

**Brothers of Charity Services in the
United Kingdom**

(Registered as the Congregation of
the Brothers of Charity)

Charity No: 234252

For the year ended 31 March 2021

**Annual Report and
Financial Statements**

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Charity Information

Charity registration number 234252

Principal office: Lisieux Hall
Dawson Lane
Whittle-le-Woods
Chorley
PR6 7DX

Trustees: Brother John Finbar O'Shea
Brother Augustine Thomas Hassett
Brother Patrick Joseph Killoran
Brother Richard Noel Corcoran
Stephen Robinson (appointed 23 August 2021)

Chief Executive Officer: Darron Grundy

Bankers: The principal banker for the Charity is:

Brothers of Charity – Provincial

AIB Group (UK) Plc
10 Berkeley Square
London
W1X 6DN

The following bankers are also utilised by the Charity:

Brothers of Charity Services – Merseyside (Thingwall Hall)

Royal Bank of Scotland
1 Dale Street
Liverpool
L2 2PP

Brothers of Charity Services – Lancashire (Lisieux Hall)

Royal Bank of Scotland
36 St Andrew Square
Edinburgh
EH2 2YB

Investment advisers: Rathbone Investment Management Limited
Port of Liverpool Building
Pier Head
Liverpool
L3 1NW

Auditor: Mazars LLP
One St Peter's Square
Manchester
M2 3DE

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Report of the Trustees

Introduction

This report from the Trustees of the Brothers of Charity Services in the United Kingdom (also known as the Congregation of the Brothers of Charity) is provided in association with the presentation of the financial statements for the year ended 31 March 2021.

Mission Statement

The Trustees of the Congregation of the Brothers of Charity joyfully engage with all people of goodwill in building a better world for every human being and most especially for and with people who are in danger of being marginalised. They do this out of their spiritual heritage as a Religious Congregation in the Roman Catholic Christian tradition and based on the inspiration of their Founder, Canon Peter Joseph Triest.

Brief Historical Note

The Congregation of the Brothers of Charity is part of an international Religious Congregation with headquarters in Rome and with foundations in more than 25 countries around the world.

The organisation was founded in Ghent, Belgium in 1807 by Canon Peter Joseph Triest. The Brothers of Charity established their first foundation in Britain in the 1880s. Initially, the work in Britain concentrated on supporting and educating young boys, providing them with the skills necessary to enter the workforce and adult life in general. In 1931 the Brothers of Charity opened their first service to support adults with learning disabilities in Lancashire. This support is provided in the Merseyside and Lancashire Regions in England and in the Borders Region in Scotland. With effect from 1 April 2007, the services in Scotland became incorporated as the Brothers of Charity Services (Scotland) and now operate as a separate legal entity from the services in Lancashire and Merseyside.

The Defining Characteristics

It is vital to the identity of the services of the Brothers of Charity in England and Wales that the defining characteristics of the Congregation continue to inform and motivate our work, and that we evaluate our services against them. These characteristics, which have shaped the work of the Brothers of Charity since their foundation, are:

- Opting for the most marginalised people in society
- Integrating the best of current trends in service provision
- Striving for the highest possible human dignity in their services
- Valuing expertise highly
- Having an enterprising approach to the organisation and structure of services
- Being willing to function within a social framework and to be recognised by the authorities
- Working in co-operation with other groups to achieve agreed objectives
- Finding final motivation in the Gospel

Organisation and Administration

The ultimate authority in the Congregation rests with the General Chapter which is an assembly of representatives of the Brothers from throughout the world that meets every six years to review the Constitutions (a text offering Inspiration and Guidance) and to elect a Superior General and a General Council who are assigned the task of governing the Congregation.

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Report of the Trustees (continued)

Administratively, the Congregation is divided into four 'Provinces' and within each Province there are a number of Regions. Britain and Ireland form the Region known as 'St Joseph's' which is a part of the European Province. The Superior General and his Council appoint a Regional Leader and a Regional Team with full responsibility for all aspects of the mission of the Congregation within their Region. They are directly responsible for the organisation and spiritual animation of the religious communities within their Region. They are also responsible for the determination, organisation and spiritual animation of the works to be undertaken in the name of the Congregation. In England and Wales this task is carried out on their behalf by the 'Trustees of the Congregation of the Brothers of Charity' - a Trust which has its own Trust Deed approved in 1964. The Trust Deed was amended further in 1996. In accordance with the Trust Deed, the Regional Leader appoints the Trustees. These Trustees are responsible for the management and operation of the Congregation of the Brothers of Charity in England and Wales (which also holds all of the properties of the Congregation in Scotland, England and Wales).

The Brothers of Charity Services in the United Kingdom recognises that a suitably skilled, experienced and well supported board of Trustees is essential if the charity is to be effective both in achieving its Mission Statement and successfully delivering our charitable objects. The Trustees of the Brothers of Charity Services in the United Kingdom ensures its individual Trustee members have full access to all the knowledge and skills required to govern and lead the charity effectively. The Trustee Board ensures that individual trustees have sufficient knowledge, both of trusteeship of the Charity's activities in general and to enable them to carry out their role and to represent the Charity fully. This knowledge is supported by ongoing formation training, mentoring and support for the individual Trustees throughout their tenure.

As new Trustees are appointed, the Trustees of the Brothers of Charity Services in the United Kingdom ensures that the induction process is arranged and completed appropriately. A suitable training programme will be provided to ensure that any newly appointed trustee will receive training on all matters necessary to enable them to perform their duties effectively. This will be tailored to their specific needs and would address key Trustee responsibilities and areas of knowledge such as the Ethos of the charity, Formation training, Charity Governance and Management; Equal Opportunities; a thorough introduction to the range and scope of our current Charitable Activities; Charity Finances; Safeguarding reporting procedures and an explanation of all Charity Policies and Procedures relevant to Trustee activity and governance.

If the new Trustee is to take on any specific duties then any required training needs required in relation to their role will also be assessed and training provided as appropriate. An experienced existing Trustee will also be made available as a key contact point, or mentor, for the new trustee and would be available to speak to, or meet with, the new trustee from time to time to answer any questions that may arise.

In this way, the formal framework of induction and training of any person appointed as a Trustee of the Brothers of Charity Services in the United Kingdom is a supportive and positive experience to ensure we continue to provide good Trustee governance and leadership to the Brothers of Charity Services in the United Kingdom going forward.

The services in England and Wales are provided in Merseyside, Greater Manchester and Lancashire with the services in Greater Manchester being managed through Merseyside. In Merseyside and Lancashire each Region has a Regional Director and Directorate reporting to a Chief Executive and National Directorate who in turn report to the Trustees. The Trustees and the National Directorate seek to give each Region as much autonomy as possible within the framework of overall accountability and encourage each Regional Director and Directorate to have the Principle of Subsidiarity firmly in mind in the organisation of the Services within the Region.

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Report of the Trustees (continued)

Public Benefit

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning the future activities of the Charity.

The Charities Act 2011 sets out descriptions of charitable purposes that are for the public benefit. The defining characteristics of the Brothers of Charity as set out above incorporate some of these charitable purposes, being:

- The advancement of religion
- The advancement of community development
- The relief of those in need by reason of disability

The Charity fulfils these purposes by:

- Providing personalised support for individuals with learning disabilities by working in conjunction with families and commissioners
- The provision of holy spaces, churches and services of worship
- Contributing towards a better society by promoting social cohesion and integration
- The production and development of community programmes in partnership with other agencies
- The carrying out, as a practical effect of religious beliefs, pastoral support for all those who seek it
- Placing no restrictions of any kind or nature on those who can be assisted by the services of the Charity

The achievements and performance of the Charity, as detailed on the following pages, describe the benefits to the public and those people using the services provided by the Brothers of Charity Services.

The Brothers of Charity Services in England Annual Year End Report – Review of Activities:

Introduction:

The Covid 19 pandemic has presented very clear and very profound personal and professional challenges for the Brothers of Charity Services and its staff teams both in the UK and across the world as we sought with great determination and resolve to continue to play our full part in protecting as well as we could all our much valued stakeholders from the terrible effects of the global pandemic through the provision of high quality care. The amazing efforts of all our staff, clients, families and commissioners in joining together to address and resist the impact of the pandemic as a key part of the essential national and global health and social care response has been illustrative of the best of human selflessness, compassion, commitment, bravery and sacrifice that the social care sector and the wonderful people that work within it represent.

All areas of the Brothers of Charity Services – from the Trustee Board to the Regional Advocacy Teams, from the Care Management Teams to the Business Support Teams, from the Facilities Management Teams to the Health and Safety Teams have joined together throughout the pandemic through long and hard days and nights to stretch every sinew to protect the safety, health and wellbeing of all our wide and varied stakeholders, from clients and their loved ones to staff and their loved ones and every person we come into contact with, in the delivery of our caring and compassionate services in order to protect and guard those we support and care for as well as we can from the continued impact of the Covid pandemic.

Throughout the Covid 19 pandemic all of us across the Brothers of Charity Services continued to draw great strength, guidance and support from our Ethos and Mission Statement in order to chart our way through the unprecedented and continual immense challenges of the global pandemic and in doing so the management and staff teams constantly went above and beyond in order to meet the challenges of the Covid 19 pandemic with great professionalism and commitment on behalf of those we continue to be privileged to support and those we are equally privileged to work amongst.

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Report of the Trustees (continued)

In reflecting on the incredibly wide and extensive range of innovative care and support delivered across another very challenging year faced by the clients, staff and management teams across the Brothers of Charity Services it is with great and deep appreciation that we now consider and witness as follows the constant strength and depth of great personal and professional commitment illustrated by excellent examples of role leadership and performance across all aspects and areas of the Services in ensuring we all played our individual and collective part in keeping the person – clients, staff colleagues, families and wider stakeholders – at the heart of everything we do in providing safe, caring, compassionate and person centred support delivered selflessly and with great humanity by our colleagues throughout the year in the name of the Brothers of Charity Services.

Trustees' Annual Report 2020/ 2021: The Brothers of Charity Services Regional Day Opportunities - Activities across the Region in 2020 / 2021

In March 2020 the government announced a national lockdown which heralded the beginning of a year full of uncertainty and life changing circumstances for many, including of course, those attending our Day Opportunities, Vocational Services and Social Enterprises across Merseyside and Lancashire.

People who were used to regularly coming along for personalised training and leisure opportunities within our services and social enterprises faced an upheaval in terms of their important routines being disrupted, not being able to see their friends, peers and support staff, all of whom are familiar and reassuring presences in their daily lives.

In addition to these concerns and fears around the emergence of a new and deadly virus which could affect them, their friends and families, it was also immensely stressful to cope with and like many others, people we support found their mental and emotional wellbeing in jeopardy.

The sudden change of lifestyle and restrictions on our daily lives and liberties for all of us was a real challenge but for vulnerable people, many of whom were at the highest risk of contagion being life threatening, and some who cannot use words to communicate, this was incredibly difficult.

The Brothers of Charity Day Services at this point, were able to respond quickly and positively in terms of calling on Human Resources colleagues to begin successfully supporting a transition of Day Service staff into Supported Living and Nursing services so that people cared for in domiciliary care services were guaranteed a robust workforce during the Covid 19 pandemic.

Day Services teams transferred their skills readily and smoothly to their new working arrangements in domiciliary care, understanding that for them, as frontline workers, it was their vocation to continue to support as well as they were able. In respect of Covid -19 at the time, there is no doubt that for many of them, there was a real concern for their wellbeing, and that of their families, as well as those they were supporting.

This was the beginning of a very long period of being away from Day Opportunities- some staff colleagues, all these months later, have not yet returned from domiciliary care locations to their original places of work in Day Opportunities that were in place before the Covid 19 pandemic commenced.

Government Covid 19 restrictions have meant that Brothers of Charity Day Services have had to respond to the financial implications of day services stopping too.

Whilst many commissioners have maintained funding for service users throughout, other commissioners have requested on-going and very complex information in order to receive partial grant funding.

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Report of the Trustees (continued)

In addition to this Social Enterprises have lost trading income opportunities due to lockdown restrictions and therefore trading income in locations which normally thrive, such as the Social Enterprise cafes based in Lancashire, who have regular and loyal customers.

All in all, it has been a tough time financially and thankfully Brothers of Charity's current status in terms of its size and reserves has been a blessing.

From a positive perspective, as Day Opportunities managers new in post in the autumn of 2020, it has given the Regional Head of Day Opportunities and Community Engagement and the Regional Day Services Manager time to reflect on the services pre Covid, and assess their operational viability and continued relevance.

In accordance with the Brothers of Charity Services' 'New Offer' for Day Opportunities we have embarked upon a programme of planned improvements which have focused on designing day services which have a professional and contemporary focus, with environments which are safe, spacious and compliant and fit for purpose in every way, delivering meaningful outcomes via a structured programme of activity and learning.

Sustainability is vital and so our proposals for development need to be well considered and financially viable.

Commencement of day services has been operationally challenging in terms of re-addressing key information around service delivery and management one by one, and addressing challenges and arising issues as we went along, with the support of our colleagues in Finance and HR in particular, more recently in Facilities Management and Health and Safety colleagues, always with guidance and direction from our CEO.

We developed business cases for Service consideration of new services, presented new ideas, and cleared out old Day Opportunities premises for those services which would not recommence in due course. Within the 'New Offer' plans featured a new line of Day Opportunities operational management and leadership which would form the basis of a new chapter for day services.

Simultaneously and post lockdown, service users were gradually beginning to return to our day opportunities in both Lancashire and Merseyside.

Key recruitment took place in Lancashire Services in the form of a dedicated food professional management role in our Food Retail Manager, who would be tasked with transforming Food Based Enterprises on behalf of the Brothers of Charity Services to reflect new demands and requirements post lockdown.

Our Food Retail Manager set about going right back to basics, looking at the Food Retail environment from a perspective of food safety/hygiene, assessing equipment, and devising new learning pathways for service users so they get tangible, developmental, outcomes as their skills increase and diversify.

Our Food Retail Manager also took immediate control of stock order to ensure best value was being sought from suppliers and quantities matched output.

A new food hygiene regime was devised and embedded along with an electronic till and receipts system to capture sales effectively and promote the inclusion of service users.

Month by month as service users steadily returned, this investment in Food Based Enterprises began to bear fruit, with attendees becoming more skilled in cooking and hospitality and customer sales increasing.

Land based and Walled Garden vocational attendees took advantage of working in the open air and sheltering in the fabulous and newly constructed poly tunnels as needed.

Creative artists continued to work on beautiful seasonal projects.

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Report of the Trustees (continued)

Over in Merseyside the Day Service Team at the Resource Centre, along with the Team at the Hetherlow Centre were managing the return of service users to the centres with critical infection control measures in place always reflecting government legislation but echoed with robust local protocols and practices.

The Merseyside Day Services team worked closely with commissioners to establish that clients returning to Services did so in a safe and appropriate manner and in accordance with service users wishes.

Christmas activities took place within strict Covid 19 infection control bubble arrangements and with social distancing, extra cleaning arrangements and the use of PPE all in place. This was a challenging time but all efforts were made to bring joy to people who attended.

Sadly though as we began the New Year it was evident that another national lockdown was inevitable.

2021 brought the whole process of suspending day services and redeploying staff back into sharp focus in both regions. Once again it was done efficiently and quickly, in response to government legislation and local guidance from commissioners.

This time, more focus was on the continued improvement of the new method of Day Service delivery and interaction we were providing remotely to ensure continuity of service for those who wished to engage via 'Zoom' sessions. This was a creative venture and in Lancashire two key, digitally talented members of Brothers of Charity Services staff were instrumental in delivering a whole programme of remote Day Service activities to many users across Lancashire, Greater Manchester and Merseyside too. This not only ensured we kept in constant touch in support of and with people, but evidenced to our commissioners that we could creatively and innovatively adapt our service delivery when needed.

The continual financial exercise of grant applications across the regions continued and the need for joint working and cooperation with colleagues internally and externally became more and more apparent. By working together with consistent and persistent approaches with the relevant commissioners, we finally succeeded in ensuring all relevant supporting grant applications were made as required.

Once again, we turned our attention to the future, and building modern day services which embraced all the emerging lessons which Covid 19 has taught us, and offers space and light, and the right expertise to continue to deliver meaningful outcome focused activities for those we support.

Our first Holistic Therapy professional joined us in January in order to support us with the newly commenced 'Brothers of Charity Services Health and Wellbeing Services' allowing us to focus on both service user and staff wellbeing and holistic therapy to support and encourage their well-being. Our first Holistic Therapy professional is a well-qualified practitioner with a wealth of experience and brings with her a new focus for Day Opportunities by offering services for those with anxiety, pain and sensory impairment therapies to aid relaxation, freedom of movement and confidence.

The Brothers of Charity Services Health and Wellbeing Services team worked with our Regional Learning and Development Team to engage with Preston College Occupational Therapy students to design a fresh new holistic therapy room at Lisieux Hall which was created and brought to life by our Facilities Management Team and provides a private space for 1 to 1 treatments. This has not yet been used for service users due to Covid risk assessment, but is ready; the rest of the holistic therapy site to be developed and grown.

Our first Holistic Therapy Team also embarked on a programme of Wellbeing for our staff colleagues across the Brothers of Charity Lancashire, Merseyside and Greater Manchester Services Team as well as participating in Zoom sessions to assist relaxation/relieve anxiety/give self-help tips. All these initiatives were very well received by all stakeholders

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Report of the Trustees (continued)

In addition we designed the new role of Creative Art Lead with a vision to relocate our existing art day service and grow/diversify it to include more music and drama by having an expert by experience in post rather than a care focused team member. This would be realised later in the year.

By March this year we were beginning to resume services again, as people tentatively returned, very much boosted by the vaccination programme and the addition of those with learning disabilities into the clinically extremely vulnerable category.

