

Havencare Homes and Support Limited

England & Wales · Charity number 299901

Details

Other names	HAVENCARE (PLYMOUTH), HAVENCARE (SOUTH WEST) LIMITED, HAVENCARE PLYMOUTH LTD
Status	Registered
Legal form	Charitable company
Company number	02198233
Registered	1988-09-09
Register	View on the Charity Commission register

Contact

Address	Havencare Homes and Support Limited 10-12 Union Street Plymouth PL1 2SR
Phone	01752251476
Email	Reception@havencare.com
Website	www.havencare.com

Activities

Objects: THE CHARITY'S OBJECTS ('OBJECTS') ARE SPECIFICALLY RESTRICTED TO THE FOLLOWING: TO BENEFIT THE PUBLIC BY THE PROVISION OF RELIEF TO THOSE IN NEED BY REASON OF ANY FORM OF DISABILITY PRIMARILY BUT NOT EXCLUSIVELY LEARNING, SENSORY DISABILITY OR MENTAL ILLNESS, THIS RELIEF BEING PROVIDED BY ALL FORMS OF SUPPORT TO ENABLE THEM TO LIVE THE LIVES THEY CHOOSE AND IN PARTICULAR BY SUPPORT IN THE HOME, BY SUPPORT IN THE COMMUNITY AND THE WORK PLACE, AND BY THE PROVISION OF RESIDENTIAL ACCOMMODATION AND IN PARTICULAR BUT NOT EXCLUSIVELY THOSE PERSONS LIVING WITHIN THE SOUTH WEST OF ENGLAND. [NOTHING IN THE ARTICLES SHALL AUTHORISE AN APPLICATION OF THE PROPERTY OF THE CHARITY FOR PURPOSES WHICH ARE NOT CHARITABLE IN ACCORDANCE WITH SECTION 7 OF THE CHARITIES AND TRUSTEE INVESTMENT (SCOTLAND) ACT 2005 AND/OR SECTION 2 OF THE CHARITIES ACT (NORTHERN IRELAND) 2008.]

Activities: Havencare provides homes and support to people with learning disabilities, autistic people, and people with other cognitive differences including acquired brain injuries. Services include bespoke housing, supported living, extra-care, and enabling. Havencare's services are regulated by the Care Quality

Commission.

Classification

- **How:** Provides Human Resources, Provides Services
- **What:** Disability, Accommodation/housing
- **Who:** People With Disabilities

Geography

- Cornwall
- Devon
- Plymouth City
- Torbay

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£9,001,808	£8,909,721	£4,713,439	267
2024-03-31	£8,496,939	£8,423,977	£4,692,918	268
2023-03-31	£7,917,967	£7,961,113	£4,619,956	265
2022-03-31	£7,416,335	£7,300,114	£4,663,102	246
2021-03-31	£6,968,588	£6,612,944	£4,546,881	257

Trustees

Name	Role	Appointed
Amanda Nash		2026-03-21
Andrew Shaw		2026-03-01
Derek Law		2026-03-18
NICHOLAS JOHN HOLMAN		2020-04-09
Neil Moorman		2017-07-25
Rachel Smith		2026-03-24
Stuart Francis-Dubois		2026-03-21

Havencare Homes and Support Limited

England & Wales - Charity number 299901

Accounts

Charity Commission Annual Return 2024

Havencare Homes and Support Limited

Charity registration number: 299901

Most of the information you give in this form will become publicly available on the Register of Charities. Any field that the Charity Commission will not display will be clearly marked.

This document is a record of the information provided in the Annual Return 2024.

Financial period

Financial period start date

01/04/2023

Financial period end date

31/03/2024

Income and spending

Income £

£8,496,939

Spending £

£8,423,977

Number of contracts from government

How many contracts (other than grant agreements) did your charity receive from central government or a local authority during the financial period for this return?

98

Value of contracts from government

What was the total value of the contracts received from central government or a local authority during the financial period for this return?

£8,004,740

Number of grants from government

How many grants did your charity receive from central government or a local authority during the financial period for this return?

0

Corporate donations

What was the value of your charity's single highest value donation received from a corporate donor during the financial period of this return?

£0

Donations from individuals

What was the value of your charity's single highest value donation received from an individual during the financial period of this return?

£0

Donations from related parties

What was the value of your charity's single highest value donation received from a related party during the financial period of this return?

£0

Recipients of grants

Please round all figures to the nearest pound (do not enter decimal points or commas). Individuals

£0

Other charities

£0

Other organisations that are not charities

£0

Trustee payments

Excluding out of pocket expenses, for what were any of the trustees paid during the financial period for this return?

e. None of the trustees have been paid

Did any of the trustees resign and take up employment with your charity in the financial period of this return?

No

Income from outside the UK

Did your charity receive income from outside of the United Kingdom in the financial period of this return?

No

Delivering activities outside the United Kingdom

Did your charity deliver charitable activities outside of the United Kingdom in the financial period of this return?

No

Spending outside England & Wales

Did your charity spend funds outside of the United Kingdom in the financial period of this return?

No

Trading subsidiaries

Does the charity have any trading subsidiaries?

No

Charity contact details correct

Is the contact address displayed from the Register of Charities, correct?

Yes

Charity headquarters details correct

Is this the same address that you use as your charity's administrative headquarters?

Yes

Charity contact address

Havencare Homes and Support Limited

10-12 Union Street

PLYMOUTH

PL1 2SR

Charity Headquarters address

Havencare Homes and Support Limited

10-12 Union Street

PLYMOUTH

PL1 2SR

Membership type

Is your charity part of a wider group structure with a parent body and subsidiary bodies?

no, the charity is not part of a wider group structure

Employment contract types

People were permanently employed by your charity

268

People were on fixed-terms contracts with your charity

0

Self-employed people were working for your charity

0

Total overseas employees

How many of the people above work on behalf of your charity outside of the United Kingdom?

0

Total employee payroll

What was the total amount spent on employee payroll during the financial period relating to this return?

£6,888,066

Employees' salaries

Did any of your charity's employees receive total employment benefits of £60,000 or more in the financial period of this annual return?

Yes

£60,000 to £70,000

1

What was the value of the total employee benefits (including salary) provided by the charity to its highest paid employee in the financial period of this return? Please round all figures to the nearest pound (do not enter decimal points or commas)

£70,000

Governance policies

Internal charity financial controls policy and procedures

Yes

Safeguarding policy and procedures

Yes

Financial reserves policy and procedures

Yes

Complaints policy and procedures

Yes

Serious incident reporting policy and procedures

Yes

Internal risk management policy and procedures

Yes

Trustee expenses policy and procedures

Yes

Trustee conflicts of interest policy and procedures

Yes

Investing charity funds policy and procedures

Yes

Campaigns and political activity policy and procedures

Yes

Bullying and harassment policy and procedures

Yes

Social media policy and procedures

Yes

Engaging external speakers at charity events policy and procedures

Yes

Serious Incidents

Has your charity reported all Serious Incidents (including any historical incidents) that the charity became aware of during the financial period of this return?

There were no incidents to report

External risk and impact

Donations,

Unknown/No Change/Not Applicable

Other income - grants

Unknown/No Change/Not Applicable

Other income - contracts

Unknown/No Change/Not Applicable

Other income - investment

Unknown/No Change/Not Applicable

Expenditure on charitable activities

Negative

Expenditure on overheads

Negative

Number of volunteers

Unknown/No Change/Not Applicable

Number of employees

Unknown/No Change/Not Applicable

Number of trustees

Unknown/No Change/Not Applicable

Fundraising activities

Unknown/No Change/Not Applicable

Capacity to deliver services

Negative

Total service demand

Unknown/No Change/Not Applicable

Volunteers

Excluding trustees, provide an estimate of the number of volunteers who carried out charitable activities on behalf of your charity in the United Kingdom during the financial period of this return?

0

Account type

Does your charity prepare:

Charity only accounts

Assets

Total fixed assets

£3,727,676

Total current assets

£2,106,894

**Of the total current assets
what value is Cash at bank and in hand**

£1,004,351

Of the total fixed assets**what value is Fixed asset investments**

£0

Of the total current assets**what value is Current asset
investments**

£0

Liabilities

Creditors due within 1 year

£836,694

**Defined benefit pension scheme
asset/(liability) This figure should be
prefixed with a minus symbol if it is a
negative value**

£0

**Creditors falling due after one year and
provisions**

£304,958

Total net assets/(liabilities)

£4,692,918

Funds

Endowment funds

£0

Restricted funds

£1,382,415

Unrestricted funds

£3,310,503

Total funds

£4,692,918

Additional information**Support costs**

£662,048

Depreciation charge for the year

£66,850

Level of reserves

£3,310,503

Average number of employees

268

Income and endowments**Donations & legacies**

£0

**Of the total donations & legacies
what amount is Legacies**

£0

**Of the total donations & legacies
what amount is Endowments received**

£0

Other trading activities

£0

Investment income

£11,085

Income from charitable activities

£8,480,076

Other income

£5,778

Total income and endowments

£8,496,939

Expenditure

Expenditure on raising funds**Other expenditure****Of the total expenditure on charitable activities****what value is Grants to institutions****Of the total expenditure on raising funds****what value is Investment management costs****Expenditure on charitable activities****Of the total expenditure on charitable activities****what value is Governance costs****Total expenditure****Gains/(losses)**

Gains/(losses) on revaluation of fixed assetsThis figure should be prefixed with the minus symbol if it is a negative value.

Net gains/(losses) on investmentsThis figure should be prefixed with the minus symbol if it is a negative value.

Actuarial gains/(losses) on defined benefit pension schemesThis figure should be prefixed with the minus symbol if it is a negative value.

Other gains/(losses)This figure should be prefixed with the minus symbol if it is a negative value.

Privacy statement

Any information you give us will be held securely and processed only in accordance with the rule on data protection. We will not disclose your personal details to anyone unconnected to the Charity Commission unless:

- you have consented to their release; or**
- we are legally obliged to disclose them; or**

- we regard disclosure as either (a) necessary so that we can properly carry out our statutory functions or (b) necessary in the public interest.

We may share and disclose information about you with relevant public authorities, regulatory bodies and agencies, outside the Charity Commission but only if:

- we can lawfully do so; and
- we decide that disclosure is necessary for national security, crime detection, prevention, and law enforcement, or other issues in the public interest

Information we collect about you

We will use this information:

To enable us to carry out our statutory functions and duties;

This will include the following actions:

- (a) update, consolidate, and improve the accuracy of our records;
- (b) undertake crime detection and prevention and law enforcement and assist the third parties specified above to investigate or prevent crime and carry out law enforcement;
- (c) data analysis, testing, research, statistical and survey purposes

Information we receive from other sources.

Information we receive from other sources

We may combine this information with information you give to us and information we collect about you.

We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

We will ensure that any such disclosure and use is proportionate; considers your right to respect for your private life; and is done fairly and lawfully in accordance with the data protection principles of the Data Protection Act.

The Data Protection Act 1998 regulates the use of 'personal data', which is essentially any information, however stored, about identifiable living individuals.

As a 'data controller' under the Act, the Charity Commission must comply with it. Any changes we may make to our privacy statement in the future will be set out in the replacement version of this form.

Please check back frequently to see any updates or changes to our privacy policy.

Declaration

Your role at the charity (select one):

Employee

Given names	Philip John
Family name	Morris
Telephone number	01752251476
Email	phil.morris@havencare.com
Date submitted	16/12/2024

It is a criminal offence under section 60 of the Charities Act 2011 for anyone to knowingly or recklessly provide false or misleading information to the commission; this includes suppressing, concealing or destroying documents.

Havencare Homes and Support Limited

England & Wales - Charity number 299901

Accounts

Havencare Homes & Support Limited

2024

Trustees' Annual Report and
Financial Statements

Year ending 31st March 2024



ihavencare
making a difference

 01752 251476

 ask@havencare.com

 www.havencare.com

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Chairman's Report

The Havencare Board of Trustees works to serve and protect the people we support by ensuring that the organisation is run in a safe and financially sustainable way. As Trustees our mandate is to govern the strategic direction of the Charity, maintain the integrity and transparency of our standards of housing, support, employment, and financial reporting, and ensure that we are compliant with applicable laws and regulations.



2024 Annual Report from the Chair Havencare Homes and Support Limited

Havencare continues to evolve rapidly as we deliver on our “Big Aims” and “People Strategy”. Our regionalised leadership structure was introduced on 1st July 2023, alongside automation and technological advancements to ensure every moment makes a difference. The changes we introduced aimed to improve communications, enhance our efficiency, reach more people with the quality Havencare is known for, and attract and retain top talent.

While new roles and systems brought challenges, these experiences have provided valuable lessons. The emphasis on personal responsibility and accountability and more regional autonomy developed more empowered teams, but also revealed some gaps. These pockets where standards were not as we would expect were learning opportunities to develop further and uphold our highest of standards.

“Havencare continues to evolve rapidly as we deliver on our “Big Aims” and “People Strategy”. Our regionalised leadership structure was introduced on 1st July 2023...”

Although the transition to regional accountability and new systems has been tough, we remain focused on our exciting future. While national challenges, such as the recruitment crisis and funding issues continue to affect our sector, we are confident in our evidence of providing outstanding person-led support. At every Board Meeting, the Trustees' first agenda item is a presentation on “Why We Are Here”, where the stories

of people we support and tenants are shared, and our staff star performers are chosen. This serves as a clear reminder that although the Trustee's principal role is Charity governance, that is often informed by numbers and reports; people are at the heart of everything we do and how we do it.

We closed our last remaining residential service this year. In 2015, we were supporting 47 people with 43% living in residential services. This year, 100% of the over 100 people we support and house, are living in their own homes as tenants with support provided separately. This means that each person Havencare supports can choose where they live, choose who they live with, and choose who supports them. Our strategic decisions are guided by our commitment to the principle that being "person-centred" is not enough, Havencare wants to be "person-led".

"In 2015, we were supporting 47 people with 43% living in residential services. This year, 100% of the over 100 people we support and house, are living in their own homes as tenants with support provided separately."

Our job vacancy and agency rates are decreasing, and we have made a remarkable financial recovery from last year's deficit. Achieving a surplus under the external conditions we faced demonstrates careful control and oversight, and ultimately enables us to reinvest in our Charity's work.

The need for bespoke housing and support solutions is more critical than ever. With the right financial support and coproduction with people who have lived experience, Havencare can develop better solutions and is actively working with local authorities and health partners to transform housing and care. Our investment in technology has positioned us for the future and we are excited to keep innovating.

"I was honoured to be part of our 35th anniversary celebration at the Eden Project which acted as a fantastic reminder of how we are making a difference together."

I was honoured to be part of our 35th anniversary celebration at the Eden Project which acted as a fantastic reminder of how we are making a difference together. Our future is so exciting as we work to become a Registered Social Landlord, which will enable Havencare to offer more bespoke housing solutions alongside our personalised support. Our plans including new trustees, new roles, and new projects, demonstrate how we never settle, never stand still, and always strive to be the best that we can be for the people at the heart of our purpose.

I extend my heartfelt thanks to my fellow Trustees, our dedicated staff, the people we support, their families, and our partners, who together make Havencare a charity we can all be proud of

Stephen Reynolds
Chair of the Board of Trustees

Objectives & Activities

Objects of the Charity

The Trustees have had regard to Charity Commission's guidance on public benefit. To benefit the public by the provision of relief to those in need by reason of any form of disability primarily but not exclusively learning, sensory disability or mental illness, this relief being provided by all forms of support to enable them to live the lives they choose and in particular by support in the home, by support in the community and the work place, and by the provision of residential accommodation and in particular but not exclusively those persons living within the South West of England.

Havencare is registered with the **Care Quality Commission (CQC)** and regulated for Domiciliary Care.

Our stated specialisms are:

- Learning disabilities
- Personal care
- Caring for adults under 65 yrs
- Caring for adults over 65 yrs
- Mental health conditions
- Accommodation for persons who require nursing or personal care, learning disabilities



Activities from April 2023 to March 2024

Havencare Homes and Support Limited ["Havencare"] is a registered charity with two separate divisions of work, **Homes** and **Support**.

havencare
homes



havencare
support



Havencare Homes

A home that's right for you

Finding the right home is the foundation for leading life through opportunity and choice. There is no "one size fits all". Havencare believes every person can have the opportunity and choice to live where, with who, and how they choose.

During this year, Havencare directly supported and/or housed over 100 people across Devon and Cornwall. Havencare also worked with local housing benefits offices to provide specialist accommodation for people with additional housing support and management needs.

At 31st March 2024, Havencare Homes owned 9 properties and managed a further 12 properties with lease or Company Let arrangements. These properties translate to 32 separate addresses including flats, houses and bungalows.

Homes make a difference and we're working together to find the right home for you

Your own space

Living in your own home (big or small) might be just what you need.

If you like your own space, decorated and organised just how you like it, and you can afford your own tenancy and bills your own home could be the perfect option for you to explore.

Havencare are always on hand to provide you with housing support if you need it.

With your mates

If you like sharing your time and space with other people, a house share might be the perfect fit for you.

A house share allows you to share the tenancy, bills and chores with other people! You can choose alongside your housemate(s) who you live with, how your home looks and how you share your space and house-related costs.

Homes and Hub

What if you want your own front door and your own space, but also want the opportunity to come together with neighbours and have help in the background if you need it?

Our homes and hubs are a rare, fantastic option if you enjoy your independence and don't need staff to support you around the clock. Support is available in the background, there's a place you can go to ask for help and a place to be with neighbours and friends.

Havencare Support

Support for the life you choose

Havencare does not stop at being truly person-centred, as we strive to be person-led. From around-the-clock intensive care and support, to enabling people to achieve specific goals, Havencare strives to deliver just the right support at just the right times.

Enabling people to lead their lives through opportunity and choice

One-to-one support

We deliver support for all health and social care assessed eligible needs.

Some people need one-to-one support 24/7, and some people need a few support hours a week for specific reasons. One-to-one support helps to meet health and care needs, provide opportunities to learn skills and make choices to enjoy life experiences and reach personal goals.

Shared support

Sometimes support can be shared between people who live together and people who enjoy the same activities.

We help people (and their advocates) to understand their personal budget for support and how it can be spent to maximise time for the things you enjoy while never losing the support for the things you need.

Overnight support

We understand that some care requirements don't stop overnight. Our 24/7 services include "sleeping-in" and "waking-night" support depending on assessed eligible needs.

Sleeping-in support is where staff stay overnight in a guestroom and can be woken to provide help and support for those "just-in-case" moments. Waking-night support is where staff stay overnight and are awake all night to provide regular help as needed.

Support anywhere, anytime

Part of our ethos is about enabling people to live their lives to the full. This means we understand that people need support that moves with them in the world. From home to holidays, from sea to countryside, from cinemas to shops to the gym and more! With travel by walking, cars, buses, trains and planes, Havencare's dedicated support teams help people see opportunities, share experiences, gain independence and live the life they choose.

Hub support

Hub support is essentially "in the background". When people live connected to a support hub, there are staff present in the background to help people feel safe and provide support as-and-when needed.

This compliments one-to-one and shared support as it provides people with more potential for independence, but with the comfort of knowing someone is there if needed. Hubs are also great places for activities, socialising, and sharing.

Housing support (for our tenants)

Housing support is a separate service provided by Havencare Homes for our tenants. If eligible, tenants of Havencare Homes can receive extra support from Housing Officers to help manage the responsibilities of their tenancy.

Housing support often includes "tenancy clinics" where tenants are visited and help is given on how to stay safe, secure, and happy in their home.

"I am supported really well, I've got a good team and I am really happy"

"Havencare has been better than any other service"

Achievements & Performance

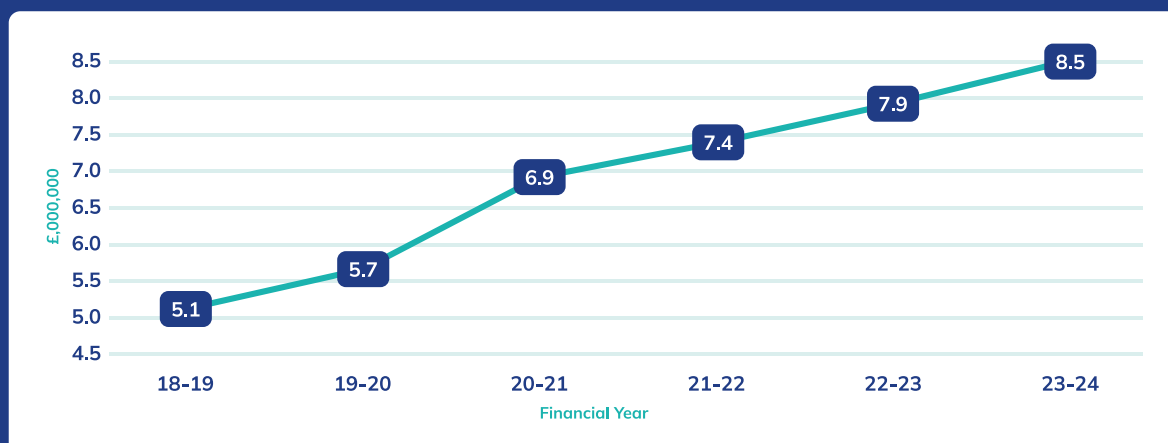
Surplus

2023-2024 produced an £72,962 surplus. This is 1% of our annual turnover. Such a tiny margin, but a surplus to reinvest in our reserves, and our people, places and practice.

