed down or fundraising does not perform then the 2023/24 investment budget may need to be updated.

With the significant support we have received during the period to March 2023 the financial position remains challenging but manageable from a going concern perspective.

In the period to June 2023 the most significant deferred payments, HMRC and Rent, will be repaid in full. Even with these repayment ceasing cash is forecast to gradually reduce due to the investment required, staffing and property, to be able to benefit from the longer term stability that increased residential placements will bring. Following this period of property investment followed by increased placements and reduced staff costs (reduced reliance on high cost care agency staff) the forward cash position is forecast to remain manageable. Our biggest challenge is likely to be centered on staffing in common with all other organisations in this sector.

Our risk management processes indicate that changes in the external environment may require us to update our operational and strategic assumptions. As a result, the Trustees and the executive regularly review and carefully consider the impacts on our financial performance, and we are confident of being able to put in place further actions if and when required to mitigate their effects.

On the basis of the financial support that has historically been made available and the agreed invest to grow strategy the Trustees consider that there are no material uncertainties in relation to being a going concern and accordingly the accounts have been prepared on a going concern basis.

Reserves policy

The Trustee Board believes that in order to ensure the continued provision of our services to the Charity's beneficiaries in the event of an unexpected reduction in funding or incurring of unplanned expenditure, the Charity should hold free reserves from which it can draw down. Free reserves are represented by unrestricted funds less fixed assets. At 31 March 2023 free reserves stood at £1,451,289 (2022: £1,324,993). The historical operational and financial restructures have significantly improved the reserves of the Charity. Following the previous decisive action to reduce costs and repay all bank borrowing it is the Trustee's aim to trade successfully and maintain free reserves to cover a minimum of 3 months' worth of operating costs. With monthly operating costs totalling on average £540k per month the operating reserve requirement is £1,620k, the reserves policy is not being met. The required level of reserves has not yet been reached and there are currently no free reserves to support all the exciting and necessary operational and fixed asset plans of the charity. In order to be able to achieve the necessary improvements to our operations and property, grant, legacy and other fundraising support will be essential over the next 24 months.

Pay policy statement

Introduction and Purpose

The purpose of this policy is to clarify the Charity's stance on pay.

The Charity has the power to appoint employees on such reasonable terms and conditions, including remuneration, as it sees fit. This Pay Policy Statement explains the Charity's approach to key personnel pay.

The purpose of the statement is to provide transparency with regard to the Charity's approach to setting the pay of its employees by identifying the methods by which salaries of these employees are determined.

Legislative Framework

In determining the pay and remuneration of these employees, the Charity will comply with all relevant employment legislation. This includes, but is not an exhaustive list, the Equality Act 2010, Part Time Employment (Prevention of Less Favourable Treatment) Regulations 2000, The Agency Workers Regulations 2010 and where relevant, the Transfer of Undertakings (Protection of Earnings) Regulations.

With regard to the Equal Pay requirements contained within the Equality Act, the Charity ensures there is no pay discrimination within its pay structures and that all pay differentials can be objectively justified through the use of equality-proofed job evaluation mechanisms which directly relate salaries to the requirements, demands and responsibilities of the role.

Pay Structure

The purpose of the appropriate pay structure is to encourage staff with the relevant skills to seek to work for the Charity, and then to remunerate them appropriately for the duties they undertake in order to maintain their motivation and retain their services.

The pay rates of staff are benchmarked against similar external organisations to attract employees with the relevant experience, skills and capacity, and are then approved by the Trustee Board.

In determining its grading structure and setting remuneration levels for all posts, the Charity takes account of the need to ensure value for money in respect of the use of Charity money, balanced against the need to recruit and retain

employees who are able to meet the requirements of providing high quality services to the adults with disabilities, delivered effectively and efficiently and at times at which those services are required.

Key Management Personnel – Specific Remuneration Policy

Guidelines for setting the pay and remuneration of key management personnel (key staff) and any criteria used in setting pay:

Directors and managers pay rates are set based on both the professional status of the role and the responsibility to the Charity. These are benchmarked against similar roles in similar organisations and professions. These are set and agreed by the appropriate Appointments & Remuneration Committee.

Senior personnel are paid according to their professional rates and responsibility utilising the NHS Agenda for Change bandings as a benchmark. Given the nature of the services and staff group this benchmark tool is considered to be the most appropriate. The Board is responsible for ensuring that the pay is both appropriate for the Charity and the individual employed.

Key management personnel for disclosure purposes consist of the heads of Adult Services, Finance and Fundraising.

Trustees' responsibilities in relation to the financial statements

Charity law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the entity and of the surplus or deficit for that period. In preparing those financial statements, the Trustee is required to:

- 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 entity will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and to enable them to ensure that the financial statements comply with the Charities Act 2011. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the Charity and to prevent and detect fraud and other irregularities.

The Trustees certify that:

- So far as we are aware, there is no relevant audit information of which the Charity's auditor is unaware; and
- We have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the Charity's auditor is aware of that information.

Auditor

The auditor, PKF Francis Clark, will be proposed for re-appointment by the Trustees.