Following the advice of our local authority partners and commissioners, the government and our own Health and Safety Team colleagues, we were able to continue operating confidently with the appropriate PPE, social distancing, cleaning regimes, temperature monitoring, and the logging and reporting of information pertaining to those who had been vaccinated, were self-isolating, or shielding.

At the end of the financial year we began to focus on refreshing contracts with the yearly uplift applied, so that we were fully compliant with the commissioning process. Some of our re-deployed Day Service staff from Supported Living returned once more to our sites.

Whilst there is no doubt that much of the year has meant being responsive, we have always managed to keep our eye firmly on the future and the possibilities of a new chapter for Day Opportunities, with standards of excellence, growth, and diversity our aims. The Day Services family is growing and we hope the momentum we are gathering will continue, and make the Brothers of Charity Services, and the people within them, proud.

Trustees' Annual Report 2020/21: The Brothers of Charity Services Nursing and Health Services - Activities across the Region in 2020 / 2021

Within the current climate of the COVID 19 pandemic the achievements within the Nursing and Health Services have been very much an organisational team effort. During this difficult period policies and procedures in place have assisted the Nursing Team to protect service users and staff supporting them to feel the Nursing Home is a safe place to work and live. We have been provided with relevant resources to ensure we all feel safe and our families remain safe as a direct result of the working practises in the service. Given the current pandemic climate we have worked hard to bring people into the home to support their evolving health needs and we are currently running at full capacity.

The 2020 / 2021 operating year has been unprecedented and we have overcome personal anxieties to ensure service user's care has remained consistent and person centred. The Nursing and Health Team have worked very hard under extremely difficult circumstances to ensure standards of care delivered have remained at a high level. Service users have undoubtedly been impacted as a result of the pandemic and the lockdown restrictions, however daily we have worked to ensure the impact was as reduced as much as possible on both service users and staff colleagues.

We have successfully admitted service users safely into the home to protect the financial viability of the home. In ensuring service user and staff safety during the pandemic we have not used agency staff whatsoever - from the beginning of the pandemic the Nursing and Health staff teams recognised the potential risk of using agency staff in the transmission of the virus. Similarly we have experienced a reduction in sickness absence over the pandemic in a time we thought there would be a significant increase. This pays great credit to the commitment of the Nursing and Health staff in addressing the major impact of Covid 19 which has been especially hard on care and nursing homes during this time.

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Report of the Trustees (continued)

The Covid 19 vaccination roll out of the nursing home and wider Brothers of Charity Services has been an undoubted success. On the 19th January 2021 and 25th March 2021 the Nursing and Health Teams with the support of our local GP arranged for Covid 19 vaccines to be administered within the service. The facilities were used at the Brothers of Charity Services site at Thingwall Hall and this allowed for maximum uptake of staff and service users across the Services. We worked with health professionals, Health commissioners and colleagues across the Brothers of Charity Services Business Support Teams to ensure this was a success. All service users and staff who wanted the Covid 19 vaccines have now received both vaccine doses.

The Nursing home continues to develop in 2020/21. We have updated equipment to support service users to remain independent and well.

We have maintained The Gold Standard Award for Infection Control. This is awarded by Knowsley Infection Control service and confirms we are getting it absolutely right in relation to best practice in reducing the risk of infection transmissions in the Nursing environment. The CQC inspection 2020 also confirmed we had assured staff and service users were safe. The inspection consisted of infection control, PPE and safety of service users.

We continue to arrange for staff to attend mandatory training required also specific service user led training. We have used 'Zoom' and 'Microsoft Teams' to access further training from Primary Health Care professionals. Staff continue to achieve rewards and recognition for their training.

We continue to support service users, families and staff to cope in these difficult times. Our aim remains to support service users, families and staff in relation to the risk of isolation and feeling alone. We have explored social activities and the use of IT has supported service users to remain in contact with their families. We have used emails, WhatsApp and Zoom to ensure safe yet positive interaction and contact.

We have a number of long standing staff within the nursing home. We have four members of staff who have worked with the Brothers of Charity Services for over 30 years, four staff who have worked over 20 years and five staff who have worked over 15 years. Together with longer serving members of staff and new starters we have a variety of knowledge, ideas and innovations.

The service supports people with Learning disabilities and due to training and the knowledge gained we have been able to also admit service users with other support needs such as Acquired Brain Injury. The home has built a very positive relationship with Knowsley Continuing Health Care and due to this connection we have received a number of new service contracts.

Covid 19 brought with it a whole new package of training requirements. The home has accessed this training and implemented guidelines throughout the pandemic to ensure we delivered the best and safest levels of pandemic care, working in partnership with Health and Safety colleagues to ensure Covid 19 guidance and information we have received is relevant, updated and followed in the nursing environment.

Challenges;

Ensuring consistency in and equality for service user's health needs and primary health care appointments have been a challenge in the last 12 months. At first we were concerned that Learning Disability healthcare support from primary health care may have felt the pressures of COVID 19 more than other people, however through effective advocacy, close contact with relevant professional and using Microsoft Teams and other virtual forums it has helped to maintain healthy lifestyles and ensure intervention from professionals when required.

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Report of the Trustees (continued)

Staff recruitment has been a consistent challenge in the current climate. The fear of the virus has reflected on the recruitment interest for Health and Social care positions. We have worked with HR to conduct safe virtual interviews. As part of the recruitment process we have endeavoured to relay people's fears and ensure they remain safe and confident.

Understandable demands for continued full compliance from regulating bodies has been an ever present challenge for nursing providers such as the Brothers of Charity Services. Government guidelines have been constantly changing and at times confusing for care providers. Against this background Health and Social Care providers have had to navigate and continue to deliver and support complex client needs whilst ensuring observance of, for example, Deprivation of Liberty Standards, the Mental Capacity Act and psychological support required for individuals. We support service users who lack capacity to consent to care and fully encourage their support teams to advocate on their behalf with the best interests at the fore front of what we do. Balancing these approaches, visitors and social restrictions has been difficult at times but ultimately we have been very successful in supporting clients to these outcomes.

Responding to the COVID -19 pandemic continues to be a challenge. Testing can be an important part of the daily tasks and an essential measure in ensuring we play our part in reducing Covid 19 contagion for the wellbeing of all, however it can be time consuming process for clients and staff this must be balanced with direct support, this at times can be a necessary challenge.

Ensuring full capacity has been a challenge in the last 12 months. Safe admissions and the safety of service users in the home was the first priority. Safe admissions had to be confirmed at all times and at the beginning of the pandemic in March this could not be achieved with the required certainty due to lack of Covid 19 testing. We had to make a decision to protect our stakeholders and to stop admissions until we could confirm individual COVID 19 status by clear and reliable testing regimes.

Innovations.

We look forward to welcoming nursing students back into the work place. This promotes a very positive learning environment within the home. We are now talking to Nursing Universities and have already arranged placements for June 2021. Placement of student nurses also assists with recruitment as we have employed students as bank staff in the past.

We will continue to upskill and develop the staff team and promote supporting service users to achieve all of their aspirations or work proactively towards them. We must continue to listen to service users and families to provide a meaningful service that is person centred as this personalised approach will give confidence to commissioners and protect sustainability of the service.

We continue with the 6 STEPS programme to provide care for End of Life. This is a recognised programme that will give commissioners confidence we can provide person centred care until the End of Life.

IT and technology continues to be explored further. We can increase the use of assistive technology further in the home to promote independence and ensure family contact.

We will aim to provide a wide variety of meaningful activities in the home. We have explored many activities in the past, however COVID 19 has had a significant impact on the implementation of these activities. We need to continue offering a specialised service for people with learning difficulties. We need to be able to demonstrate the service we provide is over and above the nursing home services within the local area and councils. We have built on a reputation for delivering such services and we must maintain this reputation.

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Report of the Trustees (continued)

We also need to continue to be willing to admit respite clients to the nursing home on short notice to ensure we can support service users who find themselves in need of urgent care due to unforeseen circumstances. We have ensured our respite response to commissioners is in a responsive and timely manner within the last 12 months.

We must continue to work with our Day Service colleagues to provide a person centred service when service users prefer a more structured day with the availability of attending day activities in a different environment than the home.

In the next 12 months we will continue to encourage creativity and support the implementation of innovations within the service. We will look to do this by involving staff, service users and families in order to explore all our ideas and clarify where we are going as a service. Staff will be involved by promoting inclusive team meetings that encourage all staff to be involved in future plans. Family engagement will continue through regular contact and surveys and we will support service users to speak either face to face or through the forums available within the Brothers of Charity Services. We have a number of forums available such as JICC, Pastoral Care and Pleased To Meet You Advocacy Group.

During the pandemic we have successfully continued with ensuring positive and clear communication within the Brothers of Charity Services and this has contributed to the consistency and reliability of information given to staff. Before the pandemic Managers briefings and meetings were regularly held to communicate effectively and we have maintained this process throughout the pandemic with alternative methods of Covid 19 safe remote communication such as Zoom and Microsoft Teams. We will endeavour to continue to update our knowledge in relation to these resources and become more efficient with the IT platforms available.

Celebrations:

'Going the Extra Mile' in our monthly reports promotes staff celebrations and it's usually any excuse for a party in the nursing home!

Birthdays are always celebrated with the involvement of families and friends. We have recently celebrated AW's 80th Birthday. He has been in the Brothers of Charity Services for 62 years. TB has also celebrated his 91st birthday and has been with the service for 46 years. JC has celebrated has celebrated his 74th birthday and has been with the service for 61years.

We celebrate another year of supporting service users to achieve a variety of achievements, for example restoring service user's health and wellbeing to such an extent to all subsequent transfer to community focussed Supported Living, remaining COVID free at this time.

We understand the importance of a sense of achievement for both staff and service users. In these challenging times we have felt the need to ensure we acknowledge and celebrate achievements even more so. Celebrating positive comments from Senior managers, families and commissioners has been very important to all Nursing and Health Care staff.

We celebrate the health of the service users we support .They have remained healthy throughout the pandemic and we have ensure hospital admission were reduced significantly. Throughout the year one service user only was admitted to hospital and we have supported service users at the End of Life stages in an environment they know with staff who are familiar. This has been positive for service users, staff and families.

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Report of the Trustees (continued)

Trustees' Annual Report 2020/21: The Brothers of Charity Services in Liverpool - Activities across the Region in 2020 / 2021

Achievements:

The added challenges posed to our service by the Covid-19 pandemic has meant that we have worked in closer collaboration with the local authority throughout to ensure the wellbeing of our clients, staff colleagues and their families. At the height of the pandemic, Liverpool commissioners organised weekly Covid 19 conference calls, inviting key figures across the Supported Living services within the borough to address the care provider and statutory partner support network. These Covid 19 meetings enabled us to speak with our counterparts across other organisations, sharing good practise and ensuring we were all up to date on the ever-changing government guidance relating to care delivery as the scale of the pandemic emerged. These key forums also included valuable updates from representatives of Public Health England as well as Liverpool's Epidemiologist. The working relationships we developed within these meetings have proven to be extremely valuable to the Brothers of Charity Services in Liverpool and the expert speakers helped to reassure us that we, as an organisation, were doing everything we could to keep our clients and staff safe during the pandemic.

As a service, we worked hard to support our staff and clients to access regular Covid-19 testing. Our Area Co-ordinators undertook the appropriate training so that they could test our clients and ensure that all government procedures were followed clearly and safely. All of our support staff were given training in 'Donning and Doffing' PPE. This was an invaluable part of our overall effort to maintain a safe service throughout the pandemic. The excellent video and media resources provided by our colleagues in the Brothers of Charity Services Advocacy Team which provided reassurance and familiarity for clients and staff with how the full 'Hazmat' suits worn by first responders shouldn't generate fear and concern but rather that the person inside the suit was there to help clients to stay safe where Covid 19 might be present. This innovative approach to assurance helped to reduce the fear felt by clients and staff where Covid 19 first responders attended the care locations to support Covid 19 issues,

Throughout the year, the Brothers of Charity Services in Liverpool team has been successful with several of our Bids for Care mini tenders. This has resulted in us welcoming new clients into the service and was a particularly welcome achievement for us in continuing to grow the service, considering the heightened risks and challenges the pandemic posed for new client transfers. Working in close cooperation with our Health and Safety team as well the commissioners, Public Health team and social workers, we were able to implement many protocols to ensure that new clients could join our service as safely as possible, ensuring that they, their new friends and their staff teams remained safe and healthy in the process.

We are proud that we have not needed to use agency staff at all this year. This is thanks to the effective rota management and high levels of organisation by Area Co-ordinators and Lead Support Workers. Their diligence and effectiveness in rota management has ensured that we have not required any agency support and helped to ensure continuity of staff teams for our service users. It has also had a positive impact upon the budgetary aspects of the service area and has also helped to ensure that our Covid-19 protocols could be followed, safeguarding our staff and clients by limiting visitors to the clients' homes and minimising the infection risk.

Other achievements through the year include:

- One of our clients took part in a Personal Relationships and Sexuality conference in Blackpool, promoting the Brothers of Charity Services in doing so.

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Report of the Trustees (continued)

- The Management Agreement between the Brothers of Charity Services and a local Housing Association was due for renewal and we were able to successfully negotiate preferable terms within our new agreement.
- Throughout the year, the management team has consistently ensured that the care and support locations within the Brothers of Charity Services in Liverpool area remain compliant and delivers the highest possible care to the people we support. When it has been safe to do so, compliance inspections have been carried out the Brothers of Charity Services Compliance Team. These compliance inspections have been extremely useful in highlighting our strengths and examples of good practice and guiding us to key areas where we can continue to improve further to ensure the highest standard of care is delivered at all times.
- This year we have welcomed two new Area Co-ordinators to our Liverpool team. One colleague moved to our service from Day Services and a further colleague has been promoted from Lead Support Worker. They have settled in to the team very quickly and embraced the challenges of their new roles.
- Further to the reports compiled by Merseyside Fire and Rescue Service regarding concerns they had about staffing numbers during night shifts, commissioners have confirmed they will be funding extra night support in the properties highlighted by the Fire and Rescue services. They have already commissioned an extra wake night within one of the properties. We have advocated for this positive initiative for some time and so the confirmation of the funding is an achievement for us, helping to ensure our clients and staff are safe.
- One of our clients was supported to achieve a move away from his property located in a challenging neighbourhood following issues around criminal and anti-social behaviours affecting his enjoyment of his own property. The increasing levels of anti-social behaviour within the locality of his house has been a growing concern for us and we have been advocating for him with the Police and local Commissioners as it was becoming very clear that this client needed to move to a safer environment. We are pleased that, following a lengthy house search and discussions with the local authority, we have found a property which meets his needs. The Trustees of the Brothers of Charity Services plans to purchase a new property for him and we are currently nearing the final stages of the purchase. We look forward to helping him move to his new forever home.

Challenges:

We have, unfortunately, experienced a sad time this year as we have lost several of our clients due to illness. As a service, all of us around the Brothers of Charity Services in Liverpool have come together to mourn the sad loss of members of our community. Staff have provided the highest levels of care for those clients whom we have supported in their final days, with many of our staff members demonstrating exemplary standards of care and compassion. The upset and distress have been made all the more difficult with the restrictions of the pandemic meaning that funeral arrangements had to be very different from usual times. Our staff teams have found new ways of allowing our staff and clients to mark the passing of our clients. We join our staff and friends and families to both grieve and celebrate the lives of those we have lost.

At the beginning of the pandemic, the national shortage of PPE supplies was a concern for us. However, Brothers of Charity Services was able to secure material supplies of the much needed PPE through various channels and we are happy to say that we managed to overcome this challenge very quickly.

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Report of the Trustees (continued)

This year commissioners informed us of their planned transformation of supported living services. They aim to enable people to live independently in four key categories of accommodation with support. The council have announced their key priority to be the development of high quality clustered supported living schemes. They announced that they would be looking to identify people who could be supported to move in to such schemes and the commissioning team would be looking to carry out a reassessment of needs for each client. We have not, so far, been approached for these reassessments for any of our clients but we have faced a challenge in that this new approach has seen marked change in the number of supported living bids for care being received. We continue to strive to fill any voids in a timely manner. We work hard to carry out admission assessments, liaise with commissioners and other statutory parties to ensure that new clients are placed in the best homes for their needs.

Other achievements through the year include:

- We have experienced some issues with reaching agreements with commissioners with regards to property void hours being funded. We continue to liaise with the authority to resolve this ongoing challenge.
- The continuing budgetary pressures upon commissioners have been further worsened with the pandemic. Although the pandemic restrictions have meant that the number of assessments being carried out has been reduced, we are very aware that as restrictions ease further reviews of hours will continue and we continue to liaise closely with commissioners in seeking to advocate for clients, influence decision making and challenging where needed.
- This year's lockdowns have meant that, for many of our clients, their usual traditions and celebrations seemed very different from normal. For example, both Christmas and Easter were low-key affairs with any celebrations being largely restricted to the clients' own homes. Likewise, many clients were unable to celebrate their birthdays as they might have wished to. Staff members have played an integral role in making the best out of this situation. We have seen examples of staff teams helping clients to decorate their homes for various celebrations, planning house parties, garden events, and even several houses joining each other for a Zoom Christmas dinner this year.
- The Brothers of Charity Services in Liverpool continues to advocate for those of our clients who require property repairs, upgrades and refurbishment. In some cases, there have been delays and challenges when liaising with the Housing Associations. In some cases, work had been stopped because of the pandemic and so some of our clients have faced even greater delays when waiting for work to be carried out. We continue to work closely with the Housing Associations to chase up work and advocate for our clients.
- The Covid-19 pandemic has continued to present challenges to our service this year. Our heightened infection control procedures have continued along with frequent changes in government guidance and restrictions meaning that our clients and their families were unable to continue with normal life. There were many continued restrictions endured by our clients including the risk of social isolation due to local and national lockdowns and the vastly reduced opportunities for our clients to spend time, in person, with their family and friends.
- Clients' social lives have been hugely impacted, with many of our clients having to change their daily routines and find new Covid 19 'friendly' hobbies and activities which could be enjoyed in the safety of their home. As a team, we have also contended with difficulties in accessing wider health care appointments at times for our clients and reduction in the number of external professionals being able to visit our clients in their homes, the need for clients to isolate within their rooms and the

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Report of the Trustees (continued)

added fear and stress brought about by the pandemic. The pandemic has undoubtedly affects the mental health of some of our most vulnerable clients. We have worked hard to reassure and protect our clients and staff teams.

