Honeycomb Charitable Services Limited

England & Wales · Charity number 701376

Details

Other names	ARCH (NORTH STAFFS) LIMITED, ARCH NORTH STAFFS, Concrete, Glow
Status	Registered
Legal form	Charitable company
Company number	02357520
Registered	1989-03-31
Register	View on the Charity Commission register

Contact

Address	308 London Road Stoke-on-Trent Staffordshire ST4 5AB
Phone	03300948878
Email	hello@honeycombgroup.org.uk
Website	www.honeycombgroup.org.uk

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Activities

Objects: The charity's objects (Objects) are specifically restricted to the following:(I) The education, relief and resettlement of homeless persons of 16 years of age or over within Staffordshire and surrounding areas, in particular by providing short term accommodation, counsel and advice and by assisting in the provision of permanent accommodation with the object of helping such persons to achieve a settled way of life;(II) The advancement of education among persons and agencies who are working with homeless people and in related fields including those who are working in the areas of drug or alcohol dependence, the care of ex-prisoners and with those who are in need of mental care;(III) The prevention of crime and the rehabilitation of offenders through the provision training, care, support and assistance to offenders, ex-offenders, those at risk of offending and their families;(IV) The relief and prevention of distress, suffering and need amongst victims and those at risk of domestic abuse or sexual abuse and their dependents including by providing safe and supportive spaces, temporary accommodations, community support services and education programmes, and working with those responsible to change their behaviour;(V) The provision of housing related services, facilities and amenities, for those in need by virtue of any of the factors mentioned in (VI) below; (VI) The promotion of social inclusion for the public benefit by preventing people within Staffordshire and surrounding areas from becoming or being socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society,provided that in fulfilling these Objects the Company shall operate on a basis of equality of opportunity, regardless of race, sex, creed, sexuality, disability or age.New definition for definition section :"socially excluded" means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed or sexual orientation or being transgender; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards); crime either as a victim of crime or as an offender rehabilitating into society.

Activities: We support disadvantaged children, young people, adults and families in Stoke-on-Trent, Staffordshire, Derbyshire (inc Derby City) and Cheshire East. We support people in housing need or crisis to develop skills and confidence to live independently. We provide services to tackle domestic abuse, increase victims safety and work with perpetrators to address abusive behaviour to make positive change.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment
- **Who:** Children/young People, People Of A Particular Ethnic Or Racial Origin, Other Defined Groups

Geography

- **Area of benefit:** NORTH STAFFORDSHIRE
- Cheshire East
- Derbyshire
- Staffordshire
- Stoke-on-trent City

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Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£10,694,955	£9,477,905	£3,128,457	159
2024-03-31	£10,076,309	£9,368,213	£1,911,407	157
2023-03-31	£8,552,705	£8,420,339	£1,203,310	155
2022-03-31	£7,917,670	£8,410,890	£1,070,945	161
2021-03-31	£6,564,533	£6,510,418	£1,564,165	144

Trustees

Name	Role	Appointed
Alice Hemsley-Myers		2022-11-24
Arinola Anneke Adefila		2026-05-27
Dr Andrew Stuart Davies		2022-11-24
Georgina Patel		2022-11-24
Laura Jayne Knight-Williams		2026-05-27
Tim Edwards		2025-01-13

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Honeycomb Charitable Services Limited

England & Wales - Charity number 701376

Accounts

YEAR ENDED 31 MARCH 2025

Trustees' report & financial statements



HONEYCOMB

CHARITABLE SERVICES LTD

CONCRETE glow

Charity registration number: **701376**

Company registration number: **2357520**

A company limited by guarantee

Trustees:
- Alice Hemsley-Myers (Chair)
- Andrew Davies
- Tim Edwards (appointed 13th January 2025)
- Georgina Patel
- Karl Dean (resigned 1st November 2024)

Chief Executive Officer: *Mrs J Guildford Smith*

Secretary: *Greg van Enk-Bones*

Registered office: *308 London Road, Stoke-on-Trent, Staffordshire, ST4 5AB*

Auditor: *Beever and Struthers, The Colmore Building, 20 Colmore Circus, Queensway, Birmingham, B4 6AT*

Bankers: *NatWest Bank plc, 1 Upper Market Square, Hanley, Stoke-on-Trent, Staffordshire, ST1 1QA*

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WELCOME TO OUR 2024/2025 TRUSTEES' REPORT

KERRY BIRTLES



I am delighted to present the annual reflections on the achievements of the charitable services, Glow and Concrete, for 24/25.

Having joined the organisation in November 2024 and taking over from our previous Executive Director, Melanie Dunn, I knew I had big shoes to fill.

With strengthened governance arrangements resulting in greater focus on the charity business we have been able to highlight the key achievements and approve a growth strategy that has progressed to approx. 10% growth in charity property in year for both Glow and Concrete services.

Honeycomb Charitable Services Limited (HCS) is a subsidiary of Honeycomb Group which continues its mission to address domestic abuse and homelessness across Staffordshire, Derbyshire, Cheshire East, and surrounding areas.

Some of the key achievements that have been delivered through the tenacity and dedication of colleagues can be identified as:

- *Glow supported over 2,680 individuals, including 2,291 new adult victim referrals, 2,534 children, and 64 high-risk perpetrators.*
- *Concrete received 1,608 referrals, supported 70 LGBTQ+ customers, and housed 21 customers through the SPHERE programme.*
- *Over 4,000 individuals were supported across all services.*
- *£107,536 was raised through grants, trusts, and community fundraising.*

Our operation services have worked tirelessly to some of the most vulnerable and disadvantaged across our communities:

- *Glow delivered safe accommodation to 134 households, supported 195 children, and expanded its Recovery Hub, helping nearly 1,000 women.*
- *Concrete led the Destination: Home partnership, launched Phoenix House for LGBTQ+ individuals, and expanded services in Cheshire East.*
- *SPHERE, a psychoactive substance support programme, housed 24 individuals with complex needs.*
- *Education & Prevention reached 1,070 children and 190 professionals, with adaptations made for SEND settings.*

We are proud of our commitment and proactive approach to customer engagement and have been able to engage with more customers in 24/25 that 23/24.

91.7% of our customers felt safer which is a significant achievement and 95.2% of customers were satisfied with services the received.

Importantly 98.3% felt respected which is a measure that we hold in the highest regard. Peer mentors and volunteers with lived experience played a vital role in service delivery and recovery support and we have revised our volunteer strategy to mainstream our approach to the support we can offer to volunteer befrienders.

Our Future Plans:

- *We anticipate some considerable changes with the reorganisation of unitary authorities through devolution as well as the implementation of the Support Housing Regulations.*
- *Continue to seek opportunities to further develop and enhance our services through growth opportunities and moving towards financial sustainability.*
- *Grow Glow's refuge and IDVA services and expand perpetrator interventions.*
- *Strengthen Concrete's regional leadership in homelessness services.*
- *Secure further funding for education and prevention initiatives.*
- *Enhance data use, customer voice integration, and staff wellbeing.*



Kerry Birtles

Executive Director of Support and Wellbeing, Honeycomb Group



Honeycomb Charitable Services delivers homelessness and domestic abuse support services through **CONCRETE** and **Glow**, across *Staffordshire, Cheshire East and Derbyshire.* Here's a snapshot of what we achieved this year:



2,680
people were helped to overcome domestic abuse by Glow services in the year



1,070
children reached through education and prevention work in local schools

2,291
referrals into Glow's adult services (not including perpetrator projects)

64
high-risk perpetrators engaged in our intervention programme

134
households were provided with safe accommodation

195
children were supported by our children's team

1,000
women were supported by our Recovery Hub

190
professionals educated about domestic abuse awareness

glow

CONCRETE



1,608
referrals received for Concrete's services overall



1,500
referrals received for Concrete's Destination:Home service

21
people were housed and supported through the SPHERE programme

168
referrals to Concrete's Cheshire East services

70
LGBTQ+ customers supported through Phoenix

Across Honeycomb Charitable Services...

91.7%
of customers told us they felt safer after receiving support

95.2%
of customers told us they were satisfied with the service they received

98.3%
of customers told us they felt respected whilst receiving support across our services

4,000+
people supported across all of Glow and Concrete's services

£107,536
raised across HCS through grants, trusts and community fundraising







A message from the Chair of the Honeycomb Charitable Services Board

Alice Hemsley-Myers



It's been a year of change with regards to governance for Honeycomb Charitable Services, as January 2025 saw the first independent meeting of the Honeycomb Charitable Services Board.

Previously held at the same time as the Group Board meetings, the new format has allowed Trustees the additional gift of time for more detailed discussions around Charity business, risks and strategy moving forwards.

The Charity Board is made up of Trustees with a wide array of experience from infrastructure development to healthcare. The Board's core purpose is being responsible for overseeing performance and operation of the Charity, as a distinct entity from the Group. During 2024-25 some of the key activities of the Charity Board were:

- *Reviewing and updating the Charitable Objects*
- *Reviewing and implementing new Governance arrangements*
- *Approving a new 5-year Support and Wellbeing Growth Strategy*
- *Introducing new reporting to strengthen the 'customer voice' and insight*
- *Aligning its governance to the Charity Governance Code to continue to enhance recommended best practice*

Aside from ensuring the Charity is governed effectively, as Trustees we take a keen interest in hearing the voice of the customer, and we regularly receive detailed updates around specific services Honeycomb offers.

Case studies received this year included Glow's Derby City Stalking Advocacy Service and Concrete's SPHERE service.

Not only did these case studies convey the essential work that our organisation delivers to the local community; they also highlighted the dedication and compassion shown by staff to support people in their time of need.

I speak for the whole of the Honeycomb Charitable Services Board when I say that we are incredibly proud of what the Charity has achieved during 2024-25.

We are excited about what the future holds for our brands Glow and Concrete, as across the business we continue strive to enable those experiencing homelessness, domestic abuse or support and wellbeing challenges to find or maintain a happy home.



Alice Hemsley-Myers
Chair of the Honeycomb Charitable Services Board, Honeycomb Group



Trustees' Annual Report

ANOTHER YEAR OF IMPACT...

In 24/25 we delivered services in Staffordshire (including Stoke-on-Trent), Derby, Derbyshire and Cheshire East.

We supported over 4,000 customers with vital domestic abuse or homelessness support, helping to achieve our Group aims and objective, with a focus on *'breaking barriers, building people and bettering homes.'*

Many of our customers engage with us to access support because they are **homeless**, or at risk of becoming homeless, or they are victims/survivors or perpetrators of **domestic abuse.**

Some also face multiple and severe disadvantages with overlapping needs including substance misuse, contact with the criminal justice system, mental ill-health, or their immigration status.

As a result, customers are more likely to be living in poverty, be experiencing low self-confidence, isolation, loneliness, stigma, and discrimination. All our services see and treat people as individuals - we take a trauma-informed approach to support, walking alongside our customers throughout their journey. We're breaking barriers by making sure the issues of homelessness and domestic abuse are better understood and by giving people a voice to challenge the systems that allow the inequalities to continue.

Overall, 2024/25 has been a year of significant change for our customers, staff and the business as a whole. We have met challenges head on and have taken advantage of opportunities to achieve more with and for our customers. We continue to be inspired by the energy, creativity, and resilience of all our staff.

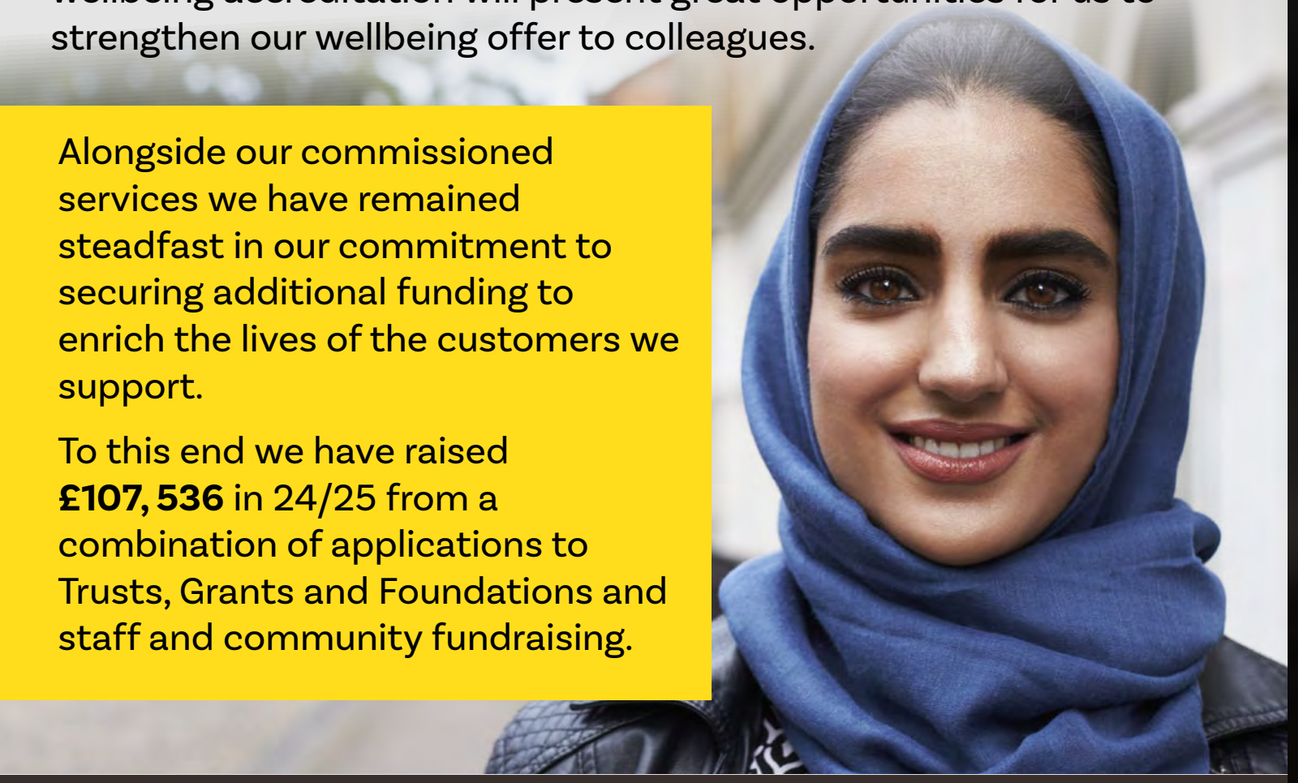
REFLECTING ON LAST YEAR...

The challenges during the last year including rising inflation and debt, cost of living, fuel and food prices have increased the demand for our services.

Like many charities we have struggled to recruit and retain staff (with increased competition in the labour market as demand outstrips supply) and have encountered rising costs in utility bills, maintenance and recruitment.

We are committed to improving our offer through a **strengthened Employer Brand**, an improved recruitment process, tailored induction programmes, continuous professional development via our dedicated Learning and Development platform and regular benchmarking to ensure that salaries remain competitive in a difficult recruitment market.

In addition, our recent success in obtaining the **Thrive at Work** wellbeing accreditation will present great opportunities for us to strengthen our wellbeing offer to colleagues.



Alongside our commissioned services we have remained steadfast in our commitment to securing additional funding to enrich the lives of the customers we support.

To this end we have raised **£107, 536** in 24/25 from a combination of applications to Trusts, Grants and Foundations and staff and community fundraising.

A year in review: Concrete and Glow



The heart of change: Address, overcome and end domestic abuse

At Glow, we are dedicated domestic abuse specialists driven by a deep commitment to creating lasting change - change that ensures safety and freedom for victims and ultimately puts an end to abuse altogether.

We believe that real progress comes from addressing abuse from every angle.

That's why we've developed our distinctive full circle approach: supporting individuals currently experiencing abuse, helping survivors heal and rebuild their lives, and working proactively to prevent future harm by educating communities - especially young people - and promoting positive behavioural change among those who cause harm.

Our unique three step approach:

Address

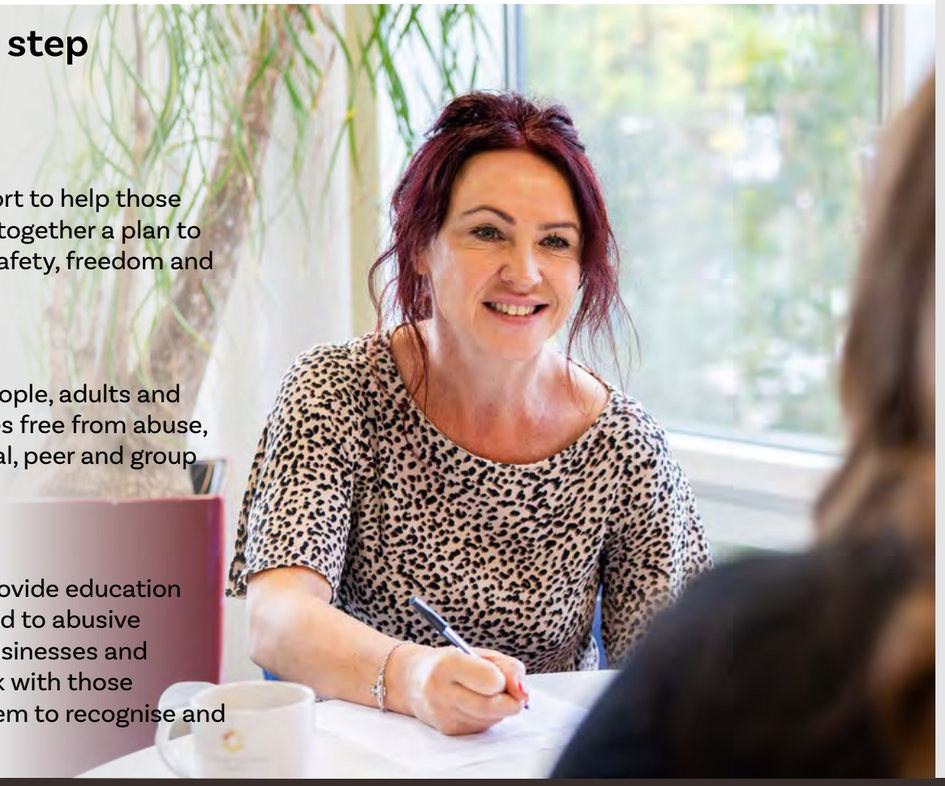
We provide personal support to help those experiencing abuse to put together a plan to increase their immediate safety, freedom and wellbeing.

Overcome

We help children, young people, adults and families to rebuild their lives free from abuse, providing on-going personal, peer and group support.

End

We raise awareness and provide education on how to spot and respond to abusive relationships in schools, businesses and communities. We also work with those responsible, supporting them to recognise and change their behaviour.



Address

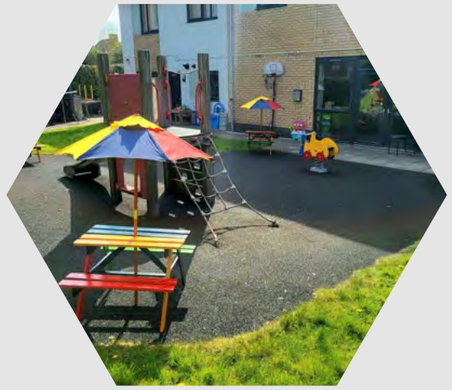
Safe Accommodation



We provide 59 safe and supportive accommodation units throughout North Staffordshire. These include a mix of refuge-style buildings, and community-based houses and apartments - each designed to meet the diverse needs of individuals and families escaping domestic abuse.