Year	18-19	19-20	20-21	21-22	22-23	23-24
Surplus/ Deficit	£46,248	£201,642	£355,644	£116,221	(£43,141)	£72,962

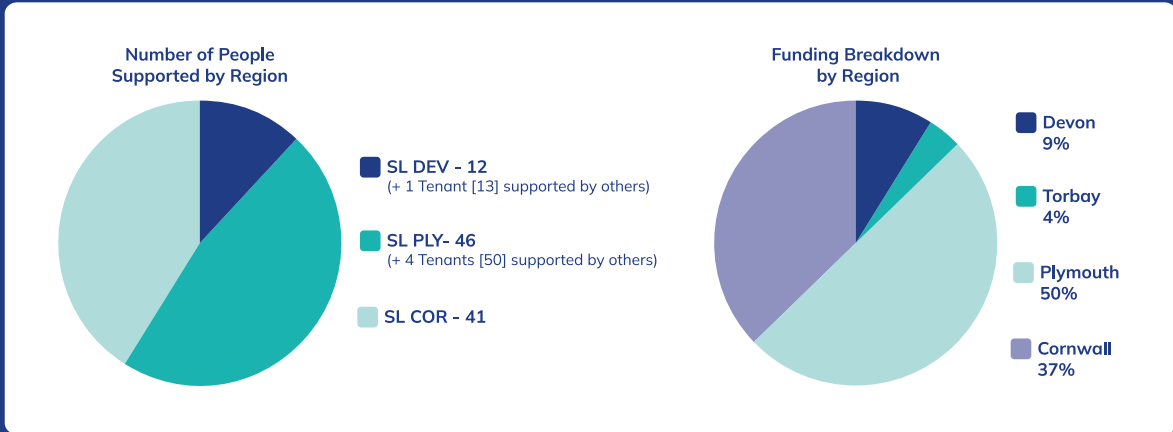
Turnover (Activity)

Havencare continues to grow its activity and income.



Regional Breakdown

Havencare has supported 104 people (including tenants), providing 6,933 weekly support hours. 17 people have been supported by Havencare for more than 30 years.



Current CQC Ratings

CQC has not undertaken any in-person site inspections in the last 5 years. Their “regular desktop reviews” have found no concerns from regulatory notifications submitted.

Support Living Service	Rating					OVERALL
	Safe	Effective	Responsive	Well-Led	Caring	
Plymouth & Devon	Good	Good	Good	Good	★ Outstanding	GOOD
Cornwall	Good	Good	Good	Good	Good	GOOD



Celebrating 35 Years

Our charity was established at the end of 1987, when the ward of a long-stay institution was closing, and people had nowhere to go. At that time Havencare (Plymouth) Limited was born by NHS Directors looking to create community residential services in Plymouth/Devon with a forward-thinking view that the hospital model of support was not the future for people with learning disabilities.

This was modern thinking at that time, but hindsight has shown us that up to 18 people living together in a residential service, with shared bathrooms, mealtimes, and outings was not “the future”.

Fast forward to 2011, and Havencare only has 3 remaining residential services (two services with four residents and one with 9 residents), with a further 31 people in



supported living, in their own homes with their own tenancies across Plymouth and Devon. We then decided to move into Cornwall. At this time, we changed our name to Havencare (South West) Limited.

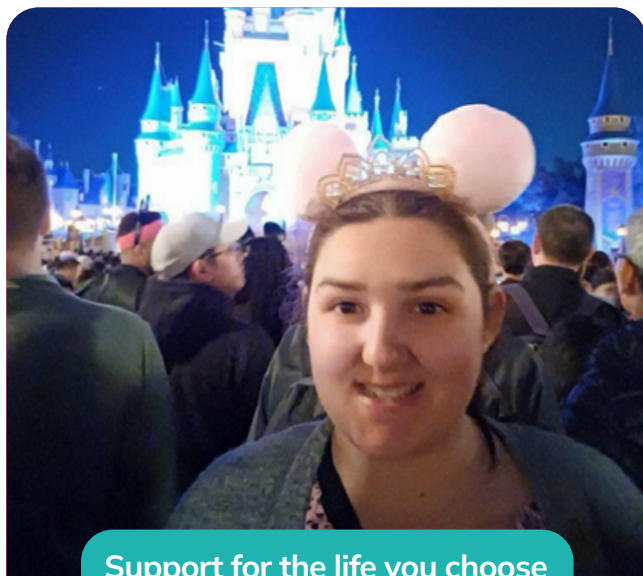
Rolling on to 2020 and, as COVID hit, Havencare merged with Brook Housing, a small local housing charity, and became Havencare Homes and Support Limited. We closed or adapted our remaining residential services between 2021 and in 2023, enabling all people in Havencare Homes to have opportunity and choice with their own tenancies.

In 2023-2024, Havencare is supporting 100 people who have their own homes with their own tenancies.

Some people choose to live on their own, some choose to share, and some choose to live connected to a support Hub where they can access support when needed. We are proud to continue reaching more people, making a difference, providing support for the life people choose and homes that are right for them.



Examples of achievements this year under our Big Aims



Support for the life you choose

A Dream Holiday

Charlotte was excited to plan her trip to Disney World, Orlando with her support team. She booked her dream holiday and had an amazing time supported by one of her team.

On her return, she attended a Leadership Team Meeting to share her holiday story. Charlotte recounted how much she enjoyed everything Disney had to offer. Charlotte also recognized for similar future trips, having more than one person accompanying her could provide opportunities for everyone to take a breather.



A Home that's right for you

Lipson Terrace Garden Project

The garden at Lipson Terrace had been unloved for many years. Tenants, staff and Housing Officers changed it from a wasteland to a beautiful space where tenants can enjoy the weather and grow their own fruit and veg. Free decking and fencing were acquired, and some family volunteering enabled the production of large planters and raised stone wall beds. New chippings, weeding and power-washing added the finishing touches.

This was a real co-production project. It was great to see the tenants engaged in making a more sustainable place to live, learning new life skills and reaping the benefit of their labour!



Every Person Matters

Support People to Support People

Our People Strategy has 12 Pledges which commits us to how we act to attract, engage, train and retain our people. One of our pledges of **taking every opportunity to recognise and invest in our people** was demonstrated through the 12 nominations received in 2023-24 for our Staff Star Performers across all 3 regions.

Our Trustees vote quarterly on the top 2 Star Performers, both of whom are presented with certificates and recognition award payments.



Treat people like they make a difference

Listen, learn & act on our people's voices

In February 2024, our Pay Review Panel demonstrated our Pledge of listening, learning and acting on our people's voices and unanimously agreed, following staff survey feedback, to improve basic rate terms (above NLW), invest in an enhanced overtime rate, and increase annual leave with long service.

Financial Review

Investment Policy

The Board of Trustees has a duty to consider various forms of investment for any surplus funds, held from time to time, above the total of the reserves policy.

The Trustees ensure that any surplus funds are invested to:

- Achieve a return so they can further the Charity's aims
- Directly further the Charity's aims with programme related investment

This investment policy is achieved by Trustees sustaining a risk appetite to invest surplus to reserves policy in:

- People
- Places
- Practice

The Trustees will not authorise any investment that conflicts with the Charity's aims or ethos. The Trustees will seek appropriate professional advice prior to making investment decisions.

Havencare invested money into a Treasury Deposit account to earn more interest on cash reserves. Interest received was £11,085.

Havencare purchased a bungalow in Plymouth for ladies who were living in a residential service that was closed. This cost £364,270.

Reserves Policy

The Board of Trustees review the value of reserves retained in the form of investments, assets, cash, and cash equivalents not held for restricted purposes. The Board consider the Charity's exposure to major risks in terms of their likely impact on income sources and planned expenditure, in the short to medium term, as well as assessing the best way to manage such risks.

The reserves policy is calculated as follows:

- **Total Reserves:** Three months of all operating costs - £1,800,000
 - At the 31st March 2024, Havencare's total reserves were £4,692,918 , of which £1,382,415 is restricted, which leaves £1,510,503 in excess of Total Reserves Policy
- **Cash Reserves:** One month of all operating costs - £600,000
 - At the 31st March 2024, Havencare's cash reserves were £1,004,351 which is £404,351 in excess of Cash Reserves Policy
- Designated funds of £660,000 are held for property purchase and development, cyclical and planned maintenance, and reactive repairs.
- Restricted funds are related to properties that are restricted by their terms of use and sale by NHS ("section 256 agreement properties"). The value of these properties would return to the NHS if sold.

Holding these reserves is essential to the sustainability of Havencare and the ability to be responsive and effective in times of risk and crisis.

Risk Review

The Trustees have examined the major internal and external risks that the Charity face and a risk register is in place. Systems are in place to monitor and control these risks and to mitigate any impact that they may have on the Charity in the future. The business risk register documents the likelihood and potential impact (severity) of any organisational risks. The robust Business Continuity and Response Plan details planned actions in the event of a significant disruption to operational delivery.

The significant risks facing Havencare in 2024, at the time of writing, are:

- The funding position for Social Care
- Recruitment and retention of the workforce and associated risks and costs
- The direct and indirect impact of inflation, the economy, the lasting effects of COVID-19, and Brexit

Financial Results

At year ending 31st March 2024, Havencare had a surplus of £73k. This is a £116k positive swing on 2023 results and is largely due to brave decisions to invest in frontline pay the previous year. Holding true to investing in people and places, even whilst times were so challenging, has reduced vacancies and reduced agency use. However, this accounts for less than 1% (0.9%) of Havencare's turnover. Whilst we celebrate this successful recovery, we must continue to work on our future sustainability and ability to reinvest in our people places and practice.

Plans for Future Periods

Our 2024/2025 Plans

- ✔ Community Housing Manager Recruitment
- ✔ Work towards becoming a Registered Provider of housing
- ✔ Reach more people
- ✔ Provide outstanding person led support
- ✔ Put our people pledges into practice

At Havencare, every person matters.

Our people pillars and pledges commit us to how we act to attract, engage, train and retain our people.

1

Live our values

Engagement

We take personal responsibility and share collective responsibility

We value individuality, we celebrate inclusivity, we pursue unity

Quality

We humanise communications and interactions

We are positive about people and curious about their perspectives

Transparency

We are honest with ourselves and look for learning

We give feedback that will help people grow

2

Treat people like they make a difference

We listen, learn, and act on our people's voices

We take every opportunity to recognise and invest in our people

We encourage people to reach their potential

3

Support people to support people

We support our people to perform

We enable personal responsibility to be fulfilled

We care personally and challenge directly

Our Pledges

Our people pledges



Structure, Governance & Management



Governing Document

The Charity is a charitable company limited by guarantee, governed by a Memorandum and Articles of Association. The Articles were last updated on 16 May 2020 by special resolution. The Charity is also registered with the Charity Commission. Its members are Directors, each of whom agrees to pay an amount of up to £100 in the event of the charity winding up. If assets remain after the company has been wound up, these will be distributed to other charities with similar objectives within the former Plymouth Health Authority.

Company Name

On 16th May 2020 under the Companies Act 2006 Havencare (South West) Limited changed its name to **Havencare Homes and Support Limited**. This change of name was in response to a merger with fellow charity Brook Housing Limited and the Trustees felt the name change clearly reflects the Charity's activities.

Trustee Recruitment, Appointment and Election

The Constitution provides for a minimum of 3 and a maximum of 10 Trustees, of which a third retire annually. Trustees are elected to the Board at the AGM. At the Havencare AGM on 8th October 2024, under Article 37 (appointment of Directors and re-election of Directors who retire under Article 37 and being available and eligible offer themselves for re-election) the following was agreed:

- Stephen Reynolds proposed to elect Kay O'Shaughnessy as a new Director. This was seconded by Neil Moorman with all those present in favour.

- Stephen Reynolds and Caroline Cassidy retired and were put forward for re-election, and were thereafter duly re-elected. Re-election was proposed by Nicholas Holman and seconded Kathleen (Patricia) Cuthbert with all those present in favour.

Potential candidates for the Trustee Board are introduced to the company and inducted by the Chief Executive, which includes visiting services, meeting key leadership personnel, and a number of staff, and people who are tenants and/or supported by Havencare. Trustees receive a job description and a copy of the Charity Commission Guide 'The Essential Trustee'.

Organisation

Overall responsibility for the management of the Charity is vested in the Trustees who, by reason of incorporation of the Charity, are Directors of the Company. The names of the Directors are set out in "Reference and Administrative Details". The Memorandum of Association precludes the Trustees (non-executive Directors) from receiving remuneration or benefits as a result of their being Trustees or Directors.

Phil Morris

Chief Executive Officer (CEO) and Company Secretary, reports to **Steve Reynolds**, the Chair of Trustees and the wider Board of Trustees.

The following people make up the **Executive Leadership Team** who report directly to the CEO:

- **Angela Martin** Head of Support (Nominated Individual for CQC)
- **Emma Glover** Head of Finance
- **Sophie Benassi** Head of Business
- **Lisa Halliday** Executive Business Partner

Policy for setting the pay and remuneration of key management personnel

The arrangements for setting pay and remuneration of the Charity's key management personnel are undertaken by the Board of Trustees by way of annual review, including benchmarking to regional third sector roles of similar scope and responsibility.

Policy on the employment of disabled persons

Havencare is quality marked as a mindful employer and disability confident employer. People with disabilities and neurodiversity are employed within the Charity and offered opportunity for career development. Opportunities for career development are made available to all. Every effort is made to ensure that employees who become disabled whilst in employment are given the opportunity to continue in employment or to be retrained for other more suitable positions.

Reference & Administrative Details

Charity Number

299901

Company Number

2198233

Trustees

Stephen Reynolds - Chair

Neil Moorman - Treasurer

Kathleen Cuthbert

Caroline Cassidy

Nicholas Holman

Kay O'Shaughnessy Appointed 08/10/2024

Auditors

TC Group

The Old Carriage Works, Moresk Road, Truro
TR1 1DG

Bankers

Barclays Bank Plc

20 Lemon Street, Truro TR1 2NB

Charity Name

Havencare Homes and Support Limited

Also referred to as "Havencare"

Registered Office

Havencare Homes and Support Limited

10-12 Union Street, Plymouth PL1 2SR

Executives

Philip Morris

Chief Executive

(Company Secretary)

Angela Martin

Head of Support

(CQC Nominated Individual)

Emma Glover

Head of Finance

Sophie Benassi

Head of Business

Lisa Halliday

Executive Business Partner

(Data Protection Officer)

Financial Results & Audit Report



HAVENCARE HOMES AND SUPPORT LIMITED

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report on pages 3 to 24, together with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Havencare Homes and Support Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

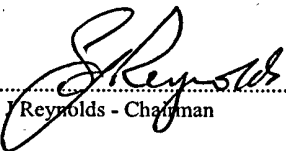
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

AUDITORS

The auditors, TC Group, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 8th October 2024 and signed on the board's behalf by:


.....
S J Reynolds - Chairman

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
HAVENCARE HOMES AND SUPPORT LIMITED**

Opinion

We have audited the financial statements of Havencare Homes and Support Limited (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company'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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. 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.

Opinions on other matters prescribed by the Companies Act 2006

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

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
HAVENCARE HOMES AND SUPPORT LIMITED**

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit, in respect to fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
HAVENCARE HOMES AND SUPPORT LIMITED**

Our approach was as follows:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience, and through discussion with the directors and other management (as required by auditing standards), and discussed with the directors and other management the policies and procedures regarding compliance with laws and regulations;
- We considered the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102 and the Companies Act 2006) and the relevant tax compliance regulations in the UK;
- We considered the nature of the industry, the control environment and business performance, including the key drivers for management's remuneration;
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit;
- We considered the procedures and controls that the company has established to address risks identified, or that otherwise prevent, deter and detect fraud; and how senior management monitors those programmes and controls.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Where the risk was considered to be higher, we performed audit procedures to address each identified fraud risk. These procedures included: testing manual journals; reviewing the financial statement disclosures and testing to supporting documentation; performing analytical procedures; and enquiring of management, and were designed to provide reasonable assurance that the financial statements were free from fraud or error.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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 Report of the Independent Auditors.

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

Use of our report

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



James Pearce FCA (Senior Statutory Auditor)
for and on behalf of TC Group
Statutory Auditors
The Old Carriage Works
Moresk Road
Truro
Cornwall
TR1 1DG

Date:13/12/24.....

HAVENCARE HOMES AND SUPPORT LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities	3				
Supported Living		8,480,076	-	8,480,076	7,895,836
Investment income	2	11,085	-	11,085	1,968
Other income		<u>5,778</u>	<u>-</u>	<u>5,778</u>	<u>20,163</u>
Total		<u>8,496,939</u>	<u>-</u>	<u>8,496,939</u>	<u>7,917,967</u>
EXPENDITURE ON					
Charitable activities	4				
Supported Living		<u>8,423,977</u>	<u>-</u>	<u>8,423,977</u>	<u>7,961,113</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	17	72,962	-	72,962	(43,146)
		<u>4,480</u>	<u>(4,480)</u>	<u>-</u>	<u>-</u>
Net movement in funds		77,442	(4,480)	72,962	(43,146)
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>3,233,061</u>	<u>1,386,895</u>	<u>4,619,956</u>	<u>4,663,102</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>3,310,503</u></u>	<u><u>1,382,415</u></u>	<u><u>4,692,918</u></u>	<u><u>4,619,956</u></u>

The notes form part of these financial statements

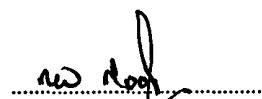
HAVENCARE HOMES AND SUPPORT LIMITED

BALANCE SHEET
31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	10	2,345,261	1,382,415	3,727,676	3,370,379
CURRENT ASSETS					
Debtors	11	1,102,543	-	1,102,543	817,846
Cash at bank		<u>1,004,351</u>	<u>-</u>	<u>1,004,351</u>	<u>1,534,213</u>
		2,106,894	-	2,106,894	2,352,059
CREDITORS					
Amounts falling due within one year	12	(836,694)	-	(836,694)	(768,786)
NET CURRENT ASSETS		<u>1,270,200</u>	<u>-</u>	<u>1,270,200</u>	<u>1,583,273</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		3,615,461	1,382,415	4,997,876	4,953,652
CREDITORS					
Amounts falling due after more than one year	13	(304,958)	-	(304,958)	(333,696)
NET ASSETS		<u>3,310,503</u>	<u>1,382,415</u>	<u>4,692,918</u>	<u>4,619,956</u>
FUNDS	17				
Unrestricted funds:					
General fund				2,650,503	2,573,061
Property Fund Designated				<u>660,000</u>	<u>660,000</u>
				<u>3,310,503</u>	<u>3,233,061</u>
Restricted funds				<u>1,382,415</u>	<u>1,386,895</u>
TOTAL FUNDS				<u>4,692,918</u>	<u>4,619,956</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 8th October 2024 and were signed on its behalf by:


S J Reynolds - Chairman


N Moorman - Trustee

The notes form part of these financial statements

HAVENCARE HOMES AND SUPPORT LIMITED

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	(44,619)	37,538
Interest paid		<u>(34,988)</u>	<u>(14,089)</u>
Net cash (used in)/provided by operating activities		<u>(79,607)</u>	<u>23,449</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(434,007)	(100,679)
Sale of tangible fixed assets		1,405	1,950
Interest received		<u>11,085</u>	<u>1,968</u>
Net cash used in investing activities		<u>(421,517)</u>	<u>(96,761)</u>
Cash flows from financing activities			
New loans in year		-	355,000
Loan repayments in year		<u>(28,738)</u>	<u>(36,895)</u>
Net cash (used in)/provided by financing activities		<u>(28,738)</u>	<u>318,105</u>
Change in cash and cash equivalents in the reporting period			
		(529,862)	244,793
Cash and cash equivalents at the beginning of the reporting period			
		<u>1,534,213</u>	<u>1,289,420</u>
Cash and cash equivalents at the end of the reporting period			
		<u><u>1,004,351</u></u>	<u><u>1,534,213</u></u>

The notes form part of these financial statements

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024	2023
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	72,962	(43,146)
Adjustments for:		
Depreciation charges	74,020	71,473
Loss/(profit) on disposal of fixed assets	1,285	(870)
Interest received	(11,085)	(1,968)
Interest paid	34,988	14,089
Increase in debtors	(284,697)	(105,068)
Increase in creditors	<u>67,908</u>	<u>103,028</u>
Net cash (used in)/provided by operations	<u>(44,619)</u>	<u>37,538</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/23	Cash flow	At 31/3/24
	£	£	£
Net cash			
Cash at bank	<u>1,534,213</u>	<u>(529,862)</u>	<u>1,004,351</u>
	<u>1,534,213</u>	<u>(529,862)</u>	<u>1,004,351</u>
Debt			
Debts falling due within 1 year	(46,161)	-	(46,161)
Debts falling due after 1 year	<u>(333,696)</u>	<u>28,738</u>	<u>(304,958)</u>
	<u>(379,857)</u>	<u>28,738</u>	<u>(351,119)</u>
Total	<u>1,154,356</u>	<u>(501,124)</u>	<u>653,232</u>

The notes form part of these financial statements

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS **FOR THE YEAR ENDED 31 MARCH 2024**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Going concern

The trustees have identified no material uncertainties to the charity's ability to continue as a going concern.

Critical accounting judgements and key sources of estimation uncertainty

Key sources of estimation uncertainty

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are addressed below.

Valuation of freehold property

Property is included in the accounts at a valuation determined annually by the trustees or professional valuers as may be appropriate. The valuation of property is based on observable market prices, adjusted as necessary for any difference in the nature, location or condition of the specific asset. Such valuations are subjective and prone to changes in the market and other economic factors.

Useful economic life of tangible fixed assets

The charity makes an estimate for the useful economic life of tangible fixed assets taking into account the age, condition, residual value and the expectations for the usage of each class of asset and applies a policy to charge depreciation on a systematic basis over that useful life, taking into account any impairment that has been identified.

Critical judgements

The trustees do not believe there are any critical judgements that have been made in applying the charity's accounting policies.

Income

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

This represents supplementation, fees receivable and supporting people income. Income is accounted for on an accruals basis.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis, inclusive of any non-recoverable VAT, and has been classified under headings that aggregate all cost related to the 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.

Governance costs

Governance costs have all been allocated to charitable activities as the amount attributable to governance is insignificant to the charity as a whole.

Tangible fixed assets

The cost of tangible fixed assets is their purchase cost, together with any incidental expenses of acquisition.

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

The charity's policy is to depreciate the cost of an asset less its residual value over the useful economic life of that asset, using the following rates:

Freehold property	2% straight line, after deducting the value of land and the residual value of property
Plant and machinery	15% reducing balance, 25% reducing balance, over the length of the lease, 10 years
Motor vehicles	25% reducing balance

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds: Unrestricted funds set aside by the trustees for specific purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments' to all of its financial instruments.

Financial instruments are recognised when the charity becomes party to contractual provisions of the instrument.

Basic financial assets

Basic financial assets, which include trade and other debtors, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the financial asset is measured at the present value of the future receipts discounted at a market rate of interest.