- Due to the pandemic, our usual methods of assessing potential new clients for our service and aiding their transition to our service has proved to be challenging. The restrictions have meant that ‘in person’ visits to carry out assessments have not always been possible. We have therefore had to carry out these assessments via phone or Zoom. Potential new clients have also not always had the opportunity to visit properties before deciding to join us. This has meant that it has been particularly difficult for both parties to ensure the move is the right one. We have used technology as much as possible to aid this.

For example, we have carried out virtual house showings so that potential clients can remotely view the properties we have. We also adhered to strict protocols in order to ensure any new clients moving in to our service could do so safely and we have minimised the infection risk to them as well our staff and other clients as much as possible.

- Local Authority Quality Monitoring Teams have completed a desktop quality audit assessment for Brothers of Charity Services in Supported Living. The pandemic meant that the inspection could not be carried out in person this year and so the management team worked hard to complete the document, ensuring that the achievements and strengths of the service were documented and evidenced as clearly as possible, given that inspectors cannot view the service for themselves. We look forward to receiving feedback from our Commissioner.

Innovations:

- The continued national and local lockdowns and restrictions throughout the pandemic have posed a very real risk for those of our clients who could potentially become very socially isolated. Our staff teams have demonstrated their care, compassion and innovation in developing many new ways in which our clients could maintain contact with those they love, take part in the hobbies they usually enjoy in a safe way and, for some of our clients, the staff have helped to teach them more about the world of technology and the new experiences technology can open up for our clients. We have made innovative use of iPads, laptops, phones and accessed remote meeting programmes such as Facetime, Zoom, Google Meets and Microsoft Teams very helpfully supported by our colleagues in the Brothers of Charity Services in Liverpool Advocacy and Day Opportunities Teams.
- As some lockdown restrictions have eased, staff have worked hard to find innovative solutions to enable clients to spend time with their loved ones physically, whilst maintaining a safe distance from each other. We have seen examples across the service of staff teams who have turned garden spaces in to welcoming, Covid 19 safe meeting areas for families and friends. Staff have followed the national and local guidance and, in conjunction with our Health and Safety team and Care Management team, staff have overseen safe Covid 19 protocols for visits including supporting families to use the testing procedures and PPE effectively during visits.
- At the height of the pandemic, Day Centres were forced to close across the borough and so many of our clients suffered from disrupted routines and the risk of further social isolation. Many of these clients were able to access a programme of digitally delivered outreach support which was organised by the BOCS Day Opportunities team. This included various activities which clients could enjoy remotely and phone calls and welfare checks with Day Service staff.

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Report of the Trustees (continued)

- Many of our Liverpool clients have directly benefitted by the wonderful work carried out by Regional Advocacy and Community Engagement Team. Thanks to the Regional Advocacy and Community Engagement Team, our clients were provided with a weekly timetable of remotely delivered, enjoyable activities for them to engage with. These included activities such as fitness classes, Bingo, arts and crafts, music and video projects, vegetable growing, Pets' Corner, quizzes, live baking lessons and many more.
- Colleagues from the Regional Advocacy and Community Engagement Team also provided clients with essential guidance on what to expect if they needed medical care during the pandemic (this included showing clients the PPE that ambulance staff would likely be wearing if they visited the properties) and such guidance went a long way in calming our clients' fears and anxiety during such a frightening time for them.

Celebrations:

- We continue to work hard to ensure all voids within the service are filled and a financially viable service is delivered. There have been many challenges to this throughout the year but we are pleased that, more recently, we have been successful in many of our bids for care mini tenders with commissioners. We look forward to welcoming our new friends to the service.
- This year has seen an uplift to the hourly commissioned rates offering to providers. We welcome this uplift, which will go some way in helping us to fully recognise and reward the valued work of our staff teams.
- In addition to this, following a very recent judgment made at the Supreme Court, ruling that support staff are not entitled to the National Living Wage for sleep-in hours, we are pleased that commissioners have agreed to continue supporting the payment of the current sleep-in rate, for at least the time being. By doing so, they have fully recognised the valued work of staff on night shifts and sleep-ins.

Our greatest celebration this year is undoubtedly that of the wonderful work of our staff teams and the continued dedication and care they have shown by consistently going above and beyond throughout a very challenging year. There have been numerous examples of staff taking on extra shifts to cover staff absence, staff adhering to all infection control protocols in order to keep themselves and our clients safe and staff doing their utmost to shelter our clients from the most challenging aspects of this pandemic. We have seen staff members eager and willing to accompany clients who have needed to be taken to hospital, often ready to put themselves at risk in order to ensure our clients always had a familiar, caring person with them during times that were very frightening for them. We have had staff members ready and willing to step in at a moment's notice, when staff absence rates meant that we needed extra shifts covering. And staff have had to care for our clients during some of the most challenging circumstances, especially at a time when our clients could not be close to their own families. We are so proud of, and thankful for, everything our teams have achieved this year.

We continue to formally recognise staff achievement and celebrate their contributions in many ways. This includes senior managers naming key staff who have 'Gone the Extra Mile' within their monthly SMT reports. We have been unable to carry out our usual celebratory events for staff and so we have developed new ways of recognising staff achievements, including an Easter gift for all staff and a 'Thank You' goody bag gifted to all staff. Several of our staff members also marked their Long Service achievements with us this year and their loyalty to our service is admirable and much appreciated.

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Report of the Trustees (continued)

We recognise the high levels of care, professionalism and frequent examples of them going above and beyond for the people we support. We strive to celebrate our staff's dedication frequently throughout the year.

Perhaps one of our most notable celebrations has been the welcome Covid-19 vaccination programme. A large number of our staff and clients have now had both doses of their vaccine and we continue to advocate for and support our staff and clients to access the vaccination programme. Liverpool City Council has worked with the Department of Health to obtain vaccines for people with a learning disability. As a service, we celebrate the emphasis and drive that was placed upon the importance of our most vulnerable community members receiving their vaccinations as soon as possible.

This year, our service area has received compliments from many families, many of them thanking us for all of our efforts in keeping their relatives safe and happy during the pandemic. One other notable example has included a member of our own support staff who contacted our CQC inspector directly, in order to compliment her BOCS management team on the levels of care support and guidance that she and her staff team had received throughout the pandemic. We sincerely value such examples of people who have taken the time to recognise and thank us for the work we do. Any compliments we receive are swiftly passed on to the relevant staff members, so that their achievements can be properly recognised and celebrated.

Trustees' Annual Report 2020/21 - The Brothers of Charity Services in Thingwall - Activities across the Region in 2020 / 2021

Within our Thingwall Supported Living Service, we have 10 supported living properties. The service supports 40 supported living clients.

Achievements:

The pandemic has continued to pose many challenges to our services but we have done our best to rise to these challenges. As a wider team, we have all played a part in ensuring that we adhered to the national and local governmental and regulatory agency guidance. From support staff being trained in donning and doffing of PPE, to Area Co-ordinators ensuring the regular supplies of PPE to all our locations, from liaising regularly with our Knowsley Metropolitan Council colleagues to ensure we remain abreast of their statutory guidance and procedures, to working alongside our BOCS Health and Safety colleagues in ensuring all health and wellbeing protocols were in place and working to ensure a reduced infection risk for our staff and clients. The challenges have been huge and ever-changing but our teams have continued to respond and react as needed and have done their utmost to maintain a safe service. As a service, we worked hard to support our staff and clients to access regular Covid-19 testing. Our Area Co-ordinators undertook dedicated training so that they could test our clients and ensure that all government procedures were followed exactly.

Throughout the year, Thingwall Services has been successful with several of our bids for care mini tenders. This has resulted in us welcoming new clients in to the service. We have had to adopt many new ways of introducing new clients to our service and this has proven a particular challenge in terms of assessing new clients remotely and enabling potential clients to view the care properties we have available. We have adopted different methods of communication and engagement to do this safely through the effective use of technology and we have also adhered to underpinning strict infection control protocols to ensure staff and clients are safe.

The Covid 19 pandemic also meant that Day Services provision across the borough had to close for some time. This was a particular challenge for our clients who were no longer able to meet their Day Services friends and take part in their weekly visits and activities. The temporary closure of the Brothers of Charity Services Day Opportunities also meant that the Day Services team had to be redeployed across the service.

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Report of the Trustees (continued)

A large number of these staff joined our Thingwall Supported Living team and were a great asset, especially for those clients who missed their day service visits but then found some of their favourite Day Service staff members joining their support teams at home. The additional staff also proved invaluable for our service during some periods of heightened staff absence due to the pandemic.

We are proud that we have avoided using any agency staff this year across our Thingwall Supported Living service. This is testament to the excellent rota management displayed by our Lead Support Workers and Area Co-ordinators. This has not only ensured that we have not required any agency support (and so reduced any additional financial burden upon the service) but has also ensured a level of consistency within the staff teams and reduced any unnecessary added infection risk during the pandemic.

Throughout the year, we have continued to keep regular contact with the Commissioning Manager at our Local Authority. We have developed a good working relationship with them by attending regular online providers' forums. These forums have not only provided us with an opportunity to discuss the ever-changing guidelines and restrictions we must adhere to, but they have also strengthened our relationship with the council. This is a valued working relationship and these commissioners are, as a result, familiar with what our services can offer to any new potential clients going forward.

The Thingwall Supported Living Services management team have consistently worked hard to ensure that the locations within the area remain compliant and deliver the highest possible care to the people we support. The BOCS Compliance Team have continued to carry regular quality monitoring inspections, when it has been safe to do so. Their feedback and the action plans which arise from this, have proven to be an invaluable tool for our teams to ensure we deliver a high quality, safe service.

Challenges:

This year we have, sadly, lost a number of our treasured Thingwall Supported Living clients. Our staff teams have supported several of our longest-standing clients through illnesses and declining health. The staff teams have all demonstrated the highest levels of compassion towards our clients in their final days and we have supported staff, clients and families in mourning and remembering those who we have lost and to celebrate their lives.

It is with great sadness that we learnt of the death of one of our Support Workers, Abraham Skaria. Abraham had been admitted in to hospital, suffering from COVID19 but unfortunately he sadly passed away. Abraham was a much valued member of our team and he will be sorely missed. Our thoughts and condolences are with his family, friends and colleagues. His contribution to our service, and to the clients he supported will be remembered by all of us.

Rest in Peace Abraham.

The increased rates of infection across the borough at points during the pandemic impacted many of our clients and staff and we experienced some very challenging and worrying times. There were periods this year when we experienced numerous clients being hospitalised, or having to self-isolate as well as periods which saw very high absence rates amongst the staff teams. Some key members of our team were very ill with Covid-19 and, as a service, we supported one another as best we could during such difficult times.

Our staff faced many challenges, including having to support clients who were having to self-isolate in their bedrooms. This was a very trying time for our clients, some of whom struggled to understand the restrictions and struggled to cope with the isolation this brought. Staff worked tirelessly to keep our clients safe and to try to ensure they were calm and happy. Staff devised many activities to ensure clients were engaged in meaningful and enjoyable activities and we ensured that we monitored the mental health and behaviour changes of our clients closely, responding swiftly and seeking professional guidance when any clients showed signs of needing additional help.

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Report of the Trustees (continued)

Our commissioners' Quality Monitoring Team carried out a desktop quality monitoring audit of our service. The audit focused specifically upon key areas of our service delivery, assessing our policies and procedures, our implementation and reaction to safeguarding, our care and support planning and our protocols around safe recruitment and management of staff. We have worked hard to provide the council with a wealth of information and evidence to ensure that we can present a clear picture of our service's standards and achievements in the absence of physical inspections of our service area.

Because of the pandemic, all of our classroom-based staff training had to be put on hold. This has caused a significant challenge as the requirement and expectation that our staff are highly trained and skilled remains (and is perhaps even more important at this time of pandemic). All training has moved to e-learning and we promote the use of this remote-learning facility to all of our staff.

Filling the voids within the service continues to be a challenge for Thingwall Services. Management are in frequent contact with our commissioners to ensure that they are fully aware of our voids and to request that this remains a focus for them. As with recent years Local Authorities are all being faced with stringent budget constraints and these continue to affect our services. All Local Authorities we work with typically carry out regular reviews of our clients' support hours, with a view to making reductions where possible. Although this has reduced somewhat with the pandemic, we are aware of the Local Authorities continued drive efficiencies wherever they can. We act as strong advocates for our clients and continue to act in their best interests and protect their funded hours wherever we can.

The Covid-19 pandemic has undoubtedly continued to pose our biggest challenge this year. Our heightened infection control procedures have continued along with frequent changes in UK Government guidance and restrictions meaning that our clients and their families were unable to continue with normal life. There were many continued restrictions endured by our clients including the risk of social isolation due to local and national lockdowns and the vastly reduced opportunities for our clients to spend time, in person, with their family and friends. Clients' social lives have been hugely impacted, with many of our clients having to change their daily routines and find new hobbies which could be enjoyed in the safety of their home. As a care team, we have also contended with difficulties in accessing wider health care appointments at times for our clients, the reduction in the number of external professionals being able to visit our clients in their homes, the need for clients to isolate within their rooms and the added fear and stress brought about by the pandemic. The pandemic has undoubtedly affects the mental health of some of our most vulnerable clients. We have worked hard to reassure and protect our clients and staff teams.

Innovations:

The continued variations in UK Government-instructed lockdowns and restrictions as a result of the Covid-19 pandemic has meant that, as a service area, we have had to find innovative solutions to ensure our clients do not become socially isolated or suffer unduly as a result of the pandemic. Such innovations have included our staff working with clients to use various technology and apps such as Zoom, Facetime, and Whatsapp etc. to enable them to keep in touch with friends and family remotely. We have also managed to organise activities such as BBQs and fitness classes outside the clients' bungalows, but with everyone maintaining a strict social distance by staying in their own gardens. Typically, our clients would mark various key events and celebrations throughout the year by meeting with their friends across the service. This has not been possible, so the staff teams have worked creatively to devise new ways in which celebrations can be carried out in a safe way, but still feel just as special. Staff, for example, did their utmost to make Christmas a special one, even though our clients were largely restricted to staying at home to celebrate. Staff cooked Christmas dinners whilst clients Facetimed family and friends as they ate, staff organised remote sing-alongs and quizzes with other houses within the area and events such as takeaway dinners and film nights, or pamper

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Report of the Trustees (continued)

evenings helped to replace some of those special treats that our clients were unable to enjoy as normal. This ensured that, whilst shielding, our clients were still able to feel a sense of community and well-being.

Development work has been completed on one of our properties, Rowan House. This was originally a ten-bedroom property and we have turned this in to two separate properties, each with five en-suite bedrooms and communal living and kitchen areas. The work on this property has meant that we can now provide high quality accommodation which will better cater to the various needs of future clients. We welcomed two Local Authority social workers to the property soon after work had been completed. They were very impressed with the facilities on offer and they worked alongside the Supported Living team to find new clients, for whom Rowan House would provide suitable accommodation.

We were invited to take part in the consultation process for our local Council's proposed 2020/2023 transformation plan. We valued the opportunity for us to feedback our comments regarding their plans for the future of supported living services.

Many of our Thingwall Supported Living clients have been directly impacted by the wonderful work carried out by our Regional Advocacy and Community Engagement Team. Thanks to the Advocacy Team, our clients were provided with a weekly timetable of remote activities for them to engage with. These included activities such as fitness classes, Bingo, arts and crafts, music and video projects, vegetable growing, Pets' Corner, quizzes, live baking lessons and many more. Our Regional Advocacy and Community Engagement Team also provided clients with essential guidance on what to expect if they needed medical care during the pandemic (this included showing clients the PPE that ambulance staff would likely be wearing if they visited the properties) and such guidance went a long way in calming our clients' fears and anxiety during such a frightening time for them.

Celebrations:

We have developed a close working relationship with one of the local GPs, who supports many of our Thingwall clients. Thanks to our local GP and his team, we were able to provide a vaccination clinic on site for our Thingwall clients and staff. The vast majority of our clients and staff within the Thingwall service took advantage of this opportunity to receive their vaccine. We celebrated the way in which our GP helped us to advocate for our clients and staff and enabled them to access the vaccine as quickly as they could. We thank our much appreciated GP and his medical team for all their work and support in the vaccination effort. The Brothers of Charity Services continues to advocate for all staff across the service to access the vaccine.

This year has seen an uplift to the hourly rate of pay Local Authorities are offering to providers. We welcome this uplift, which will go some way in helping us to fully recognise and reward the valued work of our staff teams.

Unfortunately, as a service, we have been unable to mark the achievements and celebrate the hard work of our staff teams in the way we usually would and so we have done our best to find new ways of marking and recognising the invaluable commitment of our staff. We gifted our hardworking teams with goody bags and Easter eggs as well as making use of our monthly Senior Management 'Going the Extra Mile' recognition. Several of our staff members also marked their long service achievements with us this year and their loyalty to our service is admirable and much appreciated. We recognise the high levels of care, professionalism and frequent examples of them going above and beyond for the people we support. We strive to celebrate our staff's dedication frequently throughout the year.

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Report of the Trustees (continued)

This year, our service area has received several compliments. These have been received from a variety of people including relatives of our clients, health professionals and social workers. They have praised our teams for their care and support during these difficult times.