Signed on behalf of the Board of Trustees of Dame Hannah Rogers Trust 2019 Limited

Professor David Coslett (Chair):

Date: 14/11/23



Independent Auditor's Report

Year Ended 31 March 2023

Opinion

We have audited the financial statements of Dame Hannah Rogers Trust 2019 Limited (the 'charitable parent') and its subsidiaries (the 'group') for the year ended 31 March 2023, which comprise the Consolidated Statement of Financial Activities, Consolidated and Charity Balance Sheet, Consolidated Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and of the parent Charity's affairs as at 31 March 2023 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's ability to continue as a going concern for a period of a least 12 months from when the original financial statements were authorised for issue.

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

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Auditor's Report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Independent Auditor's Report continued

Year Ended 31 March 2023

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and its parent charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustee's Report.

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

- the information given in the Trustee's Annual Report is not consistent with the financial statements; or
- the charity has not kept sufficient accounting records; or
- the group's financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the Trustee

As explained more fully in the Statement of Trustees Responsibilities (set out on page 23), the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charity or cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below:

As part of our audit planning, through discussions with management, we obtained an understanding of the legal and regulatory framework that is applicable to the group and the sector in which it operates to identify the key laws and regulations affecting the group.

The key laws and regulations we identified were the CQC Regulations, General Data Protection Regulations (GDPR), Fundraising Regulations for Charities, health and safety and employment laws. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, primarily the Companies Act 2006, the Charities Act, relevant tax compliance regulations in the UK and reporting framework (Charities SORP – FRS102).

We discussed with management how the compliance with these laws and regulations is monitored and we discussed the policies and procedures in place. We also identified the individuals who have responsibility for ensuring that the

Independent Auditor's Report continued

Year Ended 31 March 2023

entity complies with laws and regulations and deals with reporting any issues if they arise. As part of our planning procedures, we assessed the risk of any non-compliance with laws and regulations on the group's ability to continue trading and the risk of material misstatement in the accounts.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Our procedures involved the following:

- Enquiries of management and those charged with governance regarding their knowledge of any non-compliance with laws and regulations that could affect the financial statements;
- Reviewed legal and professional costs to identify any possible non-compliance or legal costs in respect of non-compliance; and
- Reviewed board minutes.

As part of our enquiries we discussed with management whether there have been any known instances, allegations or suspicions of fraud, of which there were none.

We also evaluated the risk of fraud through management override including that arising from management's incentives. The key risks we identified were misappropriation of cash, and we determined that the principal risks were related to misallocation of restricted funds.

In response to the identified risk, as part of our audit work we:

- Used data analytics to test journal entries throughout the year, for appropriateness
- Evaluated the rationale of significant transfers between restricted and unrestricted reserves
- Reviewed income supporting documentation for any restrictions and compared to how it had been recognised in the financial statements
- Reviewed estimates and judgements made in the accounts for any indication of bias and challenged assumptions used by management in making those estimates
- Tested a sample of till z readings to daily takings sheets through to the financial statements.

Because of the inherent limitation of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements. This risk increases the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements as we are less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment, collusion, omission or misrepresentation.

As part of an audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal controls relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the group's internal control.

Independent Auditor's Report continued
Year Ended 31 March 2023

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustee.
- Conclude on the appropriateness of the Trustee's use of going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to the events or conditions that may cast a significant doubt on the group's or the parent charity's ability to continue as a going concern. If we then conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the group or the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

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

Use of our report

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

Duncan Leslie
Senior Statutory Auditor
PKF Francis Clark, Statutory Auditor
Melville Building East
Unit 18, 23 Royal William Yard
Plymouth
PL1 3GW

15/11/2023

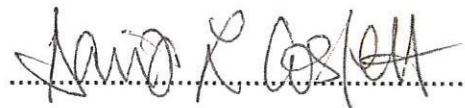
Consolidated Statement of Financial Activities
(Incorporating Income and Expenditure Account and Statement of Recognised Gains and Losses)
Year Ended 31 March 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Income from:					
Donations and legacies	3	142,293	159,490	301,783	1,174,200
Charitable activities	4	5,393,680	-	5,393,680	3,588,791
Other trading activities	5	821,172	-	821,172	711,468
Investment income	6	524	-	524	16
Total income		6,357,669	159,490	6,517,159	5,474,475
Expenditure on:					
Costs of raising funds	8	(451,177)	-	(451,177)	(378,761)
Charitable activities	9	(5,626,505)	(13,334)	(5,639,839)	(3,288,614)
Other:					
Financing costs		(9,675)	-	(9,675)	(14,806)
Total expenditure		(6,087,357)	(13,334)	(6,100,691)	(3,682,181)
Net gains on investments		-	-	-	-
Net income	11	270,312	146,156	416,468	1,792,294
Transfer between funds		-	-	-	-
Net movement in funds		270,312	146,156	416,468	1,792,294
Reconciliation of funds:					
Total funds brought forward		1,732,658	59,636	1,792,294	-
Total funds carried forward		2,002,970	205,792	2,208,762	1,792,294