Financial assets, other than those held at fair value through profit and loss, are assessed for indicators of impairment at each reporting end date.

Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, that the future cash flows have been affected. If an asset is impaired, the impairment loss is the difference between carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in profit or loss.

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES - continued

Basic financial liabilities

Basic financial liabilities, including trade, other creditors, bank loans, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Financial liabilities are derecognised when, and only when, the charity's contractual obligations are discharged, cancelled, or they expire.

2. INVESTMENT INCOME

	2024	2023
	£	£
Interest received	<u>11,085</u>	<u>1,968</u>

3. INCOME FROM CHARITABLE ACTIVITIES

		2024	2023
		£	£
Unrestricted	Activity		
Fees receivable	Supported Living	8,004,740	7,497,560
Training	Supported Living	4,300	11,475
Rents	Supported Living	456,082	352,119
Other – maintenance income	Supported Living	<u>14,954</u>	<u>34,682</u>
		<u>8,480,076</u>	<u>7,895,836</u>

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 5) £	Totals £
Supported Living	<u>7,761,929</u>	<u>662,048</u>	<u>8,423,977</u>

5. SUPPORT COSTS

Supported Living	Management £ <u>662,048</u>
------------------	-----------------------------------

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

5. SUPPORT COSTS - continued

Support costs, included in the above, are as follows:

	2024 Supported Living £	2023 Total activities £
Support staff costs	426,287	468,696
Administration costs - Head office	17,271	27,922
General running costs - Head office	31,391	25,045
Professional fees - Head office	88,118	39,355
Property costs - Head office	73,372	81,042
Depreciation of tangible and heritage assets	<u>25,609</u>	<u>26,478</u>
	<u>662,048</u>	<u>668,538</u>

6. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2024 £	2023 £
Depreciation - owned assets	74,020	71,472
(Deficit)/surplus on disposal of fixed assets	1,285	(870)
Auditors' remuneration for: Audit services	12,000	11,550
Auditors' remuneration for: Non-audit services	<u>1,600</u>	<u>1,500</u>

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

8. STAFF COSTS

Care and Support Staff

	Total 2024 £	Total 2023 £
Wages and salaries	5,897,517	5,816,380
Social security	451,017	462,364
Pension costs	<u>113,245</u>	<u>108,034</u>
	<u><u>6,461,779</u></u>	<u><u>6,386,778</u></u>

Administration Staff

	Total 2024 £	Total 2023 £
Wages and salaries	367,705	411,417
Social security	38,792	39,846
Pension costs	<u>19,790</u>	<u>17,433</u>
	<u><u>426,287</u></u>	<u><u>468,696</u></u>

The average monthly number of employees during the year was as follows:

	2024	2023
Care and support staff	253	249
Administration	<u>15</u>	<u>16</u>
	<u><u>268</u></u>	<u><u>265</u></u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024	2023
£60,001 - £70,000	<u>1</u>	<u>1</u>

The charity is prohibited by its constitution from paying any salaries, remuneration or benefits in money or monies worth to its trustees or any dividends, bonus or share of profits to its members

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Supported Living	7,895,829	7	7,895,836
Investment income	1,968	-	1,968
Other income	<u>17,473</u>	<u>2,690</u>	<u>20,163</u>
Total	<u>7,915,270</u>	<u>2,697</u>	<u>7,917,967</u>
EXPENDITURE ON			
Charitable activities			
Supported Living	<u>7,960,235</u>	<u>878</u>	<u>7,961,113</u>
NET INCOME/(EXPENDITURE)			
	(44,965)	1,819	(43,146)
Transfers between funds	<u>6,299</u>	<u>(6,299)</u>	<u>-</u>
Net movement in funds	(38,666)	(4,480)	(43,146)
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>3,271,727</u>	<u>1,391,375</u>	<u>4,663,102</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>3,233,061</u></u>	<u><u>1,386,895</u></u>	<u><u>4,619,956</u></u>

10. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Motor vehicles £	Totals £
COST				
At 1 April 2023	3,419,857	383,727	37,624	3,841,208
Additions	364,270	69,737	-	434,007
Disposals	<u>-</u>	<u>(9,860)</u>	<u>-</u>	<u>(9,860)</u>
At 31 March 2024	<u>3,784,127</u>	<u>443,604</u>	<u>37,624</u>	<u>4,265,355</u>
DEPRECIATION				
At 1 April 2023	224,868	228,812	17,149	470,829
Charge for year	20,210	48,692	5,118	74,020
Eliminated on disposal	<u>-</u>	<u>(7,170)</u>	<u>-</u>	<u>(7,170)</u>
At 31 March 2024	<u>245,078</u>	<u>270,334</u>	<u>22,267</u>	<u>537,679</u>
NET BOOK VALUE				
At 31 March 2024	<u><u>3,539,049</u></u>	<u><u>173,270</u></u>	<u><u>15,357</u></u>	<u><u>3,727,676</u></u>
At 31 March 2023	<u><u>3,194,989</u></u>	<u><u>154,915</u></u>	<u><u>20,475</u></u>	<u><u>3,370,379</u></u>

Property is included in the accounts at a valuation and was valued by the Trustees on 31 March 2021 using their knowledge of the property market, estate agent valuations and other valuation tools.

The valuation adjustment in 2021 was £1,723,266.

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

10. TANGIBLE FIXED ASSETS - continued

During the year the trustees reviewed the valuation of freehold property and concluded that the values had not changed materially as at 31 March 2024. They intend to conduct a formal valuation for the year ended 31 March 2025.

If the property had not been revalued it would be included in the accounts at an historic cost of £2,378,221 (2023: £2,013,952), accumulated depreciation of £480,534 (2023: £472,924) and a net book value of £1,897,687 (2023: £1,541,028). The depreciation policy is 2% straight line on cost less land and the residual value, which would have given rise to a depreciation charge on the historic cost of £7,610 (2023: £6,445).

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade debtors	915,288	681,548
Other debtors	24,570	17,987
Prepayments and accrued income	<u>162,685</u>	<u>118,311</u>
	<u>1,102,543</u>	<u>817,846</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Bank loans and overdrafts (see note 14)	46,161	46,161
Trade creditors	160,822	132,297
Social security and other taxes	141,216	133,711
Other creditors	463,253	429,283
Accruals and deferred income	<u>25,242</u>	<u>27,334</u>
	<u>836,694</u>	<u>768,786</u>

13. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2024	2023
	£	£
Bank loans (see note 14)	<u>304,958</u>	<u>333,696</u>

14. LOANS

An analysis of the maturity of loans is given below:

	2024	2023
	£	£
Amounts falling due within one year on demand:		
Bank loans	<u>46,161</u>	<u>46,161</u>
Amounts falling due between two and five years:		
Bank loans - 2-5 years	<u>182,821</u>	<u>182,821</u>
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans more 5 yr by instal	122,137	150,875

The charity has three bank loans which are payable by instalments, with one ending in 2027 and two ending in 2032.

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

14. LOANS - continued

The loans are on variable interest rates of between 2.59% and 3.1% above the base rate.

15. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024	2023
	£	£
Within one year	44,440	45,493
Between one and five years	<u>68,633</u>	<u>116,777</u>
	<u>113,073</u>	<u>162,270</u>

The charity has lease commitments relating to its offices in Cornwall and Devon. There are 2 leases which are set to expire in 2026 and 2027.

16. SECURED DEBTS

The following secured debts are included within creditors:

	2024	2023
	£	£
Bank loans	<u>351,119</u>	<u>379,857</u>

The bank loan is secured by way of a fixed charge over the property to which it relates.

17. MOVEMENT IN FUNDS

	At 1/4/23	Net movement	Transfers	At
	£	in funds	between	31/3/24
		£	funds	£
			£	
Unrestricted funds				
General fund	2,573,061	72,962	4,480	2,650,503
Property Fund Designated	<u>660,000</u>	-	-	<u>660,000</u>
	3,233,061	72,962	4,480	3,310,503
Restricted funds				
Property Fund Restricted	1,386,895	-	(4,480)	1,382,415
	<u>4,619,956</u>	<u>72,962</u>	<u>-</u>	<u>4,692,918</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	8,496,939	(8,423,977)	72,962
	<u>8,496,939</u>	<u>(8,423,977)</u>	<u>72,962</u>

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
Unrestricted funds				
General fund	2,611,727	(44,965)	6,299	2,573,061
Property Fund Designated	<u>660,000</u>	<u>-</u>	<u>-</u>	<u>660,000</u>
	3,271,727	(44,965)	6,299	3,233,061
Restricted funds				
Covid 19	-	1,819	(1,819)	-
Property Fund Restricted	<u>1,391,375</u>	<u>-</u>	<u>(4,480)</u>	<u>1,386,895</u>
	<u>1,391,375</u>	<u>1,819</u>	<u>(6,299)</u>	<u>1,386,895</u>
TOTAL FUNDS	<u><u>4,663,102</u></u>	<u><u>(43,146)</u></u>	<u><u>-</u></u>	<u><u>4,619,956</u></u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	7,915,272	(7,960,237)	(44,965)
Restricted funds			
Covid 19	2,697	(878)	1,819
TOTAL FUNDS	<u><u>7,917,969</u></u>	<u><u>(7,961,115)</u></u>	<u><u>(43,146)</u></u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/24 £
Unrestricted funds				
General fund	2,611,727	27,997	10,779	2,650,503
Property Fund Designated	<u>660,000</u>	<u>-</u>	<u>-</u>	<u>660,000</u>
	3,271,727	27,997	10,779	3,310,503
Restricted funds				
Covid 19	-	1,819	(1,819)	-
Property Fund Restricted	<u>1,391,375</u>	<u>-</u>	<u>(8,960)</u>	<u>1,382,415</u>
	<u>1,391,375</u>	<u>1,819</u>	<u>(10,779)</u>	<u>1,382,415</u>
TOTAL FUNDS	<u><u>4,663,102</u></u>	<u><u>29,816</u></u>	<u><u>-</u></u>	<u><u>4,692,918</u></u>

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

17. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	16,412,211	(16,384,214)	27,997
Restricted funds			
Covid 19	2,697	(878)	1,819
	<u>16,414,908</u>	<u>(16,385,092)</u>	<u>29,816</u>

Within designated funds, the trustees have set aside the sum of £660,000 in order to purchase new property. The timing of this expenditure has not yet been decided.

Restricted funds are related to properties that are restricted by their terms of use and sale by NHS ("section 256 agreement properties"). The value of these properties would return to the NHS if sold.

Transfers between the general fund and property fund restricted relate to the depreciation charge for the year on the properties held within the restricted fund.

Included within the charity's funds is a revaluation reserve of £1,535,967 (2023: £1,535,967) of which a total of £564,091 (2023: £564,091) is held in unrestricted funds with the remainder being included within restricted funds.

18. EMPLOYEE BENEFIT OBLIGATIONS

The charity pays into a defined contribution pension scheme. Amounts charged to the Statement of Financial Activities were £143,282 (2023: £125,467). There were no outstanding contributions at the year end (2023: £nil).

19. CAPITAL COMMITMENTS

	2024 £	2023 £
Contracted but not provided for in the financial statements	<u>-</u>	<u>353,310</u>

The capital commitment related to the purchase of a property which had been agreed prior to the year end and acquired thereafter.

20. RELATED PARTY DISCLOSURES

The remuneration comprising salaries and employer pension contributions paid to Key Management Personnel comprising five (2023: five) individuals in the year was £256,419 (2023: £228,333).

21. BANK AND CASH

The charity holds several bank accounts in trust on behalf of service users. These accounts are not included in the financial statements as they are not the charity's assets.

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

22. COMPANY STATUS

The company is limited by guarantee with no share capital and is a registered charity. The registered office is in England.

Thank You

2024

Trustees' Annual Report and
Financial Statements

Year ending 31st March 2024



ihavencare
making a difference

 01752 251476

 ask@havencare.com

 www.havencare.com

Havencare Homes and Support Limited

England & Wales - Charity number 299901

Accounts

Company Number: 2198233
Registered Charity Number: 299901



TRUSTEES ANNUAL REPORT

Trustees Annual Report and Financial Statements – Year
Ending 31st March 2023

2023

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Chair's Report

The Havencare Board of Trustees works to serve and protect the people we support by ensuring that the organisation is run in a safe and financially sustainable way. As Trustees our mandate is to govern the strategic direction of the Charity, maintain the integrity and transparency of our standards of housing, support, employment, and financial reporting, and ensure that we are compliant with applicable laws and regulations.

2023 Annual Report from the Chair – Havencare Homes and Support Limited

Last year, we reported anticipating a very tough year operationally and financially, as additional funding for COVID-19 dissipated and inflation hit hard. Havencare's strong foundation and reserves helped us to be balanced and proportionate with our decision-making when riding out this storm. We continued to invest in frontline and management pay terms to help tackle recruitment and retention.

This year continued to be dominated by the cost-of-living crisis driven largely by energy costs, and the employment market (recruitment and retention) being challenging beyond anything experienced in recent times. Skills for Care reported a shocking 165,000 vacancies in Social Care in 2022, a 52% increase from the previous year. The challenges with recruitment and retention are an existential risk to our sector. The impact of high vacancy rates risks the continuity, safety, and quality of care, with the cost of finding agency cover (with no option but to pay rates far more than funded hourly rates), leaving providers assessing viability and considering closing support services that cannot be sustained. Havencare is in a strong financial position due to hard work and careful management, but we are not immune to the impact of the socioeconomic climate.

The need for bespoke housing and support solutions has never been more apparent, with well over 2,000 people with learning disabilities and autism remaining in assessment and treatment units (secure hospital settings). This is inappropriate for their needs, but the lack of bespoke community provision means that people are stuck in these institutions for many years. With the right financial support, Havencare can develop better solutions and we are continuing to work with local authority and health partners in this area of *Transforming Care*.

Our investment in technology has continued with new systems and hardware enabling Havencare to move to a digital approach. This is not without its challenges in implementation, but as an organisation we are proud to embrace the future and take positive risks in the name of making a difference.

Three people we support sadly passed away this year, and we invested in retaining our incredible staff, as we knew that their skills could be used to make a difference with other people when the time was right. We remember the people who are sadly no longer with us, and we feel privileged to have been connected to their lives.

As we move through our 35th year of operation, I say thank you to my fellow Trustees, all our staff, the people we support, their friends and families, and to our partners, who together make Havencare a charity that we can all feel proud to be a part of.

S Reynolds

Stephen Reynolds
Chair of the Board of Trustees



Objectives & Activities

Objects of the Charity

To benefit the public by the provision of relief to those in need by reason of any form of disability primarily but not exclusively learning, sensory disability or mental illness, this relief being provided by all forms of support to enable them to live the lives they choose and in particular by support in the home, by support in the community and the work place, and by the provision of residential accommodation and in particular but not exclusively those persons living within the South West of England.

.....

Purpose

“Supporting people with learning disabilities and autism.”

.....

Vision

“People with learning disabilities and autism are able to live their lives through opportunity and choice.”

.....

Mission

“Provide homes and support that enable people to realise their potential and direct their own life.”

.....

Values

Our values are simple and clear and will transform culture. They flow through every decision we make and every action we take.

Transparency – “trust is built on telling the truth”

Engagement – “treat people like they make a difference, and they will”

Quality – “don’t just do it, do it well”

.....

Activities > from April 2022 to March 2023

Havencare Homes and Support Limited [“Havencare”] is a registered charity with two separate divisions of work:



Havencare is registered with the Care Quality Commission (CQC) and regulated for Domiciliary Care and Residential Care. Our stated specialisms are:

Learning disabilities; Personal care; Caring for adults under 65yrs; Caring for adults over 65yrs; Mental health conditions; Accommodation for persons who require nursing or personal care, learning disabilities.

During this year, **Havencare directly supported and/or housed over 100 people** across Devon and Cornwall.

At 31st March 2023, **Havencare Homes** was working with 41 tenants across 29 properties that are either owned by Havencare, leased, or on Company Let arrangements. Havencare directly supports 33 tenants and works with other providers who directly support the remaining 8 tenants.

Havencare also worked with local housing benefits offices to provide specialist accommodation for people with additional housing support and management needs.

Havencare Support ranges from 24/7 care and support to a few hours of enabling support to achieve specific independence or skill development outcomes.

Havencare use various models to provide support for the life individuals choose in their communities. Havencare provides supported living (people who rent or own their own homes) with up to 24/7 support to meet specific needs, and enabling support where people are helped for a few hours per week to achieve specific independence outcomes. Havencare had two remaining small residential homes in April 2022. By March 2023 one residential home was closed and the last remaining residential home in Havencare is planned to be closed in 2023-2024.

Havencare also deliver a supported lifestyles model across 3 services in Cornwall and 2 in Plymouth. This innovative combined approach offers “core background support” from a “support hub” in close reach of people’s homes. This approach also utilises assistive technology to maximise independence and reduce restrictions, whilst also providing essential contact support needs such as personal care and keeping people safe. This core background support is then complimented with “personalised outcomes-focused support” where each person is supported one-to-one to achieve their own outcomes.



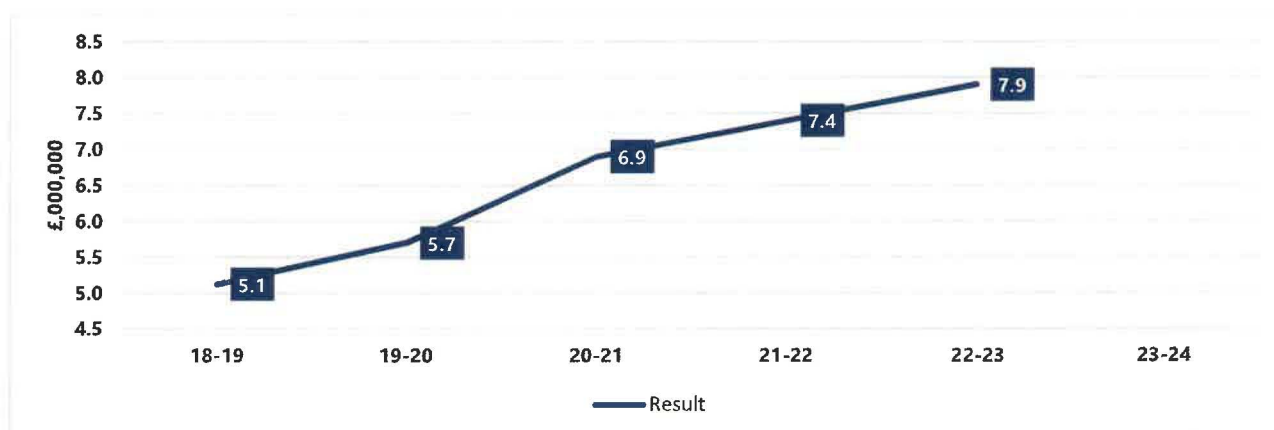
Achievements & Performance

SURPLUS (% of Turnover)

Year:	18-19	19-20	20-21	21-22	22-23
Surplus/Deficit:	£46,248	£201,642	£355,644	£116,221	(£43,146)

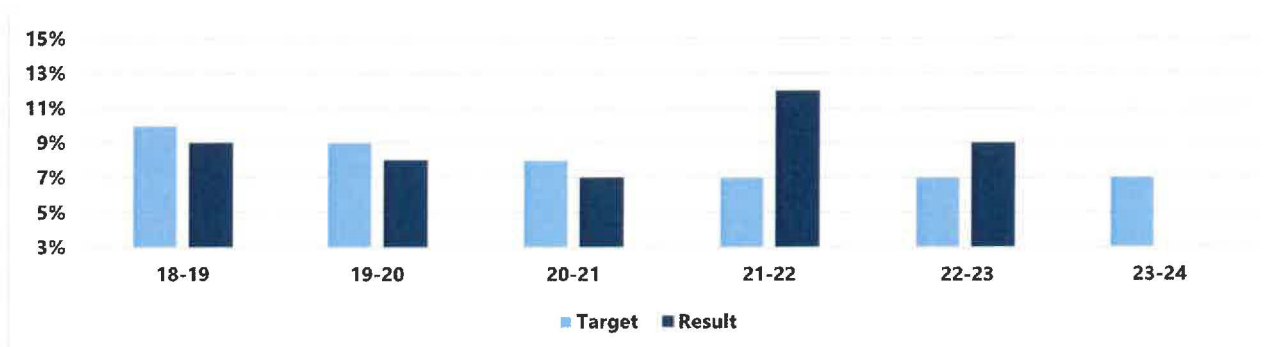
2022-2023 produced an £83k deficit in first 6 months of the year. The last 6 months recovered with a £40k surplus, giving a year-end result of a £43k deficit.

TURNOVER (Activity)



Havencare continues to grow its activity and income. Havencare is supporting and/or providing housing for 106 people in 2022-2023.

JOB VACANCY RATE



After Havencare's Job Vacancy Rate doubling from 2021 to 2022, we have seen gradual improvement in 2022 to 2023. This is representative of sector wide challenges with recruitment and retention of frontline roles.

CURRENT CQC RATINGS

Service	Rating					OVERALL
	Safe	Effective	Responsive	Well-Led	Caring	
Supported Living Plymouth & Devon	Good	Good	Good	Good	★ Outstanding	<u>GOOD</u>
Supported Living Cornwall	Good	Good	Good	Good	Good	<u>GOOD</u>
Deanbrook	Good	Good	Good	Good	Good	<u>GOOD</u>
The Firs	Good	Good	Good	Good	Good	<u>GOOD</u>

CQC has not undertaken any in-person site inspections in the last 3 years. Their “regular desktop reviews” have found no concerns from regulatory notifications submitted.

So many incredible outcomes were achieved by the people we support. The following is a small sample...



Dan described his day as “absolute heaven” “a dream come true”, “hit the jackpot”!
Dan spent the day at Conway Bailey / R&R transport for a guided tour around two depots. Then the week after he passed his driving theory test.



Charlie and Mark completed a 5-day fire course with the local fire service and earned their certificates. This included dealing with mock scenarios to show what they had learnt.



Karen is an active member of her political party and did not pass up the chance to meet George Eustace MP to discuss what matters to her!



We have people waiting up to 12 months for their mobility vehicles since the pandemic. Kerry was very pleased to reveal her new car to her team. Her car offers more opportunity and choice for adventures and day-to-day needs.