One of our longest-serving managers, Christine Kinsey retired this year. Christine had worked with the Brothers of Charity Service for 30 years. Her years of dedication to the service is admirable and she has played a part in the lives of so many of our clients. We thanked Christine for all her loyalty and service and wished her well as she embarks on the next chapter of her life. Christine will be missed by staff and clients across the service.

Trustees' Annual Report 2020/21 - The Brothers of Charity Services in Lancashire- Activities across the Region in 2020 / 2021

At the end of the financial year 31st March 2021 the Brothers of Charity Services in Lancashire had continued to develop, the overall service is currently delivering approximately 10,000 hours per week to 163 people.

Each service user is unique, the service provided is tailored to incorporate individual need and the support provided is based on a person centred holistic approach. The Brothers of Charity Services in Lancashire are provided to meet the needs of people with varying support requirements. We are creative in our approach to ensuring that support can be flexible and adapted to meet service users changing needs and requirements.

There have been many achievements and celebrations this financial year, although the constraints and challenges associated with the Covid 19 Pandemic have made these achievements even more notable. The many achievements, and celebrations are testimony to the dedication and commitment of the wider team within the Brothers of Charity Services in Lancashire.

Achievements

In July 2020 The Lancashire Supported Living Service received a 'Perfect' compliance score following their full compliance inspection from our Commissioner's Contracts Monitoring team. This is a fabulous achievement and reflects the high standards of person centred support provided by the dedicated and committed support teams. The positive outcome also is testimony to the quality management processes and the adherence to the Local Authority compliance framework. The compliance score is important and extremely valuable in that it clearly illustrates both a significant level of care quality which positively reinforces the position of the Brothers of Charity Services as a preferred supplier of the Local Authority Approved Providers Framework.

As a service area we have maintained positive relationships with our commissioners. A reflection of this was the successful application for inclusion to our Local Authority Approved Provider List. The development of the Annual Service Development Plan is currently ongoing, although this achievement has created the opportunity for further potential business development within the grounds of Lisieux Hall and also the effective management of existing vacancies within properties in the local community.

In September 2020 Customer Service Excellence undertook a full reaccreditation review of the Brothers of Charity Services in Lancashire service area. The outcome of the accreditation was 'Complaint Plus'. The areas reviewed were- Customer Insight –The Culture of the Organisation – Information and Access – Delivery and Timescales and Quality of Service. The outcomes demonstrates excellent customer service and is testimony to the high standard of service provided in the Lancashire service area.

We have continued to develop a strong working relationship with Local Authority Commissioning Teams. Weekly virtual meetings with the commissioning team have had a fundamental impact on more effective void management. These meetings have enabled us to develop and establish an effective strategy for active

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Report of the Trustees (continued)

management of existing vacancies. Vacancies within existing properties are now minimal and a plan is currently ongoing which projects that all properties will be at full occupancy within the financial year 2021 /2022.

Despite the challenges relating to the Covid Pandemic we have continued to attend Partnership Board meetings and other local authority forums via virtual methods. This has enabled us to be kept aware of changes being made within the Local Authority and also ensure we are working to Government guidelines at a local and national level. Virtual meetings have also created a platform for communication between both external; and internal department within the Service.

Four Clients have been supported to move into service vacancies situated within properties within the ground of Lisieux Hall. The Oaks, The Beeches, The Chimes and Sacred Heart are now all at full occupancy.

Our operational structure and area management teams have worked consistently hard to ensure that the locations within the area remain compliant and deliver the highest possible care to the people we support. We have adopted alternative methods to ensure that communication between the wider team remains consistent, weekly team briefings and Monthly management team meetings are facilitated remotely.

Throughout the year, due to the resilience and commitment of the wider Service business support teams we were able to respond effectively and efficiently to manage the impact of the Covid pandemic. This involved effective partnership working with other business functions and robust contingency planning.

In November 2021 we received positive feedback following an unannounced focused CQC inspection. The inspection focused primarily on the approaches, practice and responses to the management of Covid 19. The feedback from the inspection evidenced that the Policies and Procedures were robust, effective and had been the driving factor to ensure that the risks associated with the Covid pandemic had been responded to effectively. Positive feedback was provided in relation to the PPE resources available and the weekly PPE checks that continue to be undertaken by the Brothers of Charity Services in Lancashire Health and Safety team.

There has been a notable increase to the overall compliance relating to Learning and Development. Due to the constraints of the Pandemic, all face to face training has been delivered remotely via E-Learning. This alternative approach to delivering training has now become an established aspect of the service framework and the feedback from staff and also external partners has been very positive.

Several members of our staff team have achieved long service awards. One support staff member and one of the management team have recently retired after 30 years' service at the Brothers of Charity Services in Lancashire. This achievement demonstrates the commitment by our staff teams to continue to deliver consistent high quality support and they are able to learn and adapt to change to people's needs and the associated environment.

In August 2020 we introduced a duty manager function, each day a designated manager is identified as the lead person to triage any external and internal day to day enquires. The duty manager acts as the initial lead person for reporting any incident or Matters of Concern. The role and its function has received positive feedback and reference to its responsive function was made during the CQC inspection.

The weekly Covid 19 testing for support staff and 28 day Covid 19 testing for service users has had positive outcomes. The take up of the vaccine has also been very positive and two thirds of the workforce in Lancashire are reported to have had both doses of the vaccine. Service users have also been actively encouraged and supported to access the vaccine where applicable. The majority of service users have now had the first dose of the vaccine and have appointments for the second vaccine.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

Challenges:

The 2020 / 2021 operational year was very challenging at the Brothers of Charity Services in Lancashire and at the onset of the financial year 2020 / 2021 there was a high presence of vacancy's (voids) within established tenancies. Following a focused and determined approach by the local Care Management and Business Support teams the voids are now significantly reduced, with only 3 voids remaining and a clear strategy is identified to achieve full occupancy by the end of the financial year 2021/2022. Our Commissioners have now adopted positive approach to the commissioning of services to tenancies within the grounds of Lisieux Hall and have confirmed that they are happy to recommission care services at the site following a number of improvements to the site and its connection into the community.

Covid 19 presented significant challenges to us all and sadly we have lost four clients within the Lancashire service area. This has been very upsetting for us all especially the family and care teams at these times of great loss for and we have ensured that great support has been provided to the all those who have been so seriously affected by the loss throughout. Rest in Peace.

There have been particular challenges this financial year in relation to staff recruitment and retention within the Brothers of Charity Services in Lancashire. This has had a very challenging and negative impact to the physical staffing resources and consequently has led to a high amount of additional staff hours, bank hours and external agency use. A concentrated focus has been given to a review of the existing Bank Support Worker Team to seek to provide additional capacity through this valued staff resource. We have recruited new bank staff to our team and we are continuing to review and constantly improve how effective our engagement and support for bank staff colleagues is as we seek to maximise available staff hours into the Service through working closely with our Recruitment Team to ensure that the vacant staffing hours can be filled. Staff retention is now improving and there are a number of new staff at all levels currently completing the on boarding processes. Throughout the numerous challenges the common factor has been that the overall workforce within Lancashire Services is committed and absolutely dedicated to ensuring that the service users receive high quality support services.

Innovations

In November 2020 all support staff were invited to a briefing session on our Duty of Candour policy, 'Tell someone'. The sessions were facilitated by the Head of Services for Supported Living. The purpose of the briefing session was relating to the updated version of the Brothers of Charity Services' 'Tell Someone Safeguarding Policy'. The intention of the briefing sessions was to raise awareness of the responsibility that support staff have in relation to protecting service users from harm and abuse through effective safeguarding and the full support, confidence and assurance to report any suspicions of abuse or poor practice within and without the organisation

The sessions were interactive and scenario based examples were provided to support staff to highlight the outward and subtle indicators of abuse. The scenarios enabled support staff to visualise real situations and also for the very important message that safeguarding is everyone's business to be shared effectively. The feedback from the briefing sessions was very positive. Feedback from the Local Authority Contract Monitoring teams was that this is an excellent example of good practice and demonstrates Effective Leadership.

The Care Management Team have recently proactively undertaken workshops with the Lead Support Workers, the workshops focused on the completion of Brothers of Charity Services' Quality Assurance documentation and also other compliance aspects of the role. Lead support workers are a crucial part of the care management structure and this additional support and training offers further support and encouragement for future succession planning.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

A colleague within the Brothers of Charity Services Care Management team supported service users to produce a video themselves so they could share with their family and friends during the second national lockdown of the Country due to the Covid Pandemic. The video featured service users singing 'You Raise Me Up'. With the consent of all involved the video was also shared with Lancashire County Council Partnership Board. The video was extremely moving and demonstrated that even in the most challenging of times hope, determination dedication and team work are key motivating factors for everyone.

There are a number of staff who received nominations for the Brothers of Charity Services Staff Good Practice Recognition Initiative 'Going the Extra Mile at various times throughout the year. The nominations were primarily for their commitment and reliance relating to supporting service users on behalf of the Brothers of Charity Services throughout the Covid Pandemic.

Celebrations

- The service users at Windermere Drive decorated Easter baskets and filled them with chocolate eggs. These were given to their family members as Easter gifts.
- Many of the people we support have enjoyed birthday celebrations, holidays, days out etc. Our staff teams continue to work hard to ensure all service users fulfil their aspirations, ambitions and dreams.
- A virtual Christmas Party was hosted by Voice for all and the service users from Sacred Heart and Windermere drive said this was a fantastic party.
- A service user at Sacred Heart hosted a virtual coffee morning via the Zoom remote communications channel. The proceeds of the event was a fantastic £160 and were donated to the Mental Health Foundation. This was an excellent initiative and is a great example of service users being empowered to self-advocate and achieve what matters to them as individuals

Trustees' Annual Report 2020/21 - The Brothers of Charity Services - St Helens, Knowsley & Sefton - Activities across the Region in 2020 / 2021

The Financial year Ending 31st March 2021 illustrated that we continued to grow as a service area, delivering almost 5100 hours per week to 73 Service Users who have a diverse range of support needs, supporting each individual helped us to reflect on a number of notable achievements, celebrations, challenges and innovations across the whole of the St Helens and Knowsley Service area.

Achievements:

As a Service Area we have managed to get through an unprecedented year of national pandemic with all the challenges that this brought. The fantastic response was achieved by the Brothers of Charity Services - St Helens, Knowsley & Sefton Area Coordinators, Team Leaders, Lead Support Workers and support staff working together as a team to cover the rotas with familiar and experienced staff to assure service users who themselves were coming to terms with Covid 19 as it continued to affect the country, often picking additional shifts and being very flexible. Staff teams ensuring the service users were safe and well, protecting them with effective infection control measures from contracting the virus. Staff teams adapted to new circumstances really well and provided various creative and enjoyable indoor and day activities during lockdown.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

We have managed to maintain the health and wellbeing of our service users during the Covid-19 Pandemic, supporting our service users with regular testing and access to Covid-19 Vaccinations. From the beginning of the pandemic the management and administration team have ensured that all locations have been kept fully stocked with the required PPE to enable our support teams to provide the safest care to our service users during the pandemic.

As a Service Area we have maintained positive relationships with St Helens Council, Knowsley Council and Sefton Council. We continue to represent the Brothers of Charity Services at Partnership Board Meetings, Provider Forums and other Local Authority forums via the 'Microsoft Teams' remote communications channel which have enabled us to keep up to date with any guidance and regulatory changes made within the Local Authority's Covid-19 updates and how this will affect our services as well as contributing to the continued growth of our service and not only very positively and professionally representing who we are and what we do but in doing so positively advocating and manifesting the Ethos of Brothers of Charity Services.

In the past year we have participated in the Investors of People and retained a Gold standard Award for the Merseyside and Greater Manchester Services. The service users, families and outside agencies that we work alongside gave supporting statements and some were interviewed by the assessor.

We have continued to assess potential new service users and where we can meet their needs, we have supported them to move into Brothers of Charity Services voids / locations, ensuring assessments were carried out in a safe manner during the Covid-19 Pandemic, this year we have supported new service users to move into Portico Lane, Higher Rd, Old Colliery Rd, Ansdell Drive, Mill Lane, Rainhill Road and Shaw Street. We also continue to assess and take on new floating support services, widening our offer of support services to the people across the borough. Our teams have continued to develop and support new service users in to Higher Road assessment unit, we continue to develop individual's independence and confidence as well as introducing them to the wonderful support the Brothers of Charity Services have to offer. Due to the excellent support on offer the majority of people supported through Higher Road continue to receive services for us after they move on, either into an existing void / locations or into a new property.

Throughout the Covid 19 pandemic we have also continued to strengthen the skills, experience and capacity of our support teams, in line with the increase in support hours being delivered, which has been a challenge during the pandemic. However working in positive partnership with our Brothers of Charity Services Recruitment Team we have employed a number of new starters, who we know will be an asset to the organisation and enhance our service delivery.

The Brothers of Charity Services - St Helens, Knowsley & Sefton Area Care Management team have consistently worked hard to ensure that the locations within the area remain compliant and deliver the highest possible care to the people we support. Quality assurance inspections have shown the service area to have examples of good practice throughout, accurate record-keeping and documentation as well as happy service users, all demonstrating that the services we deliver are safe, caring, reflective, effective and well-led. Family and service user questionnaires continue to be circulated to relatives and service users across the St Helens and Knowsley Service area. The feedback was very positive, with many complimentary comments about the high quality service we deliver and the fulfilled lives that our service users live. Any actions identified from the service user and family questionnaires have been acted upon and feedback given.

The St Helens and Knowsley Services continue to work as an effective joint management team, ensuring our delivery of support and management is consistent across Merseyside and also the wider service areas. We meet, as a whole service area every month for our Area Coordinator's Team meeting as well as coming together frequently to discuss potential business development opportunities and reducing voids across Merseyside. This area-approach to our service delivery has led to greater consistency, higher standards and a much more collaborative approach to the services we deliver.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

Several members of our staff team have achieved long service awards and various other awards. This demonstrates the commitment of our staff teams in order to continue to deliver consistently high quality support and they are able to learn and adapt to change in need and the environment. We have managed to refrain from using any agency staff during the past year; this is due to excellent rota management and excellent recruitment and retention from the area coordinators and wider support teams, the non-use of agency staffing leads to greater consistency of care, better outcomes for the people whom we support and a real positive impact on finances.

We have worked hard and have been successful over the past year to maintain high levels of compliance in Care Quality, Health & Safety, Learning & Development and Supervision. This achievement evidencing delivery of safe care and treatment through the CQC's Fundamental Standards has also been very well supported through great working professional partnerships with our colleagues in the wider regional support teams providing good quality transactional reports

Challenges:

At the start of the Covid-19 pandemic, we faced great difficulty around the transmission and infection impact of the virus, with a number of care locations having serious outbreaks of the virus where both staff and service users had become infected. Working alongside Public Health England and Local Authorities, we were able to effectively monitor and support service users and staff with their isolation and recovery periods. With the invaluable support of the Brothers of Charity Services' HR team we were able to maintain regular contact and obtain the required documentation from staff during their isolation period and any associated absence to ensure we respected and complied with UK Government guidance throughout the pandemic, keeping people as safe and well as we could throughout a very challenging time. During this period of time, there were a substantial amount of absences, which required to be managed in an efficient yet supportive way whilst also ensuring we could deploy enough suitably trained staff to continue to deliver vital care.

Sadly we also had a number of service users who suffered ill health this year, due to the Covid-19 pandemic and lockdown. Access to health care was more difficult and The Brothers of Charity Services - St Helens, Knowsley & Sefton staff teams advocated effectively with health care professionals and partnerships in order to book face to face health appointments and often had to book by phone or e-consultation. Unfortunately 2 service users passed away over the past year after contracting Coronavirus and we continue to mourn their passing and provide the appropriate wellbeing support to families and staff at a very sad time. Rest in Peace.

Staff absences inevitably increased dramatically during the start of the pandemic and lots of our staff were taken very unwell as they caught the virus despite taking all precautions. Some staff colleagues tested Covid 19 positive and / or had to isolate. Managing the rota was a big challenge in the face of such considerable but understandable sickness absence rates during Covid 19 and therefore we had to rely on our remaining support team colleagues who were working long and hard and picking extra shifts, often in short notice. We also had to limit foot traffic in between the locations to limit transferring the virus so effective and creative rota planning was key.

Local Authority reviews have continued remotely, continuing to look at ways to introduce efficiencies in the commission of support for individuals. We continue to advocate strongly for the people whom we support to ensure their needs are correctly assessed and to maximise the amount of support hours available to them.

Some of our service users were suffering with their mental health due to shielding and lockdown, the support teams worked really hard to ensure that all service users got the correct medical support they required. A lot of service users did not go for a holiday over the past year as planned and again this had a detrimental effect of their well-being and mental health. The Brothers of Charity Services - St Helens, Knowsley & Sefton

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

management and support teams supported service users around fully understanding the impact of the pandemic and rebooking holidays where possible. Throughout the pandemic the care teams worked tirelessly to arrange day service support and activities to ensure that the service user's mental and physical health and wellbeing remained good in the face of increasing lockdowns and social isolation.

Innovations

Due to the Covid-19 pandemic, the Brothers of Charity Services - St Helens, Knowsley & Sefton Area staff and management teams have had to think of new and innovative ways for service users to maintain contact with the families and close relatives whilst we were in lockdown. Staff have supported service users with Face Time, Zoom and garden visits (where allowed) to keep the service users spirits up. The staff teams across the area have also thought of new ideas to support their service users during lockdown with in house activities whilst they were unable to access the community. The Brothers of Charity Services Regional Advocacy Team worked tirelessly to provide creative and innovative activity and Covid 19 information sessions which were very well received by clients and staff alike,

During periods of great staff and management shortages due to Covid 19 sickness, lockdown and isolation we combined the entire Merseyside Services On-Call, which has enabled Managers to complete their on call duties effectively, with the implementation of a back-up on call manager, this has enabled a wider understanding of the Merseyside Area and enabled managers to support each other during a difficult period. In order to maintain our services, the management teams have been using different online platforms to continue the work that we do. This has meant that managers have worked more remotely and have been using Google Meets, Zoom, Microsoft Teams etc. to conduct meetings, attend meetings and training sessions to provide the same level of consistency to the people we support and their staff teams.