Balance Sheet
31 March 2023

		Group		Charity	
	Notes	2023 £	2022 £	2023 £	2022 £
Fixed assets:					
Tangible assets	15	602,473	452,033	588,319	432,196
Investments	16	5,000	5,000	5,004	5,004
Total fixed assets		607,473	457,033	593,323	437,200
Current assets:					
Stocks	17	31,914	37,437	31,914	37,437
Debtors	18	550,789	491,649	497,996	452,928
Cash at bank and in hand		2,382,064	2,752,810	2,267,823	2,647,449
Total current assets		2,964,767	3,281,896	2,797,733	3,137,814
Liabilities:					
Creditors: amounts falling due within one year	19	849,441	1,379,354	1,269,159	1,415,125
Net current assets		2,115,326	1,902,542	1,528,574	1,722,689
Total assets less current liabilities		2,722,799	2,359,575	2,121,897	2,159,889
Creditors: amounts falling due after more than one year	20	514,037	567,281	514,037	564,320
Total net assets		2,208,762	1,792,294	1,607,860	1,595,569
The funds of the Charity:					
Restricted funds	22	205,792	59,636	205,792	59,636
Unrestricted funds	22	2,002,976	1,732,658	1,402,068	1,535,933
Total Charity funds		2,208,762	1,792,294	1,607,860	1,595,569

The consolidated financial statements on pages 28 to 47 were approved by the Trustees on 14/11/23 and were signed on its behalf by:



Professor David Coslett (Chair)

Company number: 11878746

Consolidated Statement of Cash Flows
Year ended 31 March 2023

	Notes	2023 £	2022 £
Cash flows from operating activities:			
<i>Net cash (used) / received from operating activities</i>	26	(58,718)	2,712,383
Cash flows from investing activities:			
Interest from investments		524	16
Transfer in of tangible fixed assets and investments		-	(432,262)
Proceeds from the sale of tangible fixed assets		8,576	2,270
Purchase of tangible fixed assets		(220,236)	(67,588)
<i>Net cash (used in) investing activities</i>		(211,136)	(497,564)
Cash flows from financing activities:			
Transfer of borrowing to Trust		-	625,921
Repayment of borrowing		(100,892)	(87,930)
<i>Net cash used in financing activities</i>		(100,892)	537,991
<i>Change in cash and cash equivalents in the year</i>		(370,746)	2,752,810
Cash and cash equivalents at the beginning of the year		2,752,810	-
<i>Cash and cash equivalents at the end of the year</i>	27	2,382,064	2,752,810

Notes and Accounting Policies

Year ended 31 March 2023

1. Going concern

It is the view of the Trustees that the Charity is a going concern, this is on the basis that:

- Adults Service income is higher than the prior year due to two new residential placements and better than forecast inflationary increases. There has however been lower day placement income as these placements returned on reduced days (per week) and no short break income as this service is now not due to return with the agreed focus now being on residential placement growth.
- Fundraising income has performed well (mainly due to there being £228k of legacy received in the year to March 2023). During the year other fundraising income (not legacies) has continued to catch back up to previous historical levels as we moved through the financial year, following the significant disruption of Covid-19 in previous periods. Plans have started that should begin to improve operational fundraising (especially grants) significantly in 2023/24 and beyond.
- Up to the disappointing but no choice closure of the Transit Way Charity shop, at the end of March 2023, the charity shops continued to perform exceptionally well, due to the thankfully ongoing better than expected footfall and sales. At the year end the shops at £821k for the year were ahead of the prior year, due to footfall and sales remaining at least as good as when the initial demand and sales on re-opening were so significantly improved.

Highlights in terms of costs:

- Staff costs for March 2023 have been more than what was seen in the prior year. This is due to the necessary use of high cost agency staff and enhanced overtime due to high numbers of staff vacancies (care staff and nurses to December 2022 and just care staff since January 2023) as well as the necessary April 22 pay rise, January 23 pay rise and agency recruitment costs for recruiting nurses and other senior staff.
- Supply costs have been over £100k more than the prior year due to inflationary pressures and activity levels increasing significantly as we are now not operating with many of the Covid-19 related restrictions seen in the previous year (such as trips out, activities on site, etc.).
- Premises costs have continued to see the benefit of our historical longer term lower fixed price energy deals and the actions taken to reduce gas heating costs and electric usage, these costs will begin to increase significantly from March 2023 (for gas) and then from October 2023 (for electric) due to the actual and expected significantly higher rates. There has and will be a catch-up of investment, maintenance and insurance compliance costs as access to all areas is now possible (following the significant access issues created by Covid-19). There is a clear focus on the residential areas and necessary works are being carried out by both internal maintenance and external contractors.
- The triennial pension provision has been accounted for in the year to March 2023, this follows a consistent historical policy, for this period the provision totals £132,096.

During Covid-19 the Charity was able to access much needed and welcome financial support from a number of sources, in order to be able to best manage the significant uncertainties created, as part of this support financial debt was incurred. We are pleased to report that over this financial year debt has remained on agreed terms, has reduced significantly and payments are all up to date. Debt highlights as follows:

- EGF, our landlord, reduced our rent to £250k per annum from £352k with effect from the 1st July 2020. To further assist us during Covid-19, the first year of these reduced payments was also deferred (£250k in total). From the 1st July 21 rent has been paid monthly and the deferral is repaid over 25 months from this date. All payments and repayments are up to date with full repayment occurring in June 2023.