While the settings may vary, every location offers the same high standard of care: specialist domestic abuse support available 24 hours a day, 7 days a week. This flexible approach allows us to provide tailored support in environments that feel right for each person's journey to safety and recovery. Throughout the year we accommodated 134 households, including 144 children.

We receive funding from Stoke on Trent City Council and Staffordshire County Council to enhance support delivered into our safe accommodation services. Alongside our multi-skilled Practitioners who provide a wide range of support to customers, we have been able to introduce some specialist roles providing intensive support to those facing multiple disadvantage and to assist customers to safely move on from safe accommodation when they are ready – despite some delays in recruitment 83 customers benefitted from this additional support this year and we've already seen an improvement in planned move ons, from 87% to 91%.



We recognise that children who live with domestic abuse are not just witnesses—they are victims too. That's why our accommodation services include dedicated, child-focused support delivered by practitioners with specialist skills and experience.

We understand that children's needs are distinct from those of adults. Our team works directly with young people, placing their voices, experiences, and wellbeing at the heart of everything we do. This tailored approach ensures that each child receives the care and support they need to feel safe, understood, and empowered. Throughout the year we have supported 195 children and young people through structured group play and activities, 39 have also received support through bespoke one to one sessions.

We asked the children we worked with what our support meant to them. Here's some of their responses:

"It's helped me to be kind."

"I can speak out, I have support and always have someone to talk to."

"It's helped me to grow more confidence in my life."

"Having someone from the outside validating my experiences."

"It's made me happy to learn what to do if daddy was naughty again."

Volunteering

Recognising the value volunteering brings to our services, we have been working on developing this offer in our safe accommodation services. We've held customer-led focus groups to really understand how our volunteers can best support those in our service. This then allowed us to focus our recruitment and training, ensuring we bring in the right people with the right skills.

DASSA - Domestic Abuse Sanctuary and Safe Accommodation

In Stoke-on-Trent, our service also supports victims who wish to remain safely in their own homes through the provision of Sanctuary measures. Working in partnership with Stoke-on-Trent City Council's Housing Solutions Team, we receive referrals to install tailored security features that help individuals feel safe where they live- from door alarms and window locks to Security lights and CCTV systems - and this year we installed a total of 272 separate security interventions. Alongside these physical measures, victims receive specialist domestic abuse support from our partner agency, New Era, as well as coordinated assistance from key statutory services such as the Police and Fire Service—ensuring a comprehensive and joined-up approach to safety and wellbeing.



Lucy Willis
Head of Domestic Violence & Abuse Services

Housing Advocacy

Our Housing Advocacy service is delivered seamlessly across Stoke on Trent, Newcastle and Staffordshire Moorlands and despite this service being comprised of a single role, we supported 92 individuals, over half of whom had children. 30 were assisted into settled accommodation, 25 into appropriate supported temporary accommodation and 12 were supported to remain safely at home.

Children and young people's outreach service

This year saw a sad and unfortunate end to our Newcastle under Lyme based children's outreach service. This incredible service provided children referred from education settings with tailored 1:1 support, delivered flexibly in environments suited to their wants and needs. We supported 69 young people within the year, a significant decrease from previous years, as we were required to cease new referrals after December 2024.



High-risk victim services in Derby and Derbyshire (IDVA)

Our community Independent Domestic Violence Advisor (IDVA) services have continued to work tirelessly to make sure high-risk victims of domestic abuse in Derbyshire and Derby City can be safe.

The work they do is complex and varied. This year we supported almost 1700 victims as full support cases, an increase of 27% on last year.

A further 288 victims were assisted with single offers of support relating to Court cases. These figures reflect both the growing demand for our services and the unwavering commitment of our team to ensure victims are safe, supported, and heard.

10% of our customers were male and a quarter had an ethnicity that was not British, so our work continues to provide **specialist IDVA roles**, meaning we can provide targeted support for Black and Minoritised victims, those in health settings and those going through the Criminal or Family Court systems.

Our fully qualified Independent **Stalking** Advocacy Caseworker enhances the service and allows us to offer specialist support to DA and non-DA victims of stalking and harassment.



We have seen some complexities regarding gender-based violence and honour-based abuse. This year a child of a victim we were supporting was identified to be at risk of Female Genital Mutilation (**FGM**). We supported the client by providing emotional support around her feelings of fear and guilt relating to her child, fear and guilt regarding defying patriarchal authority, rumours, and gossip, which superseded any of her own feelings and thoughts regarding the abuse she was experiencing.

We also provided lots of information on additional support available and explained FGM protection orders that offer protection to children at risk under the civil law. In addition, we were able to agree and develop an immediate and medium-term safety plan that the victim felt comfortable and confident with. This is a good example of the additional complexities of supporting victims from a range of cultural and religious backgrounds and how important it is to understand the range of risk factors.

As well as physical abuse, victims may be subject to a range of **controlling and harmful behaviours** from the extended family including surveillance of their day-to-day activities, excessive domestic labour, social isolation, and economic abuse.

The specialisms within the team have complemented each other to the benefit of customers – the Stalking Advocate has worked closely with **Court IDVAs** whose involvement is particularly valued in stalking cases, where specialised support has received positive feedback.

In situations involving ongoing stalking by rejected stalkers, especially when children are involved, the **Family Court IDVA** provides significant support when requested by the client. By working jointly on these cases, the service can enhance safety planning efforts, ultimately improving client safety.



Our partnership working with the biggest referrer into the service – **the Police** – continued and we jointly developed and delivered training sessions on victim services for frontline police officers. This initiative allowed service providers to communicate their challenges effectively to the police, while also giving the officers the chance to pose questions directly to the presenting services.

The Police divisional training undoubtedly broadened the knowledge of those officers around DA and the referral pathways available. The training received excellent feedback from those officers who attended.

Here's what our customers told us this year:

"Thank you for all your support, without your involvement in sending over the additional evidence to the CPS, my ex-partner would have never have pleaded guilty and I would have had to give evidence. Your support is really appreciated; I now have closure and can move on with my life."

"Thank you for your help, I couldn't have done anything like this without it! I feel so much stronger now, thank you telling me about the non-mol orders, I didn't know about them and thanks for coming with me to Court, I couldn't have done it on my own, you've been amazing!"

Overcome

Recovery Hub

Our Recovery Hub pilot concluded its third year, this year. Thanks to Lottery funding, the project has supported nearly 1,000 women on their journey beyond domestic abuse.

Through trauma-informed group programmes, wellbeing activities, and community-based support, we've helped survivors rebuild their lives, strengthen their resilience, and rediscover their self-worth.

At the heart of the Hub is a volunteer and customer-led approach that creates a safe, inclusive space where women can come together to heal, find hope, and thrive. In response to the evolving needs of those we support, we've expanded our offer to include a rich timetable of social and wellbeing activities, access to qualified counselling, and legal advice clinics—ensuring women have the tools they need to move forward with confidence.

It is understood that women who experience domestic abuse are often vulnerable to abuse in future relationships. Without effective recovery support, education, and understanding of their situation, this can become a cycle which destroys the lives of women and their children and comes at a huge cost to society.

Our programmes and wellbeing offer are designed not only to address the trauma but to help women rediscover their strength, rebuild their identity, and reconnect with their dreams and aspirations. In doing so, the likelihood of them returning to the abuser or entering another abusive relationship diminishes significantly.







The programmes offered include:

- The Freedom Programme (12 weeks): This foundational programme helps women understand the dynamics of abuse, including the tactics used by perpetrators and the societal beliefs that enable abuse. It challenges internalized blame and shame and introduces the concept of healthy relationships.
- The Recovery Toolkit (12 weeks): Using a CBT-based approach, this programme supports women in rebuilding their self-esteem, challenging negative thought patterns, and developing emotional resilience.
- You and Me, Mum (10 weeks): This parenting programme helps mothers understand the impact of domestic abuse on children and rebuild nurturing, secure relationships.

We initially offered Recognise and Reconnect to support mums with navigating parenthood post abuse. The numbers were consistently low, and retention of customers was poor.

Responding to this, we introduced You and Me, Mum in September 2024, a more interactive programme which focusses on celebrating the strengths of mothers and their children. This has proved much more effective, with only one customer choosing to disengage during the first programme (due to a close family bereavement).

Many of our customers experience post-separation abuse from their former partners, often facilitated through the family courts. There is often ongoing economic abuse, too. As a result of customers telling us that they were struggling to get legal advice, we set up a monthly legal clinic with a local family law solicitor. We held 10 clinics this year, allowing 51 customers to access the legal advice they needed.

In response to customer demand, we introduced a one-to-one counselling service in September 2024. This has provided deeper therapeutic support to 17 women, who attended a minimum of 6 sessions each with a qualified counsellor, experienced in the dynamics of domestic abuse.

WHAT OUR RECOVERY HUB CUSTOMERS SAID

"This is the best thing that has ever happened to me. I don't want this course to end. I never thought that I would say this, but I feel so grateful to be in a room with people who understand me and can listen to me."

"Glow have been amazing and a big part of my life helping me so much to deal with my emotions and trauma. Knowing I am not the only one feeling this way and it's normal. Talking about our own experiences and others had really helped me to understand more what I have been through. Thank you for everything. Will miss our weekly Zoom meetings.'

"Glow gave me an opportunity to process experiences that had tormented me physically and emotionally over many, many years. This torment had directly impacted on my life in ways of self-esteem, confidence, self-belief, ability to move forward and let go. I was able to process the experiences in a safe environment with women like me who can directly relate to each other's circumstances and with specialist practitioners who guide and navigate the sessions in a supportive, positive and uplifting way.

For someone like me who finds it difficult to trust a single person because of the experiences, having a warm, safe place, knowing I was safe with the people I was surrounded by helped me elevate and move forward from the dark place I was in."

Volunteering

Our volunteers play a vital role in supporting women on their journey of recovery from domestic abuse.

Since the launch of the Recovery Hub in June 2022, the accredited volunteer training course has attracted a growing number of individuals motivated to contribute to this transformative work, many of whom have lived experience of domestic abuse.

As such, their insight is invaluable in helping create a supportive, authentic, and empowering space for our customers. Male volunteers, where appropriate, have also contributed meaningfully by bringing additional perspectives and supporting inclusivity in our work. The inclusion of male volunteers also reflects our commitment to equality, diversity, and the broader societal change needed to address domestic abuse.

By involving volunteers with personal experience of trauma and recovery, we create a powerful environment rooted in empathy, trust, and peer-led empowerment, one that enriches both the lives of our service users and the volunteers themselves. Our volunteers with lived experience are living proof to customers at the beginning of their journey that recovery is possible and that they are going to be OK.

All volunteers are carefully screened, trained, and supported to ensure their contribution aligns with the Recovery Hub's mission and the needs of our service users.

We have been keen to share our vast learning in practice and have done so in several ways: Recovery Hub and safe accommodation customers were key participants in the new Stoke-on-Trent and Staffordshire DA Needs assessment commissioned by the Office of the Police and Crime Commissioner, Stoke on Trent City Council and Staffordshire County Council.

Participation in the Authentic Voice Forum, run by Staffordshire County Council, to ensure the voices of survivors are included in, and can influence, the work of the Domestic Abuse Board.

The Recovery Hub service Team Leader and a customer, turned volunteer, were key speakers at two DA national conferences – Westminster Insights – Tackling Domestic Abuse Conference, and the National Domestic Abuse Conference, speaking to policy shapers about why it's so important to integrate lived experience into DA service provision.

10
volunteers are currently active in the Recovery Hub

End

High-risk perpetrator interventions in Derby and Derbyshire (Derbyshire 180 Project)

Our Derbyshire 180 service completed its second year of operation and delivered its intervention to 64 perpetrators, whilst simultaneously offering support to 70 associated victims.

Besides keeping victim and children safe and working tirelessly to combat domestic abuse, an overarching aim of our intervention is to assess and prepare the identified perpetrators for behaviour change.

Our model includes an allocated Intensive Case Manager (ICM) working with the perpetrator and Integrated Safety & Support Worker (ISS) working with associated victims (current and ex-partners).

It encompasses case management and 1-1 interventions. Interventions include addressing denial, minimization, motivation for change and behaviour change intervention as well as close liaison with multi agency partners engaged with the perpetrator and their family, on a wide range of issues as perpetrators within this category may often have multiple disadvantage, such as alcohol and drug dependency, mental ill health, housing needs and more.

Working with perpetrators of domestic abuse requires a multi-faceted approach prioritising the safety of survivors, holding perpetrators accountable, and fostering opportunities for change, while adhering to ethical guidelines and best practices.

Our interventions aim to:

- Seek to identify and respond to patterns of domestic abuse at an earlier stage, improving safety and long-term outcomes for child and adult victim.
- Build motivation and facilitate access to behaviour change interventions for the abusive partner/father.
- Reduce repeat and serial incidents of domestic abuse in the same, or future, relationships.
- Reduce escalation of Children's Social Care (CSC) intervention.

We are always keen to continue to develop the service in accordance with service objectives and client need and this year we revised our suitability assessments to improve effectiveness.

We now meet the perpetrators two times over a two-week period to complete the suitability assessment, and we have also introduced an entry questionnaire that the perpetrator completes at home in between the two sessions. This helps to give us a more insightful picture of the individuals capacity and motivation to change their behaviour instead of being heavily reliant on an agency needs and wants.

We've also introduced a third-party perpetrator DASH RIC for agencies to complete if they have been unable to sit down and complete the perpetrator RIC with the client. By gathering more information at the start of engagement, we can better plan the support and interventions necessary to facilitate accountability and responsibility for the use of abusive and controlling behaviours, using the theory of change model, motivational interviewing, and impact of their behaviour.

We have worked alongside Derbyshire Police to develop Multi-Agency Task and Co-ordination (MATAC) initially as a pilot, in northeast Derbyshire and provided the pathway for the MATAC to refer into the perpetrator service for assessment and management alongside the police.

This will include assessment and reporting back to MATAC with outcomes for the police to make decisions on a course of action to disrupt, to continue with 1:1 work or to refer for long term behavioural change. We hope this will see us have an increase in referrals from the Police, to embed perpetrator work into the policies to decrease those perpetrators causing the high volume of calls and harm across Derbyshire.



Education and Prevention

Relationships Without Fear is an education and prevention programme delivered in schools, colleges, and community groups across Staffordshire. Designed as a six-week course, it aims to break the cycle of domestic abuse by reducing the likelihood of children and young people experiencing it in their current or future relationships.

The programme explores key topics such as managing anger, safety planning, the influence of social media, gender stereotypes, and more. This year, we delivered the programme to 1,070 children, helping to build awareness, resilience, and healthier relationship expectations.



We continuously gather feedback from the children who take part in the Relationships Without Fear programme and 95% of primary school participants rated the programme as Good or Very Good, highlighting its positive impact and relevance to their learning.

We also deliver two-hour training sessions for teachers and youth group leaders, equipping them with the skills to identify signs of unhealthy relationships, understand their impact, and respond confidently and appropriately to disclosures. This year, we reached 190 professionals, strengthening their ability to support young people through informed and compassionate responses.

Teacher training was delivered to 160 staff at Lichfield Cathedral School, which accepts children from nursery to college. Feedback from the training was excellent and additional advice was provided to support the linking of Operation Encompass across the two police force area in which their children reside.



Training was also delivered to Platinum Care Services, a provider of live-in support for children on full care orders. Feedback from staff was positive, with many expressing that the training enhanced their understanding of the experiences some of the children in their care may have faced.

During the session, additional tailored advice was provided in response to concerns about a young person potentially experiencing an abusive relationship. Education and Prevention staff offered guidance on how to support the young person, including how to effectively complete a DASH Risk Indicator Checklist (RIC) and where to seek further support. This bespoke support was made possible due to the existing partnership between Education and Prevention staff and Platinum Care Services, as well as prior engagement with the young person through Glow services—an established relationship that proved particularly valuable.

We are constantly striving to improve the reach of our programme so that as many young people as possible can access it and benefit from the outcomes it achieves.

This year the team collaborated with staff at a specialist primary school for children with Special Educational Needs and Disabilities (SEND) to adapt the Relationships Without Fear programme to better align with the children's learning and developmental needs. Adjustments included the use of visual timetables, simplified language, visual aids, communication tools such as picture cards, and a tailored values and beliefs assessment.

The adapted programme was delivered to 15 children, with ongoing support provided to staff to identify and implement further adjustments as needed. Insights gained from this delivery have informed the continued development of the programme, which is now prepared for rollout in September 2025 across both primary and secondary SEND settings - bookings for which are already in place.





50,127 peopled reached via Glow's social media

37,000 visits to the Glow website

3,000 followers on Glow's Facebook page

Making homelessness history

At Concrete, we believe a simple truth - that everyone deserves a place to call home. That's why we strive to make homelessness history.



In 24/25, Concrete continued to house and support people who faced, or were at risk of facing, homelessness.

Across our services, which includes the Stoke-on-Trent City Council (SOTCC) Destination: Home partnership, Young Persons Service, Phoenix (our LGBTQ+ service), Private Landlords Service and SPHERE, our psychoactive drug service, we have delivered excellence in customer care, ensuring the chances of homelessness are drastically reduced across Stoke-on-Trent and Cheshire East.

We continue to be enthusiastic about working with partners, not only within the homelessness sector, but also across health, police and local authorities, to work in collaboration to support those who need it. We advocate for people with a range of diverse needs to ensure that everyone where possible has a place to call home, and we are truly passionate about supporting our customers to improve their lives forever.

We work to make homelessness history in four ways.

Address

Everyone that doesn't have a plan or place to go could be at risk of homelessness, so we're working hard to keep everyone aware of the warning signs and informed on what to do and where to go when things get tough.

Connect

We connect people to help them find a stable, secure home. We provide supported and private housing options, depending on the needs and situation of the people we serve.

Secure

We work with tenants, homeowners, landlords and other housing providers every day to help find a solution to keep people in their homes and help them secure their housing situation.

Equip

We don't stop at connecting people with homes; we help them to build the skills they need to make it a long-term solution. We can help to change the narrative for good if we support people to build skills and knowledge to live well independently.



308 new Destination:Home customers

62 people received floating support to stay in their homes

7 lived experience placements carried out

18 new properties secured for urban renewal

Address

We're proud to address homelessness by leading the city-wide Destination:Home partnership. Commissioned by Stoke-on-Trent City Council, the service sees Concrete work in partnership with local organisations to provide a 24/7 support service to people in housing crisis. This includes specialist support for young people, women, men, the LGBTQ+ community and those with disabilities.

The service became an award winner this year when it was recognised as Best Collaborative Partnership at the VAST Totally Stoked Awards.

Connect

A core part of our service delivery is connecting those without a home to one that fits their needs. Alongside this, we provide dedicated support to connect housing and complex needs in one access point.

Vivian Culvert House

Vivian Culvert House (VCH) is our specialist supported accommodation scheme for men. We recognised the need for more disabled friendly accommodation locally, with 110 Destination: Home customers disclosing that they had a disability, 16 with a disability relating to mobility and 7 with a disability relating to a chronic or progressive disability. VCH was our reaction to this.



The scheme is staffed 24/7, fully secure with CCTV throughout and completely wheelchair friendly, with five bedrooms specially adapted.



Phoenix House

Phoenix is our LGBTQ+ specialist service which first launched in 2023 as a support hub, providing weekly telephone support and advice.

In early 2024 it expanded to include Phoenix House, a three-bedroom HMO in Stoke, for LGBTQ+ customers in need of a safe and inclusive place to call home.