Financial Review

Investment Policy

The Board of Trustees has a duty to consider various forms of investment for any surplus funds, held from time to time, above the total of the reserves policy.

The Trustees ensure that any surplus funds are invested to:

1. achieve a return so they can further the Charity's aims
2. directly further the Charity's aims with programme related investment

This investment policy is achieved by Trustees sustaining a risk appetite to invest surplus to reserves policy in:

1. People
2. Places
3. Practice

The Trustees will not authorise any investment that conflicts with the Charity's aims or ethos. The Trustees will seek appropriate professional advice prior to making investment decisions.

No investments outside of short-term cash savings were made in this reporting year due to the requirement of building unrestricted reserves to the minimum level outlined in the reserves policy.

Reserves Policy

The Board of Trustees review the value of reserves retained in the form of investments, assets, cash, and cash equivalents not held for restricted purposes. The Board consider the charity's exposure to major risks in terms of their likely impact on income sources and planned expenditure, in the short to medium term, as well as assessing the best way to manage such risks.

The reserves policy is calculated as follows:

- Total Reserves: Three months of all operating costs
- Cash Reserves: One month of all operating costs

Holding these reserves is essential to the sustainability of Havencare and the ability to be responsive and effective in times of risk and crisis.

Financial Results

At year ending 31st March 2023, Havencare had a deficit of £43k. Havencare recovered £40k in the last two quarters, after a concerning first two quarters that saw a deficit of £83k. This was largely due to costs of agency staff as an operational necessity due to recruitment and retention challenges, and Havencare's brave decisions to continue to invest in frontline pay terms and conditions.

Risk Review

The Trustees have examined the major internal and external risks that the Charity face and a risk register is in place. Systems are in place to monitor and control these risks and to mitigate any impact that they may have on the Charity in the future. The business risk register documents the likelihood and potential impact (severity) of any organisational risks. The robust Business Continuity and Response Plan details planned actions in the event of a significant disruption to operational delivery.

The significant risks facing Havencare in 2023, at the time of writing, are:

- the funding position for Social Care
- recruitment and retention of the workforce and associated risks and costs
- the direct and indirect impact of COVID-19, Brexit, and Economy (cost of living crisis)

Plans for Future Periods

2023-2024

We are celebrating 35 years of our charity making a difference. We plan to find ways to fundraise and hold a 35th year celebration event. In our 35th year we aim to close our last remaining residential service and strive to deliver our **4 Big Aims**:

- **A home that's right for you**
People we support have homes that meet their wants and needs.
- **Support for the life you choose**
People we support lead their lives through opportunity and choice
- **Making a difference**
Havencare is influential in leading positive changes locally, regionally, and nationally.
- **Every person matters**
People choose Havencare for their career and are proud to be part of our Charity.



To help achieve our big aims, Havencare will cautiously invest surplus to our reserves policy statements in our “3 P’s”: **People, Places, and Practice.**

In 2023-2024, our focus will be the development and implementation of our People Strategy. We believe that to achieve our 4 Big Aims we need to focus on our workforce and **support people to support people**; because **every person matters** and **if you treat people like they make a difference, then they will.**

We will continue to develop quality and invest in systems for efficiency and effectiveness, to continue to improve how we resource our services.

As every challenge in society is exacerbated in social care, we will continue to stand up and be the microphone for the voices of the people we support. We will stand firm, stand together, and focus our energy on relieving the impact of critical risk areas felt in social care, however we can. Havencare operates within a broken system that needs a long-term strategy with cross-party support and investment. As a sector and system, we no longer stand at the edge of a precipice, as we have already fallen. It will take radical intervention and reform to avert the existential crisis that has been allowed to transpire from decades of politically induced short-termism, diverted attention, and the direct and indirect impact of travesties including but not exclusively Brexit, COVID-19 response, war in Ukraine, and economy management.

That said, despite all the challenges faced, we work relentlessly to get housing and support right for people, so their opportunities and choices in life are better than if Havencare was not able to operate. I feel privileged and proud to lead a charity with the values we demonstrate, and with the difference we make.

A handwritten signature in black ink, appearing to read 'Phil Morris'.

Phil Morris, CEO

Structure, Governance & Management

Governing Document

The charity is a charitable company limited by guarantee, governed by a Memorandum and Articles of Association. The Articles were last updated on 16 May 2020 by special resolution. The Charity is also registered with the Charity Commission. Its members are Directors, each of whom agrees to pay an amount of up to £100 in the event of the charity winding up. If assets remain after the company has been wound up, these will be distributed to other charities with similar objectives within the former Plymouth Health Authority.

Company Name

On 16th May 2020 under the Companies Act 2006 Havencare (South West) Limited changed its name to **Havencare Homes and Support Limited**. This change of name was in response to a merger with fellow charity Brook Housing Limited and the Trustees felt the name change clearly reflects the Charity's activities.

Trustee Recruitment, Appointment and Election

The Constitution provides for a minimum of 3 and a maximum of 10 trustees, of which a third retire annually. Trustees are elected to the Board at the AGM. Potential candidates for the Trustee Board are introduced to the company and inducted by the Chief Executive, which includes visiting services, meeting key leadership personnel, and a number of staff, and people who are tenants and/or supported by Havencare. Trustees receive a job description and a copy of the Charity Commission Guide 'The Essential Trustee'.

Organisation

Overall responsibility for the management of the Charity is vested in the Trustees who, by reason of incorporation of the Charity, are Directors of the Company. The names of the Directors are set out in "Reference and Administrative Details". The Memorandum of Association precludes the Trustees (non-executive Directors) from receiving remuneration or benefits as a result of their being Trustees or Directors.

Phil Morris as Chief Executive Officer (CEO) and Company Secretary, reports to Steve Reynolds, the Chair of Trustees and the wider Board of Trustees. Angela Martin, Operations Director (Nominated Individual for CQC); Emma Glover, Finance Director; Sophie Benassi, Business Director; and Lisa Halliday, Executive Business Partner; are the Executive Leadership Team who report directly to the CEO.

Related Party

Havencare Homes and Support Limited signed a merger agreement with Brook Housing Limited on the 9th April 2020 effective from 1st April 2020. From 1st April 2021 both previous organisations are accounted for under Havencare Homes and Support Limited's accounts.

Reference & Administrative Details

Charity Number

299901

Charity Name

Havencare Homes and Support Limited
...also referred to as 'Havencare'

Company Number

2198233

Company Address

Havencare Homes and Support Limited
10-12 Union Street, Plymouth. PL1 2SR

Trustees

Stephen Reynolds	-	Chair
Kathleen Cuthbert		
Neil Moorman	-	Treasurer
Caroline Cassidy		
Nicholas Holman		

Executives (and Leadership Team)

Philip Morris	-	Chief Executive (& Company Secretary)
Angela Martin	-	Operations Director (CQC Nominated Individual)
Emma Glover	-	Finance Director
Sophie Benassi	-	Business Director
Lisa Halliday	-	Executive Business Partner

Auditors

Lang Bennetts Audit Limited
The Old Carriage Works
Moresk Road
Truro
TR1 1DG

Bankers

Barclays Bank Plc
20 Lemon Street
Truro
TR1 2NB

HAVENCARE HOMES AND SUPPORT LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2023

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Havencare Homes and Support Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

AUDITORS

The auditors, Lang Bennetts Audit Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 11th December 23 and signed on its behalf by:


.....
S J Reynolds - Chairman

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
HAVENCARE HOMES AND SUPPORT LIMITED**

Opinion

We have audited the financial statements of Havencare Homes and Support Limited (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company'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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. 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.

Opinions on other matters prescribed by the Companies Act 2006

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

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
HAVENCARE HOMES AND SUPPORT LIMITED**

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
HAVENCARE HOMES AND SUPPORT LIMITED**

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We obtained an understanding of the legal and regulatory frameworks that are applicable to the group and determined that the most significant are those that relate to health and safety, employment matters and laws and regulations specific to the sector in which the charity operates.

We assessed the risks of material misstatement in respect of fraud as follows:

- we made enquiries of the trustees and management of any non-compliance of laws and regulations, potential litigation and claims or any knowledge of actual, suspected or alleged fraud.
- we reviewed the charity's risk register and minutes of trustee meetings.
- we considered the adequacy of insurance cover.
- we reviewed the operation of controls in relation to local authority grants relating to Coronavirus measures.
- we reviewed information in relation to key operating compliance matters including a review of reports from the regulatory body.
- we considered the risk of fraud through management override.

Based on the results of our risk assessment, we designed our audit procedures to identify and to address material misstatements in relation to fraud, as follows:

- we reviewed legal fees to identify any potential non-compliance with laws and regulations.
- we reviewed the minutes of trustee meetings to identify any significant matters arising.
- we reviewed material manual journal entries for evidence of management override or fraud.
- we reviewed the operation of service user bank accounts.

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 Report of the Independent Auditors.

Use of our report

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



James Pearce FCA (Senior Statutory Auditor)
for and on behalf of Lang Bennetts Audit Limited
The Old Carriage Works
Moresk Road
TRURO
Cornwall
TR1 1DG

Date: 11/12/23

HAVENCARE HOMES AND SUPPORT LIMITED

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities	3				
Supported Living		7,895,829	7	7,895,836	7,045,916
Investment income	2	1,968	-	1,968	62
Other income		<u>17,473</u>	<u>2,690</u>	<u>20,163</u>	<u>370,357</u>
Total		<u>7,915,270</u>	<u>2,697</u>	<u>7,917,967</u>	<u>7,416,335</u>
 EXPENDITURE ON					
Charitable activities	4				
Supported Living		<u>7,960,235</u>	<u>878</u>	<u>7,961,113</u>	<u>7,300,114</u>
 NET INCOME/(EXPENDITURE)					
Transfers between funds	17	(44,965)	1,819	(43,146)	116,221
		<u>6,299</u>	<u>(6,299)</u>	<u>-</u>	<u>-</u>
Net movement in funds		(38,666)	(4,480)	(43,146)	116,221
 RECONCILIATION OF FUNDS					
Total funds brought forward		<u>3,271,727</u>	<u>1,391,375</u>	<u>4,663,102</u>	<u>4,546,881</u>
TOTAL FUNDS CARRIED FORWARD		<u>3,233,061</u>	<u>1,386,895</u>	<u>4,619,956</u>	<u>4,663,102</u>

The notes form part of these financial statements

HAVENCARE HOMES AND SUPPORT LIMITED

BALANCE SHEET
31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	10	1,983,484	1,386,895	3,370,379	3,342,252
CURRENT ASSETS					
Debtors	11	817,846	-	817,846	712,778
Cash at bank		<u>1,534,213</u>	-	<u>1,534,213</u>	<u>1,289,420</u>
		2,352,059	-	2,352,059	2,002,198
CREDITORS					
Amounts falling due within one year	12	(768,786)	-	(768,786)	(631,525)
NET CURRENT ASSETS		<u>1,583,273</u>	-	<u>1,583,273</u>	<u>1,370,673</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		3,566,757	1,386,895	4,953,652	4,712,925
CREDITORS					
Amounts falling due after more than one year	13	(333,696)	-	(333,696)	(49,823)
NET ASSETS		<u>3,233,061</u>	<u>1,386,895</u>	<u>4,619,956</u>	<u>4,663,102</u>
FUNDS	17				
Unrestricted funds:					
General fund				2,573,061	2,611,727
Property Fund Designated				<u>660,000</u>	<u>660,000</u>
				<u>3,233,061</u>	<u>3,271,727</u>
Restricted funds				<u>1,386,895</u>	<u>1,391,375</u>
TOTAL FUNDS				<u>4,619,956</u>	<u>4,663,102</u>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The financial statements were approved by the Board of Trustees and authorised for issue on 11 December 2023 and were signed on its behalf by:


.....
S J Reynolds - Chairman


.....
C B Cassidy - Trustee

The notes form part of these financial statements

HAVENCARE HOMES AND SUPPORT LIMITED

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

Notes	2023 £	2022 £
Cash flows from operating activities		
Cash generated from operations	37,538	(85,924)
Interest paid	<u>(14,089)</u>	<u>(3,580)</u>
Net cash provided by/(used in) operating activities	<u>23,449</u>	<u>(89,504)</u>
Cash flows from investing activities		
Purchase of tangible fixed assets	(100,679)	(583,108)
Sale of tangible fixed assets	1,950	769,593
Interest received	<u>1,968</u>	<u>62</u>
Net cash (used in)/provided by investing activities	<u>(96,761)</u>	<u>186,547</u>
Cash flows from financing activities		
New loans in year	355,000	-
Loan repayments in year	<u>(36,895)</u>	<u>(8,365)</u>
Net cash provided by/(used in) financing activities	<u>318,105</u>	<u>(8,365)</u>
Change in cash and cash equivalents in the reporting period	<u>244,793</u>	<u>88,678</u>
Cash and cash equivalents at the beginning of the reporting period	<u>1,289,420</u>	<u>1,200,742</u>
Cash and cash equivalents at the end of the reporting period	<u>1,534,213</u>	<u>1,289,420</u>

The notes form part of these financial statements

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(43,146)	116,221
Adjustments for:		
Depreciation charges	71,473	68,753
Profit on disposal of fixed assets	(870)	(113,093)
Interest received	(1,968)	(62)
Interest paid	14,089	3,580
Increase in debtors	(105,068)	(169,857)
Increase in creditors	<u>103,028</u>	<u>8,534</u>
Net cash provided by/(used in) operations	<u>37,538</u>	<u>(85,924)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/22 £	Cash flow £	At 31/3/23 £
Net cash			
Cash at bank	<u>1,289,420</u>	<u>244,793</u>	<u>1,534,213</u>
	<u>1,289,420</u>	<u>244,793</u>	<u>1,534,213</u>
Debt			
Debts falling due within 1 year	(11,928)	(34,233)	(46,161)
Debts falling due after 1 year	<u>(49,823)</u>	<u>(283,873)</u>	<u>(333,696)</u>
	<u>(61,751)</u>	<u>(318,106)</u>	<u>(379,857)</u>
Total	<u>1,227,669</u>	<u>(73,313)</u>	<u>1,154,356</u>

The notes form part of these financial statements

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS **FOR THE YEAR ENDED 31 MARCH 2023**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

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

This represents supplementation, fees receivable and supporting people income. Income is accounted for on an accruals basis.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis, inclusive of any non-recoverable VAT, and has been classified under headings that aggregate all cost related to the 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.

Governance costs

Governance costs have all been allocated to charitable activities as the amount attributable to governance is insignificant to the charity as a whole.

Tangible fixed assets

The cost of tangible fixed assets is their purchase cost, together with any incidental expenses of acquisition.

The charity's policy is to depreciate the cost of an asset less its residual value over the useful economic life of that asset, using the following rates:

Leasehold improvements	50% straight line
Office leasehold improvements	Over the length of the lease, 10 years
Freehold property and the residual value of property	2% straight line, after deducting the value of land
Head office equipment	15% reducing balance
Computers and equipment	25% reducing balance
Motor vehicles	25% reducing balance

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES - continued

Fund accounting

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds: Unrestricted funds set aside by the trustees for specific purposes

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

2. INVESTMENT INCOME

	2023	2022
	£	£
Interest Received	<u>1,968</u>	<u>62</u>

3. INCOME FROM CHARITABLE ACTIVITIES

		2023	2022
		£	£
Fees Receivable	Supported Living	7,497,560	6,690,188
Training	Supported Living	11,475	5,000
Rents	Supported Living	352,119	293,212
Other	Supported Living	<u>34,682</u>	<u>57,516</u>
		<u>7,895,836</u>	<u>7,045,916</u>

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 5) £	Totals £
Supported Living	<u>7,492,417</u>	<u>468,696</u>	<u>7,961,113</u>

5. SUPPORT COSTS

Supported Living	<u>468,696</u>
------------------	----------------

Management
£

6. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation - owned assets	71,472	68,753
Surplus on disposal of fixed assets	(870)	(113,092)
Auditors' remuneration for: Audit services	11,550	10,500
Auditors' remuneration for: Non-audit services	<u>1,500</u>	<u>-</u>

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

8. STAFF COSTS

	2023 £	2022 £
Wages and salaries	<u>6,855,474</u>	<u>6,227,585</u>
	<u>6,855,474</u>	<u>6,227,585</u>

Care and Support Staff

	Total 2023 £	Total 2022 £
Wages and salaries	5,816,380	5,250,622
Social security	462,364	433,152
Pension costs	<u>108,034</u>	<u>102,902</u>
	<u>6,386,778</u>	<u>5,786,676</u>

Administration Staff

	Total 2023 £	Total 2022 £
Wages and salaries	411,417	384,989
Social security	39,846	35,839
Pension costs	<u>17,433</u>	<u>14,473</u>
	<u>468,696</u>	<u>435,301</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Care and support staff	249	231
Administration	<u>16</u>	<u>15</u>
	<u>265</u>	<u>246</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2023	2022
£60,001 - £70,000	<u>1</u>	<u>-</u>

The charity is prohibited by its constitution from paying any salaries, remuneration or benefits in money or monies worth to its trustees or any dividends, bonus or share of profits to its members. No expenses have been reimbursed to trustees during the year.

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Supported Living	7,045,916	-	7,045,916
Investment income	62	-	62
Other income	<u>130,191</u>	<u>240,166</u>	<u>370,357</u>
Total	<u>7,176,169</u>	<u>240,166</u>	<u>7,416,335</u>
EXPENDITURE ON			
Charitable activities			
Supported Living	<u>6,995,713</u>	<u>304,401</u>	<u>7,300,114</u>
NET INCOME/(EXPENDITURE)			
Transfers between funds	<u>(41,240)</u>	<u>41,240</u>	<u>-</u>
Net movement in funds	139,216	(22,995)	116,221
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>3,132,511</u>	<u>1,414,370</u>	<u>4,546,881</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>3,271,727</u></u>	<u><u>1,391,375</u></u>	<u><u>4,663,102</u></u>

10. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Motor vehicles £	Totals £
COST				
At 1 April 2022	3,419,857	303,804	25,525	3,749,186
Additions	-	82,880	17,799	100,679
Disposals	<u>-</u>	<u>(2,957)</u>	<u>(5,700)</u>	<u>(8,657)</u>
At 31 March 2023	<u>3,419,857</u>	<u>383,727</u>	<u>37,624</u>	<u>3,841,208</u>
DEPRECIATION				
At 1 April 2022	205,488	186,183	15,263	406,934
Charge for year	19,380	45,076	7,016	71,472
Eliminated on disposal	<u>-</u>	<u>(2,447)</u>	<u>(5,130)</u>	<u>(7,577)</u>
At 31 March 2023	<u>224,868</u>	<u>228,812</u>	<u>17,149</u>	<u>470,829</u>
NET BOOK VALUE				
At 31 March 2023	<u><u>3,194,989</u></u>	<u><u>154,915</u></u>	<u><u>20,475</u></u>	<u><u>3,370,379</u></u>
At 31 March 2022	<u><u>3,214,369</u></u>	<u><u>117,621</u></u>	<u><u>10,262</u></u>	<u><u>3,342,252</u></u>

Property is included in the accounts at a valuation and was valued by the Trustees on 31 March 2021 using their knowledge of the property market, estate agent valuations and other valuation tools.

The valuation adjustment in 2021 was £1,723,266.

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

10. TANGIBLE FIXED ASSETS - continued

If the property had not been revalued it would be included in the accounts at an historic cost of £2,013,952 (2022: £2,013,952), accumulated depreciation of £472,924 (2022: £432,645) and a net book value of £1,541,028 (2022: £1,581,307). Until 31 March 2020 the depreciation policy was 2% straight line on cost, which would have given rise to a depreciation charge on the historic cost of £40,279 (2022: £40,279).

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	681,548	625,940
Other debtors	17,987	10,387
Prepayments and accrued income	<u>118,311</u>	<u>76,451</u>
	<u>817,846</u>	<u>712,778</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Bank loans and overdrafts (see note 14)	46,161	11,928
Trade creditors	132,297	66,417
Social security and other taxes	133,711	143,025
Other creditors	429,283	377,958
Accruals and deferred income	<u>27,334</u>	<u>32,197</u>
	<u>768,786</u>	<u>631,525</u>

13. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2023	2022
	£	£
Bank loans (see note 14)	<u>333,696</u>	<u>49,823</u>

14. LOANS

An analysis of the maturity of loans is given below:

	2023	2022
	£	£
Amounts falling due within one year on demand:		
Bank loans	<u>46,161</u>	<u>11,928</u>
Amounts falling due between two and five years:		
Bank loans - 2-5 years	<u>182,821</u>	<u>47,709</u>
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans more 5 yr by instal	150,875	2,114

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

15. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023 £	2022 £
Within one year	45,493	45,493
Between one and five years	116,777	144,550
In more than five years	<u>-</u>	<u>16,667</u>
	<u>162,270</u>	<u>206,710</u>

16. SECURED DEBTS

The following secured debts are included within creditors:

	2023 £	2022 £
Bank loans	<u>379,857</u>	<u>61,751</u>

The bank loan is secured by way of a fixed charge over the property to which it relates.