- The Trust had detailed discussions with Lloyds Bank in relation to access to CBIL support and this was secured in May 2020 with the agreed £200k being received on the 10th June 20. Following advice, to protect against increasing costs from bank base rate increases, the Trustees fixed the loan interest rate at 4.33% (from July 2022 until June 2026, the loan completion date), all payments and repayments are up to date.
- HMRC has provided Covid-19 support to the Charity, by allowing part payments of PAYE and National Insurance up to the 30th June 2021. A 24 month time to pay arrangement was agreed for the deferred balance of £822k and payments commenced in July 2021. Repayments commenced as agreed and are up to date with full repayment occurring in June 2023.
- Finally but still importantly, many of our suppliers have continued to support us with generous and supportive rates and payment terms. We have to thank all these organisations for the support they have provided to us during these unprecedented times.

With the challenging but overall positive financial performance presented, the Charity believes that it has a firm base from which it can remain committed to its core charitable purpose, support its increasing number of stakeholders and be ready for the challenges that lie ahead. The Trustees consider that there are no material uncertainties in relation to being a going concern and accordingly the accounts have been prepared on a going concern basis.

Accounting policies

The financial statements have been prepared under the historical cost convention. The financial reporting framework that has been applied in their preparation is applicable law and Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (second edition October 2019) and the Statement of Recommended Practice applicable to charities (Charities SORP (FRS102)) and the requirements of the Companies Act 2006.

The Charity constitutes a public benefit entity as defined by FRS 102.

Basis of Consolidation

The consolidated financial statements incorporate the financial statements of the group and all group undertakings. These are adjusted, where appropriate, to conform to group accounting policies. Acquisitions are accounted for under the acquisition method. The results of the entity acquired is included in the group profit and loss account after the date control passes.

Legal status of the Charity

The Charity is an incorporated Charity, registered in England and Wales. Its registered address is Woodland Road, Ivybridge, PL21 9HQ.

2. Accounting policies (*continued*)

Income

- **Voluntary income:**
 - General donations are accounted for when received, legacies are recognised when their entitlement, certainty and measurability have been established.
- **Other trading activities:**
 - Shops income: money raised from the Charity shops is recognised on receipt.
- **Income from charitable activities:**
 - Income is taken to the Statement of Financial Activities on a receivable basis.

Expenditure

- All expenditure is accounted for on an accruals basis.
- Operating leases: costs in respect of operating leases are charged on a straight line basis over the lease term.

Fixed assets

- **Tangible fixed assets:** the cost of tangible fixed assets is their purchase cost, together with any incidental expenses of acquisition. Items costing over £1,000 are capitalised, items costing less are written off in the year of purchase.
- Donated assets are capitalised at a value equivalent to market value at the date of donation.
- Depreciation is calculated so as to write off the cost of tangible fixed assets less their estimated residual values on a reducing balance basis, over the expected useful economic lives of the assets concerned. The principal annual rates used for this purpose are:

Improvements to leasehold buildings	5%
Fixtures, fittings and equipment	20%
Motor vehicles	25%
Trust website	20%
- Investments: listed investments are carried at the closing market value prevailing at the balance sheet date. Unlisted investments are carried at cost, less any provision needed to recognise a diminution in value. The net unrealised gains or losses on the revaluation of investments are taken to the Statement of Financial Activities.

Current assets

- **Stock:** stocks are valued at the lower of cost and net realisable value. Donated goods sold in Charity shops are thus valued (and insured) at zero cost.

2. Accounting policies (*continued*)

Liabilities

- **Pensions**

Dame Hannah Rogers School contributes to a multi-employer defined benefit pension scheme which is administered by Devon County Council (LGPS).

The charity has reached agreement with Devon County Council to pay enhanced contributions on behalf of its employees in their scheme, for the years ending 31 March 2024 through to 31 March 2026, in order to meet past service deficits. Accrual provisions have been provided in the financial statements (see note 14).

- **Funds**

There are various types of funds which require separate disclosure. These are as follows:

- **Restricted funds:** donations or bequests received which the donor earmarks for specific purposes. Such purposes are within the overall aims of the organisation. These funds may be income only (where the capital must be retained) or income and capital (where the donation and the income there from may be utilised).
- **Designated funds:** the Charity may at its discretion set aside funds for specific purposes which would otherwise form part of the general funds of the organisation.
- **Unrestricted funds:** funds which are expendable at the discretion of the Trustee in the furtherance of the objects of the Charity.