Also in 2023, with support from Stoke-on-Trent City Council, we recruited a specialist LGBTQ+ Caseworker. This person works with LGBTQ+ customers who are experiencing homelessness alongside gender and sexuality difficulties.

Concrete peer mentors have also supported the Phoenix service. In 24/25 we are proud to share that 70 customers were supported via the support hub, 8 were supported by a specialist worker and 6 customers were housed in Phoenix House.

Cheshire East

Over the past year, our work in Cheshire East has continued to go from strength to strength.

In the 2023/24 period, we were proud to be awarded the new tender for the region, a testament to the quality and consistency of the services we provide. This successful bid has enabled us to maintain and build upon the impactful work we've been delivering across the borough.

During this time, we have supported a total of 33 customers through our accommodation-based services and an additional 138 individuals through our floating support provision. These figures reflect not only the scale of our operations but also the trust placed in us to deliver meaningful, person-centred support to those who need it most.

The feedback we continue to receive from Cheshire East Council remains overwhelmingly positive. Our collaborative approach, commitment to high standards, and focus on outcomes have been consistently recognised and appreciated by our partners. We remain dedicated to strengthening these relationships and further enhancing the support we offer across the region

Young Person's Service

Our Young Person's Service offers accommodation and housing coaching to those between 18 and 25, including ex-care leavers and unaccompanied asylum seekers awaiting leave to remain.

The service provides 11 independent flats, giving young people their independence, whilst having access to 24/7 on-site staff. We also have a range of semi-independent and dispersed flats within the community.

Our mission is to help young people into training and education to ensure that they have the skill and tools to succeed in life. In 24/25, 39 young people were housed in our Young Persons Service.



84 LGBTQ+ people supported by *Phoenix*

Secure

We work with tenants, homeowners, landlords and other housing providers every day to help find a solution to keep people in their homes and help them secure their housing situation.

SPHERE

In late 2023 we launched SPHERE (Supporting Psychoactive substance users into Housing by Enabling Recovery and Empowerment). The service, funded by the Office for Health Improvement and Disparities (OHID), works to improve access to accommodation, alongside substance use treatment, for users of psychoactive drugs such as monkey dust.

We recognised a need for this support, with many individuals finding themselves excluded from housing options due to challenging behaviour that is caused by substance use.

This service is delivered in partnership with Creating Change Housing Management (CCHM) and Stoke Community Drug and Alcohol Service (CDAS). As a partnership we have provided a direct access route into housing for customers engaging with CDAS that have multiple and complex needs, such as dual substance use and housing need. Those customers have previously experienced barriers in engaging with housing services due to their need for substance use treatment.

SPHERE has gone from strength to strength this year, with commissioners supporting us with extra funding to start gardening and cooking projects for the men engaging on this project and living at our VCH scheme.

Throughout the year, 24 SPHERE customers were accommodated by the service, with 2 positive move-ons into independent living.

24
customers supported by SPHERE



700
interactions via Concrete's social media

6,000+
visits to the Concrete website

1,100
followers on Concrete's Facebook page



Equip

In order to end the cycle of homelessness, we understand that people need to be equipped with the skills to successfully live independently in the long-term.

Peer Mentors



Our peer mentor service has continued to thrive this year, with 8 peer mentors recruited, trained and developed to use their lived experience to support current customers.

Mentors spend their time at our 24/7 schemes, hold group activity sessions, one-to-one individual support and regularly attend the Hanley multi-agency hub. At the hub, they speak to rough sleepers who attend the centre and help them to make a referral for Concrete housing and support.

In the last two years, 171 customers have been supported by peer mentors.

Jade's story

From homelessness to hope, how one Peer Mentor at Concrete is helping others turn their lives around.

Four years ago, Jade was experiencing homelessness, battling a drug addiction, and living in our temporary female accommodation. She later moved cities and through grit and determination, she got clean. Now, she's four years sober and a Concrete Peer Mentor, using everything she's been through to support people who feel like they've got nowhere left to turn.

"I know exactly what it's like," said Jade.

"I've been through it, the drugs, the homelessness, the system. Now I want to help people like me who just need someone to believe in them.

"Some people don't even have one proper mate they can talk to. If I can be that one person who listens, it can change everything."

"The Peer Mentor course changed everything. It's only four weeks, and you get trained on everything - safeguarding, how to support people, how to work safely. It gave me a purpose.

"Mentoring has given me so much confidence. I'm around good people now. I've got a reason to get up and keep going."

"It's like a team of people who get it. We're all there for each other. It makes a massive difference."

"I was smoking monkey dust and living on the streets. Now I'm helping people who are where I was."

The Pantry



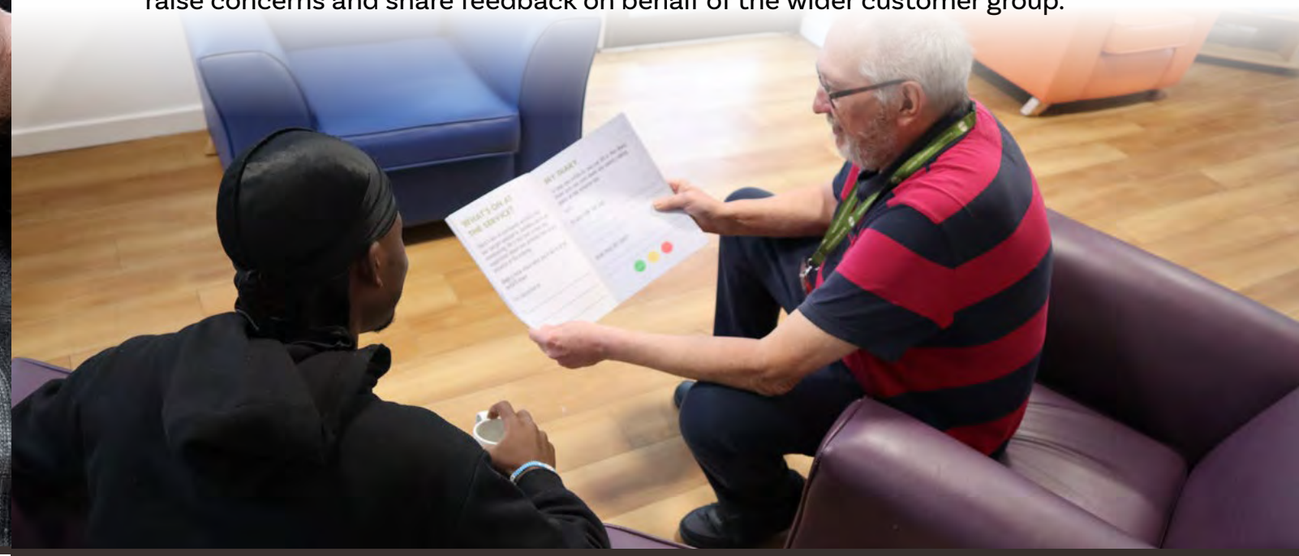
In 2023 we launched our food pantry. The pantry, based at our head office in Stoke, is a resource available to all our customers. It allows staff to provide those in need with essential food and toiletries, all free of charge. The pantry was our reaction to the cost-of-living crisis, including increased food shopping costs, which we know has impacted our customers.

The pantry has been supported well in 24/25, with £1,500 worth of donations received and approximately 20 customers being supported by the pantry each month.

The voice of our customers

We strive to ensure that customer voices are heard, with customers able to get involved and have their say in several different ways:

- Customer surveys: These are sent out all year round and collected and audited quarterly for each service area.
- Service Quality Reviews (SQRs): This is our internal process for reviewing service delivery, carried out by our Quality Assurance Team. This includes customer feedback sessions to ensure we capture and respond to the customer voice.
- Scheme activities and group sessions: Customers can participate in activities, feeling comfortable and confident to use their voice to have their say.
- Complaints, comments and compliments: We now have paper copies of feedback forms in schemes, as well as encouraging customers to get in touch online. We continue to challenge staff to encourage feedback so we can capture and learn from customers.
- Peer Mentors: They act as a bridge between customers and staff and are often able to raise concerns and share feedback on behalf of the wider customer group.



Performance



Following the change in Government in July 2024, we are pleased to have been granted 12-month extensions to many of our services meaning that we can continue to deliver our vital work.

Despite the turbulent external environment and the significant period of change ahead around funding cuts and uncertainty, we are proud to report continued value for money across our organisation:

Service Quality Reviews (SRQs)

As part of our commitment to quality assurance and continually reviewing and improving our services we conducted 3 SQRs in Glow and 3 in Concrete. The reviews identify how the services are performing against Commissioners expectations and provide customers and staff with the opportunity to voice their views on what is working well and flag areas for potential improvement.

Volunteers & Peer Mentors

Nine volunteers supported and enhanced our service and outcomes for customers, as well as providing the opportunity to develop their own skills and confidence:

Glow: *Two volunteers in Glow work within our DV Outreach service and co-facilitate our group work programmes for female survivors. Their lived experience is proving invaluable and as role models are giving other women hope of a life free from abuse.*

Concrete: *There are seven peer mentors working with our Destination: Home team. They have a wealth of experience in the life challenges facing new customers and extensive knowledge of the barriers that customers of supported housing can face and therefore overcome. Because they have been in the same position, they bring empathy and understanding to help our customers on their journey.*

Efficiency: using our resources well

We have had a challenging year in both recruiting and retaining staff. To address some challenges, we have held dedicated recruitment summits in both Concrete and Glow to help us to identify specific issues and change our approach to recruitment by having a more flexible approach.

We've improved our recruitment platform, job descriptions and onboarding but will be an ongoing project to continuing to challenge and identify improvements.

We have continued to manage complaint well with 95% of complaints resolved at Stage One of our complaints process despite the number of complaints we receive doubling. Complaints have increased in line with an increasing number of customers (16% increase overall) and we have seen a higher turnover of staff with training required for new service managers on identifying and managing formal complaints

Effectiveness: the impact we have created with our resources

Our customer satisfaction survey captures the feedback from customer experiences of across different aspects of their engagement with Glow and Concrete.

Overall, 358 responses compared with 300 last year. Both Concrete and Glow saw an increase in surveys returned.

Criteria	2023/2024	2024/2025
I feel safer	97%	91.7%
I feel more independent	91.8%	84.7%
I am happy/satisfied with the support received	98.2%	95.2%
I feel that my support worker understood my needs	96.4%	91.7%
I feel I was treated with respect	98.7%	98.3%
I felt able to have my say	93.9%	95.2%



Glow: 216 surveys returned, compared to 160 last year

Criteria	2023/2024	2024/2025
I feel safer	99.2%	93.8%
I feel more independent	91.9%	89.8%
I am happy/satisfied with the support received	99.4%	99%
I feel that my support worker understood my needs	98%	98.6%
I feel I was treated with respect	98.8%	100%
I felt able to have my say	98.7%	97.1%

Concrete: 142 surveys returned, compared to 140 last year

Criteria	2023/2024	2024/2025
I feel safer	94.8%	89.1%
I feel more independent	91.2%	78.7%
I am happy/satisfied with the support received	97.2%	87.2%
I feel that my support worker understood my needs	95.3%	86.6%
I feel I was treated with respect	98.6%	95.7%
I felt able to have my say	90.8%	79.5%

External Accreditations

Glow is now an accredited provider for CAFCASS in Staffordshire & Derbyshire though our DAPP & Keys project

Our Glow IDVA managers successfully passed their Safe Lives IDVA Manager courses, and we completed our Safe Lives service accreditation audit in March. The report is going to panel for final accreditation in June.

Internal Oversight

We monitor our performance through quarterly key performance indicators to give an overview of Glow and Concrete is performing. Our approach asks questions directly of our customers, of ourselves and our stakeholders and provides information that is regularly reported to our Board of Trustees and wider Group Board of Management through sub-committees and board meetings.

We conduct quarterly Quality Assurance Boards to analyse the data we have and keep oversight of the overall performance of our services.

This year we conducted SQRs across the following services:

- Glow Stoke Safe Accommodation Service
- Glow – Staffordshire Moorlands Domestic Abuse Services
- Concrete Cheshire East Supported Housing & Floating Support
- Concrete – 24/7 Male Scheme at VCH
- Concrete – SPHERE – intensive support service
- Glow – Newcastle Domestic Abuse Services

Following each SQR we have taken feedback and updated the process using a periodic feedback/improvement process.

Across the Group we have also...

- Created our future workplace strategy by offering flexible and hybrid working to staff
- Delivered individual thank you gifts for all staff to recognise the work that has been done and the customers we have supported over the last 12 months
- Developed our Group newsletter to included personal news and team focus specials to highlight the work of our Glow and Concrete teams
- Expanded our Exec Q&A sessions with guest speakers from specific teams across the Group
- Rolled out all staff wellbeing and resilience training
- Carried out a benchmarking of pay exercise across Glow and Concrete to ensure we have fair and equal pay for all roles
- Developed our EDI strategy to ensure we are creating an inclusive workplace where we tackle inequality and embrace diversity



Fundraising highlights

- Honeycomb Group staff ran again in the Potter's Arf, raising more than £1,750 for Concrete, beating last year's fundraising total
- Movember was successful with Team Grow-Mo and Team No-Mo competing to raise vital funds for Vivian Culvert House. As an inclusive group we felt it was important for all to participate so those that didn't want to or couldn't grow a moustache gave up other things instead, including crisps, chocolate and even wearing a coat in November. The teams were successful in raising £1,187.
- Hanley Economic Building Society continued to support Glow's Education and Prevention service with a donation of £1,072 to ensure more children and young people could access our programmes.
- We have supported frontline workers to apply for grants from Buttle UK for our most vulnerable children and young people, resulting in grants of more than £13,000.







As part of our commitment to adding value to our core services we were also successful in securing income from various trusts and small grants:

- **£500** from Unison
- **£400** from Staffordshire Chambers of Commerce
- **£800** from Bentley Project Management
- **£2,000** from the Fothergill Fund
- **£500** from Rayne Engineering
- **£1,100** from a charity boxing match
- **£9,000** from Sports England
- **£1,150** from Star Bikers Charity
- **£1,800** from Skipton Building Society
- **£5,000** from PCC Derbyshire
- **£5,000** from Heritage Designs
- **£1,000** from TopCashback
- **£500** from AHH
- **£1,000** from Steelite
- **£1,100** from St Martins In The Field

Looking ahead

Plans for the future

Following the launch of the Honeycomb Group Corporate Plan 2024 – 2029, we are heading into the 'Build' phase of strategy.

For the charity we are committed to continuing our mission to address, overcome and end domestic violence and abuse and to end homelessness.

We will continue to work with Commissioners in Staffordshire and our environs, developing and improving services to meet the needs of our customers.

We have ambitious plans to increase the portfolio of our properties, with 3 new developments due for completion in quarter 1 of 25/26. We will focus on developing a strong and resilient business and ensure that our brands Glow and Concrete are recognised and valued and will continue to work with partners at both a strategic and operational level.

Glow will build on the success of the past year by pro-actively sourcing opportunities to grow Glow as a leading specialist domestic abuse provider with a focus on securing additional income to enhance our refuge and safe accommodation.

We will maintain our position as the provider of specialist IDVA services in Derbyshire and will further develop and embed the growth of our perpetrator services.

We are committed to growing our Education and Prevention services and have secured a second round of funding from Garfield Weston to help us to achieve further growth in this area.

This will help us achieve our objective to educate more children and young people, adults, and professionals.



Concrete will continue to develop new services, responding to local needs. We will maintain our position as one of the leading homelessness service providers in the region and commit to working in partnership with other providers to deliver the best outcomes for customers.

We will equip managers with the knowledge, skills, and confidence to drive change, deliver excellent services and to educate and raise awareness about the true impact of homelessness on people and communities. Our accommodation and support will be high quality, and we will work with landlords to ensure we have the right type of accommodation to meet the needs of our customers.

Glow and Concrete will continue to find ways to innovate and bring added value by accessing additional funds to improve our services and work at a local, regional, and national level to champion our causes, tackling issues that arise and channelling opportunities that arise from legislative change and the government's commitment to address domestic abuse and homelessness.

We will continue to make sure our data is robust and gives assurance on performance to influence our decision making and improvement plans.

Finally, we will continue to develop ways to ensure that customer voice, and the voice of those with lived experience informs our service developments.





Financial review



Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future.

For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Investment policy and performance

The results for the charity for the year ending 31st March 2025 are set out in the financial statements.

The charity generated a surplus of £1,217,050. This compares to £708,096 surplus in the previous year.

Our income increased by 6.1%. Costs were controlled, increasing by 1.2%.

Funds

As of 31 March 2025, unrestricted funds (excluding revaluation reserves) stand at £3,026,000 (this was £1,807,000 31 March 24). This comprises £654,000 designated funds and £2,372,000 general funds. Restricted funds stood at £12,500 (unchanged from 31 March 24).

Reserves policy

The Trustees aim to accumulate reserves sufficient to fund its fixed assets, meet its liquidity requirements and have sufficient contingency for unexpected events. Unrestricted funds from any operating surplus will be held as accumulated reserves until the required level of 2.7 months of operating expenditure is achieved. As at 31st March 2025 the Charity held accumulated reserves to a level of 2.7 months.

The Trustees regard the ongoing review of the reserves level, target and policy as part of managing the charity. The operating results are identified and reported each month in the management accounts. Unrestricted funds are identified and analysed when the audit of the annual accounts is complete. The reserves policy is then reviewed by the Trustees as part of the charity's strategic planning process.

Material investments policy

The bank account is reviewed daily, and all free income is invested in interest-bearing accounts.



Governance

We're proud to be part of

HONEYCOMB GROUP



Honeycomb Charitable Services Ltd is a charitable company limited by guarantee, incorporated on 9 March 1989, and registered as a charity on 31 March 1989. The company was established under a Memorandum of Association, which sets out the objects and powers of the charitable company and is governed under its Articles of Association.

On 2 April 2012, the charity became a member of the Honeycomb Group of companies. It is required to meet its own financial obligations in delivering its charitable objectives. The charity funds its services through government commissions, trust and grant awards and public fundraising.

Honeycomb Group is a team of social-minded brands championing happy homes in our region by providing services and support that help people across Staffordshire and its surrounding areas feel secure, connected, and confident.

Whether it's developing and maintaining affordable homes, providing trusted home repairs and improvements, keeping people safe and well at home or providing support services that eradicate social issues isolating people from a happy home, Honeycomb Group is making our region vibrant.

Our Vision:

A progressive, passionate region with no barriers to a happy home. Close your eyes and think of a city or a place that is full of life and energy. That's what we're aiming to do for every area we serve through the work we do. Happy homes mean thriving people who are building stronger communities and growing the local economy. We want to leave every place better than it was before we got there.

Our Mission:

Breaking barriers, building people, bettering homes.

Our Honeycomb Group values

BE DEAD GENUINE

Our customer experience is different because we're not all made from the same mould. We are who we are, no matter if we're in front of a customer or a colleague. We laugh, we cry, and we're not afraid to chuckle at our own mistakes. There's no script here, just people talking to people.



NEVER SHUT THE DOOR

Breaking down barriers and limitations starts with an open mind and an open heart. Don't close doors on new people or opinions. Value others' differences, respect their input and listen and learn with fascination. Most importantly, never be a Jonny Bravo – it's not all about you baby.

CHASE CURIOSITY AND AMBITION

Whatever your passion is, be passionate about it. Fly without being afraid to fall. Take your curiosity and mould it into a new, creative way of thinking. Do what you can to give our business a fresh edge or approach, and, most importantly, be committed and proud to follow your ambition.