17. MOVEMENT IN FUNDS

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
Unrestricted funds				
General fund	2,611,727	(44,965)	6,299	2,573,061
Property Fund Designated	<u>660,000</u>	<u>-</u>	<u>-</u>	<u>660,000</u>
	3,271,727	(44,965)	6,299	3,233,061
Restricted funds				
Covid 19	-	1,819	(1,819)	-
Property Fund Restricted	<u>1,391,375</u>	<u>-</u>	<u>(4,480)</u>	<u>1,386,895</u>
	<u>1,391,375</u>	<u>1,819</u>	<u>(6,299)</u>	<u>1,386,895</u>
TOTAL FUNDS	<u>4,663,102</u>	<u>(43,146)</u>	<u>-</u>	<u>4,619,956</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	7,915,270	(7,960,235)	(44,965)
Restricted funds			
Covid 19	<u>2,697</u>	<u>(878)</u>	<u>1,819</u>
TOTAL FUNDS	<u>7,917,967</u>	<u>(7,961,113)</u>	<u>(43,146)</u>

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/21 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
Unrestricted funds				
General fund	2,552,511	180,456	(121,240)	2,611,727
Property Fund Designated	<u>580,000</u>	<u>-</u>	<u>80,000</u>	<u>660,000</u>
	3,132,511	180,456	(41,240)	3,271,727
Restricted funds				
Covid 19	18,515	(64,235)	45,720	-
Property Fund Restricted	<u>1,395,855</u>	<u>-</u>	<u>(4,480)</u>	<u>1,391,375</u>
	<u>1,414,370</u>	<u>(64,235)</u>	<u>41,240</u>	<u>1,391,375</u>
TOTAL FUNDS	<u>4,546,881</u>	<u>116,221</u>	<u>-</u>	<u>4,663,102</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	7,176,169	(6,995,713)	180,456
Restricted funds			
Covid 19	240,166	(304,401)	(64,235)
TOTAL FUNDS	<u>7,416,335</u>	<u>(7,300,114)</u>	<u>116,221</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1/4/21 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
Unrestricted funds				
General fund	2,552,511	135,491	(114,941)	2,573,061
Property Fund Designated	<u>580,000</u>	<u>-</u>	<u>80,000</u>	<u>660,000</u>
	3,132,511	135,491	(34,941)	3,233,061
Restricted funds				
Covid 19	18,515	(62,416)	43,901	-
Property Fund Restricted	<u>1,395,855</u>	<u>-</u>	<u>(8,960)</u>	<u>1,386,895</u>
	<u>1,414,370</u>	<u>(62,416)</u>	<u>34,941</u>	<u>1,386,895</u>
TOTAL FUNDS	<u>4,546,881</u>	<u>73,075</u>	<u>-</u>	<u>4,619,956</u>

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

17. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	15,091,439	(14,955,948)	135,491
Restricted funds			
Covid 19	242,863	(305,279)	(62,416)
	<u>15,334,302</u>	<u>(15,261,227)</u>	<u>73,075</u>

Within designated funds, the trustees have set aside the sum of £660,000 in order to purchase new property.

The restricted fund represents the book value of property that is subject to a legal charge in favour of NHS England, under a capital grant agreement.

18. EMPLOYEE BENEFIT OBLIGATIONS

The charity pays into a defined contribution pension scheme. Amounts are charged to the Statement of Financial Activities as they are incurred.

19. POST BALANCE SHEET EVENTS

On 26 May 2023 the charity purchased a property for £353,310.

20. RELATED PARTY DISCLOSURES

The remuneration comprising salaries and employer pension contributions paid to Key Management Personnel comprising five (2022: four) individuals in the year was £228,333 (2022: £188,539).

21. BANK AND CASH

The charity holds several bank accounts in trust on behalf of service users. These accounts are not included in the financial statements as they are not the charity's assets.

HAVENCARE HOMES AND SUPPORT LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

22. COMPANY STATUS

The company is limited by guarantee with no share capital and is a registered charity. The registered office is in England.

HAVENCARE HOMES AND SUPPORT LIMITED

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	2022 £
INCOME AND ENDOWMENTS		
Investment income		
Interest Received	1,968	62
Charitable activities		
Fees Receivable	7,497,560	6,690,188
Training	11,475	5,000
Rents	352,119	293,212
Other	<u>34,682</u>	<u>57,516</u>
	7,895,836	7,045,916
Other income		
Gain on sale of tangible fixed assets	1,950	122,152
Sundry Income	12,387	2,063
Covid-19 Funding	<u>5,826</u>	<u>246,142</u>
	<u>20,163</u>	<u>370,357</u>
Total incoming resources	7,917,967	7,416,335
EXPENDITURE		
Charitable activities		
Direct Staff Costs	6,386,778	5,792,285
Other Staffing Costs	200,701	155,362
Administration Costs	70,203	69,159
General Running Costs	97,990	114,869
Professional Fees & Support Costs	154,344	125,550
Property Costs	495,759	526,197
Freehold property depreciation	19,380	24,208
Plant & machinery depreciation	45,077	40,480
Motor vehicles depreciation	7,016	4,064
Loss on sale of tangible fixed assets	1,080	9,060
Bank loan interest	<u>14,089</u>	<u>3,580</u>
	7,492,417	6,864,814
Support costs		
Management		
Support Staff Costs	<u>468,696</u>	<u>435,300</u>
Total resources expended	<u>7,961,113</u>	<u>7,300,114</u>
Net (expenditure)/income	<u>(43,146)</u>	<u>116,221</u>

This page does not form part of the statutory financial statements

Havencare Homes and Support Limited

England & Wales - Charity number 299901

Accounts

Company Number: 2198233

Registered Charity Number: 299901



TRUSTEES ANNUAL REPORT

Trustees Annual Report and Financial Statements
Year Ending 31st March 2022

2022

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Chairperson's Report

The Havencare Board of Trustees works to serve and protect the people we support by ensuring that the organisation is run in a safe and financially sustainable way. As Trustees our mandate is to govern the strategic direction of the Charity, maintain the integrity and transparency of our standards of housing, support, employment, and financial reporting, and ensure that we are compliant with applicable laws and regulations.

2022 Annual Report from the Chairperson – Havencare Homes and Support Limited

This year continued to be dominated by the impact of COVID-19, the cost-of-living crisis driven largely by energy costs rising exponentially, and the employment market (recruitment and retention) being challenging beyond anything experienced in recent times. Skills for Care reported a shocking 165,000 vacancies in Social Care in 2022, a 52% increase from the previous year. The challenges with recruitment and retention can only be described as an existential risk to our sector. The impact of high vacancy rates risks the continuity, safety, and quality of care, with the cost of finding agency cover (with no option but to pay rates far more than our funded hourly rates), leaves few options beyond assessing viability and considering closing support services that cannot be sustained.

The workload created by the pandemic has also taken its toll – new policies, absences from isolation, testing, PPE, vaccines, and administration. To date, since the start of recording the impact of COVID-19 in March 2020, 49 people we support and 128 staff have tested positive, there have been over 3000 days of employee absence (isolation). Thankfully, we have seen 0 hospitalisations and 0 deaths as a direct result of the virus. For a second year, Havencare's Trustees join our CEO, Phil Morris, in paying an unreserved tribute to the unrivalled sacrifices made and diligence of our staff, the people we support, and their respective families to help keep people safe and well. We continue to call on the Government to properly fund and deliver Social Care reform, as the system can only be described as broken, and the people in need of support services and outstanding organisations like Havencare are paying a heavy price.

Havencare invested in staff terms, with frontline staff pay increasing by up to 17.6% from rates paid in 2020. Havencare has continued to develop fantastic employee benefits and rewards, including paying significant retention payments, with any additional funding received during the pandemic. We uphold our mantra of "if you treat people like they make a difference, then they will". We are so proud of our incredible workforce and humbled by their commitment to the people in our care.

Havencare closed its most historical residential service which was a home for 9 people: evidencing Havencare living the principles of the right support, right care, and right culture. The service was rated "good" by CQC, and commissioners were happy with its cost-effectiveness; however, the people who called Botchill House Residential Service their home were not able to experience the same individual opportunity, choice, and control in their lives that Havencare promotes across its other services. Therefore, living our values and principles of support, the property was sold, and proceeds were reinvested into new homes suitable for delivering outstanding supported living.

A person we support in Plymouth lost their life in tragic circumstances in 2021. We continue to stand in solidarity and remembrance with his incredible and supportive family, and his staff team who did such an amazing job. Havencare has worked transparently with local authority and health partners to investigate how this situation occurred and to share any possible learning found in hindsight, to help all people stay safe.

We continue to provide Positive Behaviour Support as the right values-based model of delivery, and this includes trauma-informed care. As we have come to expect, there were so many incredible outcomes reported again this year, including people learning new skills, gaining new independence, finding new homes, and enjoying life. Through the tough moments, celebrating the difference people are making helps us to remember "why we are here".

Our strategic focus is on **Specialist Homes** and **Outstanding Support**, whilst being an **Employer of Choice** and **Leader in Learning**. To achieve all this, Havencare will continue, whenever possible, to **invest in our people, places, and practice**.

With careful stewardship, Havencare managed to make a small surplus this year. Next year, we are anticipating a very tough year operationally and financially, as additional funding for COVID-19 dissipates and inflation bites. Havencare's strong foundation and reserves will help us to be balanced and proportionate with our decision-making when riding out this storm. We will continue to act with transparency, quality, and engagement in all that we do.

Thank you to my fellow Trustees, all our staff, the people we support, their friends and families, and to our partners, who together, make Havencare a truly incredible Charity, that we can all be proud to be a part of.

Stephen Reynolds

Stephen Reynolds
Chairperson of the Board of Trustees



Objectives & Activities

Objects of the Charity

To benefit the public by the provision of relief to those in need by reason of any form of disability primarily but not exclusively learning, sensory disability or mental illness, this relief being provided by all forms of support to enable them to live the lives they choose and in particular by support in the home, by support in the community and the work place, and by the provision of residential accommodation and in particular but not exclusively those persons living within the South West of England.

.....

Purpose

“Supporting people with learning disabilities and autism.”

.....

Vision

“People with learning disabilities and autism are able to live their lives through opportunity and choice.”

.....

Mission

“Provide homes and support that enables people to realise their potential and direct their own life.”

.....

Values

Our values are simple and clear and will transform culture. They flow through every decision we make and every action we take.

Transparency – “trust is built on telling the truth”

Engagement – “treat people like they make a difference, and they will”

Quality – “don’t just do it, do it well”

.....

Strategic Aims

Havencare supports autistic people and people with learning disabilities by:



Providing specialist homes

Havencare Homes are affordable and that meet people’s wants and individual needs

Providing outstanding support

Havencare Support enables people to lead their lives through opportunity and choice

Being an employer of choice

People choose Havencare for their career

Being a leader in learning

Havencare trains health and social care workforces, supported people, families, and communities

Key Performance Indicators 2021-2024

HAVENCARE HOMES AND SUPPORT LIMITED	2018-2021			KPIs 2021-2024					
	Result	Result	Result	Target	Result	Target	Result	Target	Result
	18-19	19-20	20-21	21-22	21-22	22-23	22-23	23-24	23-24
Activity (Turnover) £,000,000	5.1	5.7	6.9	7.8	7.4	8.6		9.4	
Surplus (%)	0.9%	3.5%	5.1%	3.0%	1.6%	3.0%		3.0%	
Average Job Vacancy Rate %	9%	8%	7%	7%	12%	7%		7%	
Staff Retention Rate % (from 2021- after probation)	66%	66%	70%	75%	67%	80%		85%	
Number of people supported (including tenants)	81	91	98	105	105	110		115	
Registered Housing Provider	n/a	n/a	n/a	x	X	Pre-app		Success	
Homes Occupancy	n/a	n/a	n/a	95%	98%	95%		95%	
People who say they are happy with their support and/or homes	n/a	n/a	n/a	95%	83%	95%		95%	
Staff Net Promoter Score (Recommend Havencare as an employer)	27	41	57	60	60	65		70	

Activities > *from April 2021 to March 2022*

Havencare Homes and Support Limited [“Havencare”] is a registered charity with two separate divisions of work:



Havencare is registered with the Care Quality Commission (CQC) and regulated for Domiciliary Care and Residential Care. Our stated specialisms are:

Learning disabilities; Personal care; Caring for adults under 65yrs; Caring for adults over 65yrs; Mental health conditions; Accommodation for persons who require nursing or personal care, learning disabilities.

During this year, **Havencare directly supported and/or housed 105 people** across the Southwest.

During this year, **Havencare Homes** worked with 45 tenants across 29 properties that are either owned by Havencare, leased, or on Company Let arrangements across 11 landlord/letting agent partners. Havencare directly supports 36 of these 45 tenants and works with other providers who directly support the remaining 9 tenants.

Havencare also worked with local housing benefits offices to provide specialist exempt accommodation for people with additional housing support and management needs.

Havencare Support ranges from 24/7 care and support to a few hours of enabling support to achieve specific independence or skill development outcomes.

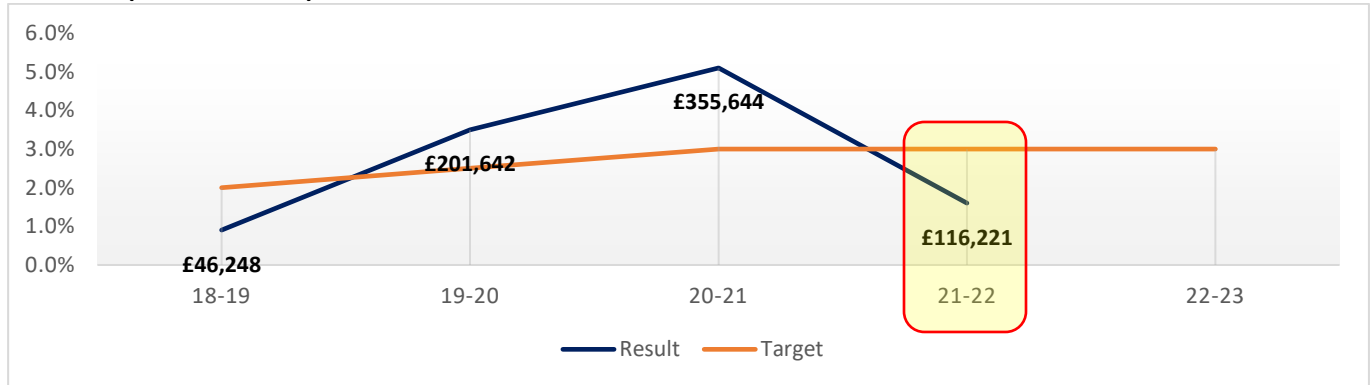
Havencare use various models to best support individuals in their communities. These include small residential homes, supported living in the community (people who rent or own their own homes), extra-care housing (sometimes called supported housing) where shared support is on-site, and enabling support where people are helped for a few hours per week to achieve specific independence outcomes.

Havencare also deliver a supported lifestyles model across 3 services in Cornwall and 1 in Plymouth. This innovative combined approach offers “core background support” from a “support hub” in close reach of people’s homes. This approach also utilises assistive technology to maximise independence and reduce restrictions, whilst also providing essential contact support needs such as personal care and keeping people safe. This core background support is then complimented with “personalised outcomes-focused support” where each person is supported one-to-one to achieve their own outcomes.



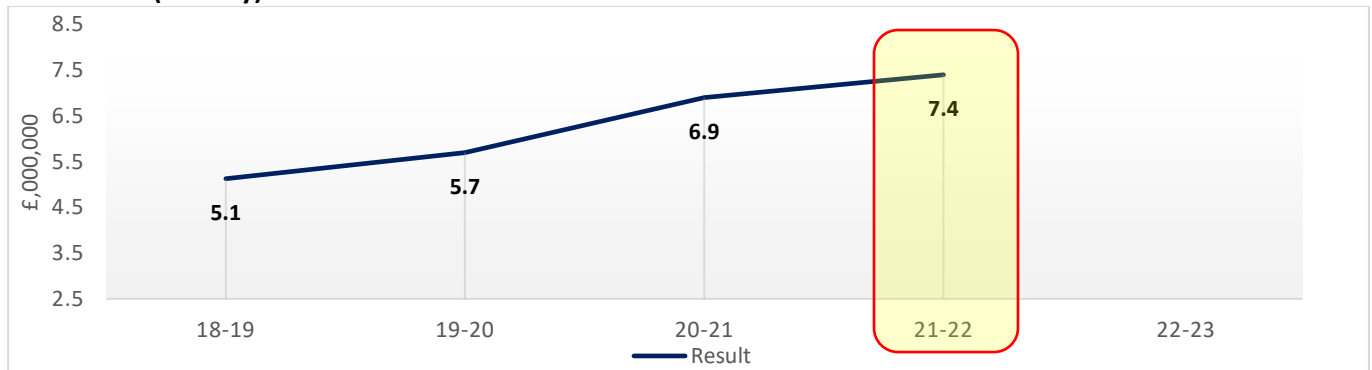
Achievements & Performance

SURPLUS (% of Turnover)



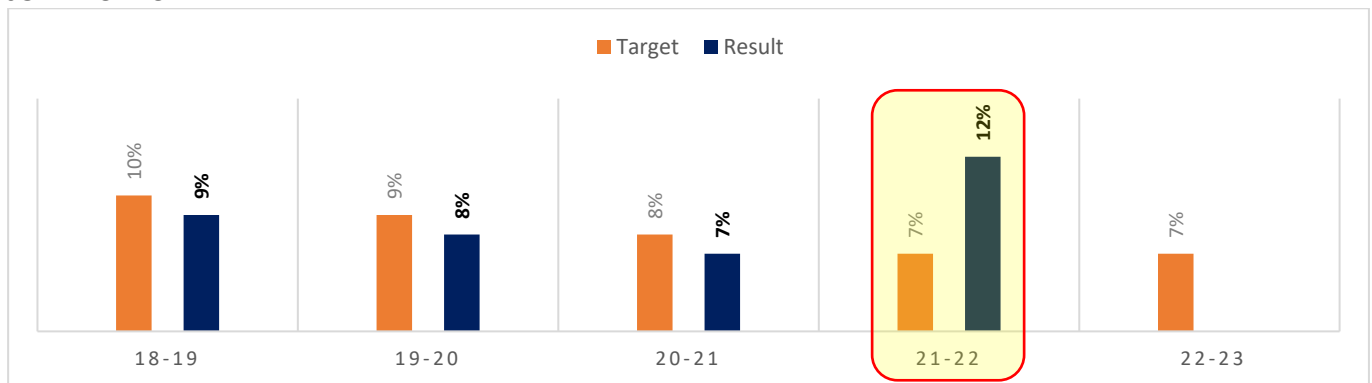
Havencare targets a modest minimum surplus of 3% of turnover to enable investment in people places and practice. In 2021-2022, a 1.6% surplus was achieved under extraordinarily difficult circumstances.

TURNOVER (Activity)



Havencare continues to grow its activity and income. Havencare is supporting 24 more people across Devon and Cornwall than in 2019.

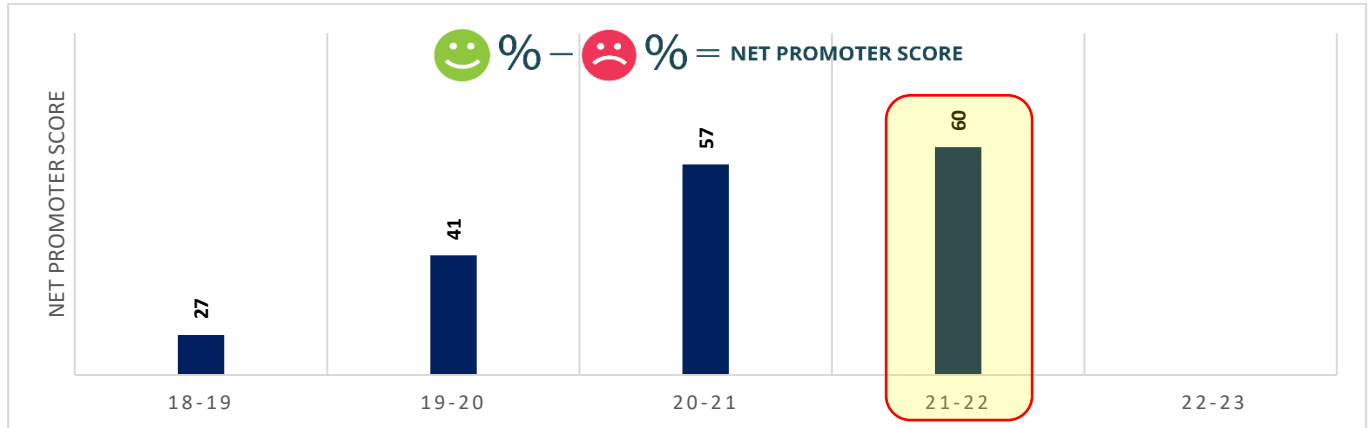
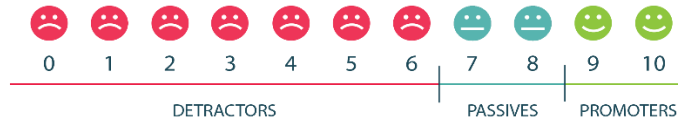
JOB VACANCY RATE



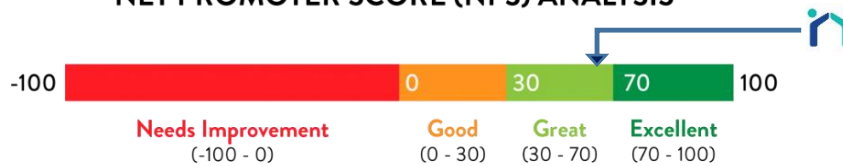
Havencare’s Job Vacancy Rate has almost doubled in 12months. This is representative of sector wide challenges with recruitment and retention of frontline roles.

STAFF ENGAGEMENT: NET PROMOTER SCORE

'On a scale from 0-10, how likely is it that you would recommend Havencare as an employer?'



NET PROMOTER SCORE (NPS) ANALYSIS



Havencare’s NPS has improved year-on-year since 2018. This shows our staff have remained engaged and are still recommending Havencare as an employer during unprecedented times. Some comments included:

"I really enjoy working for Havencare"

"I feel that as Havencare offers great opportunities and support to all employees..."

"I always recommend working for Havencare to any friends and family that are thinking of working in care."

"I'm very happy with the way I am treated at Havencare I feel support where needed and I feel like I am able to express concerns and be heard. ...I am very happy working with the lady I support, I am happy with management and happy with [the people] I work with."

"I feel Havencare is a fantastic company with great communication skills, who thanks and appreciates their staff."

I feel really lucky to work at [Havencare service], I have no complaints."

"Havencare is a great company who listen to their clients and look after their staff. I wouldn't hesitate to recommend them..."

"I would recommend Havencare as I feel they are proactive in enriching lives for the individuals they support."

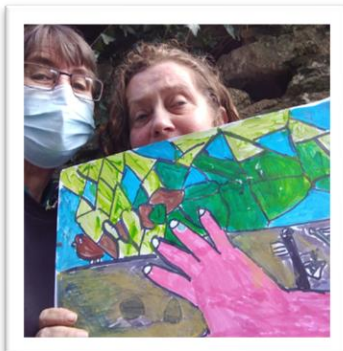
"I love working for Havencare; I believe there are great opportunities to engage and progress in the organisation and make a real difference."