- **Financial instruments**

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments, except for listed investments (described above). These are classified as fair value through the profit and loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), and then remeasured at their fair value determined by reference to their market value at the balance sheet date. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

3. Income from donations and legacies

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Donations and gifts	63,826	9,490	73,316	21,311
Transfers in:				
Dame Hannah Rogers School	-	-	-	876,894
Hannahs (1988) Ltd	-	-	-	103,027
Legacies	78,467	150,000	228,467	129,131
Furlough Grant	-	-	-	11,294
Kick Start Grant	-	-	-	32,543
Total	142,293	159,490	301,783	1,174,200

4. Income from charitable activities

	Unrestricted 2023 £	Restricted 2023 £	Total 2023 £	Total 2022 £
Fees receivable	5,389,498	-	5,389,498	3,451,678
Covid grant support	-	-	-	29,318
Other income	4,182	-	4,182	107,795
Total	5,393,680	-	5,393,680	3,588,791

5. Income from other trading activities

	Unrestricted 2023 £	Restricted 2023 £	Total 2023 £	Total 2022 £
Income from charity shops	821,172	-	821,172	711,468
Total	821,172	-	821,172	711,468

6. Income from investments

	Unrestricted Funds 2023 £	Total Funds 2022 £
Interest and dividends	524	16

7. Net income from trading activities of subsidiaries

The taxable profits of Hannah's (1988) Ltd which arise from the operation of Charity shops are paid by Gift Aid to the Charity. Audited accounts are filed with the Registrar of Companies. A summary of the trading results is shown below:

Profit and loss account	2023
	£
Turnover	821,172
Operating expenses	(416,221)
Operating profit	404,951
Interest payable and similar charges	335
Interest receivable	(825)
Net trading profit	404,461
Tax on profit on ordinary activities	(285)
Profit after taxation	404,176
Gift aid distribution	(193,244)
 Reserves b/f	 196,727
	407,659
 Balance sheet	
 Assets	 429,850
Liabilities	(22,189)
Capital	2
Reserves	407,659

8. Expenditure on raising funds

	Total	Total
	2023	2022
	£	£
Depreciation	2,496	4,195
Other costs	448,681	374,566
	451,177	378,761

Included in expenditure on raising funds was restricted expenditure of £nil (2022 - £182).

9. Analysis of expenditure on charitable activities

Direct costs	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Staff costs	3,918,001	-	3,918,001	2,369,337
Premises costs	832,464	-	832,464	528,767
Supplies	130,255	-	130,255	76,098
Depreciation	50,632	7,794	58,426	37,211
Bad debts written off	41,704	-	41,704	
Other	35,182	5,540	40,722	7,589
	5,008,238	13,334	5,021,572	3,019,002
Governance costs (note 10)	175,716	-	175,716	106,107
Support costs (note 10)	442,551	-	442,551	163,505
	5,626,505	13,334	5,639,839	3,288,614

Expenditure on charitable activities was £5,639,839 (2022 - £3,288,614) of which £5,626,505 (2022 - £3,283,865) was unrestricted and £13,334 (2022 - £4,749) was restricted.

10. Governance and support costs

	Support costs £	Governance costs £	Total 2023 £	Total 2022 £	Basis of allocation
Management/admin staff salaries	442,551	110,637	553,188	204,381	Time spent
Legal and Professional	-	23,761	23,761	36,646	Governance
Other	-	41,318	41,318	28,585	Governance
	442,551	175,716	618,267	269,612	

11. Net income

Net income for the year is after charging:

	2023 £	2022 £
(Loss)/Profit on disposal of fixed assets	(298)	1,549
Depreciation of leasehold assets	10,317	5,482
Depreciation of owned assets	50,605	35,925
Auditor's remuneration for audit services:		
Charity	7,000	5,000
Subsidiary	6,000	5,000
Non-audit services	8,000	5,000
Rental of shop premises - operating leases	115,952	98,281
Other operating leases	43,507	29,215

12. Analysis of staff costs, Trustee's remuneration and expenses and the costs of key management personnel

The aggregate payroll costs were as follows:

	2023 £	2022 £
Wages and salaries	3,326,121	2,256,583
Social security costs	275,904	166,655
Pension costs	84,057	54,773
Other staff costs	85,590	25,051
Apprenticeship levy	2,549	1,873
Agency fees	564,291	68,783
Pension scheme deficit	132,677	-
	4,471,189	2,573,718

The Trustees did not receive any remuneration as Trustees during the year.

One Trustee was reimbursed for travel and festive lunch costs incurred in respect of the charity during the year. The total costs reimbursed in the year were £595 (2022: £nil).

The average number of full and part time employees during the year was 189 (2022: 194).

The number of employees whose emoluments exceeded £60,000 based on a full year's salary is as follows: within the £60,000 - £70,000 band: 0 (2022: 1), within the £70,000 - £80,000 band : 1 (2022: 1), within the £90,000 - £100,000 band: 1 (2022: 0), 2 of the employees are members of one of the defined benefit pension schemes.

The key management personnel of the group comprises the Senior Management Team. The aggregate employee benefits payable to the key management personnel for the year were £177,121 (2022: £142,899). This included pension costs of £16,053 (2022: £6,853).

The Charity gives full fair consideration to applications for employment by disabled persons and has regard to their aptitudes and abilities. The Charity provides appropriate training, career development and promotion for all staff including the disabled employees.

13. Taxation

DHRT 2019 Limited is a registered Charity. As such it is entitled to certain tax exemptions on income and profits from investments and surpluses on any trading activities carried on in furtherance of the Charity's primary objectives provided that these profits and surpluses are applied solely for charitable purposes.