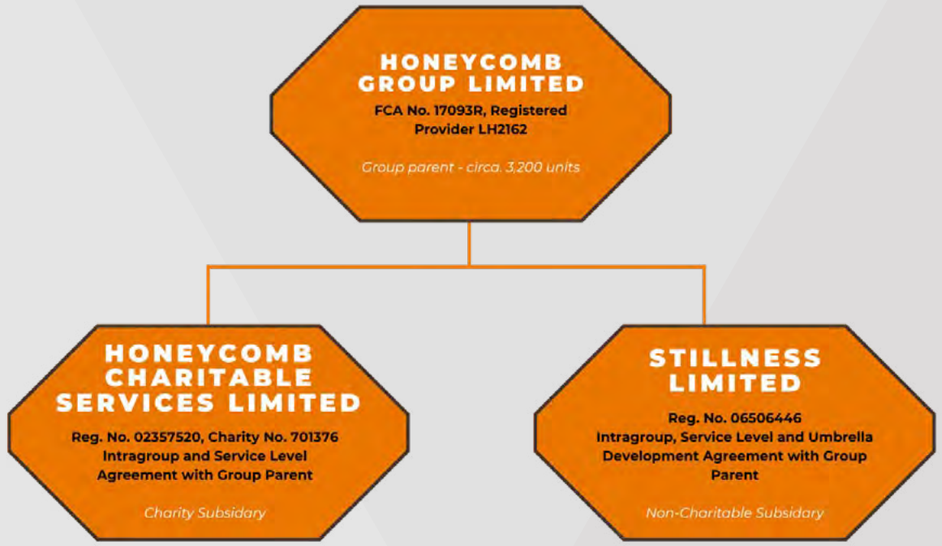
BE A LEADER IN THE FIELD

There's that old saying — do what's right even when no one's looking. Remember that your colleagues, our customers and the wider community are looking to you for guidance, so take accountability for your role and make a positive impact.

COME TOGETHER

It's simple, but we simply couldn't forget to put it down. Believe in the power of collaboration; seek expertise from the wider team; and work together to create bigger and better solutions. If times are tough, have faith in your colleagues and never let the pressure break the pack.

Legal Structure



In 2023, the Honeycomb Group Board made the decision to review the governance arrangements with effect from January 2025 the Honeycomb Charitable Services Board moved from the previous co-terminous arrangements to meeting separately. During the year the charitable objects were reviewed and subsequently formally registered in January 2025.

The **Honeycomb Charitable Services Board** have met 8 times during the year, 5 under the co-terminous arrangements and 3 occasions following the change in January 2025, meeting separately.

The core purpose of the Board is the responsibility of the performance and operation of the charity as distinct from the Group. In addition to 'business as usual' matters, during the year the Board has:

- Reviewed and updated the Charitable Objects.
- Reviewed and implemented the new Governance arrangements.
- Approved a new 5-year Support and Wellbeing Growth Strategy.
- Introduced new reporting to strengthen the 'customer voice' and insight.
- Aligned its governance to the Charity Governance Code to continue to enhance recommended best practice.

Meet the trustees

The directors of the charity are its trustees for the purposes of charity law. The trustees have delegated the day-to-day management of the charity to the Group Chief Executive Officer. The trustees who have served during the year and since the year end were as follows:

Alice Hemsley-Myers (Chair)



Alice has more than 20 years' experience in finance, spanning risk management and property finance. She's worked in a range of institutions in the banking and alternative finance sectors. She now works with developers of general and specialist housing as a self-employed consultant. Alice enjoys using her expertise in the social housing sector in the area she grew up in.



Andrew Davies

Andrew has worked as a GP in Warrington since 2002, taking up various roles in health care focussed on service and quality improvement for patients. He's currently in a medical management role and the Clinical Chief Officer for two neighbouring clinical commissioning groups. Working in regional and national leadership roles has led to a strong knowledge base in a range of clinical, organisation and system leadership skills that he uses to improve the health and wellbeing of patients.

Tim Edwards (appointed 13th January 2025)



Tim is an experienced Senior Consultant and Director with extensive experience of high-profile appointments in the public and private sectors – including Stoke-on-Trent City Council and PM Training. He has also held roles within the third sector, maximising the social impact of programmes and supporting the growth of social businesses.



Georgina Patel

Georgina has extensive senior leadership and management experience working in local authority and social housing covering a range of disciplines including environmental health, sustainability, housing, and regeneration. She has developed and implemented collaborative strategies with multi-agency partners and residents to address the challenge of decarbonisation, energy security and affordability.

Karl Dean (resigned 1st November 2024)



Karl has worked in the housing, care and support sector for his entire career and has held a number of senior leadership positions including the Managing Director of Arena Options and Director of Supported Housing at Your Housing Group. His experience brings together supported housing knowledge, a values based approach and social business know how.

Risk management

The Group's Risk Management Framework incorporates the charity. The Board reviews it's Strategic Risk Register at every meeting to ensure that they are analysed, understood and managed. Strategic risks are identified through:

- *The strategic and business planning process and development of the Corporate Plan*
- *Changes in the economic, legal and regulatory environment*
- *Escalating risks identified at the operational/major project level*
- *Strategic risks are identified for the charity*

Current business critical risks

FINANCIAL VIABILITY: Reduction in income and/or increasing costs cause a reduction in surplus/deficit position.

SAFEGUARDING/SERIOUS INCIDENTS: Serious harm or loss of life to people (customers, staff, public, 3rd parties).

GOVERNANCE: Inability to demonstrate assurance that governance systems and processes are in place and meet good practice standards within the Charity Governance Code.

EXTERNAL PARTNERSHIPS: Adverse clauses in contracts or other agreements with partners leading to negative impact on reputation, service delivery or other legal/regulatory issue/action taken by the Charity Commission.

EXTERNAL – FUNDERS: Funding reductions with partners, or economic/public sector finances, or inability to effectively raise funds leading to negative financial impact.

OPERATIONAL – STAFF AND VOLUNTEERS: Inability to meet service demands/needs of beneficiaries leading to a potential default/loss of contract impacting staff, customers, reputation and finance.





Board diversity

The Group board regularly carries out an audit of skills, experience and diversity of background of its members to find imbalances and gaps and in order to inform trustee recruitment and training.

The Group board sees diversity, in all its forms, as an integral part of its recruitment process. When deciding how to recruit trustees, the board thinks about how best to attract a diverse pool of candidates. It tries to achieve diversity in any trustee appointment panels.

Support from Honeycomb Group

The Charity continued to benefit from the Group infrastructure support services including ICT, HR and Organisational Development, Business Improvement, Finance and Payroll and, Communications.

Honeycomb Group as the parent organisation takes responsibility for these services and 'recharges' the charity through an intra-group agreement, as well as sharing office space which provides a great working environment at cost that's affordable.

The Charity has continued to access the Group's housing services to provide income management, money advice and, maintenance services for customers.

With access to this wider pool of knowledge and experience as well as benefiting from increased purchasing power, Honeycomb Charitable Services Limited can achieve greater efficiency enabling more funding to be focused on frontline delivery.

Trustees' Responsibilities

The Trustees (who are also directors of Honeycomb Charitable Services Limited for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year.

Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company or that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and accounting 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 operation.
- State whether appropriate accounting standards have been followed subject to any material departures disclosed and explained in the financial statements.

The trustees are responsible for the maintenance and integrity of the company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and 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.



Governance statement

As part of our commitment to strong and effective governance, the Board continues to use the Charity Governance Code as a framework for best practice. Over the past year, we have enhanced our risk management framework, our overall governance arrangements and reviewed our Charitable Objects. The Board will continue to review our policies and processes against the principles of the Code to ensure that we operate transparently, responsibly and in the best interests of our beneficiaries. By embedding the Code into our governance approach, this supports our aims of working to build resilience, accountability, and trust so that our charity is well-placed to deliver lasting impact for the communities we serve.

Policies adopted for the induction and training of Trustees

Individual plans are developed for each Trustee as part of the group Board appraisal process. Trustees are also encouraged to take part in the Honeycomb Charitable Services Limited internal quality assurance process, the Peer Audit Reviews.



This involves assessing projects for quality of service, performance and policy compliance.

Organisational structure and decision making

Trustees meet around nine times each year and retain overall responsibility for managing the charity's affairs. Trustees receive key reports on strategy, finance, business risk, performance, development, and management. The Group's Chief Executive is responsible for the management of the Group's affairs and implementing strategies and policies approved by the Board. Day-to-day operational management of the charity is delegated to an executive director with support from a senior management team.

Serious incidents

All serious incidents reportable to the Charity Commission in 2024/25 were reported, in all there was **one** serious incident that occurred throughout the year that were reported to the Charity Commission.

This incident had no impact on the operation or income of Honeycomb Group Charitable Services Ltd.



Disclosure of information to the auditor

Each of the persons who are Trustees at the time when this Trustees' report is approved have confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware, and
- the Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditor in connection with preparing their report and to establish that the charitable company's auditor is aware of that information.

Signed by the board on of trustees for the year ended 31 March 2025 on 16 September 2025.

Alice Hemsley-Myers



Andrew Davies

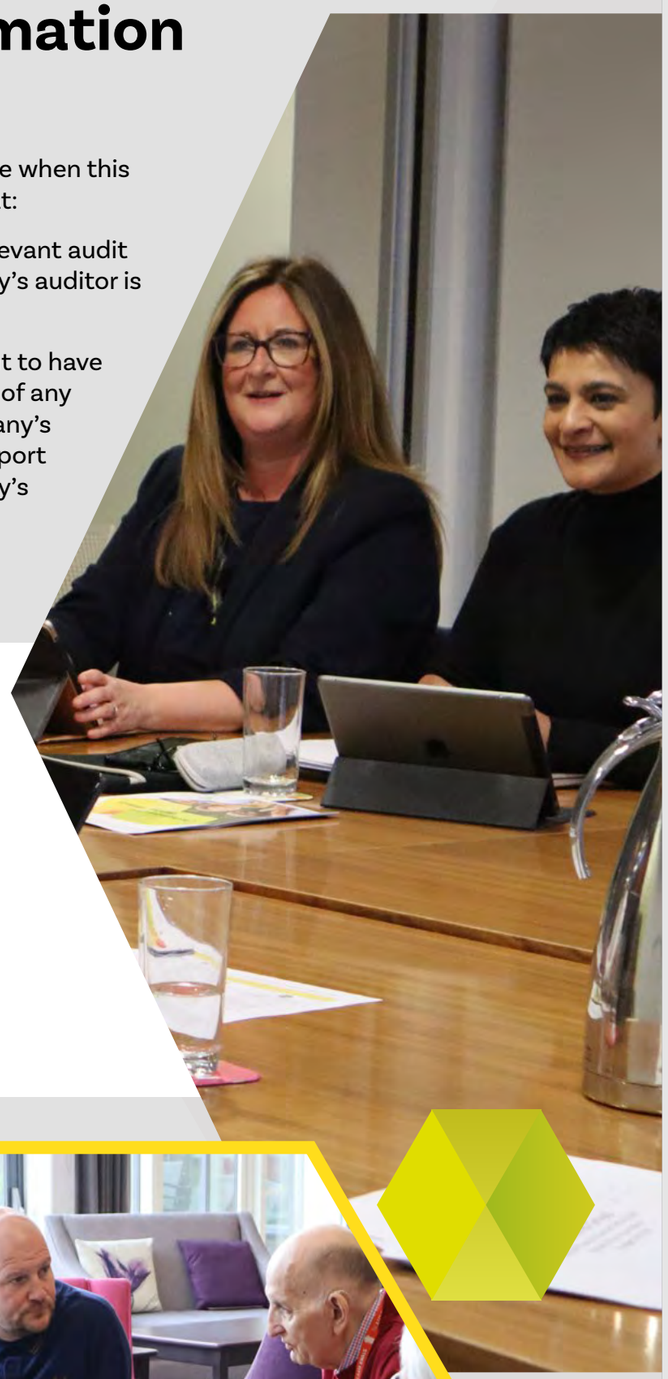


Georgina Patel



Tim Edwards







Independent Auditor's Report to the members of Honeycomb Charitable Services Limited

Year Ended 31st March 2025

Opinion
We have audited the financial statements of Honeycomb Charitable Services Limited "the charitable company" for the year ended 31 March 2025 which comprise the Statement of Financial Activities (including the Income and Expenditure account), the Statement of Financial Position and the Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:
• give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its result for the year then ended;
• have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
• have been prepared in accordance with the requirements of the 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 Auditor's 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 (who are also the directors of the charitable company for the purposes of company law) 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 other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

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 trustees' annual report (which includes the directors' report and the strategic report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
• the strategic report and the directors' report included within the trustees' report have 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 strategic report or the directors' report included within the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which 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 directors
As explained more fully in the Trustees' Responsibilities Statement set out on page 57, 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.

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

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

Extent to which the audit was considered capable of detecting irregularities, including fraud
We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.
In identifying and addressing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

• We obtained an understanding of laws and regulations that affect the charitable company, focusing on those that had a direct effect on the financial statements or that had a fundamental effect on its operations. Key laws and regulations that we identified included the Companies Act 2006, tax legislation, health and safety legislation, and employment legislation.
• We enquired of the trustees and reviewed correspondence and trustees meeting minutes for evidence of non-compliance with relevant laws and regulations. We also reviewed controls the trustees have in place, where necessary, to ensure compliance.
• We gained an understanding of the controls that the trustees have in place to prevent and detect fraud.
• We enquired of the trustees about any incidences of fraud that had taken place during the accounting period.
• The risk of fraud and non-compliance with laws and regulations and fraud was discussed within the audit team and tests were planned and performed to address these risks. We identified the potential for fraud in the following areas: laws related to the construction and provision of social housing, recognising the nature of the charitable company's activities and the regulated nature of the charitable company's activities.
• We reviewed financial statements disclosures and tested to supporting documentation to assess compliance with relevant laws and regulations discussed above.
• We enquired of the trustees about actual and potential litigation and claims.
• We performed analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud.
• In addressing the risk of fraud due to management override of internal controls we tested the appropriateness of journal entries and assessed whether the judgements made in making accounting estimates were indicative of a potential bias.

Due 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, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing fraud or non-compliance with laws and regulations and cannot be expected to detect all fraud and non-compliance with laws and regulations.

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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.



Beever and Struthers, Statutory Auditor
The Colmore Building
20 Colmore Circus
Queensway
Birmingham
B4 6AT

Date: 26 September 2025



Financial statements

Honeycomb Charitable Services Limited (a company limited by guarantee)

Statement of Financial Activities (including the Income and Expenditure Account)

Year Ended 31st March 2025

	Note	Unrestricted funds £	Restricted funds £	2025 Total £	2024 Total £
Income from:					
Donations	2	48,851	85,369	**134,220**	88,043
Charitable activities	3	7,386,729	3,108,840	**10,495,569**	9,942,693
Other trading activities	4	7,955	-	**7,955**	2,621
Investments	5	50,926		**50,926**	29,936
Other	6	6,285	-	**6,285**	13,016
Total income		**7,500,746**	**3,194,209**	**10,694,955**	10,076,309
Expenditure on:					
Charitable activities	7	6,283,696	3,194,209	**9,477,905**	9,368,213
Total expenditure		6,283,696	3,194,209	**9,477,905**	9,368,213
Net (expenditure) income		**1,217,050**	-	**1,217,050**	708,096
Net movement in funds		**1,217,050**	-	**1,217,050**	708,096
Reconciliation of funds:					
Total funds brought forward	18	1,898,907	12,500	**1,911,407**	1,203,311
Total funds carried forward		**3,115,957**	12,500	**3,128,457**	1,911,407

The notes on pages 68-80 form part of these financial statements.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Statement of Financial Position

Year Ended 31st March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	11	**687,697**	690,073
		687,697	690,073
Current assets			
Debtors	12	**986,161**	1,138,796
Investments	13	**2,041,103**	1,468,359
Cash at bank and in hand		**1,294,766**	363,064
		4,322,030	**2,970,219**
Creditors: amounts falling due within one year	14	**(1,808,270)**	(1,675,885)
Net current assets		**2,513,760**	1,294,334
Total assets less current liabilities		**3,201,457**	1,984,407
Creditors: amounts falling due after more than one year	15	**(73,000)**	(73,000)
Net assets		**3,128,457**	1,911,407
Charity Funds			
Restricted funds	19	**12,500**	12,500
Unrestricted funds	19	**3,026,012**	1,806,656
Revaluation reserve	19	**89,945**	92,251
Total charity funds	19	**3,128,457**	1,911,407

The financial statements were approved and authorised for issue by the Board on 16 September 2025
Signed by the board of trustees

Alice Hemsley-Myers, Trustee

Tim Edwards,Trustee

The notes on pages 68-80 form part of these financial statements.
Company registration number: 235752

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

1 Summary of significant accounting policies

(a) General information and basis of preparation

Honeycomb Charitable Services Limited is a charitable company limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are to promote social exclusion for the public benefit by preventing people within the area of Staffordshire and its environs from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

The Charity has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by the FRS 102 "The Financial Reporting Standard applicable in the UK":

- the requirements of Section 7 Statement of Cash Flows;
- the requirements of Section 33 Related Party Disclosures paragraph 33.7.

This information is included in the consolidated financial statements of Honeycomb Group Limited as at 31 March 2025 and these financial statements may be obtained from their registered office at 308 London Road, Stoke on Trent, Staffordshire, ST4 5AB.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity, and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably, and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity.

(c) Income recognition continued

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received, and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

(d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised as Expenditure on Charitable Activities which includes housing management, employment costs, office costs, client activity costs and support costs.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

(e) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings, they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises overheads have been allocated on a headcount basis and other overheads have been allocated on a headcount or income basis.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 8.

(f) Tangible fixed assets

Tangible fixed assets are stated at cost (or deemed cost) less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

Freehold property	Over 50 years straight line
Office equipment	Over 3 - 5 years straight line
Motor vehicles	Over 5 years straight line

(g) Investments

Current asset investments are short term highly liquid investments and are held at fair value. These include cash on deposit and cash equivalents with a maturity of less than one year.

(h) Stocks

No stocks are held.

(i) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(j) Impairment

Assets not measured at fair value are reviewed for any indication that the asset may be impaired at each balance sheet date. If such indication exists, the recoverable amount of the asset, or the asset's cash generating unit, is estimated, and compared to the carrying amount. Where the carrying amount exceeds its recoverable amount, an impairment loss is recognised in profit or loss unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

(k) Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

(l) Leases

Rentals payable and receivable under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

(m) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

(n) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

(o) Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial

statements. The principal financial risks to the Company are related to the loss of fundraising and trading revenue and additional costs of working. The budgeted income and expenditure are sufficient with the level of reserves for the charity to be able to continue as a going concern.

(p) Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Tangible fixed assets.
Tangible fixed assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

Bad Debt Provision.
Bad debts are provided for on the basis of a 100% provision for all former tenants and 100% provision for specific current accounts that have been identified by the Income Team.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

2 Income from donations and legacies

	2025 £	2024 £
Gifts	48,851	39,828
Grants	54,169	35,717
Donated goods for distribution to beneficiaries	31,200	12,498
	134,220	88,043

Income from donations was £134,220 (2024 - £88,043) of which £85,369 (2024 - £52,326) was attributable to unrestricted funds and £48,851 (2024 - £35,717) was attributable to restricted funds.