CURRENT CQC RATINGS

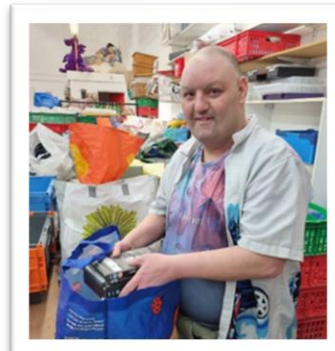
Service	Rating					
	Safe	Effective	Responsive	Well-Led	Caring	OVERALL
Supported Living Plymouth & Devon	Good	Good	Good	Good	★ Outstanding	<u>GOOD</u>
Supported Living Cornwall	Good	Good	Good	Good	Good	<u>GOOD</u>
Deanbrook	Good	Good	Good	Good	Good	<u>GOOD</u>
The Firs	Good	Good	Good	Good	Good	<u>GOOD</u>

CQC has not undertaken any in-person site inspections in the last 2 years. Their “regular desktop reviews” have found no concerns from regulatory notifications submitted. Havencare is looking forward to being inspected to enable evidencing of the outstanding support being provided.

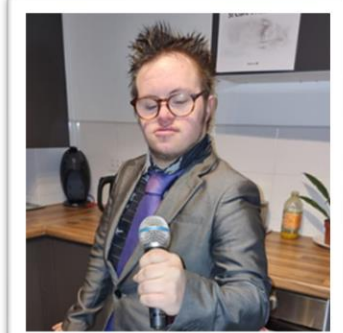
So many incredible outcomes were achieved by the people we support...



Karen was appointed as the new “Artist in Residence” for Cornwall Neighborhood for Change.



Stephen is proud to work as a volunteer at the “Hugs for Henry” Charity Shop in Plymouth.



When times are tough in Penzance, what better way to raise spirits than have a talent show with Charlie and Co.!



Before being supported by Havencare, Gabriel would only eat plain pasta. He has learnt new recipes, tasted new things, and now bakes like a pro!



Kerry volunteers at the local Brownies, and what better place is there to plan a well-earned holiday than in the local pub?!



Mark has been loving going to a street dance group. He loves hip-hop music, and dancing with his crew.

Financial Review

Investment Policy

The Board of Trustees has a duty to consider various forms of investment for any surplus funds, held from time to time, above the total of the reserves policy.

The Trustees ensure that any surplus funds are invested to:

1. achieve a return so they can further the Charity’s aims
2. directly further the Charity’s aims with programme related investment

This investment policy is achieved by Trustees sustaining a risk appetite to invest surplus to reserves policy in:

1. People
2. Places
3. Practice

The Trustees will not authorise any investment that conflicts with the Charity’s aims or ethos. The Trustees will seek appropriate professional advice prior to making investment decisions.

No investments outside of short-term cash savings were made in this reporting year due to the requirement of building unrestricted reserves to the minimum level outlined in the reserves policy.

Reserves Policy

The Board of Trustees review the value of reserves retained in the form of investments, assets, cash, and cash equivalents not held for restricted purposes. The Board consider the charity’s exposure to major risks in terms of their likely impact on income sources and planned expenditure, in the short to medium term, as well as assessing the best way to manage such risks.

The reserves policy is calculated as follows:

- Total Reserves: Three months of all operating costs
- Cash Reserves: One month of all operating costs

Holding these reserves is essential to the sustainability of Havencare and the ability to be responsive and effective in times of risk and crisis.

Under this formula a minimum Total Reserves of £1.8m is required to be held at 31st March 2022. Total reserves were built to £4.66m as at 31st March 2022, largely due to revaluation of property transferred on merger with Brook Housing and the sale of Botchill House Residential Home. There is a designated fund for Devon property purchases.

Financial Results

At year ending 31st March 2022, Havencare achieved a surplus of £116,221. This is a remarkable testament to Havencare’s resilience and ability to survive and thrive under the most challenging of circumstances.

Risk Review

The Trustees have examined the major internal and external risks that the charity face and a risk register is in place. Systems are in place to monitor and control these risks and to mitigate any impact that they may have on the Charity in the future. The business risk register documents the likelihood and potential impact (severity) of any organisational risks. The robust Business Continuity Plan details planned actions in the event of a significant disruption to operational delivery.

The significant risks facing Havencare in 2022, at the time of writing, are:

- the funding position for Social Care
- recruitment and retention of the workforce and associated risks and costs
- the direct impact of COVID-19
- the future (long-term) sustainability of residential service, Deanbrook

Plans for Future Periods

2021-2024

Havencare will strive to achieve its strategy to:

- Provide Specialist Homes
- Provide Outstanding Support
- Be an Employer of Choice
- Be a Leader in Learning

To help achieve this, Havencare will cautiously invest surplus to our reserves policy statements in our “3 P’s”:
People, Places, and Practice.

In 2021-2022, Havencare has continued to manage emergence from the COVID-19 pandemic and all its lasting consequences. We have focused on attracting, retaining, and engaging our workforce in ever-more challenging circumstances. We closed and sold Botchill House, our largest and oldest residential service and invested in new homes in the community for the people who lived at Botchill. People now have their own home, their own tenancies and have chosen who they live with.

In 2022-2023, we will continue to invest in and develop our “Homes” division separately to our “Support” division. We will assess the viability and benefits of formally becoming a Registered Housing Provider before embarking on the intensive application process.

We will continue to develop quality and invest in systems for efficiency and effectiveness, to continue to improve how we resource our services.

As every challenge in society is exacerbated in social care, we will continue to stand up and shout loud for the benefit of people that we support. We will stand firm, stand together, and focus our energy on moderating the impact of critical risk areas in social care, however we can.



Phil Morris, CEO

Structure, Governance & Management

Governing Document

The charity is a charitable company limited by guarantee, governed by a Memorandum and Articles of Association. The Articles were last updated on 15 Dec 2016 by special resolution. The Charity is also registered with the Charity Commission. Its members are Directors, each of whom agrees to pay an amount of up to £100 in the event of the charity winding up. If assets remain after the company has been wound up, these will be distributed to other charities with similar objectives within the former Plymouth Health Authority.

Company Name

On 16th May 2020 under the Companies Act 2006 Havencare (South West) Limited changed its name to **Havencare Homes and Support Limited**. This change of name was in response to a merger with fellow charity Brook Housing Limited and the Trustees felt the name change clearly reflects the Charity's activities.

Trustee Recruitment, Appointment and Election

The Constitution provides for a minimum of 3 and a maximum of 10 trustees, of which a third retire annually. Trustees are elected to the Board at the AGM. Potential candidates for the Trustee Board are introduced to the company and inducted by the Chief Executive, which includes visiting services, meeting some managers and staff, and people who are supported. Trustees receive a job description and a copy of the Charity Commission Guide 'The Essential Trustee'.

Organisation

Overall responsibility for the management of the Charity is vested in the Trustees who, by reason of incorporation of the Charity, are Directors of the Company. The names of the Directors are set out in **page 14**: "Reference and Administrative Details". The Memorandum of Association precludes the Trustees (non-executive Directors) from receiving remuneration or benefits as a result of their being trustees or directors.

Phil Morris as Chief Executive Officer (CEO) and Company Secretary, reports to Steve Reynolds, the Chair of Trustees and the wider Board of Trustees. Angela Martin, Director of Support (Nominated Individual for CQC); Emma Glover, Director of Business and Finance; and Lisa Halliday, Business Partner; are the Executive Leadership Team who report directly to the CEO.

Related Party

Havencare Homes and Support Limited signed a merger agreement with Brook Housing Limited on the 9th April 2020 effective from 1st April 2020. From 1st April 2021 both previous organisations are accounted for under Havencare Homes and Support Limited's accounts.

Reference & Administrative Details

Charity Name

Havencare Homes and Support Limited

...also referred to as 'Havencare'

Charity Number

299901

Company Number

2198233

Company Address

Havencare Homes and Support Limited
10-12 Union Street
Plymouth
PL1 2SR

Trustees

Stephen Reynolds	-	Chair
Kathleen Cuthbert		
Neil Moorman	-	Treasurer
Caroline Cassidy		
Nicholas Holman		

Executives (*and Leadership Team*)

Philip Morris	-	Chief Executive (& Company Secretary)
Angela Martin	-	Director of Support (CQC Nominated Individual)
Emma Glover	-	Director of Business and Finance
<i>Lisa Halliday</i>	-	<i>Business Partner</i>

Auditors

Lang Bennetts Audit Limited
The Old Carriage Works
Moresk Road
Truro
TR1 1DG

Bankers

Barclays Bank Plc
20 Lemon Street
Truro
TR1 2NB

Havencare Homes and Support Limited

Statement of Trustees' Responsibilities

Year Ended 31 March 2022

Statement of Trustees' Responsibilities

Law applicable to Charities in England requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing financial statements giving a true and fair view, the Trustees should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- make judgements that are reasonable and prudent;
- state whether applicable 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 its operations.

The trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with applicable Law. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud or other irregularities.

In so far as the officers are aware:

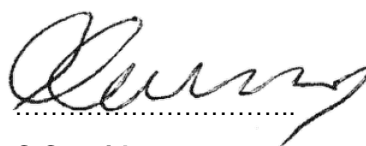
- there is no relevant audit information of which the company's auditor is unaware; and
- the officers have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the Board on 27 September 2022 and signed on its behalf by:



S J Reynolds

Chairman



C Cassidy

Trustee

Report of the Independent Auditors to the Trustees of Havencare Homes and Support Limited Year Ended 31 March 2022

Opinion

We have audited the financial statements of Havencare Homes and Support Limited (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its result, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

Report of the Independent Auditors to the Members of Havencare Homes and Support Limited

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Report of the Independent Auditors to the Members of Havencare Homes and Support Limited

Our responsibilities for the audit of the financial statements

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

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

We obtained an understanding of the legal and regulatory frameworks that are applicable to the group and determined that the most significant are those that relate to health and safety, employment matters and laws and regulations specific to the sector in which the charity operates.

We assessed the risks of material misstatement in respect of fraud as follows:

- we made enquiries of the trustees and management of any non-compliance of laws and regulations, potential litigation and claims or any knowledge of actual, suspected or alleged fraud.
- we reviewed the charity's risk register and minutes of trustee meetings.
- we considered the adequacy of insurance cover.
- we reviewed the operation of controls in relation to local authority grants relating to Coronavirus measures.
- we reviewed information in relation to key operating compliance matters including a review of reports from the regulatory body.
- we considered the risk of fraud through management override.

Based on the results of our risk assessment, we designed our audit procedures to identify and to address material misstatements in relation to fraud, as follows:

- we reviewed legal fees to identify any potential non-compliance with laws and regulations.
- we reviewed the minutes of trustee meetings to identify any significant matters arising.
- we reviewed material manual journal entries for evidence of management override or fraud.
- we reviewed the operation of service user bank accounts.

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 Report of the Independent Auditors.

Report of the Independent Auditors to the Members of Havencare Homes and Support Limited

Use of our report

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



Jonathan Mashen
Senior Statutory Auditor
For and on behalf of Lang Bennetts Audit Limited
Statutory Auditors
The Old Carriage Works
Moresk Road
TRURO
Cornwall
TR1 1DG

Date: 5 October 2022

Havencare Homes and Support Limited

Statement of Financial Activities

(Incorporating Income and Expenditure Account & Statement of Recognised Gains & Losses)

Year Ended 31 March 2022

	Notes	Unrestricted Funds £	Designated funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Income from:						
Charitable activities	2	7,045,916	-	-	7,045,916	6,713,324
Investments	3	62	-	-	62	449
Other income	4	130,191	-	240,166	370,357	254,815
Total		7,176,169	-	240,166	7,416,335	6,968,588
Expenditure on:						
Charitable activities:						
Direct staff costs		5,518,355	-	273,930	5,792,285	5,215,188
Other direct costs		1,042,058	-	30,471	1,072,529	1,026,888
Support costs		435,300	-	-	435,300	370,868
Total	5	6,995,713	-	304,401	7,300,114	6,612,944
Reconciliation of funds						
Net income for the year		180,456	-	(64,235)	116,221	355,644
Transfers between funds		(121,240)	80,000	41,240	-	-
Net income after transfers		59,216	80,000	(22,995)	116,221	355,644
Surplus on revaluation of property		-	-	-	-	1,723,266
Net income after revaluation surplus		59,216	80,000	(22,995)	116,221	2,078,910
Total funds brought forward		2,552,511	580,000	1,414,370	4,546,881	2,467,971
Total funds carried forward		2,611,727	660,000	1,391,375	4,663,102	4,546,881

Havencare Homes and Support Limited

Balance Sheet

Company Number 2198233

At 31 March 2022

	Notes	2022 £	2021 £
Fixed assets			
Tangible assets	11	3,342,252	3,484,397
Current assets			
Cash at bank and in hand	12	1,289,420	1,200,742
Debtors	13	712,778	542,921
		2,002,198	1,743,663
Creditors			
Amounts falling due within one year	14	631,525	620,456
		1,370,673	1,123,207
Net current assets			
Creditors: Amounts falling due after more than one year	15	49,823	60,723
Net assets		4,663,102	4,546,881
The funds of the charity			
Unrestricted funds		2,611,727	2,552,511
Designated funds		660,000	580,000
Restricted funds		1,391,375	1,414,370
Total charity funds	18	4,663,102	4,546,881

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

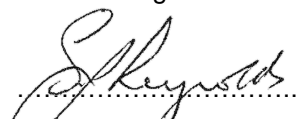
Havencare Homes and Support Limited

Balance Sheet

Company Number 2198233

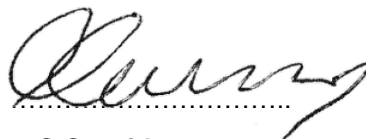
At 31 March 2022

The financial statements on pages 21 to 34 were approved by the trustees on 27 September 2022
and were signed on its behalf by:



S J Reynolds

Chairman



C Cassidy

Trustee

Havencare Homes and Support Limited

Cash Flow Statement

Year Ended 31 March 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(89,504)</u>	<u>636,853</u>
Net cash provided by (used in) operating activities		<u>(89,504)</u>	<u>636,853</u>
Cashflows from investing activities			
Purchase of tangible fixed assets		(583,108)	(111,202)
Sale of tangible fixed assets		769,593	445
Interest received		<u>62</u>	<u>449</u>
Net cash provided by (used in) investing activities		<u>186,547</u>	<u>(110,308)</u>
Cashflows from financing activities			
Repayment of bank loan		<u>(8,365)</u>	<u>(7,443)</u>
Net cash provided by (used in) financing activities		<u>(8,365)</u>	<u>(7,443)</u>
Change in cash and cash equivalents in the reporting period		88,678	519,102
Cash and cash equivalents at the beginning of the reporting period	2	<u>1,200,742</u>	<u>681,640</u>
Cash and cash equivalents at the end of the reporting period	2	<u><u>1,289,420</u></u>	<u><u>1,200,742</u></u>

Havencare Homes and Support Limited

Notes to the Cash Flow Statement

Year ended 31 March 2022

1. Reconciliation of net income to net cash flow from operating activities

	2022	2021
	£	£
Net income for the reporting period (as per the statement of financial activities)	116,221	2,078,910
Adjustments for:		
Depreciation charges	68,753	62,394
Revaluation of property	-	(1,723,266)
Profit on sale of fixed assets	(122,152)	-
Loss on sale of fixed asset	9,059	2,982
Interest received	(62)	(449)
Increase in debtors	(169,857)	40,445
Increase in creditors	8,534	175,837
	<hr/>	<hr/>
Net cash provided by (used in) operating activities	<u>(89,504)</u>	<u>636,853</u>

2. Analysis of cash and cash equivalents

	2022	2021
	£	£
Cash at bank and in hand	<u>1,289,420</u>	<u>1,200,742</u>
Total cash and cash equivalents	<u>1,289,420</u>	<u>1,200,742</u>

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2022

Accounting policies

Basis of preparation

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

This represents supplementation, fees receivable and supporting people income. Income is accounted for on an accruals basis.

Expenditure

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any non-recoverable VAT.

Operating leases

Operating leases are accounted for according to the period to which the payments relate.

Governance costs

Governance costs have all been allocated to charitable activities as the amount attributable to governance is insignificant to the charity as a whole.

Tangible fixed assets

The cost of tangible fixed assets is their purchase cost, together with any incidental expenses of acquisition.

The charity's policy is to depreciate the cost of an asset less its residual value over the useful economic life of that asset, using the following rates:

Leasehold improvements	50% straight line
Office leasehold improvements	Over the length of the lease, 10 years
Freehold property	2% straight line, after deducting the value of land and the residual value of property
Head office equipment	15% reducing balance
Computers and equipment	25% reducing balance
Motor vehicles	25% reducing balance

Funds

The charity has various types of funds for which it is responsible and which require separate disclosure. These are as follows:

Restricted Funds: Funds received which the donor earmarks for specific purposes. Such purposes are within the overall aims of the organisation

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2022

Unrestricted Funds: Funds which are expendable at the discretion of the trustees in the furtherance of the objects of the charity.

Designated funds: Unrestricted funds set aside by the trustees for specific purposes

1. Net income for the year

Net income for the year is after charging:

	2022	2021
	£	£
Depreciation of owned assets	68,753	62,397
Loss on disposal of fixed assets	9,059	3,428
(Surplus) on disposal of property	(122,152)	-
Auditors' remuneration for:		
Audit services	10,500	10,286
Non-audit services		
	-----	-----

2. Income from charitable activities

	2022	2021
	£	£
Fees receivable	6,690,188	6,429,191
Training	5,000	2,038
Rents	293,212	218,544
Other	57,516	63,551
	-----	-----
	7,045,916	6,713,324
	-----	-----

3. Income from investments

	2022	2021
	£	£
Interest receivable and similar income	62	449
	-----	-----

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2022

4. Other income

			2022	2021
	Unrestricted funds	Restricted funds	Total	Total
	£	£	£	£
Sundry income	2,063	-	2,063	24,487
Covid-19 funding	5,976	240,166	246,142	230,328
Surplus on disposal of property	122,152	-	122,152	-
	130,191	240,166	370,357	254,815

5. Expenditure

			2022	2021
	Unrestricted funds	Restricted funds	Total	Total
	£	£	£	£
Direct staff costs	5,518,354	273,930	5,792,284	5,215,188
Support staff costs	435,301	-	435,301	370,868
Depreciation and asset disposals	77,812	-	77,812	65,825
Other staffing costs	137,353	18,009	155,362	107,087
Administration costs	57,448	11,711	69,159	55,885
General running costs	114,220	649	114,869	141,355
Professional fees & subscriptions	125,550	-	125,550	136,091
Bad debts	-	-	-	460
Property costs	526,095	102	526,197	518,011
Loan interest	3,580	-	3,580	3,164
	6,995,713	304,401	7,300,114	6,612,944

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2022

6. Staff costs

The aggregate payroll costs were as follows:

	Charitable activities 2022 £	Support costs 2022 £	Total 2022 £	Total 2021 £
Wages and salaries	4,865,633	384,989	5,250,622	4,962,962
Social security	397,313	35,839	433,152	397,190
Pension costs	88,429	14,473	102,902	93,331
	5,351,375	435,301	5,786,676	5,453,483

The charity is prohibited by its constitution from paying any salaries, remuneration or benefits in money or monies worth to its trustees or any dividends, bonus or share of profits to its members. No expenses have been reimbursed to trustees during the year.

There were no employees where emoluments totalled £60,000 or more during the year.

The average number of full and part time employees during the year was as follows:

	2022	2021
Care and support staff	231	241
Administration	15	16
Maintenance	-	-
Total staff	246	257

7. Support costs

	2022 £	2021 £
Support staff costs	435,301	397,190
Other administrative expenses	-	-
Total support costs	435,301	397,190

8. Taxation

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

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2022

9. Pension scheme

The charity pays into a defined contribution pension scheme. Amounts are charged to the Statement of Financial Activities as they are incurred.

10. Comparatives for the Statement of Financial Activities

	Notes	Unrestricted Funds £	Designated funds £	Restricted Funds £	Total Funds 2021 £
Income from:					
Charitable activities	2	6,713,324	-	-	6,713,324
Investments	3	449	-	-	449
Other income	4	124,839	-	129,976	254,815
Total		6,838,612	-	129,976	6,968,588
Expenditure on:					
Charitable activities:					
Direct staff costs		5,147,353	-	67,835	5,215,188
Other direct costs		963,832	-	63,056	1,026,888
Support costs	6	370,868	-	-	370,868
Total	5	6,482,053	-	130,891	6,612,944
Reconciliation of funds					
Net income for the year		356,559	-	(915)	355,644
Transfers between funds		(320,915)	320,000	915	-
Net income after transfers		35,644	320,000	-	355,644
Surplus on revaluation of property		751,390	-	971,876	1,723,266
Net income after revaluation surplus		787,034	320,000	971,876	2,078,910

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2022

11. Tangible fixed assets

	Property £	Equipment £	Motor Vehicles £	Total £
Cost or valuation				
At 31 March 2021	3,529,889	307,052	63,136	3,900,077
Additions	539,968	43,140		583,108
Revaluation	-			
Disposals	(650,000)	(46,388)	(37,611)	(733,999)
At 31 March 2022	3,419,857	303,804	25,525	3,749,186
Depreciation				
At 31 March 2021	185,439	183,359	46,882	415,680
Charge for year	24,209	40,480	4,064	68,753
Revaluation				
Disposals	(4,160)	(37,656)	(35,683)	(77,499)
At 31 March 2022	205,488	186,183	15,263	406,934
Net book amount				
At 31 March 2022	3,214,369	117,621	10,262	3,342,252
At 31 March 2021	3,344,450	123,693	16,254	3,484,397

Property is included in the accounts at a valuation and was valued by the Trustees on 31 March 2021 using their knowledge of the property market, estate agent valuations and other valuation tools.

The valuation adjustment arising in the previous year was £1,723,266.

If property had not been revalued it would be included in the accounts at an historic cost of £2,013,952 (2021: £2,089,621), accumulated depreciation of £432,645 (2021: £547,679) and a net book value of £1,581,307 (2021: £1,541,942). Until 31 March 2020 the depreciation policy was 2% straight line on cost, which would have given rise to a depreciation charge on the historic cost of £40,279 (2021: £41,792).