14. Pension scheme

An accrual provision has been recognised in the financial statements in respect of the past service deficit contribution on the Devon County Council pension scheme. The deficit is calculated based on an actuarial valuation of the scheme in 2023. It was agreed that the deficit would be funded by an increase in employer pension contributions of £42,400 in 2023/24, £44,000 in 2024/25 and £45,700 in 2025/26. In the current year accounts £42,400 (2022: £39,543) is included within creditors due within one year and £89,696 (2022: £nil) is included within creditors due after more than one year.

15. Tangible fixed assets

Group	Leasehold buildings £	Fixtures, fittings and equipment £	Motor vehicles £	Trust website £	Total £
Cost or valuation					
At 1 April 2022	221,195	1,962,757	153,977	41,276	2,379,205
Additions	187,697	17,602	14,937	-	220,236
Disposals	-	-	(14,954)	-	(14,954)
At 31 March 2023	408,892	1,980,359	153,960	41,276	2,584,487
Depreciation					
At 1 April 2022	14,880	1,739,709	136,058	36,525	1,927,172
Charge for year	10,317	46,284	3,371	950	60,922
Eliminated on disposals	-	-	(6,080)	-	(6,080)
At 31 March 2023	25,197	1,785,993	133,349	37,475	1,982,014
Net book value					
At 31 March 2023	383,695	194,366	20,611	3,801	602,473
At 31 March 2022	206,315	223,048	17,919	4,751	452,033

Charity

	Leasehold buildings £	Fixtures, fittings and equipment £	Motor vehicles £	Trust website £	Total £
Cost or valuation					
At 1 April 2022	221,195	1,920,411	143,460	41,276	2,326,342
Additions	187,697	16,352	14,937	-	218,986
Disposals	-	-	(4,437)	-	(4,437)
At 31 March 2023	408,892	1,936,763	153,960	41,276	2,540,891
Depreciation					
At 1 April 2022	14,880	1,712,763	129,978	36,525	1,894,146
Charge for the year	10,317	43,788	3,371	950	58,426
Eliminated on disposals	-	-	-	-	-
At 31 March 2023	25,197	1,756,551	133,349	37,475	1,952,572
Net book value					
At 31 March 2023	383,695	180,212	20,611	3,801	588,319
At 31 March 2022	206,315	207,648	13,482	4,751	432,196

16. Investments
Investments – unlisted
Group and Charity

	2023 £	2022 £
Shares in Brain in Hand	5,000	5,000
Investments in subsidiaries (Charity only)		
	2023 £	2022 £
Cost of shares in Hannah's (1988) Limited	2	2
Cost of shares in Hannahs Limited	2	2
	4	4

The investments of the Charity include the 2, £1 shares in Hannah's (1988) Ltd, a company incorporated in England and Wales, which represents the whole of the share capital. Hannah's (1988) Limited now operates nine charity shops, one in Ivybridge, six in Plymouth, one in Newton Abbot and one in Saltash, all selling donated goods. The profits earned by the company are passed to the Charity by means of a distribution under Gift Aid; the amount distributed to the Charity as at the year ended 31 March 2023 was £193,244 (2022: £306,668). Hannah's (1988) Limited is registered in England, company number 02258879. Any remaining profits have been distributed post year end.

Hannahs Limited was incorporated on 20 April 1995 and was used to operate self-catering holidays for people with disabilities during the holidays. The company is currently dormant. It has two issued and fully paid ordinary £1 shares owned by Dame Hannah Rogers School. Hannahs Limited is registered in England, company number 03047816.

Both company's registered address is that of the Charity.

17. Stock

	Group		Charity	
	2023 £	2022 £	2023 £	2022 £
Food and other stock	31,914	37,437	31,934	37,437

18. Debtors

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Trade debtors	312,463	275,642	303,811	272,778
Prepayments and accrued income	174,020	165,657	137,996	135,122
Other debtors	64,306	50,350	56,189	45,028
	550,789	491,649	497,996	452,928

19. Creditors - Amounts falling due within one year

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Bank loans – (note 20)	40,000	40,000	40,000	40,000
Other loans – unsecured (note 20)	50,000	50,000	50,000	50,000
Trade creditors	269,713	238,977	267,609	236,406
Amounts owed to group undertakings	-	-	441,906	51,812
Accruals and deferred income	275,889	467,220	256,089	455,620
Other taxation and social security	134,215	515,177	133,930	515,177
Obligations under finance lease (note 21)	6,086	9,800	6,086	7,930
Other creditors	73,538	58,180	73,539	58,180
	849,441	1,379,354	1,269,159	1,415,125

20. Creditors – Amounts falling due after one year

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Accruals	50,366	-	50,366	-
Bank loans - CBIL	90,000	130,000	90,000	130,000
Other loans - unsecured	250,000	300,000	250,000	300,000
Obligations under finance lease (note 21)	3,975	13,022	3,975	10,061
Other creditors	119,696	124,259	119,696	124,259
	514,037	567,281	514,037	564,320

The bank loan has a credit period of 72 months, the first 12 months interest is repaid by the UK Government, repayments commence after 12 months with a stress interest base rate of 3.5%. The loan is unsecured.

The unsecured loan is interest free and is repayable in equal annual instalments over a ten-year period.

21. Obligations under finance lease

The finance lease relates to the SOPHOS Firewall and a server recognised within the fixtures, fittings and equipment category of tangible fixed assets and a Citroen van recognised with motor vehicles in fixed assets.