3 Income from charitable activities

	2025 £	2024 £
Housing Management	7,385,959	6,972,414
Accommodation and Inclusion Services	2,244,456	2,071,278
Services to counter Domestic Violence	524,802	529,364
Floating Support and Outreach Services	340,352	369,072
Other	-	565
	10,495,569	9,942,693

Income from charitable activities was £10,495,569 (2024 - £9,942,693) of which £3,108,840 (2024 - £2,969,714) was attributable to restricted funds and £7,386,729 (2024 - £6,972,979) was attributable to unrestricted funds.

4 Income from other trading activities

	2025 £	2024 £
Other	7,955	2,621
	7,955	2,621

Income from other trading activities was £7,955 for 2025 (2024 - £2,621) all of which was attributable to unrestricted funds.

5 Income from investments

	2025 £	2024 £
Interest – deposits	50,926	29,936
	50,926	29,936

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

Income from investment was £50,926 for 2025 (2024 - £29,936) all of which was attributable to unrestricted funds.

6 Other income

	2025 £	2024 £
Profit on sale of tangible fixed assets	1,842	-
Other	4,443	13,016
	6,285	13,016

Other income was £6,285 for 2025 (2024 - £13,016) all of which was attributable to unrestricted funds.

7 Analysis of expenditure on charitable activities

	Activities undertaken directly £	Grant funding of activities £	Support costs £	2025 Total £	2024 Total £
Housing Management	2,737,619	1,752,053	709,046	**5,198,718**	5,020,038
Accommodation and Inclusion Services	1,273,004	814,712	329,710	**2,417,426**	2,133,631
Services to counter Domestic Abuse	562,336	359,890	145,646	**1,067,872**	1,319,216
Floating Support and Outreach services	386,993	247,672	100,232	**734,897**	856,527
Other	31,065	19,881	8,046	**58,992**	38,801
	4,991,017	**3,194,208**	**1,292,680**	**9,477,905**	**9,368,213**

£6,283,696 (2024 - £5,274,758) of the above costs were attributable to unrestricted funds. £3,194,209 (2024- £3,111,492) of the above costs were attributable to restricted funds.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

8 Allocation of support costs

Support cost	Basis of allocation	Housing Manage-ment	Accomm-odation and Inclusion Services	Services to counter Domestic Abuse	Floating Support and Outreach Services	Costs of generating Voluntary Income	**2025 Total**	2024 Total
		£	£	£	£	£	£	£
Finance	Total Income	2,536	924	451	321	23	**4,255**	12,893
Information technology	Total Income	2,651	966	471	335	24	**4,447**	2,466
Human resources	Headcount	33,820	12,324	6,009	4,279	301	**56,733**	85,955
Business Development	Non-Rental Income	0	69,093	16,739	10,247	1,630	**97,709**	81,736
Service Management & Employee Tracking	Total Income	17,245	6,284	3,064	2,182	153	**28,928**	29,952
Depreciation	Rental Income	650	0	58	47	0	**755**	2,487
Office costs (incl. rental)	Total Income	518	189	92	66	5	**870**	4,433
Intragroup Charges	Total Income	630,769	229,855	112,078	79,798	5,605	**1,058,105**	923,360
Pension contributions	Headcount	461	2,640	3,059	377	126	**6,663**	9,716
Other	Total Income	20,396	7,433	3,624	2,580	181	**34,215**	12,923
		709,046	**329,708**	**145,645**	**100,232**	**8,048**	**1,292,680**	1,165,921

9 Net income for the year

Net income is stated after charging:

	2025	2024
	£	£
Depreciation of tangible fixed assets	94,211	91,785
Operating Lease Payments		
-Land and Buildings	278,962	151,978
Auditors Remuneration	-	-

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

10 Staff costs and employee benefits

The average monthly number of employees and full time equivalent (FTE) during the year was as follows:

	2025 Number	**2025 FTE**	2024 Number	2024 FTE
Management and Admin	18	19	20	20
Fieldworkers	138	116	134	109
Cleaners	3	1	3	1
	159	**136**	**157**	**130**

The total staff costs and employee benefits were as follows:

	2025	2024
	£	**£**
Salaries and wages	3,635,511	3,345,542
PAYE / NI Costs	312,884	285,248
Pension Costs	125,784	114,763
Redundancy Costs	12,262	26,533
	4,086,441	**3,772,086**

There are 2 employees (£60,001-£70,000) who received total employee benefits (excluding employer pension costs) of more than £60,000.

The Key Management Personnel of the charity are the Directors. Their remuneration is paid via the parent company, Honeycomb Group Limited, and disclosed in the Group accounts.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

11 Tangible fixed assets

	Land and buildings £	Motor vehicles £	Office equipment £	ICT equipment £	**Total £**
Cost or deemed cost:					
At 1st April 2024	590,869	-	181,328	542,667	1,314,864
Additions	-	-	22,752	69,083	91,835
Disposals	-	-	-	(44,764)	(44,764)
At 31st March 2025	**590,869**	**-**	**204,080**	**566,986**	**1,361,935**
Depreciation:					
At 1st April 2024	77,172	-	129,741	417,878	624,791
Charge for the year	8,743	-	12,693	72,775	94,211
Eliminated on disposals	-	-	-	(44,764)	(44,764)
At 31st March 2025	**85,915**	**-**	**142,434**	**445,889**	**674,238**
Net book value:					
At 31st March 2025	**504,954**	**-**	**61,646**	**121,097**	**687,697**
At 1st April 2024	513,697	-	51,587	124,789	690,073

The net book value of land and buildings comprised:

	2025 £	2024 £
Land and buildings:		
Freehold	504,954	513,697
	504,954	**513,697**

Tangible fixed assets held at deemed cost (previously valuation).

The historic cost equivalent of land and buildings included at deemed cost is as follows:

	2025 Land and buildings £	2024 Land and buildings £
Cost	750,000	750,000
Accumulated depreciation	(118,580)	(107,800)
Net book value	**631,420**	**642,200**

Freehold land and buildings included above were recognised as a deemed cost on transition to SORP (FRS 102). These assets are being depreciated from their valuation date of 1st April 2014 and have a net book value of £631,420 (2024 - £642,200). The historic cost equivalent of these assets is £504,954 (2024- £513,697).

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

12 Debtors

	2025 £	2024 £
Rent Arrears	643,938	858,222
Provision for bad debts	(376,532)	(473,940)
Net rent arrears	267,406	384,282
Gross amounts due from customers for contract work & accrued income	58,107	174,274
Amounts owed from group undertakings	4,352	1,111
Other debtors	257,031	228,640
Prepayments	399,265	327,699
	986,161	**1,116,006**

13 Current asset investments

	2025 £	2024 £
Short term deposits	2,041,103	1,468,359
	2,041,103	**1,468,359**

Short term deposits an average interest rate of 2.50%.

14 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	223,248	128,327
Tenant prepayments	115,018	133,795
Deferred Income (note 17)	357,003	320,090
Amounts owed to group undertakings	157,276	92,557
Other tax and social security	73,784	71,086
Other creditors	569,216	321,343
Accruals	312,725	585,896
	1,808,270	**1,653,094**

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

15 Creditors: amounts falling due after more than one year

	2025	2024
	£	£
Amounts owed to group undertakings	73,000	73,000
	73,000	**73,000**

The amount owed to group undertakings is repayable upon the sale of the Elizabeth House property.

16 Leases

Operating leases - lessee

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2025	2024
	£	£
Not later than one year	260,985	169,172
Later than one and not later than five years	504,978	116,326
Later than five years	-	-
	765,963	**285,498**

17 Deferred income

	Under 1 year	Over 1 year	Total
	£	£	£
At 1stApril 2024	(320,090)	-	**(320,090)**
Additions during the year	(190,176)	-	**(190,176)**
Amounts released to income	153,262	-	**153,262**
At 31st March 2025	**(357,003)**	**-**	**(357,003)**

Income has been deferred to match the related costs in line with the conditions of the relevant contract, in accordance with section 5.24 of the Charity SORP.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

18 Fund reconciliation

Unrestricted funds

	Balance at 1st April 2024	Income	Expenditure	Transfers	Balance at 31st March 2025
	£	£	£	£	£
Elizabeth House capital fund – designated	654,114	-	-	-	654,114
Retained Earnings	1,152,542	7,500,746	(6,283,696)	2,306	2,371,899
	1,806,656	7,500,746	(6,283,696)	2,306	3,026,013
Revaluation Reserve	92,251	-	-	(2,306)	89,944
	1,898,907	**7,500,746**	**(6,283,696)**	**-**	**3,115,957**

Restricted funds

	Balance at 1st April 2024	Income	Expenditure	Transfers	Balance at 31st March 2025
	£	£	£	£	£
Restricted reserves	12,500	3,194,209	(3,194,209)	-	12,500
	12,500	**3,194,209**	**(3,194,209)**	**-**	**12,500**

Fund descriptions

a) Unrestricted funds

Unrestricted funds constitute the surplus of incoming resources over resources expended on charitable activities which are not restricted in their application.

b) Designated funds

Designated funds comprise funding received from third parties for the development of specific capital projects.

c) Restricted funds

Restricted funds comprise funding which has been received for the provision of specified services. Any unspent funds are carried forward until they are spent or are returned to the funder.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

19 Analysis of net assets between funds

	Unrestricted Funds £	Restricted funds £	Total £
Fixed assets	687,697	-	687,697
Cash and current investments	3,323,369	12,500	3,335,869
Other current assets / (liabilities)	(822,109)	-	(822,109)
Creditors more than one year	(73,000)	-	(73,000)
Total	**3,115,957**	**12,500**	**3,128,457**

20 Events after the end of the year

There were no reportable events after the year end. (2024: NONE).

21 Related party transactions

Honeycomb Charitable Services Limited is a subsidiary of Honeycomb Group Limited. Other subsidiaries of Honeycomb Group include Stillness 924 Limited, Blue Mountain Housing Association Limited, and Search Housing Association Limited. The Charity, as a wholly owned subsidiary, has taken advantage of Section 33 of FRS 102 not to disclose related party transactions with its parent, Honeycomb Group Limited.

Honeycomb Group Limited is a society registered under the Co-operative and Community Benefit Societies Act 2014. Copies of the Group accounts can be obtained at the registered Head Office: 308 London Road, Stoke on Trent, ST4 5AB.

Transactions with registered and non-registered elements of the business

The Charity receives management services from Honeycomb Group Limited.

22 Financial instruments

The carrying amounts of the charity's financial instruments are as follows:

	2025 £	2024 £
Financial assets measured at amortised cost		
Cash at bank and in hand	1,294,766	363,064
Investments	2,041,103	1,468,359
Debtors (excluding prepayments)	586,896	1,138,796
	3,922,765	**2,970,219**
Financial liabilities measured at amortised cost		
Short term creditors (excluding accruals)	1,495,545	1,675,885
Long term creditors	73,000	73,000
	1,568,545	**1,748,885**

Honeycomb Charitable Services Limited

England & Wales - Charity number 701376

Accounts

HONEYCOMB
CHARITABLE SERVICES LTD

CONCRETE glow



Trustees' report & financial statements

YEAR ENDED 31 MARCH 2024

Charity registration number: **701376**

Company registration number: **2357520**

A company limited by guarantee

Trustees:

- Karl Dean
- Andrew Davies
- Georgina Patel
- Alice Hemsley-Myers

Chief Executive Officer: *Mrs J Guildford Smith*

Secretary: *Robert Morton (resigned September 2023)*
Andrew Orrey (September 2023 – March 2024)
Greg van Enk-Bones (appointed March 2024)

Registered office: *308 London Road, Stoke-on-Trent, Staffordshire, ST4 5AB*

Auditor: *Beever and Struthers, The Colmore Building, 20 Colmore Circus, Queensway, Birmingham, B4 6AT*

Bankers: *NatWest Bank plc, 1 Upper Market Square, Hanley, Stoke-on-Trent, Staffordshire, ST1 1QA*



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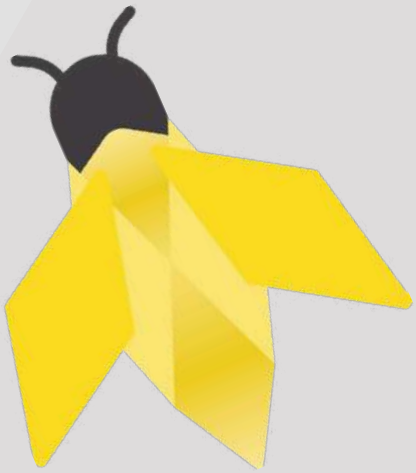
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WELCOME TO OUR 2023-2024 TRUSTEES' REPORT

JULIE GUILDFORD SMITH

An exciting year ahead for Concrete and Glow

Honeycomb Charitable Services remains a fundamental part of Honeycomb Group's drive to champion happy homes in our region by providing services and support that help people across Staffordshire, Cheshire and Derbyshire. Trading as Glow and Concrete, it's aim is to tackle domestic abuse and homelessness, and I continue to be incredibly proud of its achievements.

Last year, I shared my excitement for both Concrete and Glow's ambitious plans and the power of bringing together our expertise, experience and the customer voice to commissioning decisions. I'm delighted to share through further collaborative and innovative thinking, we have delivered a wide array of services over the last 12 months, and even launched several trail-blazing projects along the way.

In August 2023, our homelessness charity launched SPHERE; a specialist project for people impacted by psychoactive substances. This was followed by the opening of Phoenix House, a new accommodation scheme to support the LGBTQ+ community impacted by homelessness. Finally, in December 2023, Vivian Culvert House, a truly unique yet vital, disabled homelessness scheme was opened in Stoke-on-Trent.

Over in Glow, a £1.5 million fund was awarded by Stoke-on-Trent City Council to expand domestic abuse support. This helped the charity sustain much-needed refuge and community accommodation and further the security and safety of the women, men and children living in these homes too. Glow also pursued their ambition to educate more children and young people through their XRoads programme thanks to additional funding from Staffordshire County Council.

Honeycomb Charitable Services now has an exciting year ahead with the launch of Honeycomb Group's five-year corporate plan. Developed over 10 months and informed by teams across Glow, Concrete and Honeycomb Group, as well as 450 customers.

The plan will enable us to be in the best shape possible as we look to the future. We'll grasp new opportunities, have more impact and thrive but our mission remains the same; breaking barriers, building people and bettering homes.

We believe in a better future, and we hope you do too.

Julie

Julie Guildford Smith
Chief Executive,
Honeycomb Group

Honeycomb Charitable Services delivers homelessness and domestic abuse support services through **CONCRETE** and **Glow**, across *Staffordshire, Cheshire East and Derbyshire*. **Here's our 23/24 impact...**



£123,389
fundraised for Glow and Concrete



3,896
people supported across Glow and Concrete



95.3%
of customers said they felt more confident after receiving support (up from 93.5%)



97%
of customers said that they felt safer after receiving support (up from 92%)



93.9%
of customers said they felt able to have their say (up from 93.4%)

glow



287
people were helped to overcome domestic abuse by Glow services in the year



2,565
referrals received into adult services (not including perpetrator services)

419
new referrals into accommodation services were received - we were able to accept 118

1,296
victims of domestic abuse in Derbyshire were referred to our IDVA service

280
CYP referrals received outside of our safe accommodation service

99.2%
of customers said that they felt safer after receiving our support

98.8%
of customers said they felt able to have their say

36
perpetrators supported

152
professionals have received domestic abuse education and awareness training

1,712
CYP took part in our Relationships without Fear relationship education programme

14
volunteers trained to use their lived experience to support Recovery Hub customers

CONCRETE



1,692
people were supported by Concrete throughout the year



105
people kept their homes as a result of our tenancy sustainment work

513
people were supported by the Destination:Home partnership

171
people supported by our peer mentor programme since 2022

17
new properties secured through the Local Lettings Service

96.4%
of customers said that their support worker understood their needs

95.3%
of customers said that they are now able to make better choices

93.9%
of customers said they felt able to have their say

50
LGBTQ+ customers housed and supported via Phoenix Support Hub and Phoenix House

23
pyschoactive substance users housed and supported through SPHERE

156
Cheshire East customers supported in their own home through floating support



Our strategy

Executive Director of Support and Wellbeing, Melanie Dunn

A year in review



It has been a remarkable year for Honeycomb Charitable Services, trading as domestic abuse specialist Glow and homelessness support service Concrete.

We have grown – not only in income, with a rise of just under 18% - but in the impact we have delivered to local people, through the development of trailblazing new services.

This year we supported 3,896 customers through both the continued development of well-established services, such as Concrete's Destination:Home partnership – supporting over 500 people - and Glow's Recovery Hub – helping 287 people - but also through groundbreaking new projects that provide much-needed guidance to vulnerable people.

This includes the Stoke-on-Trent LGBTQ+ community, for whom we developed Phoenix. What started as phone support has expanded to a local three-bed home for people experiencing gender and sexuality difficulties, alongside homelessness. In December we also launched our new male supported accommodation scheme, Vivian Culvert House, which provides a safe and accessible home for men with disabilities.

As support services we continued to be reactive to local issues this year. September saw the launch of Concrete's SPHERE project - Supporting Psychoactive substance users into Housing by Enabling Recovery and Empowerment. Made possible by Stoke-on-Trent City Council (SOTCC) funding, the project was a direct response to the city's –challenges with the psychoactive substance, monkey dust. The service aims to improve access to accommodation, alongside substance use treatment, for users of psychoactive drugs, with 23 individuals supported so far.

In May we were proud to launch Glow's 180° Project in Derbyshire, with colleagues using their extensive experience of working with perpetrators to develop a new service to help them take responsibility for their behaviour. Also in the county, our longstanding Independent Domestic Violence Advisor (IDVA) service expanded to account for increased demand and the ever-changing complexities of domestic abuse. The service saw an increase of 35% on referrals from last year, so adapted to include specialist roles such as stalking and harassment, BAME and health.

In October, SOTCC funding enabled Glow to work with fellow Group brand, Revival, to provide the Domestic Abuse Sanctuary and Safe Accommodation (DASSA) service. The project enables us to provide safety measures to homes, enabling victims of abuse who want to stay at home, to do so safely.

With these unique new services, we're happy to share that we have seen a real increase in the number of customers reporting an increase in their confidence levels and safety. This includes Paul (p.29), who faced addiction, prison and homelessness and worked with Concrete to overcome past trauma. It's also true for Kayla (p.14), who with Glow's support overcame addiction, modern slavery and domestic abuse.

It's the passion of our colleagues that enables us to remain committed to the causes we serve.

While recruitment and retention is a challenge faced across the charity sector as a whole, we continue to do all we can to maintain a dedicated, happy workforce. My thanks and appreciation goes out to our specialist staff who really do go above and beyond every day to create such positive outcomes.

Lived experience is an integral part of our service delivery and throughout the year the number of volunteers, many with that unique insight, has increased to strengthen our support of customers in recovery. We proactively seek customer involvement in the design and delivery of our services and it's great to see that customers recognise this, telling us they feel 'able to have their say' (98.8% and 93.8% for Glow and Concrete respectively).

Volunteers bring a valuable perspective to assist people in developing the confidence and skills to move on in life in a way that is right for them. This also helps volunteers like domestic abuse survivor Natasha (p. 39), who are further on in their recovery journey and seek opportunities to give something back and secure new skills for future employment. Our volunteers and peer mentors do an amazing job and bring different insight and viewpoints to complement our work and provide real life examples of successful recovery from life traumas. My thanks to all our volunteers and peer mentors for their valued contribution.