12. Bank and cash

The charity holds several bank accounts in trust on behalf of service users. These accounts are not included in the financial statements as they are not the charity's assets.

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2022

13. Debtors

	2022	2021
	£	£
Trade debtors	625,940	468,953
Other debtors	10,387	11,532
Prepayments and accrued income	76,451	62,436
	712,778	542,921

14. Creditors - Amounts falling due within one year

	2022	2021
	£	£
Bank loans and overdrafts	11,928	9,393
Trade creditors	66,417	83,250
Other creditors	377,958	370,330
Taxation and social security	143,025	132,640
Accruals and deferred income	32,197	24,843
	631,525	620,456

15. Creditors - Amounts falling due after more than one year

	2022	2021
	£	£
Bank loan	49,823	60,723
	49,823	60,723

Havencare Homes and Support Limited

Notes to the Financial Statements

Year Ended 31 March 2022

The bank loan is repayable by instalments as follows:

	2022	2021
	£	£
Within 1 year	11,925	9,393
2-5 years	47,712	37,571
More than 5 years	2,114	23,152
	<u>61,751</u>	<u>70,116</u>

16. Secured debts

	2022	2021
	£	£
Bank loan	<u>61,751</u>	<u>70,116</u>

The bank loan is secured by way of a fixed charge over the property to which it relates.

17. Company status

The company is limited by guarantee with no share capital and is a registered charity. The registered office is in England.

18. Operating lease commitments

The Charity is committed to paying the following annual rentals under non-cancellable operating leases.

	2022		2021	
	Land and buildings	Other	Land and buildings	Other
	£	£	£	£
On leases expiring:				
Within one year	44,440	1,053	44,440	1,053
Between two and five years	144,550	-	163,990	-
After five years	16,667	-	41,667	-
	<u>205,657</u>	<u>1,053</u>	<u>250,097</u>	<u>1,053</u>

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2022

19. Movement in funds

	Unrestricted	Designated	Restricted	Total
	£	£	£	£
At 1 April 2021	2,552,511	580,000	1,414,370	4,546,881
Incoming resources	7,176,169	-	240,166	7,416,335
Resources expended	(6,995,713)	-	(304,401)	(7,300,114)
Transfers	(121,240)	80,000	41,240	-
Net increase/(decrease) in funds	<u>59,216</u>	<u>80,000</u>	<u>(22,995)</u>	<u>116,221</u>
At 31 March 2022	<u>2,611,727</u>	<u>660,000</u>	<u>1,391,375</u>	<u>4,663,102</u>
Represented by:				
Fixed assets	1,950,877	-	1,391,375	3,342,252
Debtors	712,778	-	-	712,778
Cash at bank and in hand	629,420	660,000	-	1,289,420
Creditors due within one year	(631,525)	-	-	(631,525)
Creditors due after more than one year	(49,823)	-	-	(49,823)
	<u>2,611,727</u>	<u>660,000</u>	<u>1,391,375</u>	<u>4,663,102</u>

Havencare Homes and Support Limited

Notes to the Financial Statements

Year Ended 31 March 2022

Comparatives for movement in funds

	Unrestricted	Designated	Restricted	Total
	£	£	£	£
At 1 April 2020	1,765,477	260,000	442,494	2,467,971
Incoming resources	6,838,612	-	129,976	6,968,588
Resources expended	(6,482,053)	-	(130,891)	(6,612,944)
Transfers	(320,915)	320,000	915	-
Gain on revaluation	751,390	-	971,876	1,723,266
Net increase/(decrease) in funds	787,034	320,000	971,876	2,078,910
At 31 March 2021	2,552,511	580,000	1,414,370	4,546,881

Represented by:

Fixed assets	2,070,027	-	1,414,370	3,484,397
Debtors	542,921	-	-	542,921
Cash at bank and in hand	620,742	580,000	-	1,200,742
Creditors due within one year	(620,456)	-	-	(620,456)
Creditors due after more than one year	(60,723)	-	-	(60,723)
	2,552,511	580,000	1,414,370	4,546,881

Havencare Homes and Support Limited

Notes to the Financial Statements

Year Ended 31 March 2022

Current year 12 months and prior year 12 months combined movement in funds

	Unrestricted	Designated	Restricted	Total
	£	£	£	£
At 1 April 2020	1,765,477	260,000	442,494	2,467,971
Incoming resources	14,014,781	-	370,142	14,384,923
Resources expended	(13,477,766)	-	(435,292)	(13,913,058)
Transfers	(442,155)	400,000	42,155	-
Gain on revaluation	751,390	-	971,876	1,723,266
Net increase/(decrease) in funds				
At 31 March 2022	2,611,727	660,000	1,391,375	4,663,102

Purposes of funds

Within designated funds, the trustees have set aside the sum of £660,000 in order to purchase new property.

The restricted fund represents the book value of property that is subject to a legal charge in favour of NHS England, under a capital grant agreement.

20. Related party transactions

The remuneration comprising salaries and employer pension contributions paid to Key Management Personnel comprising four (2021: four) individuals in the year was £188,539 (2021: £177,755).

Havencare Homes and Support Limited

England & Wales - Charity number 299901

Accounts



Supporting people with learning disabilities and autism

TRUSTEES ANNUAL REPORT

2021

Trustees Annual Report and Financial Statements
Year Ending 31st March 2021

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Chairman’s Report

The Havencare Board of Trustees works to serve and protect the people we support by ensuring that the organisation is run in a safe and financially sustainable way. As Trustees our mandate is to govern the strategic direction of the Charity, maintain the integrity and transparency of our standards of support, employment, and financial reporting, and ensuring that we are compliant with applicable laws and regulations.

2021 Annual Report from the Chair – Havencare Homes and Support Limited

2020 to 2021 has been dominated by the “C-word”. COVID-19 has brought unprecedented challenges to our sector, and the resolve of our workforce and the resilience of the people we connect with has been humbling to see. Through 2020-2021, Havencare did not see any outbreaks from transmission in services and only had a handful of individual staff cases. However, the workload increase was extraordinary –new policies, absences from isolation, testing, PPE, vaccines, and administration. Havencare’s Trustees join our CEO, Phil Morris, in paying an unreserved tribute to the sacrifices and diligence of our staff, the people we support and to their respective families, to help keep people safe and well.

Havencare’s drive for growth, security and sustainability has not rested. We are proud to have completed a merger with a specialist housing charity Brook Housing Limited, to become Havencare Homes and Support Limited. We have achieved a surplus that builds our reserves and the merger bringing owned properties has grown our total reserves.

This provides an exciting platform for future growth, including investment in people’s homes. There is such a shortage of bespoke homes for people with learning disabilities and autism and Havencare will try to play a small role in addressing this gap in the localities we work in. We will invest in people’s homes and work with landlords on sustainable agreements to develop our portfolio. However, we must continue to move with caution as the indirect longer-term cost of the COVID-19 Pandemic and Brexit on critical things like recruitment and retention of staff is likely to be realised next year.

Our Plymouth and Cornwall provisions continue to grow and develop. We continue to drive Positive Behaviour Support as the right values-based model of delivery for people with learning disabilities and autism. As we have come to expect, there were many incredible outcomes reported this year, including people learning new skills, gaining new independence, and achieving lifegoals.

The merger has given us chance to review our progress against our strategy and think about our longer-term plans. Our new strategic aims are: Provide Specialist Homes; Provide Outstanding Support; Be an Employer of Choice; Be a Leader in Learning. To achieve all this, Havencare will continue to invest in our people, places, and practice.

Thank you to my fellow Trustees, all our staff, the people we support, their friends and families and to our partners, who together, make Havencare such a special charity to serve.

Stephen Reynolds

Stephen Reynolds
Chair of the Board of Trustees

Objectives & Activities

Objects of the Charity

To benefit the public by the provision of relief to those in need by reason of any form of disability primarily but not exclusively learning, sensory disability or mental illness, this relief being provided by all forms of support to enable them to live the lives they choose and in particular by support in the home, by support in the community and the work place, and by the provision of residential accommodation and in particular but not exclusively those persons living within the South West of England.

Vision

“A world where people with learning disabilities and autism are able to live their lives through opportunity and choice.”

Mission

“Supporting individual journeys that empower the person to realise their potential and direct their own life.”

Values

Our values are simple and clear and will transform culture. They flow through every decision we make and every action we take.

Transparency – “trust is built on telling the truth”

Engagement – “treat people like they make a difference, and they will”

Quality – “don’t just do it, do it well”

Havencare's Key Performance Indicators 2018-2021

Our strategic drives were measured and reported on against the following **8 Key Performance Indicators**:

Survive & Thrive

1. Respond to sector challenges with resourcefulness to assure the future of Havencare: Survive
2. Stabilise finances with effective resourcing and grow our services, achieving 5% surplus: Thrive

Be Outstanding

3. Achieve CQC rating of Outstanding in our registered services

Attract, Retain & Engage People

4. Attract people; with a less than 10% job vacancy rate
5. Retain our valued people; with a retention rate of 80%
6. Engage our people; shown by a NPS of 60

Have Presence & Impact

7. Win awards, raise awareness, be active in networks, develop volunteers and speak up for our people
8. Achieve outcomes with people through outstanding Practice Leadership

Activities > from April 2020 to March 2021

Havencare Homes and Support Limited (formerly Havencare (South West) Limited) is registered with the Care Quality Commission (CQC) for Domiciliary Care and Residential Care. Our stated specialisms are:

Learning disabilities; Personal care; Caring for adults under 65yrs; Caring for adults over 65yrs; Mental health conditions; Accommodation for persons who require nursing or personal care, learning disabilities.

+ **Support (Plymouth, Cornwall, Devon & Torbay)**

During this year, Havencare directly supported 98 people across the South West.

The support Havencare offered this year ranged from 24/7 care and support, to a few hours of enabling support to achieve specific independence or skill development outcomes.

Havencare use various models to best support individuals in their communities. These include residential homes, supported living in the community (people who rent or own their own homes), extra-care housing (sometimes called supported housing) where usually shared support is on-site, and enabling support where people are helped for a few hours per week to achieve specific independence outcomes.

Havencare also deliver a supported lifestyles model across 3 services in Cornwall. This innovative combined approach offers "core background support" from a "support hub" in close reach of people's homes. This approach also utilises assistive technology to maximise independence and reduce restrictions, whilst also providing essential contact support needs such as personal care and keeping people safe. This core background support is then

complimented with “personalised outcomes-focused support” where each person is supported one-to-one to achieve their own outcomes.

+ **Homes (Plymouth, Devon & Torbay)**

During this year, Havencare Homes worked with 45 tenants across 29 properties that are either owned by Havencare, leased, or on a Company Let arrangements across 11 landlord/letting agent partners. Havencare directly supports 36 of these 45 tenants and works with other providers who directly support the remaining 9 tenants.

+ **Learning & Development**

Havencare continues to invest in workforce development, including leadership development and innovation, focusing on being a leader in Positive Behaviour Support.

.....

Achievements & Performance

Performance Against Strategic Objectives

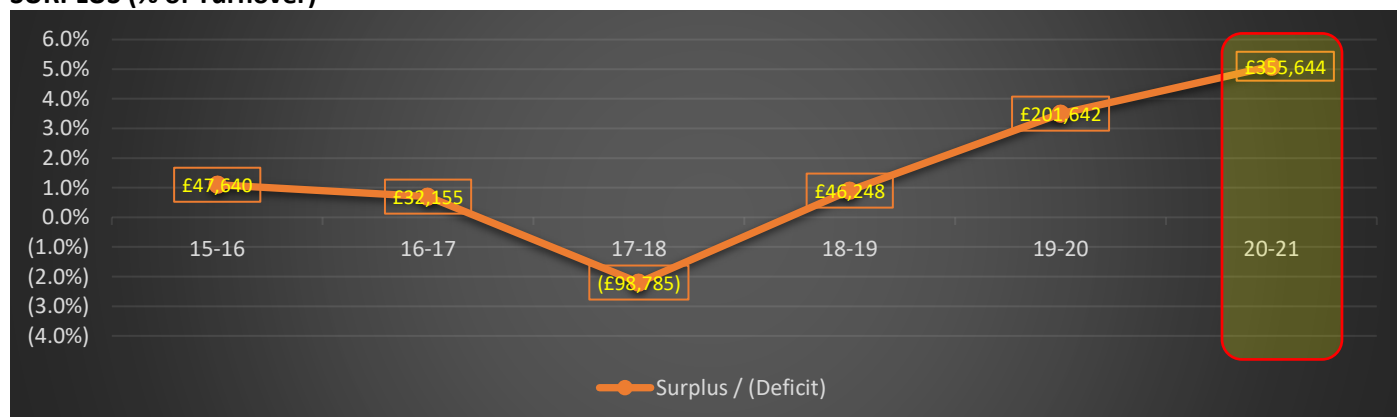
Survive & Thrive

1. Respond to sector challenges with resourcefulness to assure the future of Havencare: Survive
2. Stabilise finances with effective resourcing and grow our services, achieving 5% surplus: Thrive

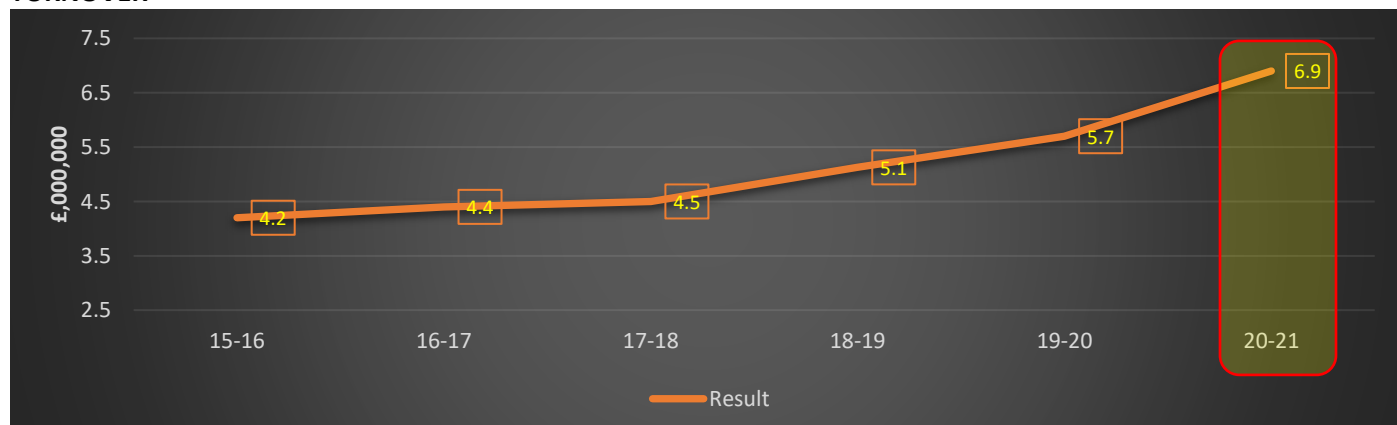
1. Havencare achieved a £356k surplus. This is an outstanding result and continues to strengthen our reserves position after the challenges of 2013-2015 and 2017-2018, and the impending difficulties COVID-19 and Brexit may bring. With continued growth the merger strengthening our Balance Sheet, the future is exciting.
2. We achieved a surplus of 5.1% of turnover. Havencare is supporting 98 people with learning disabilities and autism in the community across the South West, from Penzance to Dawlish. This is 7 more people than we supported last year and 42 more people than we supported in 2017-2018. We are proud to be continuing to reach more people.

The following figures shows financial achievements of 2020-2021 against the performance of previous years:

SURPLUS (% of Turnover)



TURNOVER



Be Outstanding

3. Achieve CQC rating of Outstanding in our registered services

3. We achieved an overall “Good” rating in Botchill House from an inspection in August 2019.

Due to COVID-19, no inspections were carried out in 2020. The following remains the most recent inspection ratings:

Service	Inspection Report Date	Current Rating					
		Safe	Effective	Responsive	Well-Led	Caring	OVERALL
Supported Living Plymouth & Devon	01/02/2019	Good	Good	Good	Good	★ Outstanding	<u>GOOD</u>
Supported Living Cornwall	03/03/2018	Good	Good	Good	Good	Good	<u>GOOD</u>
Deanbrook	22/05/2018	Good	Good	Good	Good	Good	<u>GOOD</u>
Botchill House	30/08/2019	Good	Good	Good	Good	Good	<u>GOOD</u>
The Firs	31/10/2018	Good	Good	Good	Good	Good	<u>GOOD</u>

Attract, Retain & Engage People

4. **Attract people; with a less than 10% job vacancy rate**
 5. **Retain our valued people; with a retention rate of 80%**
 6. **Engage our people; shown by a NPS of 60**

4. Havencare achieved a Job Vacancy Rate of 7% in 2020-2021.

*[Job Vacancy Rate = number of job vacancies / (number of occupied posts + number of job vacancies) * 100]*

This is a 1% improvement on 2019-2020, although we anticipate a significant increase in vacancies due to the continuing impact of COVID-19 and Brexit next year.

5. Havencare achieved a retention rate of 70%.

*[Employee Retention Rate = (total employees – employees that left) / total employees * 100]*

This is 4% better than 2019-2020 and exceeds sector averages, although not quite reaching the aspirational 80%

6. Havencare achieved a combined (people we support, their families, and our staff) NPS of 57.

[Net promoter score (NPS) = see figures below]

This is ‘Great’. This result continues our improving trend over 3 years, and we want to keep working towards achieving ‘Excellent’.

Have Presence & Impact

7. **Win awards, raise awareness, be active in networks, develop volunteers and speak up for our people**
 8. **Achieve outcomes with people through outstanding Practice Leadership**

7. Phil Morris, Havencare’s CEO continued in his role as the Chairperson of the Board of Trustees for the Association for Real Change (ARC UK – a membership body for Learning Disability Providers across the 4 UK Countries). This has enabled Phil to represent Havencare in national networks and widen our influence on national issues such as responding to and providing guidance during COVID-19 pandemic. Registered Managers have been active in local networks including provider forums, and the Director of Support has engaged in a Test for Change working group to develop commissioning strategies for people in secure hospitals needing to come home to bespoke community support.

8. So many incredible outcomes were achieved by the people we support. The following is just one example:

Nigel recruited his support worker

“I was involved in putting the advert out for my support staff. My Practice Leader filmed a clip of me talking about myself to go with the advert so people can meet me and know what I like. I was involved and present at the interview stage. I made my own decision and chose the person I wished to be my 1-1 support. I have wanted to learn to ride a moped for many years but have not had the support needed. I am very excited to be able to do this.”

Nigel’s feedback on his new support worker - Sarah

“I feel we are working well together; she knows her job well. My flat is not like a bomb has hit it; everything is in the right place clearer like a home. The best thing I have done is ride a moped. I’ve enjoyed everything I’ve done so far, and I am pleased I chose Sarah as she is good for me.”

Getting ready for the interviews:



Moped lesson:



Sorting his kitchen and home:



Financial Review

Investment Policy

The Board of Trustees has a duty to consider various forms of investment for any surplus funds, held from time to time, above the total of the reserves policy.

The Trustees ensure that any surplus funds are invested to:

1. achieve a return so they can further the Charity’s aims
2. directly further the Charity’s aims with programme related investment

This investment policy is achieved by Trustees sustaining a risk appetite to invest surplus to reserves policy in:

1. People
2. Places
3. Practice

The Trustees will not authorise any investment that conflicts with the Charity’s aims or ethos. The Trustees will seek appropriate professional advice prior to making investment decisions.

No investments outside of short-term cash savings were made in this reporting year due to the requirement of building unrestricted reserves to the minimum level outlined in the reserves policy.

Reserves Policy

The Board of Trustees review the value of reserves retained in the form of investments, assets, cash and cash equivalents not held for restricted purposes. The Board consider the charity’s exposure to major risks in terms of their likely impact on income sources and planned expenditure, in the short to medium term, as well as assessing the best way to manage such risks.

The reserves policy is calculated as follows:

- Total Reserves: Three months of all operating costs
- Cash Reserves: One month of all operating costs

Holding these reserves is essential to the sustainability of Havencare and the ability to be responsive and effective in times of risk and crisis.

Under this formula a minimum Total Reserves of £1.7m is required to be held at 31st March 2021. Total reserves were built to £2.5m as at 31st March 2021, largely due to revaluation of property transferred on merger with Brook Housing.

Financial Results

At year ending 31st March 2021, Havencare achieved a surplus of £355,644. Havencare has continued the positive trend of rebuilding reserves and creating a platform to continue our progress. This is a remarkable testament to Havencare’s resilience and ability to survive and thrive under the most challenging of circumstances.

Risk Review

The Trustees have examined the major internal and external risks that the charity face and a risk register is in place. Systems are in place to monitor and control these risks and to mitigate any impact that they may have on the Charity in the future. The business risk register documents the likelihood and potential impact (severity) of any organisational risks. The robust Business Continuity Plan details planned actions in the event of a significant disruption to operational delivery.

The significant risks facing Havencare in 2021, at the time of writing, are:

- the impact and uncertainty of the COVID-19 pandemic
- the indirect impact of Brexit
- the future (long-term) sustainability of residential service, Botchill House
- the long-term funding position for Social Care

Plans for Future Periods

2021-2024

Over the next 3 years Havencare embark on a new strategy to:

- Provide Specialist Homes
- Provide Outstanding Support
- Be an Employer of Choice
- Be a Leader in Learning

To help achieve this, Havencare will cautiously invest surplus to reserves policy statements in 3 P's: People, Places, and Practice.

In 2021-2022, Havencare will continue to manage emergence from the COVID-19 pandemic and all its lasting consequences. We will focus on attracting, retaining, and engaging our workforce in ever-more challenging circumstances.

We will develop our “Homes” division separately to our “Support” division with new policies procedures and processes as a framework to become a Registered Housing Provider. We will engage with Housing Benefits office to gain funding for intensive housing management for all the work currently undertaken at Havencare’s cost.

We will close and sell Botchill House, our largest and oldest residential service and invest in new homes in the community for the people who currently live at Botchill. This enables people to have their own home, their own tenancies and choose who they live with. We will continue to engage commissioners in Devon in this process and hope that they support this opportunity for people to have a better life.