	Group and Charity			
	Minimum lease payments		Present value of minimum lease payments	
	2023 £	2022 £	2023 £	2022 £
Within one year	10,305	12,712	6,086	9,800
Between one and five years	5,875	20,524	3,975	13,022
	16,180	33,236	10,061	22,822
Less: future finance charges	(6,119)	(10,414)	-	-
Present value of lease obligations	10,061	22,822	10,061	22,822
Included in the financial statements as:				
Current obligations under finance lease			6,086	9,800
Non-current obligations under finance lease			3,975	13,022
			10,061	22,822

The finance lease is secured by the lessor's title to the leased assets which have a carrying value of £11,206 (2022: £16,831). The Trustee considers that the carrying amount of the obligation under finance lease is approximate to its fair value.

22. Fund balances

	Balance Brought Forward £	Incoming Resources £	Resources Expended £	Transfers £	Balance 31 March 2023 £
Group					
Restricted Funds					
Other	59,636	159,490	(13,334)	-	205,792
Unrestricted Funds					
General Unrestricted Funds	1,732,658	6,357,669	(6,087,357)	-	2,002,970
At 31 March 2023	1,792,294	6,517,159	(6,100,691)	-	2,208,762
	Balance Brought Forward £	Incoming Resources £	Resources Expended £	Transfers £	Balance 31 March 2022 £
Group					
Restricted Funds					
Other	-	64,567	(4,931)	-	59,636
Unrestricted Funds					
General Unrestricted Funds	-	5,409,908	(3,677,250)	-	1,732,658
At 31 March 2022	-	5,474,475	(3,682,181)	-	1,792,294
	Balance Brought Forward £	Incoming Resources £	Resources Expended £	Transfers £	Balance 31 March 2023 £
Charity					
Restricted Funds					
Other	59,636	159,490	(13,334)	-	205,792
Unrestricted Funds					
General Unrestricted Funds	1,535,933	5,536,162	(5,670,027)	-	1,402,068
At 31 March 2023	1,595,569	5,695,652	(5,683,361)	-	1,607,860
	Balance Brought Forward £	Incoming Resources £	Resources Expended £	Transfers £	Balance 31 March 2022 £
Charity					
Restricted Funds					
Other	-	64,567	(4,931)	-	59,636
Unrestricted Funds					
General Unrestricted Funds	-	4,861,829	(3,325,896)	-	1,535,933
At 31 March 2022	-	4,926,396	(3,330,827)	-	1,595,569

Unrestricted General Funds

The Trustee Board believes that in order to ensure the continued provision of our services to the Charity's beneficiaries in the event of an unexpected reduction in funding or incurring of unplanned expenditure, the Charity should hold free reserves from which it can draw down. Following the decisive action to reduce costs and repay all bank borrowing it is the Trustee's aim to trade successfully and maintain free reserves to cover a minimum of 3 months' worth of operating costs. With monthly operating costs totalling on average £540k per month the operating reserve requirement is £1,620k. As the required level of reserves has not yet been reached there are currently no free reserves available to directly support the exciting and necessary operational and fixed asset plans of the charity. In order to be able to achieve the necessary improvements to our operations and property, grant, legacy and other fundraising support will be essential over the next 24 months.

Unrestricted Designated Funds

It is the Trustee Boards intention to first meet and then maintain its free reserves to be a minimum of 3 months worth of operating costs. Once this is achieved through ongoing improved financial performance and increased external support for the essential and highly valuable care services provided, the Trustee board aims to set up unrestricted Designated Funds that will support the necessary investment in the following key areas over the next 24 months:

- Residential Accommodation Refurbishment and Improvement Fund - including ongoing and further planned refurbishments and improvements at all 7 residential buildings.
- Staff Retention and Recruitment Fund – with the well-documented and ongoing staffing crisis in social care further investment in our highly valued and dedicated staff will be essential.
- Energy Crisis Fund – to support both energy efficiency where possible/advisable and support the expected significant increases impacting further during 2023/24 (when the current fixed rates begin to be renewed).
- Activity Areas Improvements Fund – including but not limited to further improvements to the hydro-therapy pool, sensory rooms, sensory gardens, improved site accessibility and grounds.
- Site Development Fund – a feasibility study has been completed. Significant future funding will be required to ensure that the Charity can make the best possible use of the sites it operates from.

Without additional funding support, it will be extremely difficult for the Charity to be able to meet these additional significant challenges and be able to continue to deliver and improve on the excellent level of care and support provided. In the short term Trustees are aware that it is likely that the Unrestricted General Reserve will be required to support these significant but necessary cost pressures and further charitable support will be required to ensure that the Charity can continue to deliver its highly valued services into the future and be able to keep an appropriate level of Unrestricted Reserves.