The influence of children and young people (CYP) is equally important to us. This year we refreshed our approach to capture their feedback through interactive videos, created by CYP, for CYP. This had a positive impact, resulting in an increase in responses across the charity four years in a row.

Listening to our customers and volunteers helps to enhance our service offer and customer impact and ultimately leads to the successful outcomes noted through the report. As always, our most heartfelt thanks to all customers who have taken the time to provide such valuable feedback. It really does make a difference.

As with many in the sector we continue to see a rise in demand for our services, this is against a backdrop of tightening resources particularly from statutory sources alongside ongoing challenges with recruitment and retention. Despite such challenges, it's been fantastic to see our services thrive and achieve such fantastic recognition through local and national shortlists, awards and accreditations such as the National Children and Young People Awards and VAST's Totally Stoked Awards (p.22). This really is testament to the hard work and dedication of our staff and volunteers, without whom we couldn't deliver our services.

Looking ahead...



It has been a fantastic year, with lots to build on in 2024 – 2025.

One such way is through the development of our very own Theory of Change (TOC), with support from the National Council for Voluntary Organisations (NCVO). A TOC is a diagrammatic representation of the actions, conditions and resources required to facilitate change and achieve outcomes. Our TOC is beginning to take shape and will help to inform the setting of our growth ambitions over the next five years, in line with Honeycomb Group's new corporate plan, Thriving Futures. It will succinctly show the work we do and the intended impact of our activities, whilst remaining aligned to the strategic objectives within the plan.

As we anticipate a general election, the year ahead will continue to be an uncertain one with possible further change politically and socially. Despite this, we'll continue to do all we can to raise the voices of our customers by working with like-minded organisations to address what matters most to them, including factors such as community connection, confidence and positive self-esteem.

We'll collaborate with local government, health services, commissioners and partners, drawing on our well-maintained relationships to navigate challenges ahead with a renewed strength to drive positive change, innovation and growth, all with the singular aim of creating conditions for people and communities to thrive.

Mel

Melanie Dunn
Executive Director of Support and Wellbeing

The heart of change:
Address, overcome and end domestic abuse

Glow is a domestic abuse specialist on a mission to end relationship abuse, campaigning for change and providing support throughout Staffordshire, Derbyshire and its surrounding areas.



Through a full-circle approach we want to ensure that no member of our community is vulnerable to an abusive relationship.

Our three-step approach is unique to Glow, but it's part of a sector-wide movement for lasting change because tackling relationship abuse isn't a linear process.

We need to approach abusive behaviour from every angle to ensure that we stop it in its tracks and enable everyone to understand how to recognise and prevent abusive behaviour before it takes over. We're here to share our story to change the lives of the thousands of people affected by abusive relationships every day.

We're working to change the narrative and end relationship abuse for good, so that everyone can know, give and feel love in a safe and healthy way.

Our unique three step approach:

Address
We provide personal support to help those experiencing abuse to put together a plan to increase their immediate safety, freedom and wellbeing.

Overcome
We help children, young people, adults and families to rebuild their lives free from abuse, providing on-going personal, peer and group support.

End
We raise awareness and provide education on how to spot and respond to abusive relationships in schools, businesses and communities. We also work with those responsible, supporting them to recognise and change their behaviour.



As domestic abuse specialists, everyone at Glow has a passion for change. Change that brings safety and freedom to victims, but also change that stops abuse in its tracks for good.

We believe this can only be achieved by tackling abuse from all angles, which is why we created our unique full circle approach. We are addressing domestic abuse by supporting those experiencing it, overcoming the effects of abuse by supporting survivors to recover and ending unhealthy relationships by educating our communities, especially young people, about abuse and by encouraging behavioural change amongst those who cause harm.

It has been a great year for Glow, with services across North Staffordshire and Derbyshire, for survivors, children and perpetrators, all going from strength to strength. New services, such as the 180 Project and Domestic Abuse Sanctuary and Safe Accommodation (DASSA), have given way for exciting new roles to expand on exisiting support and achieve positive outcomes for customers. Overall it has been a fantastic year, with lots to build on as we go into the next one.



Lucy Willis
Head of Domestic Violence & Abuse Services

Address

Support for children and young people

Our children and young persons support in Newcastle-under-Lyme is another service that aims to address the impact of relationship abuse. Young people are referred to the service for one-to-one support by educational settings, such as schools, when domestic abuse is identified or suspected.



1,712
Children and young people received the Relationships without Fear programme

280
Children and young people referrals received outside of safe accommodation service

100%
of children and young people who had 121 support said they felt more able to manage and understand their feelings

24 hours a day, seven days a week...

Our **safe accommodation** acts as a haven for those experiencing abusive relationships. Staffed 24/7 and fully protected with CCTV and door entry systems, these homes provide reassurance to customers around their security.

Refuge and community-based homes

We provide **59** units of accommodation across North Staffordshire, both via refuge and community-based houses and apartments. This difference in property enables us to provide a flexible offer of support to a wide range of people, whether they have just fled abuse or are ready to live semi-indepdently again.



In October we secured funding from Stoke-on-Trent City Council and Staffordshire County Council to enhance our safe accommodation services. Alongside our multi-skilled Domestic Abuse Practitioners, who provide a wide range of support to customers, we have been able to introduce some new specialist roles. These colleagues now deliver more **intensive support** to those facing multiple disadvantage, as well as being able to assist customers to safely **move on** from safe accommodation when they are ready.

Children and young people

At Glow we've always recognised that children and young people (CYP) who have experienced, or witnessed, domestic abuse in their homes are victims in their own right. This is considered when they move into safe accommodation, with our practitioners tailoring specialist support depending on a CYP needs, seperate to that of their parent. In 23/24 Glow recieved support from BBC Children in Need and Stoke-on-Trent City Council to seamlessly integrate support for CYP into our delivery model.

DASSA - Domestic Abuse Sanctuary and Safe Accommodation

In October we received support from Stoke-on-Trent City Council with £1.5 million funding to deliver the DASSA service, in partnership with fellow Honeycomb Group brand, Revival. The project enables us to provide safety measures to homes, enabling victims of abuse who want to stay at home, to do so safely. Receiving referrals from Stoke on Trent City Council's Housing Solutions Team, customers can have appropriate safety measures installed in their properties alongside provision of specialist domestic abuse support from partner agency, New Era as well as any support required from statutory agencies.



"That relationship completely changed my life."



Kayla's story

Before entering into a relationship with the father of her son, Kayla (whose name has been changed to protect her identity), had a career as a nurse and owned her own home.

"That relationship completely changed my life. Within six months of meeting him, I fell pregnant. That's when the domestic violence started – physically, mentally and emotionally.

"This took me down the path of addiction, for me it was almost a way to cope. This all led to me being impacted by modern slavery too. Drug dealers took over my home."

Kayla worked with addiction services and Glow to rebuild her life. She now lives in community safe accommodation with her son, who she has reconnected with.

"If it wasn't for the support of recovery services and now Glow, I wouldn't be sat here today. I'd have taken my own life, either intentionally or indirectly through using drugs."

66
Multi-agency risk assessment meetings (MARAC) attended by Glow

1,350
Victims of domestic abuse represented at MARAC

90%
of customers referred to Glow's IDVA service went on to fully engage with support

IDVA (Independent Domestic Abuse Advisors)

Glow's IDVA service - delivered in Derbyshire County (where it is SafeLives' Leading Light accreddited) and Derby City - supports medium to high-risk victims of domestic abuse. **This year the two services received 1,366 referrals - an increase of 35% on last year.**

Due to the complexities of domestic abuse, we expanded our IDVA team in 23/24 to include a Stalking & Harassment Lead, a BAME IDVA, Family & Criminal Court IDVA and a Health IDVA.

This year our Health IDVA became firmly established at Chesterfield Royal Hospital, working closely with the safeguarding team and the hospital's recently recruited Domestic Abuse Practitioner (DAP). This has resulted in the development of domestic abuse procedures and responses in the hospital, such as an electronic pack containing guidance for staff when responding to disclosures and guidance on how to complete a DASH (Domestic Abuse, Stalking, Harassment and Honour Based Violence Assessment).



Establishing the Family Court IDVA service so quickly has been another success this year alongside the continual development of a specialist court IDVA Team within the wider IDVA service. The development of a family court criteria, clear referral pathway and procedure are just a few aspects that have aided this process.

Stalking and harassment has been high on the agenda for the Derbyshire PCC this year. One of the biggest barriers is around reporting. Reported offences are sometimes listed under harassment instead of stalking within the Police. This prevents the case going to a specialist Stalking Officer and attaining a Stalking Protection Order (SPO).

Our Stalking Lead role is vital to resolving this and ensuring victimds are protected. Our team are working hard to advocate for customers who have experienced stalking and pushing for SPOs to make sure they are protected.

Overcome

Glow's Recovery Hub has gone from strength to strength this year. Recovery services are essential for survivors to overcome the impact of domestic abuse, and the Recovery Hub gives women the tools and confidence to identify and avoid abusive relationships in the future. The service also tackles isolation, giving women the opportunity to rebuild their support networks and reconnect with themselves.

The Recovery Hub offers several programmes that are all AIM accredited, with customers having the option to gain a Level 2 accreditation themselves:

- The Freedom programme helps participants recognise and understand the dynamics of abuse and gives them the tools they need to rebuild their lives.
- The parenting programme, due to be relaunched in 2024, helps parents discover their own unique way of parenting after experiencing abuse.
- The Recovery Toolkit supports people on their journey following an abusive relationship, helping them to recognise that they weren't to blame and can start a brand-new chapter.

As well as delivering group programmes, the Recovery Hub offers social and wellbeing opportunities such as: coffee mornings, yoga groups, crafting activities, free legal clinic and local walks.

The service successfully applied for additional National Lottery 'Know Your Neighbourhood' funding (from April 2023), which enabled the Recovery Hub to develop and deliver their social and wellbeing offer. This funding has also enabled the service to employ one of their trained volunteers as a Social and Wellbeing worker. This role sees them develop and deliver activities for customers. The funding also ensures that all volunteers receive essential training.

To improve communication between customers and staff, the service also launched a private Recovery Hub Facebook group this year to promote activities and share wellbeing tips. They also run a phone line every weekday, which is available for professionals and customers seeking information and advice.

287 customers supported by the Recovery Hub

101 customers completed a group programme

14 volunteers trained, including those with lived experience

41 customers using the Recovery Hub's private Facebook group



What our partners said...

"We have found the Recovery Hub an invaluable service for families in our area. Staff and volunteers are wonderful and so knowledgable.

They are kind, caring, understanding and incredibly inspirational. The referral process is quick and easy and the response time for families is brilliant, no person has to wait long at all to hear from a member of the team.

A brilliant agency to work alongside."

HOMESTART



"The Recovery Hub is a fantastic service for our community and really is like no other!

They're always at the end of a phone if we as professionals have a query for a family. There are no lengthy waiting lists and we have trust in them to 'look after' any person we make a referral to on their behalf .

We really value them as a partner organisation."

BESCURA FAMILY HUBB

Volunteer impact

Volunteers help to deliver Recovery Hub programmes, produce their quarterly newsletter, complete administrative tasks, make wellbeing calls to customers and support with activities. 100% of volunteers surveyed rated their volunteer experience as 'excellent' and said that they felt valued.

One of our volunteers has been instrumental in setting up a wellbeing library and a book swap. They worked with Stoke Literacy Trust who provided us with books for both adults and children to help move forward in their recovery.

In May 2023 we were successful in achieving GOLD standard in the newly launched VAST Volunteer Quality Standards (pictured below), showing the quality of our volunteer offer. We were asked to trial the new standards by VAST due to the strength of the relationship we had developed with them over the year and were the first organisation to achieve the award.



"I feel respected, valued, empowered, part of a team and as if I genuinely matter and make a difference."

End

Glow's ultimate mission is to end domestic abuse and make sure that no one has to experience an abusive relationship. Here's how...

Perpetrator Services

In 23-24 we supported **36 perpetrators** to change their behaviour through our Derbyshire 180 Project.

Glow's 180 Project aims to reduce the number of domestic abuse victims, both adults and children, by changing the attitudes and behaviours of those who perpetrate abuse. In Derbyshire, this is carried out by Intensive Case Managers with high-risk, high-harm perpetrators.

Working with high-risk perpetrators brings interventions regarding risk management, safety planning, and collaboration with other agencies, especially victim support services and the criminal justice system. Our Intensive Case Managers use a wide range of skills and knowledge, taking reasonable steps to make sure that our support does not exacerbate or create additional risks for survivors and their children.

Alongside working directly with perpetrators, we also have an integrated support service, which supports, assesses and manages any risk to current and ex-partners, and families, of the perpetrator.

As well as intensive one-to-one work, we have also developed a **Domestic Abuse Awareness Course (DAAC)** which we have delivered twice in the last twelve months in Derby city centre. The DAAC's aim to increase perpetrators awareness and accountability in their behaviour by looking at what domestic abuse is, the impact on themselves, their victim and the children.

36 high-risk, high-harm perpetrators supported

63 children and young people indirectly supported

40 adult victims indirectly supported

WHAT OUR DAAC PARTICIPANTS SAID

"The lads were open and honest which allowed me to do the same. Admitting that maybe I have done this and maybe I can change".

"I felt that I didn't need it, or want it. My feelings were all over the place, but I have a lot to take away from this, you guys have made it good."

"I wanted to take something on board, you have not looked down on us and that comes across, it makes me want to join in."

Education and prevention



Specialist support for children and young people (CYP)

Glow's education and prevention service provides support to children and young people (CYP) who have experienced or witnessed domestic abuse. This year over **2,250** hours were dedicated to one-to-one support, with **280** referred into the service, and **50** onward referrals to further specialist services made.



Relationships without Fear (RWF)

Relationships without Fear educates young people, educational professionals and community leaders about healthy relationships. This year **1,712** children and young people received the RWF programme. We continued to receive support from Newcastle-under-Lyme Borough Council via LMG funding to deliver 27 fully funded RWF programmes to Newcastle schools throughout the year.

This year, with support from our Communications team, we refreshed the RWF workbooks for Year 4. Changes were made to reflect societal changes and social media trends that impact the way young people understand relationships, as well as reacting to how the programme is received by CYP in schools. This included adding activities about misogyny, worries and fears. This was piloted in April 2024 and received positive feedback.

X Roads

This year we were successful in securing a place on the Staffordshire County Council Turnaround Framework. The Framework contains a range of service providers that can support children (and their families) who are working with Staffordshire Youth Offending Service. Through this, we offer our X-Roads programme. X-Roads is our specialised targeted early intervention programme which supports young people who are on the cusp of offending behaviour and have been identified as having complex needs across a range of issues. This includes self-esteem, confidence, empowerment, low aspirations, housing, domestic abuse, bereavement, drugs and alcohol, sexual health and relationships.



Recognition

This year Glow staff and services received recognition in national and local awards.

National Children and Young People Awards



Children and Young People's Service Manager, **Sarah Buckley** was a finalist at the National Children and Young People Awards 2023, in the Lifetime Achievement category.

Keen to make a difference, Sarah began her career in the domestic abuse sector as a Domestic Abuse Support Worker 10 years ago. Now she leads on all of Glow's services for children and young people.

This includes their preventative relationship education programmes, one-to-one YPVA service (Young Person's Violence Advisor) and specialist support, including for children living in safe accommodation. Sarah is passionate about championing the voices of children and young people, creating and shaping services that work effectively for them.

Sarah said: ***"It's an honour to be nominated alongside so many other incredible people across the sector. We're all working towards the same goal – a better future for our children and young people. It's amazing that the awards are recognising the importance of that.***

"While I do feel really proud to be nominated, it's not just a reflection of me. It also highlights the amazing people I work with every day, who are dedicated to making sure that our children and young people are heard.

"This job is not for the faint hearted and definitely has its up and downs, but through the support and dedication of the team we get through it - often with a smile."

VAST Totally Stoked Awards

Glow was shortlisted for two awards at the VAST Totally Stoked Awards in January 2024. This includes the Recovery Hub for the InVOLve Award and our Stoke-on-Trent refuge, Julia House, for Biggest Impact.

Director of Support and Wellbeing, Melanie Dunn, said: ***"All these services have a hugely positive impact on local people in lots of different ways.***

"It's a big honour to have them recognised."




Microsoft

Making homelessness history

At Concrete, we believe a simple truth - that everyone deserves a place to call home. That's why we strive to make homelessness history.



In 23/24, Concrete continued to house and support people who faced, or were at risk of facing, homelessness.

Across our services, which includes the Stoke-on-Trent City Council (SOTCC) Destination:Home partnership, Young Persons Service, Phoenix (our LGBTQ+ Service), Private Landlords Service and SPHERE, our new psychoactive drug service, we have delivered excellence in customer care, ensuring the chances of homelessness are drastically reduced across Stoke-on-Trent and Cheshire East.

We continue to be enthusiastic about working with partners, not only within the homelessness sector, but also across health, police and local authorities, to work in collaboration to support those who need it. We advocate for people with a range of needs to ensure that everyone where possible has a place to call home, and we are truly passionate about supporting our customers to improve their lives forever.

Laura Dalton
Head of Homelessness, Housing & Complex Needs

We work to make homelessness history in four ways.

Address
Everyone that doesn't have a plan or place to go could be at risk of homelessness, so we're working hard to keep everyone aware of the warning signs and informed on what to do and where to go when things get tough.

Connect
We connect people to help them find a stable, secure home. We provide supported and private housing options, depending on the needs and situation of the people we serve.

Secure
We work with tenants, homeowners, landlords and other housing providers every day to help find a solution to keep people in their homes and help them secure their housing situation.

Equip
We don't stop at connecting people with homes; we help them to build the skills they need to make it a long-term solution. We can help to change the narrative for good if we support people to build skills and knowledge to live well independently.

Concrete offers tailored, specialist support and a variety of accommodation options to tackle homelessness and a range of complex needs. We believe in strength in numbers and are committed to working in collaboration with local partners to create the best possible outcomes for those in need.

Address

We're proud to address homelessness by leading the city-wide Destination:Home partnership. Commissioned by Stoke-on-Trent City Council, the service sees Concrete work in partnership with local organisations to provide a 24/7 support service to people in housing crisis. This includes specialist support for young people, women, men, the LGBTQ+ community and those with disabilities.

The service became an award winner this year when it was recognised as Best Collaborative Partnership at the VAST Totally Stoked Awards.

In 23/24 Destination:Home has achieved:

513 safe homes provided for those in need

151 people received floating support to stay in their homes

12 lived experience placements carried out

18 new properties secured for urban renewal



Connect

A core part of our service delivery is connecting those without a home to one that fits their needs. Alongside this, we provide dedicated support to connect housing and complex needs in one access point.

Vivian Culvert House

This year we launched Vivian Culvert House (VCH), a specialist supported accommodation scheme for men. We recognised the need for more disabled friendly accommodation locally, with 123 Destination:Home customers disclosing that they had a disability, 31 with a disability relating to mobility and 16 with a disability relating to a chronic or progressive disability.

VCH is our reaction to this. The new scheme is staffed 24/7, fully secure with CCTV throughout and completely wheelchair friendly, with five bedrooms specially adapted. VCH launched successfully, as part of the Destination:Home service, in December 2023.

Customer Aaron, whose name has been changed to protect his identity, has faced homelessness and addiction for many years. He was one of the first to move into VCH and said:

"The new scheme is amazing – by far the nicest place I've ever been. It makes me want to sort myself out and start again. I didn't expect to be here before Christmas but Concrete made it happen – it's definitely an amazing present for all of us.