We have completed training sessions remotely with our Lead Support Workers and Team Leaders to support them with documentation and Quality Monitoring, desktop and annual reviews as well as staff undertaking trainings as e-learning, instead of classroom sessions.

Celebrations:

Many of the people we support have enjoyed birthday celebrations via Zoom, in house activities, days out etc. Our staff teams continue to work hard to ensure all service users fulfil their aspirations, ambitions and dreams. We managed to find a suitable placement for a service user from our Higher Road assessment unit, and following transition visits and further assessments, we successfully supported the service user with transition into other location within Brothers of Charity Services.

Staff teams across the service area welcomed the Gift Bags and felt greatly appreciated for all their hard work and commitment by the Brothers of Charity Services.

At Easter all the staff teams each received their Easter egg treat provided by Services, which again was greatly appreciated and all staff thought it was a wonderful gesture.

Trustees' Annual Report 2020/21 - The Brothers of Charity Services in Greater Manchester Service Area- Activities across the Region in 2020 / 2021

The financial year ending 31 March 2021 showed a continued growth as a service within the Greater Manchester region, delivering just over 1000 hours per week to 95 Service users who have a diverse range of support needs from very marginalised communities, supporting each and every individual has helped us to reflect on a number of noticeable achievements, celebrations, challenges and innovations across the whole of the Greater Manchester Services.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

Achievements

In the past year we have participated in the Investors of People accreditation process and proudly retained a Gold standard Award. The service users, families and outside agencies that we work alongside gave us very positive and supportive statements and some were interviewed by the Investors in People assessor. The service users in the Greater Manchester area were involved in making a short film to pass on their thoughts and thanks to the Brothers of Charity Services in Greater Manchester Service Area Teams.

Our biggest achievements this year has been keeping all staff teams and service users free from COVID-19 infection. All our staff closely followed the UK Government's local & national Guidelines for washing hands, donning and doffing PPE and respecting social distancing through a 2 metre distance where possible and this has kept everyone free from the virus.

The past year has been one of the most challenging years that the Health & Social care sector has had deal with. The COVID-19 Pandemic has caused upheaval and concern to all our service users and the wider staff teams and families. The Brothers of Charity Services teams in Greater Manchester have worked extremely hard to ensure all service users have remained safe in their home environments. We have worked hard to source and deliver PPE to all the support workers on a weekly basis. We have encouraged and facilitated all support workers and service users to have the COVID vaccine.

The Greater Manchester Service Area has maintained a high level of Compliance throughout the year, consistently achieving 100% in Health & Safety and Learning Development compliance KPI's and audits and maintained constantly above 99.5% within Care Compliance. The Team within the Greater Manchester Services have worked very hard to reach and maintain the high standards within care, quality and compliance. Over the last year we have continued to provide staff with training but in a different way than normal, Our Brothers of Charity Services 'Lead to Succeed' and 'BOCS Management Development Training' was actively attended and completed by senior support workers and support workers via Zoom. E-Learning was brought into comprehensively to support Covid 19 safe training for new starters due to national lockdown restrictions with COVID classroom based training not going ahead as planned. Staff have also been acquiring their QCF Level 2&3 in Health & Social Care and this has been an unusual yet very positive learning experience for the tutors and the students as it has all been completed over the phone or via zoom but they have really enjoyed gaining the qualification.

As a Service we have gained and maintained positive and constructive relationships with all our commissioners. We continue to represent the Brothers of Charity Services in Greater Manchester Service Area at Partnership board meetings, Provider Forums and other local Authority forums via the Microsoft Teams communication platform which have enabled us to keep up to date with any changes made within the local authority and how this will affect our services as well as contributing to the continued growth of our service, not only branding who we are and what we do but doing so so positively in advocating the vision and values of the Brothers of Charity Services.

Whilst staff recruitment and retention has been a challenge during the pandemic, we continue to celebrate our achievements where we have managed to recruit and retain staff members in a very challenging environment. Being unable to attend Job Fairs or other recruitment events, we have adapted our recruitment process by carrying out interviews over Zoom, working in partnership with the Brothers of Charity Services Recruitment Team and have consciously changed the wording on the web based recruitment adverts to see if this will help with recruitment by widening the market search. CV searches are being completed on a weekly basis to reach out to people in other sectors that may want a career change. This has all been achieved, with the support of the regional management teams across the Brothers of Charity Services

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

England, working effectively together and ensuring that not only effective recruitment is taking place, but also ensuring that the recognition for the hard work, flexibility, and the 'above and beyond' attitude of the staff teams is celebrated.

Family and service user questionnaires continue to be circulated to relatives and service users across the Greater Manchester Service area. The feedback was very positive, with many complimentary comments about the high quality, person centred support that we deliver. Any actions identified from the service user and family questionnaires have been acted upon and feedback given.

We continue to celebrate that we have managed to refrain from using any agency staff during the past year, with agency expenditure recorded as zero over this financial year; this is due to excellent rota management and excellent recruitment and retention from the area coordinators and wider regional teams, the non-use of agency staffing leads to greater constancy of care, better outcomes for the people whom we support and a real positive impact on finances.

Challenges

This past year has been very challenging for our staff and management teams within the Greater Manchester Services. Our Care Administration Teams have been actively arranging and delivering Covid 19 PPE packs for the staff on a weekly basis and the Brothers of Charity Services in Greater Manchester Service Area Management teams have been busy delivering the individual PPE to all the staff. During the lockdown a number of service users were very concerned about receiving support into their homes however we have remained in active contact with them to ensure they feel constantly supported and not alone. Service users who were shielding were unable to go out for their shopping or attend day centres or see their families and they felt very isolated. The Greater Manchester team spoke with the local authority to arrange additional support and shopping calls to ensure everyone we support felt they were safe.

Our biggest challenge was supporting staff members with their own Mental Health well-being as they were concerned around losing friends and family members due to COVID-19, we supported them by talking to them on the phone providing pastoral supporting and signposting to the best support options available – for example advising them to use Medicash support and we also had full support from the HR team with any staff queries. Our staff colleague's biggest concern was if they caught Covid-19 and passed this onto the service users, or even taking it home to their families. Support to the staff was a priority as they were working on the frontline throughout the great national crisis, managing and dealing with the threat to clients and their own health that Covid 19 posed for us all however and sadly we have lost a number of service users across our service this year due to ongoing health issues during the pandemic. Rest in Peace.

Local Authority reviews continue looking at ways to drive efficiencies into levels of support for individuals. We continue to advocate strongly for the people whom we support to ensure their needs are correctly assessed and to maximise the amount of support hours available to them.

Innovations

A lot of our service users live alone and rely on their support from the Brothers of Charity Services, not only for daily tasks to be completed but also as company and someone to talk too. The daily / weekly Zoom activities have really helped to keep connected with these service users so they can still see friendly and familiar faces across the service when they would usually only be able to do this at Coffee Mornings and Film Nights which are currently on hold.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

One major area of innovation over the past year has been how to best support our service users who had been advised to shield from COVID-19. Many people we support have no family contact, so rota compilation was used innovatively to ensure our service users safety and best interests were well supported. Social calls were restructured to both shopping calls and also support within the home, where arts and crafts and other activities took place, again ensuring the service user's had enough food supplies and that they were kept mentally stimulated.

Celebrations

In the Greater Manchester Services two service users have celebrated their 80th Birthdays - they received a special cooked lunch by the staff teams and we sang 'Happy Birthday' by the staff who were on shift.

During the festive period, the management team in partnership with a local Café close to our Standard House offices and distributed Christmas Lunches to the people we support who were having no contact with any family or friends on Christmas day.

Our greatest celebration is that we have kept our staff and services users safe and free from Covid 19, No one in the Greater Manchester area caught Covid 19 or passed on COVID 19. Our staff teams have been rightly praised many times as to how well they have kept the service users and themselves safe.

Greater Manchester staff welcomed the Gift bags provided by the Trustees and felt greatly appreciated for all their hard work and commitment by the Brothers of Charity Services.

At Easter all the staff teams each received their Easter Egg treat from the Trustees, all staff thought it was a wonderful gesture and very thankful for the gift.

Conclusion:

Despite the extremely demanding and constantly changing conditions the ever evolving range of thoughtful, innovative, creative and inspiring care and support activities delivered throughout the very challenging year 2020 / 2021 has been illustrates the different creative approaches and innovative ways our wide range of colleagues around the Brothers of Charity Services have come together to ensure the continued provision and delivery of high quality care and support throughout the year in response to the emerging Covid 19 pandemic and in doing so have been inspired and energised through the continued guidance of the Mission Statement and Ethos of the Brothers of Charity as a vital source of strength and guidance in these very trying times.

On behalf of the Trustees of the Brothers of Charity Services in England we would like to express our profound thanks and deep appreciation for the exceptional professionalism and personal commitment of all staff representing the Brothers of Charity Services in England during the year in ensuring that they continued to so positively, and with great assurance to all our stakeholders, represent and animate our Ethos and Mission Statement in all their actions throughout the very challenging and demanding year we have seen.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

Strategic update and plans for future periods

A defining objective of the 5 year business plan for 2021 / 2026 should prioritise and recognise the distinct advantage and intrinsic value that having well skilled, well supported and well-motivated staff can bring and both the organisation and business plan should focus on developing an increasingly holistic, future demand facing approach to attaining, growing and retaining key staff skills and experience to both support continued adherence and animation of the Ethos of the Brothers of Charity Services and also to drive the required future organisational evolution as a relevant, care quality driven, compliance focussed and high performing organisation consistently generating and delivering care quality and social capital.

Looking forward it is essential that the future strategic development of the Brothers of Charity Services focusses on retaining, enhancing and adapting its staff and the flexible skill base they represent in order to support and drive care quality, financial sustainability, appropriate evolution and planned growth into new operating environments both locally and across the United Kingdom in order to leverage and fulfil the very unique growth opportunities it has available to it.

This will ensure that the necessary resource commitment, growth drivers and value engines are visioned and put in place for the next economic cycle and in doing so provide positive service development and performance platforms for future generations of the Brothers of Charity Services' stakeholders.

Reflecting the image of a contemporary focussed and nationally relevant sectoral employer will be key to attract and retain staff with appropriate and market leading targeted remuneration and supporting benefits initiatives and policies, structured career opportunities and pathways, continued and expanding flexible working commitment and a significantly increased and structured approach to positive health and wellbeing employer support initiatives all reflecting essential organisational tools in attracting and retaining talented staff to drive care quality, new models of care and financial sustainability.

It has been recommended that the Services adopt increasingly flexible and innovative employment models to drive and support the continued strategy of risk managed service growth supported by effective and creative revenue stream diversification, asset use maximisation, service development relevancy and underpinning cost management in delivering quality care.

Development strategies should continue to create and progress projects that naturally harmonise care quality, social value and economic growth and focus on and ensure the clear manifestation and unequivocal adherence of the Ethos and Mission Statement of the Brothers of Charity within the culture and characteristics of the Brothers of Charity Services.

For example focussing on a true social enterprise model for service development adopting the social entrepreneur model to produce and deliver innovative and creative models and avenues of care and support that are focussed on and have the clear potential to relieve and provide social and economic value generation solutions to regional and local community based problems.

In the shorter term specific strategic development options will focus as follows:

People Strategy Objectives:

- Develop the appropriate future facing 'People Strategy' policies and approaches to become a true 'Employer of Choice' in the social care and charity sector;
- Develop and Implement appropriate and market leading remuneration and benefits initiatives and policies;

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

- Increased and structured organisational approaches to supporting positive physical and mental health and wellbeing staff and employer support initiatives;
- Ensure sufficient capacity in the structures, skills and experience at all levels of the Brothers of Charity Services to offer sustainable careers to existing and prospective staff;
- Develop and market structured career and attractive training opportunities and pathways geared to contemporary and future workforce demands and needs;
- Proactively define and embrace new and creative employer approaches to flexible and remote working to support staff retention and employer attractiveness.
- Development of geared workforce and Learning and Development strategies and initiatives focussed on increasing 18 to 23 staff intakes across all areas of the Services to build in future capacity, skills and organisational awareness of contemporary and future social contexts designed to remain a relevant service provider anticipating and understanding societal changes in Service need and demands.

Capital and Built Environment Development Strategy Objectives:

- Continued significant capital and revenue investment in the protection, augmentation and enhanced contribution from United Kingdom Trust properties currently utilised by the Services to ensure high quality care accommodation and work environments will continue to be provided supported and driven via professional property management skills.
- It is envisaged that the continued professional and functional development of Facilities Management functions into a formative Housing Association model will continue to act as the primary professional safeguard for English Trust properties both in terms of care quality, asset protection and augmentation but also to leverage a much more effective generation of level resource for further United Kingdom Trust distribution going forward.
- The development of an integrated Care Village concepts at Lisieux Hall, Thingwall Hall and potentially Gattonside under a future cohesive UK scale Development plan. Masterplan development via an appropriate professional consultancy for a care village design (de-institutionalisation) for Lisieux and Thingwall sites. A similar approach for Gattonside can be considered.
- Soft sub-urbanisation / continued de-institutionalisation of both the Thingwall and Lisieux sites in preparation for development and expansion of sites for the future facing delivery of community feel support services.
- The soft sub-urbanisation will allow the sites to continue to lose the label and look of 'Institutions' and instead adopt the look and feel of urban settlements or villages by the use of street name adoption, planting, village green, pedestrianisation and other urbanisation techniques. Introduction of social enterprises / microenterprises on site. Removal of commercial signage.

Service Development Strategy Objectives:

- Establishment and expansion of a new operational service and delivery hub at Gattonside in Scotland focussing on development of ethos driven high care quality, compliant support services into the Edinburgh and Glasgow metropolis along with meeting increased population and development in the East Scotland region.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

- Continued capital and revenue investment in the protection, augmentation and contribution of operational performance IT infrastructures and systems required by the Services as a platform for growth will continue based on a professional shared service IT management basis.
- It is envisaged that the continued development and effective management of the English Services IT infrastructure and capabilities will act as a key enabling platform for Service growth for local, regional and national communication, cohesive development and cost efficiency.
- Future development of more effective and future facing flexible corporate structures and functions will be key to act as the primary driver to unlock organisational potential of the Services both in terms of increasing organisational growth initiatives but also to realise a much more sustainable, effective, efficient and fully enabling strategic, tactical operational and resource platform for the United Kingdom Trust and English Services going forward.
- The re-commencement of the Incorporation process for the Brothers of Charity Services in England focussing on establishment of inclusive and diverse Trustee and Executive Boards in due course.
- Future development of Day Opportunities and Social Enterprises via employment programmes and CaritaSE will be to act as the primary Service Development initiative both in terms of increasing the diversity and reach of the delivery of the Mission Statement into our day service provision and thereon wider community programme action but also to realise a much more effective generation of Social Capital and resource platforms for further English Trust distribution going forward.
- The transformation and expansion of the current rapidly aging configuration of BOCS owned domiciliary care properties to reflect a much greater diversity in contemporary, client attractive supported living and care delivery models utilising the following accommodation configurations indicated as follows:
 - Self-Contained Apartments in a shared support setting;
 - Bungalows in Community Settings;
 - Increased utilisation of lifts in current ageing properties;
 - Shared Flat Schemes.
 - Non-care appropriate BOCS properties to be retained and rented on the private market to support income generation.
 - Planned growth through targeted purchase of properties to support Supported Living Service establishment in Greater Manchester.

Service diversification and strategic response options to support new and dynamic support options to include the following:

- Supported Living: Development of a Supported Living service to add to the Domiciliary Care service in Greater Manchester;

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

- Supported Living: Revitalise and expand ‘Specialist services’ model in the form of an ‘Extra Support’ offer into our core Supported Living offer – this would include replication of the ‘Higher Road’ Model across the services.
- Children’s / Transitional Services: Explore the development and establishment of Children’s / Transitional Services at Thingwall based on respite model initially which would of course require OFSTED registration.
- Disused Property Regeneration / Repurpose: Potential Holiday Respite or Private Rental Units in Gattonside (Eildon / Tweed View)
- Nursing Services Development: Potential Expansion of Nursing Provision at Merseyside to 50+ beds at Thingwall.
- Day Services: Replicate Land Based Social Enterprise models into Thingwall:
- Day Services: Replicate Roccoco FBE into Chorley, Thingwall and Bury.
- Day Services: Open Imageink 2 / Transfer Day Services into Hillcrest as a purpose built Day Service provision;
- Day Services: Expand Community Gardens Team across the Regions
- Day Services: Establish and Expand Employment Programmes across the Regions.
- Day Services: Expand Selection BOCS Digital Outreach Model across the Regions.
- Holistic Therapy Centres: Establish Holistic Therapy Centre in Lisieux and Thingwall (Hydrotherapy / Physiotherapy / Complimentary Therapy) to support client and staff wellbeing.

Financial performance, reserves and investments

The latest financial results for the year to the end of March 2021 are satisfactory given the annual operating conditions with net increase in funds of £5,604k (2019/2020 £1,254k).

Net income from core activities amounted to £1,967k (2019/2020 £1,831k) and gains of £3,520k (2019/2020 losses of £337k) arose from the fixed asset revaluation and investment portfolio.

This result means that the Balance Sheet demonstrates total funds of £49,834k (2019/20 £44,230k) and these comprise unrestricted funds (net of the pension reserve) of £19,070k (2019/2020 £16,131k), restricted funds of £163k (2019/2020 £182k) and designated funds of £30,600k (2019/2020 £27,917k).