Other Restricted Funds include:

- Various donors – BOMA 7 Wheelchair. Funds brought forward of £1,708, depreciation charged of £427 leaving a balance carried forward at the year-end of £1,281.
- Leather Sellers Company/Lord Tavernors - in prior years £50,000 was received to purchase a minibus. Funds brought forward £8,972, depreciation charged of £2,243 leaving and balance carried forward at the year-end of £6,729.
- ATASS Foundation – fund of £4,627 brought forward and carried forward, to be used in future years.
- Funds raised from various donors towards Hydro equipment and sensory toys for Ivybridge. Funds brought forward of £3,572, depreciation charged of £179 leaving a balance carried forward at the year-end of £3,393.
- The Clemas Trust £2,520 income was spent on fixed assets in 2018. Funds brought forward of £914, depreciation charged of £183 leaving a balance carried forward at the year-end of £731.

- League of Friends Newton Abbot Hospitals – income was received in 2018 for the purchase of wheel chair clamping equipment, Hydrotherapy pool replacement trolley and hoist, hydro changing trolley, overhead tracking and hoisting equipment, a mobile hoist and Defib Tech Lifeline and associated fixing costs. Funds brought forward of £4,182, depreciation charged of £837 leaving a balance carried forward at the year-end of £3,345.
- Bruce Wake Charitable Trust – income of £2,500 was received in 2018 towards a Veloplus wheelchair bike, along with a further £4,400 in 2019 - £1,400 from The Hedley Foundation and £3,000 giving a total fund of £6,900. The fund were spent in full on fixed assets in 2020. Funds brought forward of £4,014, depreciation charged of £803 leaving a balance carried forward at the year-end of £3,211.
- Percy Billington Charity – income of £4,420 was received for the purchase of a main swing platform for sensory therapy. This income was spent on fixed assets in 2018. Funds brought forward of £1,823, depreciation charged of £365 leaving a balance carried forward at the year-end of £1,458.
- Kitchen appeal raised £5,982 in 2020 which was spent in full on a new kitchen in the adult bungalows, a further donation to the fund of £25 was received in 2022. Funds brought forward of £5,156, depreciation charged of £257 leaving a balance carried forward at the year-end of £4,899.
- In 2020 funds of £5,118 were received from The Edward Gosling Foundation towards the lighting in the car park, this was spent in full. Funds brought forward of £4,387, depreciation charged of £221 leaving a balance carried forward at the year-end of £4,166.
- In 2020 funds of £24,213 were received from The Edward Gosling Foundation in respect of capital and restructure match funding. Funds brought forward of £12,952, depreciation charged of £509 leaving a balance carried forward at the year-end of £12,443.
- In 2022 money was donated towards a shower trolley fund. Funds brought forward were £5,259, during the year additional income of £7,618 was received, depreciation charged of £1,769 and slings purchased costing £1,599, this has left a balance carried forward at the year-end of £9,509.
- In 2022, £1,735 was received from the Royal Mencap Society for sporting activities, £190 for the Park Street general fund and £110 for a garden project, these have all been fully expensed during the year ended 31 March 2023.
- During the year ended 31 March 2023 a legacy of £150,000 was received towards improvement works at the Mews and a sensory garden. This balance is carried forward for use in future years.
- During the year ended 31 March 2023 the following donations were received and fully spent: £34 for Live Music and gifts in kind of £1,872.

23. Analysis of net assets between funds

Group	Fixed assets £	Investments £	Current assets £	Liabilities £	Total 2023 £
Restricted Funds					
Other Funds	55,792	-	150,000	-	205,792
	55,792	-	150,000	-	205,792
Other Funds/Reserves					
Unrestricted Funds	546,681	5,000	2,814,767	(1,363,478)	2,002,970
Total	602,473	5,000	2,964,767	(1,363,478)	2,208,762

24. Operating leases
Operating leases where the Group and Charity is lessee

At 31 March 2023 the total of future minimum lease payments under non-cancellable operating leases (including shop premises) for each of the following periods were as follows:

	Group		Charity	
	2023 £	2022 £	2023 ££	2022 £
Not later than one year	390,048	391,770	302,000	302,000
Later than one year and not later than five years	1,298,207	1,332,286	1,208,000	1,208,000
Later than five years	4,483,800	4,785,800	4,483,800	4,785,800
	6,172,055	6,509,856	5,993,800	6,295,800

25. Related party transactions

There were no related party transactions during the year.

26. Reconciliation of net expenditure to net cash outflow from operating activities

	2023 £	2022 £
Net income for the year	416,468	1,792,294
Adjustments for:		
Depreciation charges	60,922	41,406
Interest from investments	(524)	(16)
Loss/(Profit) on disposal of tangible assets	298	(1,549)
Decrease / (increase) in stocks	5,523	(37,437)
(Increase) in debtors	(59,140)	(491,649)
(Decrease)/increase in creditors	(482,265)	1,409,334
Net cash (used in) / received from operating activities	(58,718)	2,712,383

27. Analysis of cash and cash equivalents

	2023 £	2022 £
Cash in hand	2,382,064	2,752,810
Overdraft facility repayable on demand	-	-
Total cash and cash equivalents	2,382,064	2,752,810

28. Analysis of changes in net funds

	At 1 April 2022 £	Cash-flows £	At 31 March 2023 £
Cash	2,752,810	(370,746)	2,382,064
Loans falling due in less than one year	(90,000)	-	(90,000)
Loans falling due after more than one year	(430,000)	90,000	(340,000)
	2,232,810	(280,746)	1,952,064