"I've been on drugs since an early age. I've had a lot of problems, but I am done with everything now. Moving in here is a fresh start for me – I can't live like that anymore. I've had enough of it. My room is absolutely brilliant. I've got a telly and my own space."

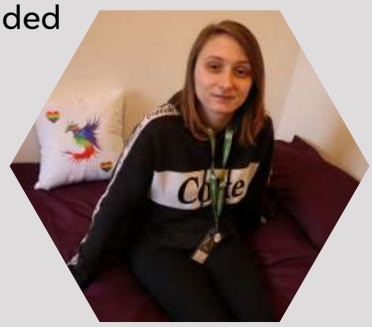




50 customers supported by Phoenix

Phoenix House

Phoenix is our LGBTQ+ specialist service. It first launched in 2023 as a support hub, providing weekly telephone support and advice. In early 2024 it expanded to include Phoenix House, a three-bedroom HMO in Stoke, for LGBTQ+ customers in need of a safe and inclusive place to call home.



Also in 2023, with support from Stoke-on-Trent City Council, we recruited a specialist LGBTQ+ Caseworker. This person works with LGBTQ+ customers who are experiencing homelessness alongside gender and sexuality difficulties. Concrete peer mentors have also supported the Phoenix service.

In 23/24 we are proud to share that **50** customers were supported via the support hub, **8** were supported by a specialist worker and **3** customers were housed in Phoenix House.

Young Person's Service

Our Young Person's Service offers accommodation and housing coaching to those between 18 and 25, including ex-care leavers and unaccompanied asylum seekers awaiting leave to remain.

The service provides 11 independent flats, giving young people their independence, whilst having access to 24/7 on-site staff. We also have a range of semi-independent and dispersed flats within the community. Our mission is to help young people into training and education to ensure that they have the skill and tools to succeed in life. In 23/24, 40 young people were housed and 21 were supported into training or education.

Secure

We work with tenants, homeowners, landlords and other housing providers every day to help find a solution to keep people in their homes and help them secure their housing situation.



SPHERE

In late 2023 we launched SPHERE (Supporting Psychoactive substance users into Housing by Enabling Recovery and Empowerment). The service, funded by the Office for Health Improvement and Disparities (OHID), works to improve access to accommodation, alongside substance use treatment, for users of psychoactive drugs such as monkey dust. We recognised a need for this support, with many individuals finding themselves excluded from housing options due to challenging behaviour that is caused by substance use.

This service is delivered in partnership with Creating Change Housing Management (CCHM) and Stoke Community Drug and Alcohol Service (SCDAS). As a partnership we have provided a direct access route into housing for customers engaging with SCADS that have multiple and complex needs, such as dual substance use and housing need. Those customers have previously experienced barriers in engaging with housing services due to their need for substance use treatment.



SPHERE has gone from strength to strength this year, with commissioners supporting us with extra funding to start gardening and cooking projects for the men engaging on this project and living at our VCH scheme.

Throughout the year, **23** SPHERE customers were accommodated by the service, with only one eviction. This remains so low due to a creative use of personal budgets, enhanced support and low caseloads, which leads to innovative solutions and extra support.

Equip

In order to end the cycle of homelessness, we understand that people need to be equipped with the skills to successfully live independently in the long-term.

Our peer mentor service has continued to thrive this year, with 8 peer mentors recruited, trained and developed to use their lived experience to support current customers.

Mentors spend their time at our 24/7 schemes, hold group activity sessions, one-to-one individual support and regularly attend the Hanley multi-agency hub. At the hub, they speak to rough sleepers who attend the centre and help them to make a referral for Concrete housing and support. In the last two years, **171** customers have been supported by peer mentors.

Paul's story

Concrete customer Paul, whose name has been changed to protect his identity, faced addiction, prison and homelessness. He admits that he had a difficult start while dealing with past trauma, but has engaged well with support and is turning his life around.

"Growing up, I got into the wrong crowd and started to take drugs. It started off with just weed and the odd pill now and again, but eventually turned into harder drugs.

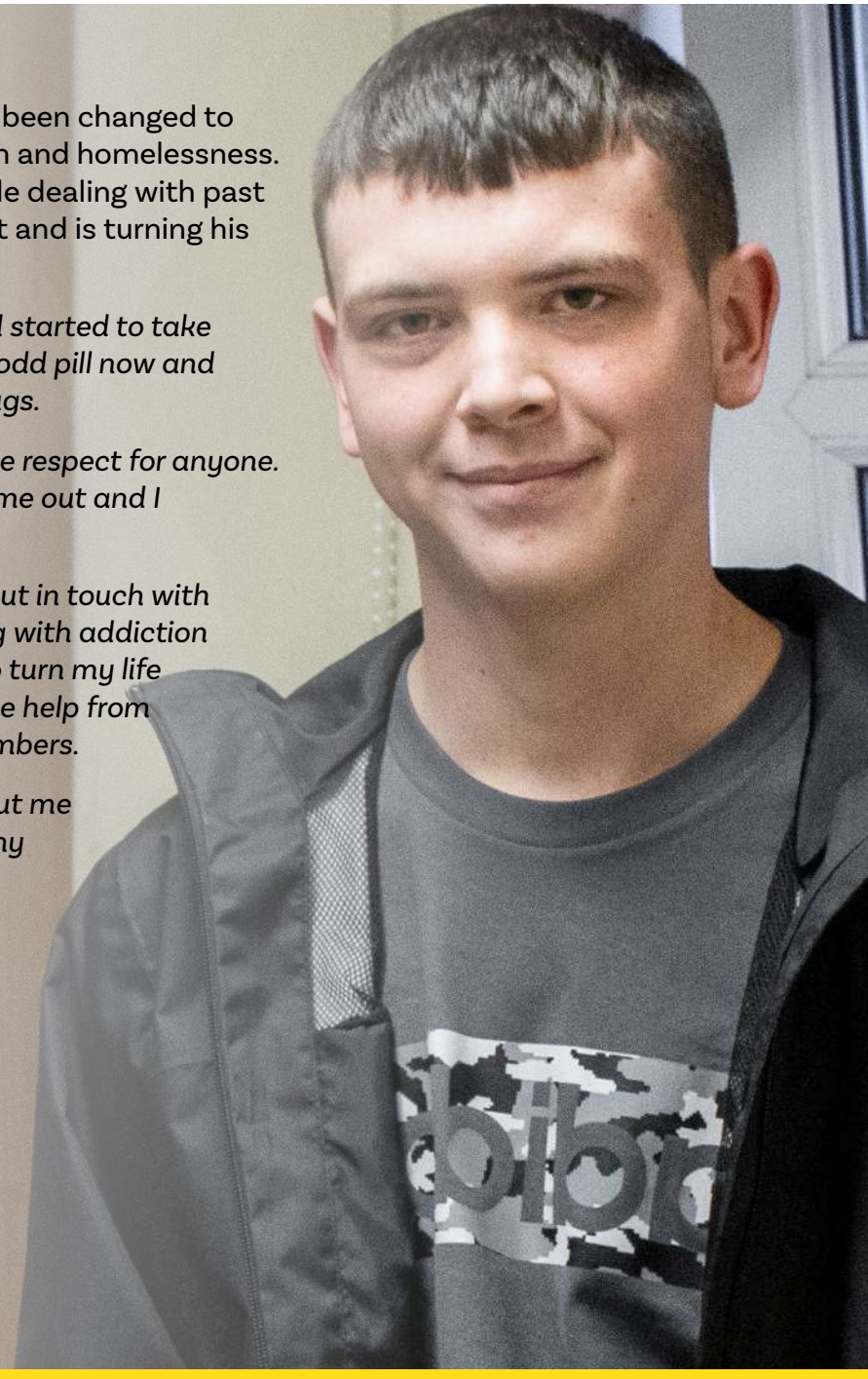
"My life was very chaotic and I had very little respect for anyone. I only cared about myself. My family threw me out and I eventually ended up in prison.

"Once released, I was homeless until I was put in touch with Concrete. I had a rocky start at first, dealing with addiction and past trauma, but I feel I have started to turn my life around. I couldn't have done this without the help from my Service Coordinator and other staff members.

"I haven't had anybody who has cared about me before. I now have a bank account, sorted my finances, I pay my service charges, have a doctor and I'm sorting my health out.

"I have been put in touch with anger management and mental health counselling and have addressed my substance abuse.

"It's been hard but I feel very positive about the future."



The Pantry



In 2023 we launched our food pantry. The pantry, based at our head office in Stoke, is a resource available to all of our customers. It allows staff to provide those in need with essential food and toiletries, all free of charge. The pantry was our reaction to the cost-of-living crisis, including increased food shopping costs, which we know has impacted our customers.

The pantry has been supported well in 23/24, with **£3000** worth of donations received and approximately **30** customers being supported by the pantry each month.

The voice of our customers

We continue to strive to ensure that customer voices are heard, with customers able to get involved and have their say in a number of different ways:

- Customer surveys: These are sent out all year round and collected and audited quarterly for each service area.
- Service Quality Reviews (SQRs): This is our internal process for reviewing service delivery, carried out by our Business Development and Quality & Peformance Team. This includes customer feedback sessions to ensure we capture and respond to the customer voice.
- Scheme activities and group sessions: Customers can participate in activities, feeling comfortable and confident to use their voice to have their say.
- Complaints, comments and compliments: We now have paper copies of feedback forms in schemes, as well as encouraging customers to get in touch online. We continue to challenge staff to encourage feedback so we can capture and learn from customers
- Peer Mentors: They act as a bridge between customers and staff and are often able to raise concerns and share feedback on behalf of the wider customer group.





Fundraising, partnerships and social value

Fundraising

Sources of fundraising in 23/24:

14.4% Corporate fundraising

15.6% Individual fundraising

70% Community groups

Fundraising highlights

- We received support from social media influencers during the Christmas 2023 period. Adam Birks, who previously supported Concrete's Young Person's Service, purchased approximately £400 worth of essential food, treats and takeaway gift cards for the young people to enjoy. Over at Glow, TikTok star Graces Faces donated a number of unused beauty and make-up products, with an estimated value of over £1,000, for customers of Glow's Recovery Hub.
- Honeycomb Group staff raised over £1,600 for Glow's Education and Prevention service by teaming up to run the Potter's Arf in June.
- Honeycomb Group staff raised £1,464 for 'Movember' 2023. The fundraising ensured that Concrete's Young Person's Service customers had a fantastic Christmas, with lots of delicious food and treats.









As part of our commitment to adding value to our core services we were also successful in securing income from various trusts and small grants:

£9,000 from Vodafone Charities Connected

£45,000 from National Lottery Know Your Neighbourhood

£15,000 from Garfield Weston Foundation

£5,000 from The Community Foundation for Staffordshire

£1,100 from Co-op Community Fund

£500 from John Holford Charity

£4,308 from Buttle UK

£3,214 from B&Q

£500 from Star Biker's Charity

£1,400 from St Martin's in the Field

£500 from Lidl Community Fund

£1,500 from Happy Days Children's Charity

£2,640 from YHA

£500 from Tesco (Groundwork)

Adding value

As a business we are committed to taking part in social value projects and continued to do this throughout 23/24.

Honeycomb Charitable Services' approach to social value aligns with the National Themes Outcomes and Measures (TOMS), adhering to the five core categories of: Jobs, Growth, Social, Environment and Innovation. The charity social value is embedded in the Honeycomb Group approach which ensures consistency across our core services.

We actively recruit people who are local to the delivery of our core service areas. Currently 81% of our staff live in Staffordshire with the remaining 19% based in Cheshire East and Derbyshire where we deliver three services. We are committed to paying people fairly and 100% of our staff receive the National Living Wage or above. We actively encourage people with lived experience to apply to work for the charity.

Both Glow and Concrete actively engage with the local community, including businesses, schools and residents, to raise awareness about domestic abuse, homelessness and complex needs and the services available. We do this through a variety of methods including social media and fundraising campaigns, networking events via our membership to the Staffordshire Chambers of Commerce and other organisations, and public speaking.



Partnerships

Partnerships continue to be an integral part of our work. Collective action, and a solution focused approach, with like-minded organisations, partners and stakeholders makes sure that we can continue to deliver essential services, which meet the needs of those vulnerable in society. This is all at a time of increasing demand and for many in the sector, reduced funds.

Concrete continues to be the lead provider of Destination:Home, a 24/7 support service for people impacted by homelessness, commissioned by Stoke-on-Trent City Council. In early 2024 were pleased to receive recognition for our collaborative work across the service at Voluntary Action Stoke's (VAST) Totally Stoked Awards, winning 'Best Collaborative Project.' We are also proud to work in partnership with socially minded landlords, to provide high quality accommodation to support those in need. This included launching our brand new Vivian Culvert House scheme in late 2023, which provides 14 units of accommodation, including those that are adapted for customers with disabilities.

Over in Derbyshire, Glow's work with commissioners has resulted in the continued provision of services working with those responsible for domestic abuse.

In Staffordshire Glow's collaborative approach working with Staffordshire County Council commissioners and fellow safe accommodation providers, secured much needed funding and a shared understanding in the approach and delivery of specialist support for victims and survivors. Working with VAST, Glow successfully piloted a new Volunteering Quality Standard tool, which they went on to achieve Gold Standard of in the process.



We continue to support a wide range of forums, boards and workshops to help influence and shape local solutions overcoming barriers and challenges and meeting local need. Our work with voluntary sector providers and statutory partners in Stoke-on-Trent has seen the voluntary sector children's safeguarding group go from strength to strength. Launched and chaired by Melanie Dunn, Executive Director of Support and Wellbeing in 21/22, the group now has over 30 members. It exists to promote the safeguarding of children and young people in the area by raising awareness, highlighting good practice standards and promoting the voice of the child.

Despite success for the charity in securing increased income during the year, certainty over funding remains a challenge with many contracts and grants awarded on a short term basis. Reaching out to other funders to secure non statutory income remains a priority and secures valuable funds to supplement non statutory contracts.

"The council has worked with Honeycomb Charitable Services, in particular Concrete, Glow & Revival, for some years and we've always been pleased with the services provided and their commitment to work with us as a commissioning partner.

"Services aim to provide good quality accommodation and support that is delivered by skilled and dedicated staff. The services commissioned by the council deliver some fantastic outcomes for residents, some of whom have very complex needs. The leadership team are well-connected, engaged in the local area and knowledgeable about their services. This kind of expertise is intrinsic to helping support Stoke-on-Trent City Council in tackling some of the homelessness challenges faced in the city."



Councillor Chris Robinson

CABINET MEMBER FOR HOUSING AND PLANNING AT STOKE-ON-TRENT CITY COUNCIL

Thank you

Our teams across Concrete and Glow work tirelessly to end relationship abuse and make homelessness history, but they couldn't do this without the support of our commissioners, donors, partners and volunteers.

To everyone that has supported us this year, a huge thank you. It has been a pleasure to work collaboratively with you and we can't wait to achieve more great things together next year.







Our people



Our people

Our team of staff and volunteers are what truly sets Honeycomb Charitable Services apart. We couldn't do what we do without their skill, passion, expertise and experience. During 23/24:

- **141** staff were permanently employed by Honeycomb Charitable Services Ltd
- **100** are employed from the local area
- We welcomed **78** new starters across Glow and Concrete
- **£3,680,681** was the total amount spent on employee payroll

Dedicated volunteers

- **19** volunteers (**13** for Glow and **6** for Concrete) have carried out charitable activities for Honeycomb Charitable Services Ltd

VOLUNTEERS USING THEIR LIVED EXPERIENCE TO SUPPORT OTHERS

Glow volunteer Natasha was with her ex-partner for 11 years. In that time she experienced emotional and physical abuse, with him alienating her from friends and bullying her out of her career.

"In many cases, and in my personal experience, the abuse can start really slowly. It started with outbursts over small things. The first time was when he wanted me to lie for him, and I said no. He shouted at me and stormed off. I remember we'd also argued over the dishes, so I decided to just wash up to hopefully solve the argument. I thought it would help, but I got screamed at for doing them 'badly.' Nothing I did or said was ever right."

Natasha left the relationship and found support from a local organisation near her home town. She began to build herself back up – emotionally, mentally and physically.

"I'd say that 90% of abuse agencies focus on when you're leaving and the immediate aftermath. It's about those initial first steps, and then there's nothing for recovery.

"What Glow are doing would have been lifechanging for me when I first left my ex-partner. I wanted to be involved because I wanted to make sure that other people have access to these things that I didn't have."





Concrete peer mentor Andrea faced heroin addiction, homelessness and personal loss, but has now overcome these difficult times to give back to others.

"That time of my life was really difficult. My addiction led to a really chaotic lifestyle, which saw me face homelessness for a year. I also lost my first child, who went on to be adopted, as a result."

When Andrea found out she was pregnant with her second child, she knew she had to make a change and moved back home to receive support from her parents and local services.

"I needed that support from my family. I pulled myself together and got myself clean – now I'm nearly 14 years sober.

"I met another peer mentor through my partner, who knew about my experiences and thought I'd be a good fit for the programme. When I was facing addiction I didn't have the support of an organisation like Concrete. I knew I wanted to give others the help that I didn't have, so I decided to give it a go.

"In my early mentoring days I lacked a lot of confidence. I really struggled, but seeing the impact that we have as mentors, and the support I've had from the mentoring team, really brought me out of my shell.

"Lived experience is so important and makes a big difference when talking to customers. Each mentor has their own unique background, which helps them to relate to different people."



Listening and learning

Listening and learning

We're always looking at how we can improve our services to make sure that we're offering the most effective solutions for both our customers and commissioners.

Internal reviews - Service Quality Reviews

Service Quality Reviews (SQRs) include customer feedback which can lead to actions on the service action plan. Over the last year the Quality Assurance team have completed five SQRS. Three for Concrete (24/7 female accommodation, Tenancy Sustainment service and Young Person's service) and two for Glow (Education and Prevention service and the Recovery Hub). Customer engagement actions from these SQRs include:

- More consistency with customer surveys to capture feedback more frequently.
- For customer engagement activities to be carried out with customers that provide meaningful feedback.
- For new customers to have a full explanation of services within Concrete.
- Ensure all explanations for things are in plain English and are fully understood by the customer.

This year, our SQRs included our first service review. This included assessing one of volunteer services, which led to an action plan on ways to improve that could make things easier and more beneficial for volunteers across the whole Group. For example, reviewing our expenses policy for volunteers, creating volunteer development pathways, looking at volunteer retention and recognition. We have also started to look at stakeholder feedback in SQRs as well as supporting some services with a stakeholder survey.

This year also saw the implementation of a new, interactive survey for Glow's Children and Young Person's Service. Staff wanted to make sure that younger customers could 'have their say,' so a new survey was developed following input from across the organisation. The survey is now delivered digitally, through a tablet, which links to an interactive online survey. Questions are asked by another young person via a pre-recorded video, and emojis are used as a way of providing answers. This has been really successful and engaged our younger customers well.

What our customers said, and what we did

Customers said:	We did:
More consistency with customer surveys (Recovery Hub)	The service is now providing surveys to customers at the end of each course.
Customer engagement activities to be carried out (Tenancy Sustainment)	Customer Engagement plans to relaunch Tenancy Sustainment customer engagement to link with the housing white paper.
New customers to have a full explanation of services (Tenancy Sustainment)	A pack is now provided to customers when they sign up, so they know what is being offered to them throughout the service.
Ensure that everything is explained in plain English (Young Person's Service)	Two members of the YPS team are now leading on clearer customer communications. This is currently in the planning and implementation stage.
Review our survey for young people, with young people (Education and Prevention)	The young person's survey has been reviewed and implemented across Glow.