In line with the policies on returns and investments, and in conjunction with Rathbones Investment Management Ltd, the appointed investment advisors, investment portfolios have funds totalling £9,046k (2019/2020 £8,154k) as at 31 March 2021, in addition to substantial cash at bank on that date. The Trustees will continue to monitor performance with the assistance of their advisors.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

Investments

The principles underlying the investment policy are being followed. These are:

- The primary aim in investing funds is to maximise the return on all assets without subjecting those assets to undue risk.
- So far as is practicable and within the constraints of UK law, investments will not be made in organisations engaged in activities that are likely, directly or indirectly, to hinder the achievement of its mission or which are inconsistent with its values.
- The identification and recommendation of appropriate investments will be delegated to a fund manager appointed by the Trustees. The fund manager will be responsible for ensuring that all investment decisions are taken within the scope of the powers of investment available to the Trustees and that those decisions are consistent with the duties set out in section 4 of the Trustee Act 2000.
- The fund manager is also responsible for ensuring that proposed investments are compatible with the Charity's ethical stance.
- The performance of the investment portfolio is reviewed half yearly by the appointed finance committee and formal meetings with the Trustees are held at least annually. Detailed reports are submitted to the Trustees quarterly.

Reserves

The Trustees have approved a reserves policy, its objectives are:

- The Trustees consider that it is appropriate and sensible to allow up to five years to achieve the proposed levels of reserves. The Services believe this timescale is reasonable and attainable.
- The Trustees believe that a minimum requirement for reserves for the Regional Services equates to three months expenditure. This figure is assessed having examined the potential consequences of cessation of the Services.
- The Trustees have determined that the target for a national figure for reserves should be six months expenditure as this is a prudent sum given the profile of the Charity, its employees and commitments.
- The targeted figure of reserves is examined on a quarterly basis as management accounts are produced and the results are reported to the Trustees on a regular basis by the Chief Executive.
- Once the target is met the policy will continue to be reviewed on a regular basis and its suitability or otherwise assessed by the Trustees.

The Trustees have noted that the funding of the Services in particular is being subjected to considerable downward pressures as local and public authorities seek to balance their own budgets. The Trustees do not necessarily predict large surpluses for future years and it is therefore important to build reserves now that will assist in the coming years. In addition, the Trustees will continue to press the public authorities for adequate and justified funding for all service users.

The Charity's reserves policy relates to general unrestricted funds, excluding tangible and intangible fixed assets and the pension liability, and requires that a minimum level of 3 months' operational costs is held by the Regional Services. This has been met in the financial year 2020 / 2021 by both The Brothers of Charity Services in Merseyside and Greater Manchester and The Brothers of Charity Services in Lancashire.

The above reserves policy also includes a target level of 6 months' operational costs be held by the Charity and this has been met in the financial year 2020 / 2021.

The combined target level of reserves under the above reserves policy is £11.5m and the actual free reserves (representing general unrestricted funds excluding tangible and intangible fixed assets and pension liability) at 31 March 2021 is £19.0m. The trustees intend that the excess is used for purposes such as the refurbishment of existing and purchase of new property to enable the charity to develop and grow its services.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

Risk Management

Within the Regions, the Trustees of the Brothers of Charity Services have ensured appropriate level of liaison has been maintained with the relevant authorities in the context of risk management.

Quality of care and safeguarding compliance is an essential and prioritised focus of our risk management for the Trustees of the Brothers of Charity Services in the United Kingdom. As such a robust system of regular internal operational quality compliance monitoring and reporting, constant quality driven policy improvement and procedure development, a real and unequivocal commitment to actively leading and promoting the duty of candour along with full support and access to ongoing external regulatory scrutiny provides a defined and detailed framework of clear and objective risk management assurance to the Trustees.

Health and safety issues continue to be given the necessary high level of importance within the Regions in line with policy and the appropriate level of professional advice is available and utilised.

The Trustees continue to engage the firm of D. E. Ford (insurance brokers) to advise and assist in addressing the management of risk throughout the Charity with a particular focus on the national level and their work is ongoing. There is regular liaison between the Regions in this matter with regular meetings chaired by D. E. Ford to ensure best practice and to ensure that the overall strategy of the Trustees is implemented.

Financial sustainability risk is managed through the provision of regular business planning, financial and commercial strategy formulation and dedicated monthly national and regional financial reporting and monitoring along with the scrutiny provided by the annual external audit process. The financial control in all Regions is now at the level of efficiency and effectiveness that had been targeted.

The annual review of insurances undertaken with our brokers further addresses all relevant risk issues. Based on the ongoing review of pension issues the level of risk continues to be gradually clarified and quantified as being not very significant in nature. The level of contribution was reviewed and adjusted as per advice received.

Business continuity plans are regularly refreshed across the regional services to ensure that the Brothers of Charity Services would be able to continue its operations through any disruption or have plans to recover key services to the extent required by its stakeholders to ensure continuity of operations whilst satisfying legal and regulatory obligations.

Finally the Brothers of Charity Services maintains a Strategic Risk Matrix which allows us to organisationally assess and support effective risk management action in order to define and identify the different occurrences and levels of organisational risk. The Strategic Risk Matrix is an effective risk management mechanism which allows us to increase the visibility of risks and assist management decision making and forecasting in the identification, assessment, and prioritisation of risk followed by coordinated application of action and resources to designed reduce and control the probable consequences of high risk events to the Brothers of Charity Services and its wider range of stakeholders

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

Staff Recruitment and Training

The Trustees welcome the commitment within the Services to recruitment, to training and to strategies for the retention of good quality staff in the Services. This is made more challenging because of the continuing downward pressure on hourly rates being exerted by some authorities that may make it more difficult to retain current pay and conditions for staff. The Regions have continued to make significant commitments to the ongoing training and development of staff at all levels.

Pay policy for senior staff

The Trustees consider the Board of Trustees and the following senior staff as comprising the key management personnel of the charity in charge of directing and controlling the functions of the charity and running and operating the charity on a day to day basis:

- Regional Health and Safety Manager
- Regional Finance Business Partner
- Head of Supported Living and Specialist - Operational Area One
- Head of Supported Living - Operational Area Two
- Regional Lead Nurse
- Director of Care Quality and Compliance
- Regional Head of Learning and Development
- Area Director of Operations
- Payroll Manager
- Chief Executive Officer Brothers of Charity Services / Company Secretary
- Head of Service - Liverpool & Thingwall Supported Living
- Regional Head of Human Resources
- Regional IT and Communications Manager
- Head of Finance for Merseyside and Greater Manchester
- Regional Care Administration & Office Manager
- Regional Finance Director
- Brothers of Charity Services in Greater Manchester - Registered Manager
- Regional Head of Day Opportunities
- Regional Head of Facilities & Estates Management

All trustees give of their time freely and no trustee remuneration was paid in the year. Details of trustee expenses and related party transactions are disclosed in note 7 to the accounts.

The pay of the charity's chief executive is reviewed annually and normally increased if appropriate in accordance with the same inflationary increase as all other charity staff. In view of the nature of the charity, its economy of operational structures, and the complex nature and range of professional support provided by the CEO role to the Charity, the trustees consider that the current remuneration is appropriate for this role. The remuneration is also bench-marked with social care charities of a similar size and range of activities to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles in large charities.

Impact of Brexit

The Trustees of the Brothers of Charity Services continue to actively monitor the evolving situation in relation to assessing and managing and the potential impact and risks of the differing scenarios of the United Kingdom's exit from the European Union. As circumstances evolve and change over time the Brothers of Charity Services Brexit Impact Assessment and Contingency Plan will continue to be actively refreshed and restated to reflect the Brexit conditions and risks as they emerge.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Report of the Trustees (continued)

Trustees

Pursuant to a deed of Removal and Appointment dated 24 November 2004 executed in accordance with the Trust Deed the following, four of whom are members of the Regional Team, are the Trustees of the Charity:

- Brother John Finbarr O'Shea
- Brother Augustine Thomas (Alfred) Hassett
- Brother Patrick Joseph Killoran
- Brother Richard Noel Corcoran

On 23 August 2021, Stephen Robinson was appointed as a Trustee.

None of the Trustees received any remuneration for services rendered in their capacity as Trustees. None of the Trustees had any beneficial interest in any contract with the Charity.

Trustees' responsibilities for the financial statements

The Trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and regulations. The Charities Act 2011 requires the Trustees to prepare financial statements for each financial year. The Trustees have to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law), including FRS102. The Financial Reporting Standard applicable in the UK and Republic of Ireland. The Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (FRS102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as each of the trustees is aware:

- there is no relevant audit information of which the charity's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditor

Mazars LLP offer themselves for reappointment as auditor in accordance with the Trust Deed.

Approved by order of the Board of Trustees on 28 January 2022 and signed by

Augustine T Hassett
Augustine T Hassett (Jan 28, 2022 17:49 GMT)

Brother Alfred Hassett

TRUSTEE

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Independent auditor's report to the trustees of Brothers of Charity Services in the United Kingdom (registered as the Congregation of the Brothers of Charity)

Opinion

We have audited the financial statements of Brothers of Charity Services in the United Kingdom (the 'charity') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the 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 applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are 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 other information comprises the information included in the Annual Report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and 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 course of 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.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Independent auditor's report to the trustees of Brothers of Charity Services in the United Kingdom (registered as the Congregation of the Brothers of Charity) - continued

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

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

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 37, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 the 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. Based on our understanding of the charity and its activities, we identified that the principal risks of non-compliance with laws and regulations related to pensions legislation, employment regulation and health and safety regulation, anti-bribery, corruption and fraud and money laundering, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, such as the Charities Act 2011.

We evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to fund accounting, and significant one-off or unusual transactions.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Independent auditor's report to the trustees of Brothers of Charity Services in the United Kingdom (registered as the Congregation of the Brothers of Charity) - continued

Our audit procedures were designed to respond to those identified risks, including non-compliance with laws and regulations (irregularities) and fraud that are material to the financial statements. Our audit procedures included but were not limited to:

- Discussing with the trustees and management their policies and procedures regarding compliance with laws and regulations;
- Communicating identified laws and regulations throughout our engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.


There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of the audit report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Signed:


Vincent Marke (Jan 28, 2022 19:39 GMT)

Mazars LLP Chartered Accountants and Statutory Auditor
One St Peter's Square
Manchester
M2 3DE

Date: Jan 28, 2022

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Statement of Financial Activities

	Note	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total Funds 2021 £	Total Funds 2020 £
<i>Income</i>						
Donations, legacies & gifts		1,137	-	-	1,137	54,734
Income from charitable activities:						
Statutory Authority contracts		23,248,384	-	-	23,248,384	23,294,486
Income from other trading activities:						
Trading income		24,857	-	-	24,857	126,379
Investment income		173,165	-	-	173,165	181,105
Other income		1,693,443	-	-	1,693,443	889,987
Total income		25,140,986	-	-	25,140,986	24,546,691
<i>Expenditure</i>						
Expenditure on charitable activities:						
Provision of core services; statutory authority contracts	4	23,010,100	18,712	235,030	23,263,842	22,810,892
Costs of raising funds						
Trading expenditure		66,952	-	-	66,952	78,120
Pension scheme operating credit	19	(165,000)	-	-	(165,000)	(181,000)
Other pension finance costs	19	8,000	-	-	8,000	7,000
Total expenditure	5	22,920,052	18,712	235,030	23,173,794	22,715,012
Net income/(expenditure) before transfers		2,220,934	(18,712)	(235,030)	1,967,192	1,831,679
Transfers between funds		(188,571)	-	188,571	-	-
Net income/(expenditure) for the year		2,032,363	(18,712)	(46,459)	1,967,192	1,831,679
<i>Gains/(losses) on investments</i>						
Realised	11	183,216	-	-	183,216	54,283
Unrealised		606,680	-	-	606,680	(391,726)
Unrealised gain on fixed asset revaluation		-	-	2,730,064	2,730,064	-
		789,896	-	2,730,064	3,519,960	(337,443)
Actuarial gain/(loss) on defined benefit scheme	19	117,000	-	-	117,000	(240,000)
Net movement in funds		2,939,259	(18,712)	2,683,605	5,604,152	1,254,236
Total funds brought forward		16,131,172	181,787	27,917,337	44,230,296	42,976,060
Total funds carried forward	17	19,070,431	163,075	30,600,942	49,834,448	44,230,296

All of the activities are classed as continuing

The accompanying notes form part of these financial statements.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Balance Sheet

		2021	2020
	Note	£	£
Fixed assets			
Intangible assets	9	3,366	4,982
Tangible assets	10	25,286,791	22,568,043
Investments	11	9,046,104	8,153,959
		<hr/>	<hr/>
		34,336,261	30,726,984
Current assets			
Stocks	12	-	8,229
Debtors	13	2,324,858	2,718,868
Short term cash investments	14	5,726,537	4,404,274
Cash at bank and in hand	14	10,503,267	8,791,325
		<hr/>	<hr/>
		18,554,662	15,922,696
Creditors: amounts falling due within one year	15	(2,608,475)	(1,925,384)
		<hr/>	<hr/>
Net current assets		15,946,187	13,997,312
		<hr/>	<hr/>
Total assets less current liabilities excluding		50,282,448	44,724,296
Defined benefit pension scheme liability	19	(448,000)	(494,000)
		<hr/>	<hr/>
Net assets		49,834,448	44,230,296
		<hr/>	<hr/>
Income funds			
Restricted		163,075	181,787
Designated		30,600,942	27,917,337
Unrestricted		19,518,431	16,625,172
Pension reserve (unrestricted)		(448,000)	(494,000)
		<hr/>	<hr/>
Total funds	17	49,834,448	44,230,296
		<hr/>	<hr/>

The financial statements were approved and authorised for issue by the Trustees on 28 January 2022 and signed on their behalf on

Augustine T Hassett
Augustine T Hassett (Jan 28, 2022 17:49 GMT)

Brother Alfred Hassett Trustee

DA Grundy
DA Grundy (Jan 28, 2022 18:02 GMT)....

Darron Grundy Chief Executive

The accompanying notes form part of these financial statements.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Statement of Cash Flows

		2021 £	2020 £
Cash Flow from Operating Activities			
Net movement in funds		5,604,152	1,254,236
Adjustment for non-cash items			
Amortisation		1,616	48,978
Depreciation		81,843	501,553
(Gains)/Loss on investments - unrealised		(606,680)	391,726
Income from investments		(102,250)	(97,808)
(Increase)/decrease in stocks		8,229	1,815
Decrease/(increase) in debtors		394,010	(630,920)
Increase in creditors		683,094	54,865
Movement on defined benefit pension liability		(46,000)	73,000
Loss on disposal of intangible fixed assets		-	146,034
Revaluation of tangible fixed assets		(2,730,064)	-
Net Cash Flow from Operating Activities		<u>3,287,950</u>	<u>1,743,479</u>
Cash Flow from Investing Activities			
Capital expenditure on fixed assets		(70,529)	(368,768)
Proceeds from sale of fixed assets		-	-
Purchase of quoted securities		-	-
(Gains) on investments - realised		(183,216)	(54,283)
Net Cash Flow from Investing Activities		<u>(253,745)</u>	<u>(423,051)</u>
Increase in cash and cash equivalents in year		<u>3,034,205</u>	<u>1,320,428</u>
Cash and cash equivalents at beginning of the year	14	<u>13,195,599</u>	<u>11,875,171</u>
Cash and cash equivalents at end of the year	14	<u>16,229,804</u>	<u>13,195,599</u>

The accompanying notes form part of these financial statements.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements

1. General Information

Brothers of Charity Services in the United Kingdom ('the charity') is a charity registered in England and Wales. The registered office of the Charity is Lisieux Hall, Dawson Lane, Chorley, Lancashire, PR6 7DX.

The principal purpose of the charity is to deliver high quality services to people with learning difficulties. Striving for the highest possible human dignity in their service, being willing to function within a social framework to be recognised by the authorities and finding final motivation in the gospel.

The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

2. Principal accounting policies

Overview

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

The financial statements have been prepared in accordance with Statement of Recommended Practice (SORP 2019) "Accounting and Reporting by Charities", effective 1 January 2019 and applicable Accounting Standards in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Charities Statement of Recommended Practice (FRS 102) in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) rather than the "Accounting and Reporting by Charities: Statement of Recommended Practice Charities SORP 2005" which has since been withdrawn.

Brothers of Charity Services in the United Kingdom meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

A summary of the principal accounting policies are set out below.

Going concern

After reviewing the charity's forecasts and projections, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The period which the trustees have considered in this respect is not less than 12 months from the date of signature of these financial statements. The review undertaken by the trustees includes consideration of the potential implications of both Brexit and the COVID 19 pandemic. The trustees have concluded that the Charity has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the Charity's ability to continue as a going concern, thus they continue to adopt the going concern basis in preparing its financial statements.

INCOME

Donations and gifts

All monetary donations and gifts are included in full in the Statement of Financial Activities when receivable, provided that there are no donor-imposed restrictions as to the timing of the related expenditure, in which case recognition is deferred until the pre-condition has been met.

Legacies are included when the Charity is advised by the personal representative of an estate that payment will be made, property transferred and the amount involved can be quantified. They are included in the Statement of Financial Activities.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

2. Principal accounting policies (continued)

Gifts-in-kind are accounted for at the Trustees' estimate of value to the Charity or sale value as follows:

- assets received for distribution by the Charity are recognised only when distributed;
- assets received for resale are recognised, where practicable, when receivable or otherwise when sold; and
- gifts of fixed assets for charity use or funds for acquiring fixed assets for charity use are accounted for (as restricted funds) immediately on receipt.

Intangible income, which comprises donated services, is included in income at a valuation which is an estimate of the financial cost borne by the donor where such a cost is quantifiable and measurable. An equivalent amount is charged as expenditure. No income is recognised when there is no financial cost borne by a third party. Voluntary help is not included as income.

Donations under Gift Aid together with the associated income tax recoveries are credited as income when the donations are received.