Havencare Homes and Support continues to make bold choices to challenge the status quo. As every challenge in society is exacerbated in social care, we will continue to stand up and shout loud for the benefit of people that we support.



Phil Morris, CEO

Structure, Governance & Management

Governing Document

The charity is a charitable company limited by guarantee, governed by a Memorandum and Articles of Association. The Articles were last updated on 12 May 2015 by special resolution. The Charity is also registered with the Charity Commission. Its members are Directors, each of whom agrees to pay an amount of up to £100 in the event of the charity winding up. If assets remain after the company has been wound up, these will be distributed to other charities with similar objectives within the former Plymouth Health Authority.

Company Name

On 16th May 2020 under the Companies Act 2006 Havencare (South West) Limited changed its name to **Havencare Homes and Support Limited**. This change of name was in response to a merger with fellow charity Brook Housing Limited and the Trustees felt the name change clearly reflects the Charity's activities.

Trustee Recruitment, Appointment and Election

The Constitution provides for a minimum of 3 and a maximum of 10 trustees, of which a third retire annually. Trustees are elected to the Board at the AGM. Potential candidates for the Trustee Board are introduced to the company and inducted by the Chief Executive, which includes visiting all the homes, meeting managers and people supported. Trustees receive a job description and a copy of the Charity Commission Guide 'The Essential Trustee'.

Organisation

Overall responsibility for the management of the Charity is vested in the Trustees who, by reason of incorporation of the Charity, are Directors of the Company. The names of the Directors are set out in **page 13**: "Reference and Administrative Details". The Memorandum of Association precludes the Trustees (non-executive Directors) from receiving remuneration or benefits as a result of their being trustees or directors.

Phil Morris as Chief Executive Officer (CEO) and Company Secretary, reports to Steve Reynolds, the Chair of Trustees and the wider Board of Trustees. Angela Martin, Director of Support (Nominated Individual for CQC); Emma Glover, Director of Business and Finance; Emma Greaves, Housing Manager; and Lisa Halliday, HR Business Partner; are the Executive Leadership Team who report directly to the CEO.

Related Party

Havencare Homes and Support Limited signed a merger agreement with Brook Housing Limited on the 9th April 2020 effective from 1st April 2020. In the previous reporting period, Brook Housing Limited owned the properties that Havencare used for residential care provision. Rent was charged by Brook Housing on these properties together with maintenance and other services. Havencare charged Brook Housing for administrative services.

From 1st April 2020 both previous organisations are accounted for under Havencare Homes and Support Limited's accounts.

Reference & Administrative Details

Charity Name

Havencare Homes and Support Limited
...also referred to as 'Havencare'

Charity Number

299901

Company Number

2198233

Company Address

Havencare Homes and Support Limited
10-12 Union Street
Plymouth
PL1 2SR

Trustees

Stephen Reynolds	-	Chair
Kathleen Cuthbert		
Neil Moorman	-	Treasurer
Caroline Cassidy		
Nicholas Holman	-	appointed 9 th April 2020
David May	-	resigned 16 th February 2021

Executives (*and Leadership Team*)

Philip Morris	-	Chief Executive (& Company Secretary)
Angela Martin	-	Director of Support (CQC Nominated Individual)
Emma Glover	-	Director of Business and Finance
<i>Emma Greaves</i>	-	<i>Housing Manager</i>
<i>Lisa Halliday</i>	-	<i>HR Business Partner</i>

Auditors

Lang Bennetts Audit Limited
The Old Carriage Works
Moresk Road
Truro
TR1 1DG

Bankers

Barclays Bank Plc
20 Lemon Street
Truro
TR1 2NB

Havencare Homes and Support Limited

Statement of Trustees' Responsibilities

Year Ended 31 March 2021

Statement of Trustees' Responsibilities

Law applicable to Charities in England requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing financial statements giving a true and fair view, the Trustees should follow best practice and:

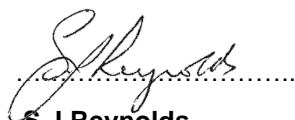
- select suitable accounting policies and then apply them consistently;
- make judgements that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue its operations.

The trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with applicable Law. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud or other irregularities.

In so far as the officers are aware:

- there is no relevant audit information of which the company's auditor is unaware; and
- the officers 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.

Approved by the Board on 14/10/2021 and signed on its behalf by:



S J Reynolds

Chairman



C Cassidy

Trustee

Report of the Independent Auditors to the Members of Havencare Homes and Support Limited

Opinion

We have audited the financial statements of Havencare Homes and Support Limited (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its result, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Report of the Independent Auditors to the Members of Havencare Homes and Support Limited

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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Report of the Independent Auditors to the Members of Havencare Homes and Support Limited

Our responsibilities for the audit of the financial statements

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

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

We obtained an understanding of the legal and regulatory frameworks that are applicable to the group and determined that the most significant are those that relate to health and safety, employment matters and laws and regulations specific to the sector in which the charity operates.

We assessed the risks of material misstatement in respect of fraud as follows:

- we made enquiries of the trustees and management of any non-compliance of laws and regulations, potential litigation and claims or any knowledge of actual, suspected or alleged fraud.
- we reviewed the charity's risk register and minutes of trustee meetings.
- we considered the adequacy of insurance cover.
- we reviewed the operation of controls in relation to local authority grants relating to Coronavirus measures.
- we reviewed information in relation to key operating compliance matters including a review of reports from the regulatory body.
- we considered the risk of fraud through management override.

Based on the results of our risk assessment, we designed our audit procedures to identify and to address material misstatements in relation to fraud, as follows:

- we reviewed legal fees to identify any potential non-compliance with laws and regulations.
- we reviewed the minutes of trustee meetings to identify any significant matters arising.
- we reviewed material manual journal entries for evidence of management override or fraud.
- we reviewed the operation of service user bank accounts.

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 Report of the Independent Auditors.

Report of the Independent Auditors to the Members of Havencare Homes and Support Limited

Use of our report

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



Jonathan Mashen
Senior Statutory Auditor
For and on behalf of Lang Bennetts Audit Limited
Statutory Auditors
The Old Carriage Works
Moresk Road
TRURO
Cornwall
TR1 1DG

Date: 20/10/2021

Havencare Homes and Support Limited

Statement of Financial Activities

(Incorporating Income and Expenditure Account & Statement of Recognised Gains & Losses)

Year Ended 31 March 2021

	Notes	Unrestricted Funds £	Designated funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Income from:						
Charitable activities	2	6,713,324	-	-	6,713,324	5,903,162
Investments	3	449	-	-	449	906
Other income	4	124,839	-	129,976	254,815	10,864
Total		6,838,612	-	129,976	6,968,588	5,914,932
Expenditure on:						
Charitable activities:						
Direct staff costs		5,147,353	-	67,835	5,215,188	4,552,315
Other direct costs		963,832	-	63,056	1,026,888	846,603
Support costs	6	370,868	-	-	370,868	366,146
Total	5	6,482,053	-	130,891	6,612,944	5,765,064
Reconciliation of funds						
Net income for the year		356,559	-	(915)	355,644	149,868
Transfers between funds		(320,915)	320,000	915	-	-
Net income after transfers		35,644	320,000	-	355,644	149,868
Surplus on revaluation of property		751,390	-	971,876	1,723,266	-
Net income after revaluation surplus		787,034	320,000	971,876	2,078,910	149,868
Total funds brought forward		1,765,477	260,000	442,494	2,467,971	2,318,103
Total funds carried forward		2,552,511	580,000	1,414,370	4,546,881	2,467,971

Havencare Homes and Support Limited

Balance Sheet

Company Number 2198233

At 31 March 2021

	Notes	2021 £	2020 £
Fixed assets			
Tangible assets	10	3,484,397	1,715,753
Current assets			
Cash at bank and in hand	11	1,200,742	681,640
Debtors	12	542,921	583,366
		1,743,663	1,265,006
Creditors			
Amounts falling due within one year	13	620,456	444,498
		1,123,207	820,508
Net current assets			
Creditors: Amounts falling due after more than one year	14	60,723	68,290
Net assets		4,546,881	2,467,971
The funds of the charity			
Unrestricted funds		2,552,511	1,765,477
Designated funds		580,000	260,000
Restricted funds		1,414,370	442,494
Total charity funds	18	4,546,881	2,467,971

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

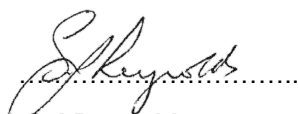
Havencare Homes and Support Limited

Balance Sheet

Company Number 2198233

At 31 March 2021

The financial statements on pages 20 to 35 were approved by the trustees on 14/10/2021
and were signed on its behalf by:



S J Reynolds

Chairman



C Cassidy

Trustee

Havencare Homes and Support Limited

Cash Flow Statement

Year ended 31 March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	<u>636,853</u>	<u>558,938</u>
Net cash provided by (used in) operating activities		<u>636,853</u>	<u>558,938</u>
Cashflows from investing activities			
Purchase of tangible fixed assets		(111,202)	(39,179)
Sale of tangible fixed assets		445	5,133
Interest received		<u>449</u>	<u>906</u>
Net cash provided by (used in) investing activities		<u>(110,308)</u>	<u>(33,140)</u>
Cashflows from financing activities			
Repayment of bank loan		<u>(7,443)</u>	<u>(8,787)</u>
Net cash provided by (used in) financing activities		<u>(7,443)</u>	<u>(8,787)</u>
Change in cash and cash equivalents in the reporting period		519,102	517,011
Cash and cash equivalents at the beginning of the reporting period	2	<u>681,640</u>	<u>164,629</u>
Cash and cash equivalents at the end of the reporting period	2	<u>1,200,742</u>	<u>681,640</u>

Havencare Homes and Support Limited

Notes to the Cash Flow Statement

Year ended 31 March 2021

	2021	2020
	£	£
1. Reconciliation of net income to net cash flow from operating activities		
Net income for the reporting period (as per the statement of financial activities)	2,078,910	149,868
Adjustments for:		
Depreciation charges	62,394	82,599
Revaluation of property	(1,723,266)	-
Loss on sale of fixed asset	2,982	7,167
Interest received	(449)	(906)
Decrease in debtors	40,445	166,296
Increase in creditors	175,837	153,914
	<hr/>	<hr/>
Net cash provided by (used in) operating activities	<u>636,853</u>	<u>558,938</u>
2. Analysis of cash and cash equivalents		
	2021	2020
	£	£
Cash at bank and in hand	<u>1,200,742</u>	<u>681,640</u>
Total cash and cash equivalents	<u>1,200,742</u>	<u>681,640</u>

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2021

Accounting policies

Basis of preparation

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

This represents supplementation, fees receivable and supporting people income. Income is accounted for on an accruals basis.

Expenditure

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any non-recoverable VAT.

Operating leases

Operating leases are accounted for according to the period to which the payments relate.

Governance costs

Governance costs have all been allocated to charitable activities as the amount attributable to governance is insignificant to the charity as a whole.

Tangible fixed assets

The cost of tangible fixed assets is their purchase cost, together with any incidental expenses of acquisition.

The charity's policy is to depreciate the cost of an asset less its residual value over the useful economic life of that asset, using the following rates:

Leasehold improvements	50% straight line
Office leasehold improvements	Over the length of the lease, 10 years
Freehold property	2% straight line, after deducting the value of land and the residual value of property
Head office equipment	15% reducing balance
Computers and equipment	25% reducing balance
Motor vehicles	25% reducing balance

Funds

The charity has various types of funds for which it is responsible and which require separate disclosure. These are as follows:

Restricted Funds: Funds received which the donor earmarks for specific purposes. Such purposes are within the overall aims of the organisation.

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2021

Unrestricted Funds: Funds which are expendable at the discretion of the trustees in the furtherance of the objects of the charity.

Designated funds: Unrestricted funds set aside by the trustees for specific purposes.

True and Fair Override: Following the merger between Brook Housing and Havencare Homes and Support Limited, for the overriding purpose of showing a true and fair view, merger accounting has been applied as outlined in the notes to the accounts.

1. Net income for the year

Net income for the year is after charging:

	2021	2020
	£	£
Depreciation of owned assets	62,397	82,401
Loss on disposal of fixed assets	3,428	7,167
Auditors' remuneration for:		
Audit services	10,286	10,286
Non-audit services		

2. Income from charitable activities

	2021	2020
	£	£
Fees receivable	6,429,191	5,673,900
Private fees	-	1,904
Training	2,038	5,007
Rents	218,544	184,021
Other	63,551	38,330
	6,713,324	5,903,162

3. Income from investments

	2021	2020
	£	£
Interest receivable and similar income	449	906

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2021

4. Other income

			2021	2020
	Unrestricted funds	Restricted funds	Total	Total
	£	£	£	£
Sundry other income	124,839	129,976	254,815	10,864

5. Expenditure

			2021	2020
	Unrestricted funds	Restricted funds	Total	Total
	£	£	£	£
Direct staff costs	5,147,353	67,835	5,215,188	4,552,315
Support costs	370,868	-	370,868	350,446
Depreciation and asset disposals	65,825	-	65,825	90,202
Other staffing costs	95,275	11,813	107,087	101,133
Administration costs	55,885	-	55,885	50,000
General running costs	121,240	20,115	141,355	96,261
Professional fees & subscriptions	132,048	4,043	136,091	97,178
Bad debts	460	-	460	43,999
Property costs	490,927	27,085	518,011	380,438
Loan interest	3,164	-	3,164	3,092
	6,482,053	130,891	6,612,944	5,765,064

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2021

Staff costs

The aggregate payroll costs were as follows:

	Charitable activities 2021 £	Support costs 2021 £	Total 2021 £	Total 2020 £
Wages and salaries	4,636,776	326,186	4,962,962	4,168,043
Social security	365,773	31,417	397,190	332,549
Pension costs	80,066	13,265	93,331	72,730
	5,082,615	370,868	5,453,483	4,573,322

The charity is prohibited by its constitution from paying any salaries, remuneration or benefits in money or monies worth to its trustees or any dividends, bonus or share of profits to its members. No expenses have been reimbursed to trustees during the year.

No employees earned more than £60,000.

The average number of full and part time employees during the year was as follows:

	2021	2020
Care and support staff	241	192
Administration	16	12
Maintenance	-	1
Total staff	257	205

6. Support costs

	2021 £	2020 £
Support staff costs	370,869	333,404
Other administrative expenses	-	17,042
Total support costs	370,869	350,446

7. Taxation

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

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2021

8. Pension scheme

The charity pays into a defined contribution pension scheme. Amounts are charged to the Statement of Financial Activities as they are incurred.

9. Comparatives for the Statement of Financial Activities

	Notes	Unrestricted Funds £	Designated funds £	Restricted Funds £	Total Funds 2020 £
Income from:					
Charitable activities	2	5,903,162	-	-	5,903,162
Investments	3	906	-	-	906
Other income	4	10,864	-	-	10,864
Total		5,914,932	-	-	5,914,932
Expenditure on:					
Charitable activities:					
Direct staff costs		4,552,315	-	-	4,552,315
Other direct costs		833,764	-	12,839	846,603
Support costs		366,146	-	-	366,146
Total	5	5,752,225	-	12,839	5,765,064
Reconciliation of funds					
Net income for the year		162,707	-	(12,839)	149,868
Transfers		(10,000)	10,000	-	-
Total funds brought forward		1,612,970	250,000	455,133	2,318,103
Total funds carried forward		1,765,677	260,000	442,294	2,467,971

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2021

10. Tangible fixed assets

	Property £	Equipment £	Motor Vehicles £	Total £
Cost or valuation				
At 31 March 2020	2,285,855	252,517	50,011	2,588,383
Additions	26,655	71,392	13,125	111,172
Revaluation	1,217,379	-	-	1,217,379
Disposals		(16,887)	-	(16,887)
At 31 March 2021	3,529,889	307,052	63,136	3,900,077
Depreciation				
At 31 March 2020	670,436	160,731	41,463	872,630
Charge for year	20,890	36,088	5,419	62,397
Revaluation	(505,887)	-	-	(505,887)
Disposals	-	(13,460)	-	(13,460)
At 31 March 2021	185,439	183,359	46,882	415,680
Net book amount				
At 31 March 2021	3,344,450	123,693	16,254	3,484,397
At 31 March 2020	1,615,419	91,786	8,548	1,715,753

Property is included in the accounts at a valuation and was valued by the Trustees on 31 March 2021 using their knowledge of the property market, estate agent valuations and other valuation tools.

The valuation adjustment arising in the year was £1,723,266.

If property had not been revalued it would be included in the accounts at an historic cost of £2,089,621, accumulated depreciation of £547,679 and a net book value of £1,541,942. Until 31 March 2020 the depreciation policy was 2% straight line on cost, which would have given rise to a depreciation charge on the historic cost of £41,792.

11. Bank and cash

The charity holds several bank accounts in trust on behalf of service users. These accounts are not included in the financial statements as they are not the charity's assets.

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2021

12. Debtors

	2021	2020
	£	£
Trade debtors	468,953	487,524
Other debtors	11,532	31,564
Prepayments and accrued income	62,436	64,278
	542,921	583,366

13. Creditors - Amounts falling due within one year

	2021	2020
	£	£
Bank loans and overdrafts	9,393	9,272
Trade creditors	83,250	53,308
Other creditors	370,330	254,500
Taxation and social security	132,640	88,128
Accruals and deferred income	24,843	39,290
	620,456	444,498

14. Creditors - Amounts falling due after more than one year

	2021	2020
	£	£
Bank loan	60,723	68,290
	60,723	68,290

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2021

The bank loan is repayable by instalments as follows:

	2021	2020
	£	£
Within 1 year	9,393	9,272
2-5 years	37,571	41,059
More than 5 years	23,152	27,231
	<u>70,116</u>	<u>77,562</u>

15. Secured debts

	2021	2020
	£	£
Bank loan	<u>70,116</u>	<u>77,562</u>

The bank loan is secured by way of a fixed charge over the property to which it relates.

16. Company status

The company is limited by guarantee with no share capital and is a registered charity. The registered office is in England.

17. Operating lease commitments

The Charity is committed to paying the following annual rentals under non-cancellable operating leases.

	2021		2020	
	Land and buildings	Other	Land and buildings	Other
	£	£	£	£
On leases expiring:				
Within one year	25,000	1,053	25,000	1,053
Between two and five years	100,000	-	100,000	-
After five years	41,667	-	66,667	-
	<u>166,667</u>	<u>1,053</u>	<u>191,667</u>	<u>1,053</u>

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2021

18. Movement in funds

	Unrestricted	Designated	Restricted	Total
	£	£	£	£
At 1 April 2020	1,765,477	260,000	442,494	2,467,971
Incoming resources	6,838,612	-	129,976	6,968,588
Resources expended	(6,482,053)	-	(130,891)	(6,612,944)
Transfers	(320,915)	320,000	915	-
Gain on revaluation	751,390	-	971,876	1,723,266
Net increase/(decrease) in funds	787,034	320,000	971,876	2,078,910
At 31 March 2021	2,552,511	580,000	1,414,370	4,546,881

Represented by:

Fixed assets	2,070,027	-	1,414,370	3,484,397
Debtors	542,921	-	-	542,921
Cash at bank and in hand	620,742	580,000	-	1,200,742
Creditors due within one year	(620,456)	-	-	(620,456)
Creditors due after more than one year	(60,723)	-	-	(60,723)
	2,552,511	580,000	1,414,370	4,546,881

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2021

Comparatives for movement in funds

	Unrestricted	Designated	Restricted	Total
	£	£	£	£
At 1 April 2019	1,612,770	250,000	455,333	2,318,103
Incoming resources	5,914,932	-	-	5,914,932
Resources expended	(5,752,225)	-	(12,839)	(5,712,386)
Transfers	(10,000)	10,000	-	-
Net increase/(decrease) in funds	152,707	10,000	(12,839)	149,868
At 31 March 2020	1,765,477	260,000	442,494	2,467,971

Represented by:

Fixed assets	1,273,459	-	442,294	1,715,753
Debtors	357,951	225,415	-	583,366
Cash at bank and in hand	647,055	34,585	-	681,640
Creditors due within one year	(444,498)	-	-	(444,498)
Creditors due after more than one year	(68,290)	-	-	(68,290)
At 31 March 2020	1,765,677	260,000	442,294	2,467,971

Havencare Homes and Support Limited

Notes to the Financial Statements

Year ended 31 March 2021

Current year 12 months and prior year 12 months combined movement in funds

	Unrestricted	Designated	Restricted	Total
	£	£	£	£
At 1 April 2019	1,612,770	250,000	455,333	2,318,103
Incoming resources	12,753,544	-	129,976	12,883,520
Resources expended	(12,234,278)	-	(143,730)	(12,378,008)
Transfers	(330,915)	330,000	915	-
Gain on revaluation	751,390	-	971,876	1,723,266
Net increase/(decrease) in funds	939,541	330,000	959,237	2,228,778
At 31 March 2021	2,552,511	580,000	1,414,370	4,546,881

Purposes of funds

Previously a designated fund of £210,000 was set aside by the trustees for a new project within Devon and £50,000 was set aside funds in respect of the anticipated costs of the merger of Havencare Homes and Support Limited with Brook Housing Limited in the year 2020/21. These funds have now been spent and the trustees have set aside the sum of £580,000 in order to purchase new property.

19. Related party transactions

The remuneration comprising salaries and employer pension contributions paid to Key Management Personnel comprising four (2020: four) individuals in the year was £177,755 (2020: £167,060).

20. Post Balance Sheet Events

The legal completion of the transfer of certain property from Brook Housing did not take place until after the year end, however as the property forms part of the merged entity, the property has been included in these accounts. The property had a market value of £1,400,000 at the year end date.

21. Merger with Brook Housing

Following the completion of the merger of Brook Housing Limited and Havencare Homes and Support Limited, these accounts include the merged Balance Sheets and Statements of Financial Activities of the two entities on the basis that they have always operated as a single entity.

As noted in the accounting policies in note 1 of the accounts, this is a departure from the requirements of the Companies Act but is considered necessary to show a true and fair view.

The financial impact of the merger is the inclusion in brought forward net assets of the sum of £1,413,996 which previously related to Brook Housing Limited along with income of £251,290 and expenditure of £303,064 which has been included in the comparatives in the Statement of Financial Activities.