Grants receivable and statutory authority contracts

Revenue grants and statutory authority contracts are credited as income when they are receivable provided conditions for receipt (including service delivery) have been complied with, unless they relate to a specified future period, in which case they are deferred.

Investment income

Investment income, including associated income tax recoveries, is recognised when receivable.

Trading income

Trading income represents ancillary amounts receivable by the Charity from activities generated from the day service provision. It is recognised on delivery of goods or services.

EXPENDITURE

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources. Central overhead costs are allocated to operational functions on the basis of their use of central support services.

Governance costs are the costs associated with the governance arrangements of the Charity which relate to the general running of the Charity as opposed to those costs associated with charitable activities. Included within this category are costs associated with the strategic as opposed to day to day management of the Charity's activities.

Support costs, which include management, human resources, finance, marketing, IT, administration and building costs are allocated to direct charitable expenditure.

Irrecoverable VAT is charged as a cost to the Statement of Financial Activities.

Fund accounting

Restricted funds are to be used for specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other income received or generated for expenditure on the general objectives of the Charity.

Designated funds are unrestricted funds which have been designated for specific purposes by the Trustees

Intangible fixed assets and amortisation

Intangible fixed assets are initially recognised at cost. After recognition, under the cost model, intangible assets are measured at cost less accumulated amortisation and any accumulated impairment losses. All intangible assets are considered to have a finite useful life. If a reliable estimate of the useful life cannot be made, the useful life shall not exceed ten years. Amortisation is provided on the following basis:

Software	14-33% straight line
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Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

2. Principal accounting policies (continued)

Tangible fixed assets and depreciation

The Brothers of Charity Services in the United Kingdom has adopted a £1,000 capitalisation threshold for individual assets, although assets of lesser value should be capitalised if they form part of a group, with a group value in excess of £1,000. The £1,000 figure includes VAT where this is not recoverable.

Tangible fixed assets are stated at cost or valuation, net of depreciation and any provision for impairment. Freehold land and buildings have been revalued during the year. For further detail, see note 10.

Depreciation is calculated to write down the cost or valuation less estimated residual value of tangible fixed assets other than freehold land over their estimated useful economic lives. The rates generally applicable are:

Freehold buildings	2% straight line
Motor vehicles	4 - 5 years straight line
Plant and equipment	3 - 7 years straight line

Freehold land is not depreciated.

Investments

Assets held for investment purposes are valued at market value at the balance sheet date. The Charity holds assets in an investment portfolio.

Net gains and losses arising on revaluations and disposals during the year are included in the Statement of Financial Activities.

Stocks

Stocks are valued at the lower of cost and net realisable value.

Leased assets

Assets held under finance leases and hire purchase contracts are capitalised in the balance sheet and depreciated over their expected useful lives. The interest element of leasing payments represents a constant proportion of the capital balance outstanding and is charged to the Statement of Financial Activities over the period of the lease.

All other leases are regarded as operating leases and the payments made under them are charged to the Statement of Financial Activities on a straight line basis over the lease term.

Defined Contribution Pension Scheme

The pension costs charged against net income are the contributions payable to the scheme in respect of the accounting period.

Defined Benefit Pension Scheme

Scheme assets are measured at fair values. Scheme liabilities are measured on an actuarial basis using the projected unit method and are discounted at appropriate high quality corporate bond rates. The net surplus or deficit is presented separately from other net assets on the balance sheet. A net surplus is recognised only to the extent that it is recoverable by the Charity.

The current service cost and costs from settlements and curtailments are charged against operating profit. Past service costs are spread over the period until the benefit increases vest. Interest on the scheme liabilities and the expected return on scheme assets are included in other finance costs. Actuarial gains and losses are reported in the Statement of Financial Activities.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition, or opening of the deposit, or similar account.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

2. Principal accounting policies (continued)

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Financial instruments

The charity only holds basic financial instruments as defined in FRS102. The financial assets and financial liabilities of the charity and their measurement basis are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost as detailed in note 13. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors and other creditors are financial instruments and are measured at amortised cost as detailed in note 15. Taxation and social security and accruals are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

3. Significant judgements and estimates

The trustees consider the key judgements and estimates in the accounts to be as follows:

- The valuation of pension scheme liabilities. The present value of the pension scheme's liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions.
- The valuation of freehold land and buildings. These have been calculated utilising the expertise of external valuers.

Defined benefit pension scheme liabilities

The present value of the defined benefit pension scheme depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions, which are disclosed in note 19, will impact the carrying amount of the pension liability.

Freehold land and buildings

Management review the open market, existing use valuation of the freehold land and buildings. The carrying amount and further information on the valuation of the freehold land and buildings is detailed in note 10. The charity's freehold land and buildings are included in the financial statements at valuation, the last independent valuation having been prepared in 2021.

Doubtful debt provisions

Management review the recoverable amount of debtors at each financial year and provide against any debtors which management believe are not recoverable in part or in full.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

4. Direct charitable expenditure

	Unrestricted funds £	Restricted funds £	Designated funds £	2021 £	2020 £
Provision of care services	22,347,841	18,712	235,030	22,601,583	21,572,569
Office costs including salaries	544,806	-	-	544,806	1,013,891
Legal and professional fees	33,012	-	-	33,012	88,096
Donations	29,127	-	-	29,127	39,337
Financing costs	359	-	-	359	9,935
Congregation expenses	26,897	-	-	26,897	51,958
Governance costs (note 8)	28,058	-	-	28,058	35,106
	<u>23,010,100</u>	<u>18,712</u>	<u>235,030</u>	<u>23,263,842</u>	<u>22,810,892</u>

5. Analysis of resources expended

	Staff costs £	Depreciation etc £	Other £	2021 £	2020 £
Direct charitable expenditure	20,675,788	83,459	2,476,537	23,235,784	22,629,752
Trading expenditure	-	-	66,952	66,952	78,120
Loss on disposal of intangible assets	-	-	-	-	146,034
Governance costs	-	-	28,058	28,058	35,106
Pension scheme operating credit	-	-	(165,000)	(165,000)	(181,000)
Other pension scheme costs	-	-	8,000	8,000	7,000
	<u>20,675,788</u>	<u>83,459</u>	<u>2,414,547</u>	<u>23,173,794</u>	<u>22,715,012</u>

6. Employees

	2021 £	2020 £
Staff costs		
Wages and salaries	18,728,667	18,658,864
Social Security costs	1,297,543	1,247,969
Pension costs	472,520	377,905
Agency costs	177,058	96,787
	<u>20,675,788</u>	<u>20,381,525</u>

Emoluments of employees earning £60,000 per annum or more fell within the following ranges:

	2021 Number	2020 Number
£60,000 - £70,000	1	-
£70,000 - £80,000	1	1
£90,000 - £100,000	-	1
£100,000 - £110,000	1	-

During the year pension contributions to money purchase schemes of £48,259 (2020: £28,079) were paid in respect of these highest paid employees.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

6. Employees (continued)

The average number of employees, analysed by function, was as follows:

	2021 Number	2020 Number
Provision of care services	1,007	1,000
Management and administration of the Charity	42	41
	<hr/>	<hr/>
	1,049	1,041
	<hr/>	<hr/>

The total employee benefits of the key management personnel of the Charity, which comprises 19 posts (2020: 11 posts), including employer's national insurance contributions were £996,442 (2020: £653,997).

7. Trustees

No Trustees received any remuneration during the year. Expenses of £55,924 (2020: £51,958) were associated with the maintenance of the Religious Community at Lisieux Hall, Thingwall Hall and St Aidan's. One of the objects of the Charity is the promotion of religion, and within the Charity the members of the Religious Community, which includes all of the Trustees, have this as their primary role. They carry out this role through their prayer life and their sharing in other religious exercises as a Religious Community within the Congregation of the Brothers of Charity.

8. Governance costs

	2021 £	2020 £
Strategic management costs	4,158	12,406
External audit fees payable to the Charity's auditor	21,500	20,500
Accountancy fees payable to the Charity's auditor	2,400	2,200
	<hr/>	<hr/>
	28,058	35,106
	<hr/>	<hr/>

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

9. Intangible fixed assets

Software
£

Cost or valuation

At 1 April 2020	46,580
Disposal	-

At 31 March 2021	46,580
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Amortisation

At 1 April 2020	41,598
Charge for the year	1,616
Disposal	-

At 31 March 2021	43,214
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Net book value

At 31 March 2021	3,366
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At 31 March 2020	4,982
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10. Tangible fixed assets

Freehold land & buildings £	Motor vehicles £	Plant & equipment £	Total £
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Cost or valuation

At 1 April 2020	23,162,052	383,544	834,899	24,380,495
Additions	24,456	13,204	32,869	70,529
Disposals	-	-	-	-
Revaluation	1,913,128	-	-	1,913,128

At 31 March 2021	25,099,636	396,748	867,768	26,364,152
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Depreciation

At 1 April 2020	816,934	314,436	681,082	1,812,452
Charge for the year	-	23,937	57,906	81,843
Disposals	-	-	-	-
Revaluation	(816,934)	-	-	(816,934)

At 31 March 2021	-	338,373	738,988	1,077,361
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Net book value

At 31 March 2021	25,099,636	58,375	128,780	25,286,791
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At 31 March 2020	22,345,118	69,108	153,817	22,568,043
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Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

10. Tangible fixed assets (continued)

All tangible fixed assets were used for charitable purposes.

Land and buildings in England included above were revalued at 31 March 2021 by Peter Gilkes & Company, Chartered Surveyors (Chorley).

Existing use values have been used in respect of the operational properties at each Service campus. Open market value has been used in respect of the residential, commercial and agricultural properties on the basis that the existing use value, in these instances, equates to open market value. The historic cost of land and buildings cannot be stated in respect of the individual service sites. The three main residential locations were acquired by the wider congregation over fifty years ago with respect to Lisieux Hall, Lancashire, and over one hundred years ago in the case of Thingwall Hall, Liverpool.

Land and buildings in Scotland included above were revalued at 31 March 2021 by Allied Surveyors, Chartered Surveyors (Selkirk) on an open market value basis.

11. Fixed asset investments

	2021 £	2020 £
Market value at 1 April	8,153,959	8,393,594
Net income	102,250	97,808
Realised gains	183,216	54,283
Unrealised gains/(losses)	606,679	(391,726)
Market value at 31 March	<u>9,046,104</u>	<u>8,153,959</u>

Listed investments are stated at their mid-market value as at the balance sheet date.

The investments listed on a recognised stock exchange are as follows:

	2021 £	2020 £
Property funds	57,276	-
Hedge funds	-	240,062
Commodities	272,843	193,709
Fixed interest	4,483,116	3,273,662
Overseas equities	1,964,320	1,284,313
UK equities	1,849,787	1,341,477
Cash and cash equivalents	418,762	1,820,736
	<u>9,046,104</u>	<u>8,153,959</u>

The investments are managed within a portfolio held with Rathbone Investment Management Limited in the United Kingdom. The historic cost of individual investments is £7,791,987 (2020: £7,456,487).

The following investments formed more than 5% of the value of the investment portfolio as at 31 March.

	2021 £	2020 £
UK index linked government bonds:		
- Treasury 1/8% I/L stock 22/03/2029	<u>1,245,982</u>	<u>1,250,222</u>

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

12. Stock

	2021	2020
	£	£
Raw materials and consumables	-	8,229
	<u>-</u>	<u>8,229</u>

13. Debtors

	2021	2020
	£	£
Trade debtors	1,726,718	1,855,750
Other debtors	-	-
Prepayments and accrued income	598,140	863,118
	<u>2,324,858</u>	<u>2,718,868</u>

14. Cash and cash equivalents and analysis of net debt

	At 31 March 2020	Cash flows	At 31 March 2021
	£	£	£
Short term cash investments	4,404,274	1,322,263	5,726,537
Cash at bank and in hand	8,791,325	1,711,942	10,503,267
	<u>13,195,599</u>	<u>3,034,205</u>	<u>16,229,804</u>

15. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	140,232	164,712
Social Security and other taxes	367,481	135,278
Other creditors	83,922	74,428
Accruals	922,413	807,206
Deferred income	1,085,577	687,250
Amounts owed to related parties	8,850	56,510
	<u>2,608,475</u>	<u>1,925,384</u>

Deferred income

	£	£
At April 2020	687,250	337,798
Resources deferred in the year	1,085,577	687,250
Amounts released from previous years	(687,250)	(337,798)

At 31 March 2021

<u>1,085,577</u>	<u>687,250</u>
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Deferred income relates to funds received in respect of the provision of care services which relate wholly to the following financial year.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

16. Financial instruments

	2021 £	2020 £
Financial assets measured at amortised cost	1,726,718	1,855,750
Financial liabilities measured at amortised cost	600,484	436,350

17. Funds

Funds are analysed as follows:

	Balance as at 31 March 2020 £	Movement in year		Transfer between funds £	Other gains and losses £	Balance as at 31 March 2021 £
		Income £	Expenditure £			
Restricted funds:						
Papua New Guinea fund	12,992	-	-	-	-	12,992
Greystone fund	-	-	-	-	-	-
Retirement funds	5,860	-	(5,860)	-	-	-
Chillag Trust re vehicles for the Finches fund	18,466	-	-	-	-	18,466
Donations fund	144,469	-	(12,852)	-	-	131,617
	<u>181,787</u>	<u>-</u>	<u>(18,712)</u>	<u>-</u>	<u>-</u>	<u>163,075</u>
Designated funds:						
Properties	22,181,001	-	-	188,571	2,730,064	25,099,636
Landlord rents fund	1,195,892	-	-	-	-	1,195,892
Managers repairs fund	188,286	-	-	-	-	188,286
Publications fund	7,074	-	-	-	-	7,074
Cyclical maintenance – Thingwall Hall	1,024,604	-	(90,316)	-	-	934,288
Progress reserve	681,694	-	-	-	-	681,694
LLDF grant	1,107	-	-	-	-	1,107
SRBC potting shed	264	-	-	-	-	264
Donations fund	227,777	-	(144,714)	-	-	83,063
Sri Lanka development fund	170,000	-	-	-	-	170,000
Gattonside development fund	2,239,638	-	-	-	-	2,239,638
	<u>27,917,337</u>	<u>-</u>	<u>(235,030)</u>	<u>188,571</u>	<u>2,730,064</u>	<u>30,600,942</u>
Unrestricted funds	<u>16,131,172</u>	<u>25,140,986</u>	<u>(22,920,052)</u>	<u>(188,571)</u>	<u>906,896</u>	<u>19,070,431</u>
	<u>44,230,296</u>	<u>25,140,986</u>	<u>(23,173,794)</u>	<u>-</u>	<u>3,636,960</u>	<u>49,834,448</u>

Restricted funds

Papua New Guinea fund

The Papua New Guinea fund was established in 1996, by way of fundraising for onward transmission to overseas projects in Papua New Guinea.

Greystone fund

The Greystone fund was established during 1998 and the funds were for the sole use of a service user of the Charity.

Retirement funds

Retirement funds represents funds generated from social clubs in the operation of integrated community events for people over age 65. Due to their nature, funds are treated as restricted for this purpose.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

17. Funds (continued)

Chillag Trust re Vehicle for the Finches Fund

This fund represents a donation which is required to be spent on vehicles used by the Finches.

Donations fund

Donations funds, in the case of donations received by the Charity, the use of which has been restricted by the donors, the Charity undertakes to only apply these funds in accordance with the instructions specified by the respective donors. The restricted donation fund represents funds held but not yet expended which are shown separately from designated funds.

Designated funds

Properties

The designated freehold land and buildings and assets in the course of construction fund represents the book value of the land and buildings assets belonging to the Charity at the balance sheet date. The Trustees have elected to disclose this fund separately in a designated fund to highlight the Charity's position in relation to the residual unrestricted fund.

Landlord rents fund

Where Charity undertakes the landlord duty of property maintenance in respect of community supported tenancies owned by the Charity, the landlord rent fund represents income from rents generated which will be utilised to meet costs arising in future years.

Managers repair fund

Where the Charity acts under a management agreement with Housing Associations to manage service charge budgets in respect of supported tenancies. The managers repair fund represents income from service charges generated which will be used to meet costs arising in future years.

Publications fund

The designated publications fund represents resources paid by the regional services and held by the Charity to meet national publication costs.

Cyclical maintenance fund- Thingwall Hall

The cyclical maintenance fund has been designated by the Brothers of Charity Services Merseyside in order to provide formal funding for renovation and maintenance works to both Thingwall Hall Administrative Centre and various locations on the Thingwall Hall site. The cyclical maintenance is intended to ensure the Brothers of Charity Merseyside Services continue to provide a safe and clean environment in which service users, staff and visitors can live, work and visit. A condition report has been commissioned and cyclical maintenance plan is now being developed in order to identify and prioritise the renovation and cyclical maintenance work. Transfers relate to work undertaken during the year which has been capitalised.

Progress reserves

The Progress reserve represents monthly rental income generated by bi-lateral leases on a number of residential properties owned by the Congregation of the Brothers of Charity Services. The parties to the leases generating the lease charges forming the Progress Development Reserve are Progress Housing Association (the lessee) and the Congregation of the Brothers of Charity (the lessor).

LLDF grant fund

The LLDF is a grant to fund the time to develop the vision, business plan and grant applications required to ensure the sustainability of the Walled garden project.

SRBC potting shed fund

The SRBC grant was designated to provide a heating system in the potting shed at the Walled garden project.

Donations fund

Donations fund, in the case of donations received by the charity, the use of which has been designated by the trustees. The Charity undertakes to only apply these funds in accordance with the instructions from the Trustees.

Sri Lanka development fund

The Sri Lanka fund is established to identify annual funding for onward transmission to the Brothers of Charity Services in Sri Lanka.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

17. Funds (continued)

Gattonside development fund

The Gattonside development fund is established to fund appropriate urgent and essential works at Gattonside in order to support activities amounting to 'development' in relation to the current grant of planning permission

Transfers

Transfers between funds recognise utilisation of funds and establishment of new funds designated by the Trustees.

18. Analysis of assets between funds

2021	Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £
Tangible and intangible fixed assets	190,521	-	25,099,636	25,290,157
Fixed asset investments	9,046,104	-	-	9,046,104
Current assets	12,890,281	163,075	5,501,306	18,554,662
Current liabilities	(2,608,475)	-	-	(2,608,475)
Pension liability	(448,000)	-	-	(448,000)
Total net assets	19,070,431	163,075	30,600,942	49,834,448
2020	Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £
Tangible and intangible fixed assets	392,024	-	22,181,001	22,573,025
Fixed asset investments	8,153,959	-	-	8,153,959
Current assets	10,004,573	181,787	5,736,336	15,922,696
Current liabilities	(1,925,384)	-	-	(1,925,384)
Pension liability	(494,000)	-	-	(494,000)
Total net assets	16,131,172	181,787	27,917,337	44,230,296

19. Pensions

Defined benefit schemes

The Charity used to operate two defined benefit pension schemes. The schemes were Brothers of Charity (Thingwall Hall) 1996 Retirement Benefits Scheme and Brothers of Charity (Lisieux Hall) 1996 Retirement Benefit Scheme. The two schemes were merged into one scheme on 1 October 2005, now called the Brothers of Charity Retirement Benefits Scheme.

The assets of the scheme are held separately from those of the Charity in an independently administered fund. Pension costs are assessed in accordance with the advice of a qualified actuary. The most recent triennial valuation was as at 1 October 2019.

At 1 October 2019, on a current funding level basis (which reflects current accrued service and pensionable earnings and statutory revaluation only) the Brothers of Charity Retirement Benefits Scheme had a deficit of assets of £1,025,000. The market value of scheme assets as at 1 October 2019 for this scheme was £4,249,000. The actuarial value of these assets was sufficient to cover 81% of the benefits that had accrued to members, after allowing for expected future increase in earnings.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

19. Pensions (continued)

The actuary recommended a contribution rate of 44.5% from the employer and 12% from the employee, accruing a benefit of 1/100 or 1/60 final pensionable salary for each year of service pay.

For the FRS 102 (28) Retirement Benefits valuation, the major assumptions, for the scheme, used by the actuary were:

	2021	2020
	%	%
Rate of increase in salaries	1.1	1.1
Rate of increase in pensions in payment (LPI)	3.3	2.5
Discount rate	2.2	2.3
Inflation	3.3	2.5

The post-retirement mortality assumptions used to value the benefit obligation at 31 March 2021 are based on the S3PXA, using 115% of the base table with the CMI_2019 mortality projections with a long term rate of improvement of 1.25%. The mortality assumptions used at 31 March 2020 followed the same basis.

Based on these assumptions, average future life expectancies at age 65 are as follows:

	Males -Years	Females -Years
31 March 2021		
Current pensioners	20.9	22.3
Future pensioners	23.3	24.8
31 March 2020		
Current pensioners	20.9	22.2
Future pensioners	23.2	24.7

The major categories of plan asset, as a percentage of the total plan assets, are as follows:

	2021	2020
	%	%
Equities & property	11	11
Bonds	32	31
Insured pensions	46	46
Cash	11	12

The amounts recognised in the balance sheet are as follows:

	2021	2020
	£	£
Fair value of plan assets	4,820,000	4,256,000
Present value of retirement benefit obligations	(5,268,000)	(4,750,000)
Net liabilities	(448,000)	(494,000)

Changes in the present value of the defined benefit obligation are as follows:

	2021	2020
	£	£
Opening defined benefit obligation at 1 April	4,750,000	4,533,000
Current service cost	13,000	14,000
Employee contributions	5,000	6,000
Interest cost	106,000	101,000
Actuarial (gains)/losses	556,000	362,000
Benefits paid	(162,000)	(266,000)
Liabilities extinguished on settlements	-	-
Closing defined benefit obligation at 31 March	5,268,000	4,750,000

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

19. Pensions (continued)

Changes in the fair value of the plan assets are as follows:

	2021 £	2020 £
Fair value of plan assets at 1 April	4,256,000	4,112,000
Expected return on assets	98,000	94,000
Actuarial (losses)/gains	439,000	122,000
Contributions by the employer	188,000	195,000
Contributions by the employee	5,000	6,000
Benefits paid	(162,000)	(266,000)
Expenses paid	(4,000)	(7,000)
Assets distributed on settlements	-	-
	<u>4,820,000</u>	<u>4,256,000</u>
Closing fair value of plan assets at 31 March		

The amounts charged or (credited) to the Statement of Financial Activities are as follows:

	2021 £	2020 £
Current service cost	23,000	14,000
Contributions from the employer	(188,000)	(195,000)
(Gains)/losses on settlements	-	-
	<u>(165,000)</u>	<u>(181,000)</u>
Total		

The amounts charged or (credited) to other pension finance costs within the Statement of Financial Activities are as follows:

	2021 £	2020 £
Interest cost	106,000	101,000
Expected return on pension scheme assets	(98,000)	(94,000)
	<u>8,000</u>	<u>7,000</u>

The amounts recognised in the Statement of Financial Activities as actuarial losses are as follows:

	2021 £	2020 £
Actual return less interest income recognised in SOFA	439,000	122,000
Experience gains / (losses) on benefit obligation	61,000	(794,000)
Effect of assumption changes on benefit obligation	(617,000)	432,000
	<u>(117,000)</u>	<u>(240,000)</u>

Defined contribution schemes

The Charity also operates a defined contribution pension scheme for the benefit of employees. The assets of the scheme are held separately from those of the Charity in independently administered funds. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £284,520 (2020: £182,905). All contributions were paid in the year.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

20. Leasing commitments

Operating lease costs expensed in the year amount to £57,409 (2020: £89,009). The leases to which these amounts relate expire as follows:

	Other 2021 £	Land & Buildings 2021 £	Other 2020 £	Land & Buildings 2020 £
In one year	24,948	22,100	35,169	22,100
Between one and five years	11,546	89,005	37,304	111,105
In five years or more	-	-	-	-
	<u>36,494</u>	<u>111,105</u>	<u>72,473</u>	<u>133,205</u>

21. Capital commitments

At 31 March 2021, capital commitments for which the Charity had contracted were £nil (2020: £nil).

22. Contingent liabilities

There are no contingent liabilities at 31 March 2021 or 31 March 2020.

23. Control relationship

The Charity is controlled by the Provincial Superior and his Provincial Council, all of whom are Trustees.

24. Indemnity insurance

The Charity has purchased insurance to indemnify the Charity from neglect or default of its Trustees and officers.

25. Related party transactions

Brothers of Charity Services (Scotland) is a charitable company limited by guarantee and Brothers of Charity Trust (Scotland) is a registered charity in Scotland, which has a number of common Trustees.

Charges to the Charity of £nil (2020: £120,157) were made by Brothers of Charity Services (Scotland). Rent of £124,267 (2019/20 £120,157) was payable to the Charity by Brothers of Charity Services (Scotland). At the year-end £8,850 (2020: £47,660) was due to Brothers of Charity Services (Scotland).

Brothers of Charity Services in the United Kingdom operate (along with Brothers of Charity Services (Scotland)) as part of a wider international congregation (as outlined in the Report of the Trustees). There are no material transactions with other members of the wider congregation.

26. Funds held as custodian trustees on behalf of others

Where funds are held on behalf of residents or other individuals supported by the charity, those funds are kept in separate client accounts. These are not included in the assets of the charity and as at 31 March 2021 amounted to £611,252 (2020: £554,586). This is monitored regularly to ensure that the funds are correctly identified and apportioned. Funds are held on behalf of service users where the individuals concerned are unable to manage their own financial affairs without additional support and that support is provided by the charity as part of the overall package of support provided.

Brothers of Charity Services in the United Kingdom

Financial Statements for the year ended 31 March 2021

Notes to the financial statements (continued)

27. Prior year Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total Funds 2020 £
<i>Income</i>				
Donations, legacies & gifts	54,734	-	-	54,734
Income from charitable activities:				
Statutory Authority contracts	23,294,486	-	-	23,294,486
Income from other trading activities:				
Trading income	126,379	-	-	126,379
Investment income	181,105	-	-	181,105
Other income	889,987	-	-	889,987
Total income	24,546,691	-	-	24,546,691
<i>Expenditure</i>				
Expenditure on charitable activities:				
Provision of core services; statutory authority contracts	22,286,540	15,312	509,040	22,810,892
Costs of raising funds				
Trading expenditure	78,120	-	-	78,120
Pension scheme operating credit	(181,000)	-	-	(181,000)
Other pension finance costs	7,000	-	-	7,000
Total expenditure	22,190,660	15,312	509,040	22,715,012
Net income/(expenditure) before transfers	2,356,031	(15,312)	(509,040)	1,831,679
Transfers between funds	530,775	(2,000)	(528,775)	-
Net income/(expenditure) for the year	2,886,806	(17,312)	(1,037,815)	1,831,679
<i>Gains/(losses) on investments</i>				
Realised	54,283	-	-	54,283
Unrealised	(391,726)	-	-	(391,726)
<i>Unrealised gain on fixed asset revaluation</i>				
	(337,443)	-	-	(337,443)
	(240,000)	-	-	(240,000)
Actuarial (loss) on defined benefit scheme	2,309,363	(17,312)	(1,037,815)	1,254,236
Net movement in funds	13,821,809	199,099	28,955,152	42,976,060
Total funds brought forward				
Total funds carried forward	16,131,172	181,787	27,917,337	44,230,296

Mazars LLP
One St Peter's Square
Manchester
M2 3DE

Dear Sirs

Brothers of Charity Services in the United Kingdom - audit for year ended 31 March 2021

This representation letter is provided in connection with your audit of the financial statements of Brothers of Charity Services in the United Kingdom for the year ended 31 March 2021 for the purpose of expressing an opinion as to whether the financial statements give a true and fair view in accordance with relevant legislation and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

We confirm that the following representations are made on the basis of enquiries of management and staff with relevant knowledge and experience (and, where appropriate, inspection of supporting documentation) sufficient to satisfy ourselves that we can properly make each of the following representations to you.

Our responsibility for the financial statements and accounting information

We believe that we have fulfilled our responsibilities for the true and fair presentation and preparation of the financial statements in accordance with relevant legislation and United Kingdom Accounting Standards.

Our responsibility to provide and disclose relevant information

We have provided you with:

- access to all information of which we are aware that is relevant to the preparation of the financial statements such as records, documentation and other material;
- additional information that you have requested from us for the purpose of the audit; and
- unrestricted access to individuals within the charity you determined it was necessary to contact in order to obtain audit evidence.

We confirm as trustees that we have taken all the necessary steps to make us aware, as trustees, of any relevant audit information and to establish that you, as auditors, are aware of this information.

As far as we are aware there is no relevant audit information of which you, as auditors, are unaware.

Accounting records

We confirm that all transactions that have a material effect on the financial statements have been recorded in the accounting records and are reflected in the financial statements. All other records and related information, including minutes of all management and trustees' meetings, have been made available to you.

Accounting policies

We confirm that we have reviewed the accounting policies applied during the year in accordance with Section 10 of Financial Reporting Standard 102 and consider these policies appropriate to faithfully represent the effects of transactions, other events or conditions on the charity's financial position, financial performance and cash flows.

Accounting estimates, including those measured at fair value

We confirm that any significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.

Contingencies

There are no material contingent losses including pending or potential litigation that should be accrued where:

- information presently available indicates that it is probable that an asset has been impaired or a liability had been incurred at the balance sheet date; and
- the amount of the loss can be reasonably estimated.

There are no material contingent losses that should be disclosed where, although either or both the conditions specified above are not met, there is a reasonable possibility that a loss, or a loss greater than that accrued, may have been incurred at the balance sheet date.

There are no contingent gains which should be disclosed.

All material matters, including unasserted claims, that may result in litigation against the charity have been brought to your attention. All known actual or possible litigation and claims whose effects should be considered when preparing the financial statements have been disclosed to you and accounted for and disclosed in accordance with relevant legislation and United Kingdom Accounting Standards.

Laws and regulations

We confirm that we have disclosed to you all those events of which we are aware which involve known or suspected non-compliance with laws and regulations, together with the actual or contingent consequences which may arise therefrom.

Fraud and error

We acknowledge our responsibility as trustees of the charity, for the design, implementation and maintenance of internal control to prevent and detect fraud and error.

We have disclosed to you:

- all the results of our assessment of the risk that the financial statements may be materially misstated as a result of fraud;
- all knowledge of fraud or suspected fraud affecting the entity involving:
 - management and those charged with governance;
 - employees who have significant roles in internal control; and
 - others where fraud could have a material effect on the financial statements.

We have disclosed to you all information in relation to any allegations of fraud, or suspected fraud, affecting the entity's financial statements communicated by employees, former employees, analysts, regulators or others.

Transactions with trustees

We confirm that the charity has at no time during the year entered into any arrangement, transaction or agreement to provide credit facilities including loans, quasi-loans, credit transactions, mutually beneficial arrangements, or guarantees or security for the foregoing or assumed or assigned any such rights or liabilities for any trustees, shadow trustees, alternate trustees, or their connected persons, or non-trustee officers except as permitted and as disclosed in the financial statements.

No trustee or their connected persons had a direct or indirect material interest in any other transaction or arrangement with the charity other than those disclosed.

Trustees' emoluments

We confirm that there are no trustee emoluments other than as disclosed in the financial statements.

Trustee meetings

We confirm that, during 2021 and 2022 to date, 4 minuted Trustee meetings have occurred (dated 26 January 2021, 28 January 2021, 26 February 2021 and 19 August 2021) but, as a result of the travel restrictions relating to the pandemic, these meetings have been specific in their areas of coverage. In order to ensure we demonstrate governance and oversight, we confirm that alternative methods have been adopted such as telephone conversations and we confirm that these alternative methods have not been minuted. We further confirm that anything discussed in these alternative methods which is materially relevant to the audit has been relayed to you as auditors.

Related party transactions

We confirm that all related party relationships, transactions and balances, (including sales, purchases, loans, transfers, leasing arrangements and guarantees) have been appropriately accounted for and disclosed in accordance with the requirements of relevant legislation and United Kingdom Accounting Standards.

We have disclosed to you the identity of the charity's related parties and all related party relationships and transactions of which we are aware.

Classification of property

We confirm that we have considered the classification of Unit 6 Tweedbank Industrial Estate and determined it does not meet the definition of an investment property because the primary reason for ownership are not for the rental income earned nor for capital appreciation.

Impairment review

To the best of our knowledge, there is nothing to indicate that there is a permanent reduction in the recoverable amount of the fixed assets (property, plant and equipment) and intangible assets below their carrying value at the balance sheet date.

Defined benefit pension scheme

We confirm that we believe that we consider the £300,000 creditor included in the financial statements to represent our best estimate of the eventual impact of the under-calculation of pension uplifts for the Brothers of Charity Services Retirement Benefit Scheme.

We further confirm that the variance between the £300,000 included in the financial statements and the realistic worst-case scenario are also immaterial to these financial statements. We confirm there is no evidence which we have seen which contradicts this.

Charges on assets

All the charity's assets are free from any charges exercisable by third parties except as disclosed within the financial statements.

Future commitments

We have no plans, intentions or commitments that may materially affect the carrying value or classification of assets and liabilities or give rise to additional liabilities.

Subsequent events

We confirm all events subsequent to the date of the financial statements and for which relevant legislation and United Kingdom Accounting Standards require adjustment or disclosure have been adjusted or disclosed.

Should further material events occur after the date of this letter which may necessitate revision of the figures included in the financial statements or inclusion of a note thereto, we will advise you accordingly.

Covid-19

We confirm that we have carried out an assessment of the potential continued impact of the Covid-19 pandemic on the business, including the impact of mitigation measures and uncertainties, and that the disclosure in the Trustees' Report and the subsequent events note in the financial statements fairly reflects that assessment.

Unadjusted misstatements

We confirm that the effects of the uncorrected misstatements are immaterial, both individually and in aggregate, to the financial statements as a whole. A list of the uncorrected misstatements is attached to this letter as an Appendix.

Yours faithfully

Trustee Augustine T Hassett
Augustine T Hassett (Jan 28, 2022 17:49 GMT)

Jan 28, 2022

Appendix

Schedule of unadjusted misstatements

<u>Unadjusted misstatements</u>							
	Entity	SOFA		BS		Impact on result for year	
		Dr	Cr	Dr	Cr		
1 DR Pension costs		157,000					157,000
CR Pension creditor					(157,000)		
DR Pension costs		384,000					384,000
CR Pension creditor					(384,000)		
DR accruals				300,000			
CR Pension costs			(300,000)				(300,000)
Description of adjustment							
Being the estimated value of the worst case outcome of the pension inflation historic underpayment (£157k) and in respect of the future impact (£384k) less the amount provided for within the financial statements (£300k).							
3 DR Expenditure	Lancashire	5,506					5,506
CR Cash					(5,506)		
Description of adjustment							
Miscellaneous bank account - receipts have been paid into the bank but not entered into sage							
4 DR Cash	Lancashire				12,035		
CR Designated expenditure			(12,035)				(12,035)
Description of adjustment							
Being the difference between the TB and bank statement for the Donations account after the corrections made to the financial statements in respect of misposted restricted and designated expenditure							
5 DR Fixed assets - property	Province			50,000			
CR Gains on revaluation			(50,000)				(50,000)
Description of adjustment							
Being difference between external valuations obtained and Trial Balance (relates to 41 and 43 Kem Mill)							
5 DR Debtors	Lancashire			54,208			
CR Creditors					(54,208)		
Description of adjustment							
Being credit balances identified on sales ledger (excluding Lancashire CC)							
Total unadjusted misstatements		546,506	(362,035)	404,208	(588,679)		184,471