External reviews

Two annual reviews led by commissioners were completed during the year on Glow's Stoke-on-Trent safe accommodation service and Concrete's Destination:Home service.

Glow's Stoke-on-Trent safe accommodation service: Commissioners say that once again the service has performed well against the targets set. Only 'achieving independence' was slightly under target. No actions were included in the review.

Customer feedback was positive in all areas and described staff as 'friendly, caring and supportive' as well as customers saying they 'feel safe for being in the service,' they were 'gaining confidence, self-esteem and independence.'

The service was described as "crucial" by stakeholders and staff were 'praised for their non-judgemental, caring and professional methods'.

Like many in the charity and homelessness sectors, **Concrete's Destination:Home (DH) service** faced issues around staff recruitment and retention. Since their last review there has been an improvement around utilisation, with it narrowly missing its overall annual target.

Feedback from DH customers showed that **87%** were happy with the service they received and **86%** would recommend the service. Stakeholders said that staff 'provide fantastic support to service users and work closely with all services supporting the person to achieve the best outcome.'

Keen to drive continuous learning and improvement, a number of actions were agreed with commissioners and partners. This includes a review of the assessment process, to identify customer needs and how we capture outcomes, all to ensure a more consistent approach amongst partners.

Customer voice

Satisfaction surveys are a key part of how we collect feedback from our customers. This year, for the fourth year running, there has been increase in the number of completed surveys, with 300 returns. For Concrete, they almost doubled their numbers from last year (140 this year, VS 78 last year).

This year we rolled out some new surveys, including the children's and young people surveys, with both Concrete and Glow score into the 90% range in all answers. This is what customers told us in 23/24:

95.3% ↑
felt more confident after receiving support (up from 93.5%)

97% ↑
felt safer after receiving support (up from 92%)

93.9% ↑
felt able to have their say (up from 93.4%)

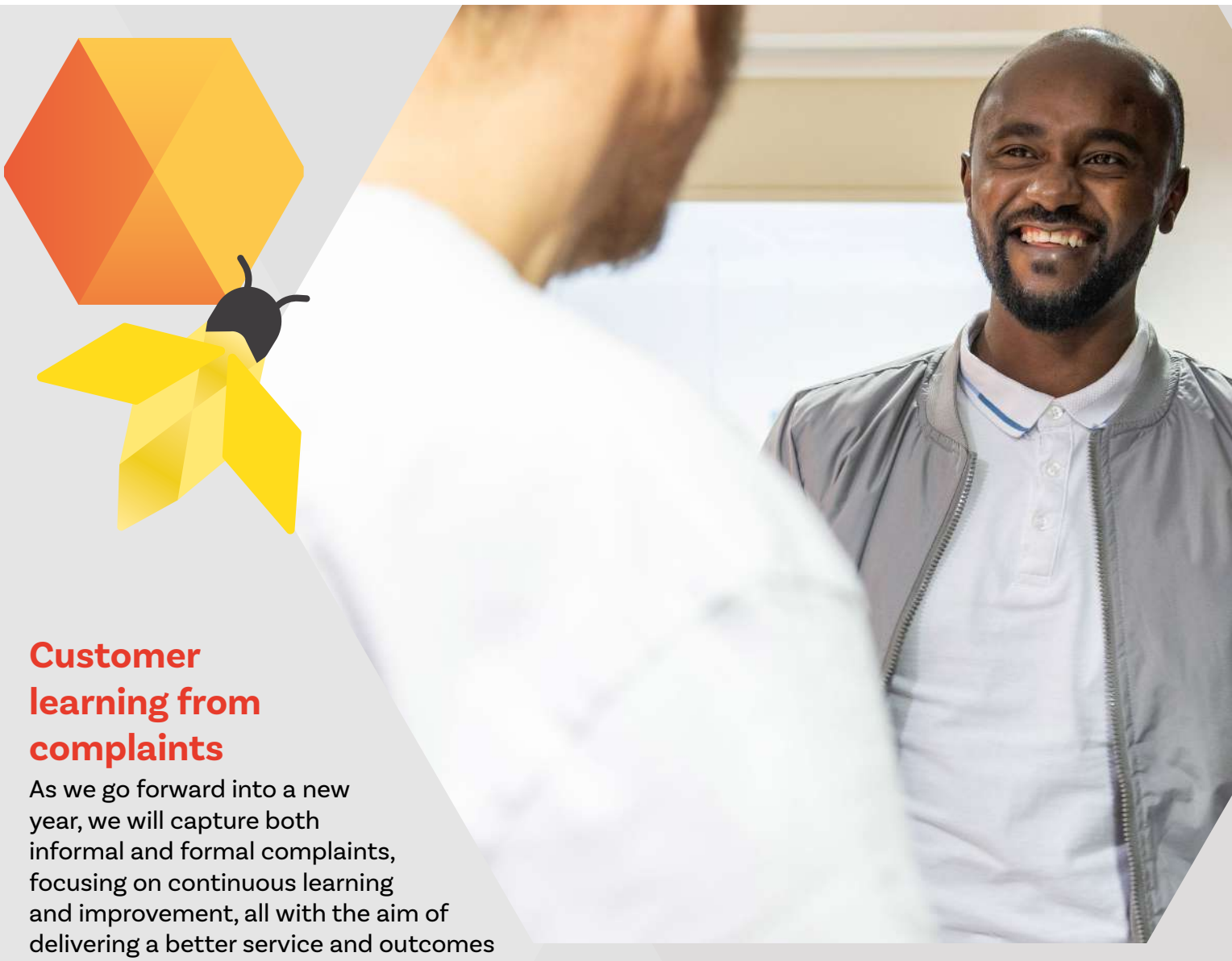
96.4% ↓
felt that their worker better understood their needs (down from 97.7%)

98.7% ↓
felt that they were treated with respect (down from 99.6%)

91.8% ↓
felt more independent (down from 93.5%)

98.2% ↓
felt happy/satisfied with the service (down from 99.2%)

97.3% ↓
would recommend the service to others (down from 98%)



Customer learning from complaints

As we go forward into a new year, we will capture both informal and formal complaints, focusing on continuous learning and improvement, all with the aim of delivering a better service and outcomes for customers. Here is an overview of complaints for 23/24:

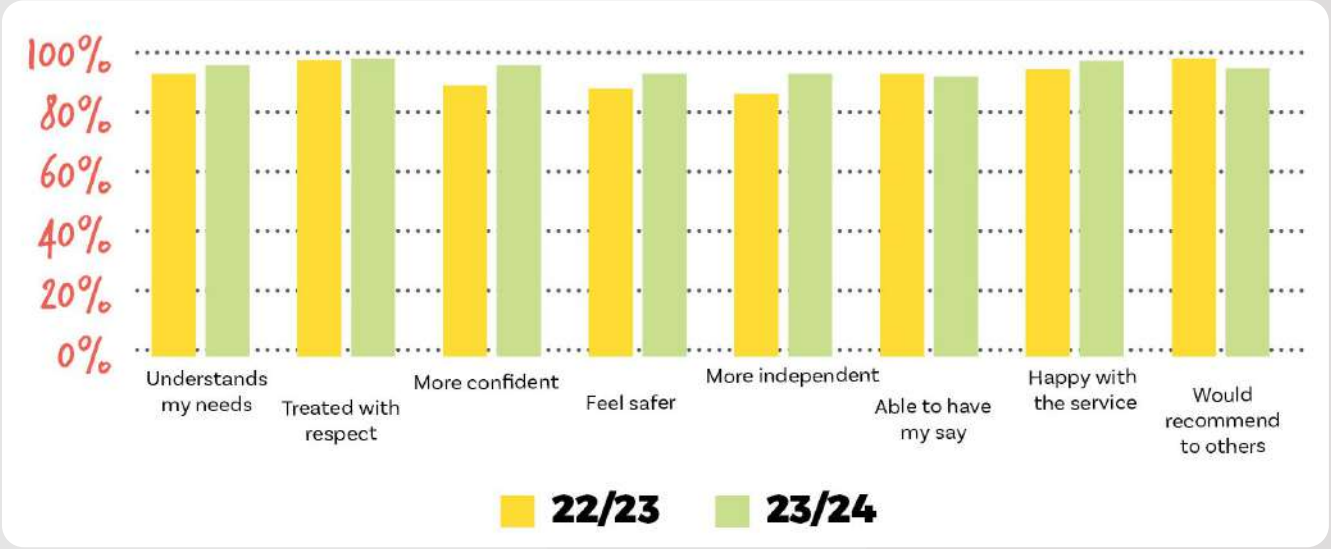
Complaints	22-23	23-24	Breakdown for 23-24	Learning
Total received	6	7	Concrete (4) Glow (3)	• Glow to provide clarity around their parameters for support.
Closed	6	6		
Upheld	4	0		

Databases

We have been continuing to use our internal databases to guarantee services are mobilised or demobilised as appropriate. Our new process brings together everyone involved from different departments, to really understand their roles in this and set actions where needed. Our monitoring and invoicing database is now working with the finance team to improve internal communication around invoicing and the process of ensuring services are being paid in a timely manner.

Customer feedback

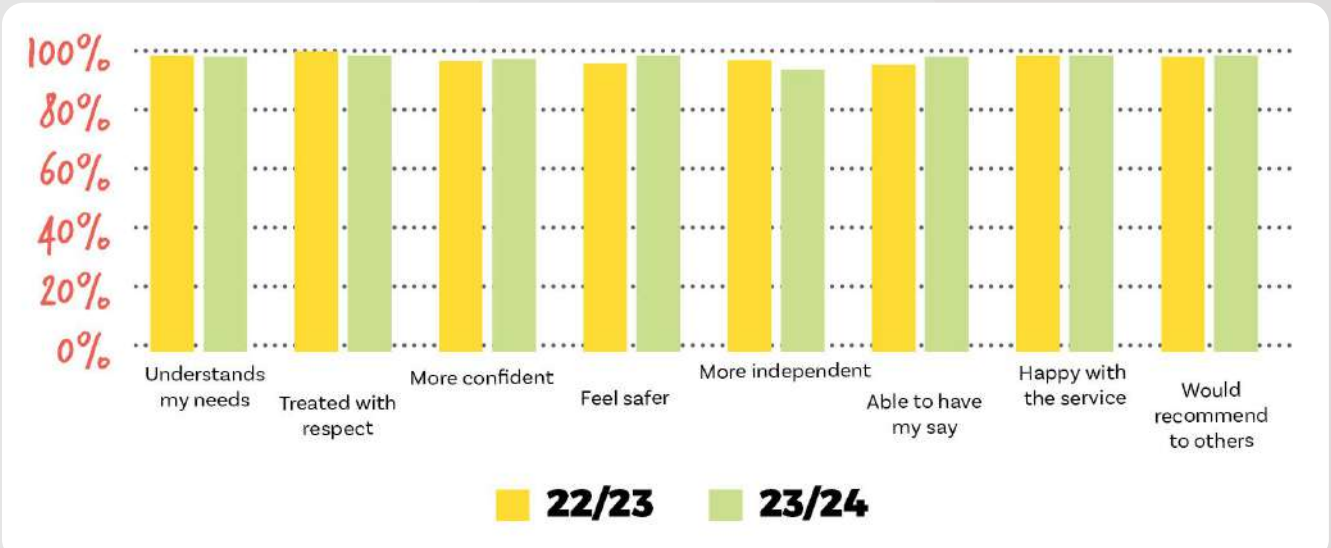
Concrete annual comparisons



Feedback from Concrete customers

Criteria	2022/2023	2023/2024
My worker understands my needs	94.3%	95.3%
I am treated with respect	98.6%	98.6%
I feel more confident	88.6%	95.2%
I feel safer	87.1%	94.4%
I feel more independent	85.7%	91.2%
I am able to have my say	91.2%	90.8%
I am happy/satisfied with the service	93.7%	97.2%
I would recommend the service to others	98.7%	95%

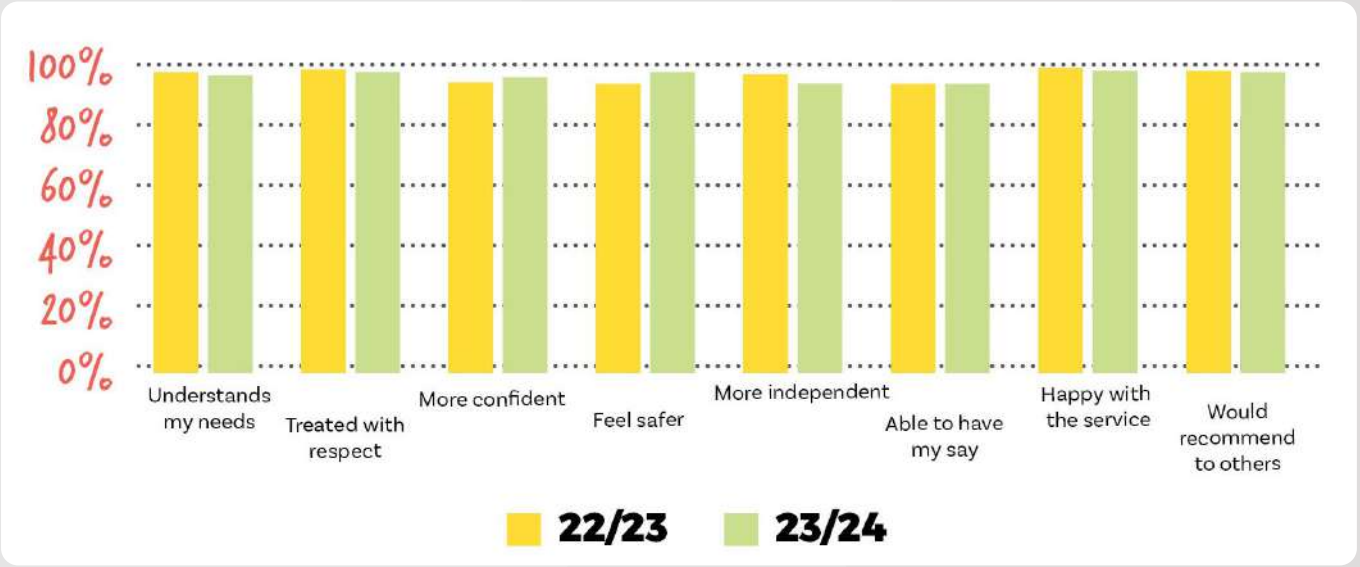
Glow annual comparisons



Feedback from Glow customers

Criteria	2022/2023	2023/2024
My worker understands my needs	99%	98%
I am treated with respect	100%	98.8%
I feel more confident	95.3%	96.1%
I feel safer	94.7%	99.2%
I feel more independent	96.3%	91.9%
I am able to have my say	94.2%	98.8%
I am happy/satisfied with the service	99.5%	99.4%
I would recommend the service to others	98%	99.5%

Glow and Concrete customer satisfaction annual comparisons



Customer feedback from surveys

Criteria	2022/2023	2023/2024
Surveys returned	261	300
My worker understands my needs	97.7%	96.4%
I am treated with respect	99.6%	98.7%
I feel more confident	93.5%	95.3%
I feel safer	92%	97%
I feel more independent	93.5%	91.8%
I am able to have my say	93.4%	93.9%
I am happy/satisfied with the service	99.2%	98.2%
I would recommend the service to others	98%	97.3%



Financial review

Income

For the financial year 2023/24 (ending March 31 2024).

Government contracts
(includes central government and local authority)

Honeycomb Charitable Services Ltd was awarded
9
contracts

The total value of these contracts was
£6,255,380

Government grants
(includes central government and local authority)

Honeycomb Charitable Services Ltd was awarded
5
grants

The total value of these grants was
£101,011





Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future.

For this reason they continue to adopt the going concern basis in preparing the financial statements.

Investment policy and performance

The results for the charity for the year ending 31 March 2024 are set out in the financial statements.

The charitable activities undertaken generated a surplus of **£708,096.** This compares to a surplus of **£132,366** in the previous year.

Costs increased by **11.3%** compared to previous years. Income also rose accordingly **17.8%**.

Funds

As of March 2024, unrestricted funds (excluding revaluation reserves) stand at **£1,806,656** (£1,096,253: 2022/23). Restricted funds stood at **£12,500** (£12,500: 2022/23).

Reserves policy

The Trustees aim to accumulate reserves sufficient to fund its fixed assets, meet its liquidity requirements and have sufficient contingency for unexpected events. Unrestricted funds from any operating surplus will be held as accumulated reserves until the required level of 2.7 months of operating expenditure is achieved. As of 31 March 2024, the charity held accumulated reserves to a level of **2.3** months.

The Trustees regard the ongoing review of the reserves level, target, and policy as part of managing the charity. The operating results are identified and reported each month in the management accounts. Unrestricted funds are identified and analysed when the audit of the annual accounts is complete. The reserves policy is then reviewed by the Trustees as part of the charity's strategic planning process.

Principal funding

Outside of rental income, the principal funding of the charity for the year comes through grants awarded from various bodies including:

- Stoke-on-Trent City Council
- Derbyshire County Council
- Derby City PCC
- Staffordshire County Council

Material investments policy

The bank account is reviewed daily, and all free income is invested in interest-bearing accounts.





Governance

We're part of:

HONEYCOMB GROUP



Honeycomb Charitable Services Ltd is a charitable company limited by guarantee, incorporated on 9 March 1989, and registered as a charity on 31 March 1989. The company was established under a Memorandum of Association, which sets out the objects and powers of the charitable company and is governed under its Articles of Association.

On 2 April 2012, the charity became a member of the Honeycomb Group of companies. It is required to meet its own financial obligations in delivering its charitable objectives. The charity funds its services through government commissions, trust and grant awards and public fundraising.

Honeycomb Group is a team of social-minded brands championing happy homes in our region by providing services and support that help people across Staffordshire and its surrounding areas feel secure, connected, and confident.

Whether it's developing and maintaining affordable homes, providing trusted home repairs and improvements, keeping people safe and well at home or providing support services that eradicate social issues isolating people from a happy home, Honeycomb Group is making our region vibrant.

Our Vision:

A progressive, passionate region with no barriers to a happy home. Close your eyes and think of a city or a place that is full of life and energy. That's what we're aiming to do for every area we serve through the work we do. Happy homes mean thriving people who are building stronger communities and growing the local economy. We want to leave every place better than it was before we got there.

Our Mission:

Breaking barriers, building people, bettering homes.

Our Honeycomb Group values

BE DEAD GENUINE

Our customer experience is different because we're not all made from the same mould. We are who we are, no matter if we're in front of a customer or a colleague. We laugh, we cry, and we're not afraid to chuckle at our own mistakes. There's no script here, just people talking to people.



NEVER SHUT THE DOOR

Breaking down barriers and limitations starts with an open mind and an open heart. Don't close doors on new people or opinions. Value others' differences, respect their input and listen and learn with fascination. Most importantly, never be a Jonny Bravo – it's not all about you baby.

CHASE CURIOSITY AND AMBITION

Whatever your passion is, be passionate about it. Fly without being afraid to fall. Take your curiosity and mould it into a new, creative way of thinking. Do what you can to give our business a fresh edge or approach, and, most importantly, be committed and proud to follow your ambition.



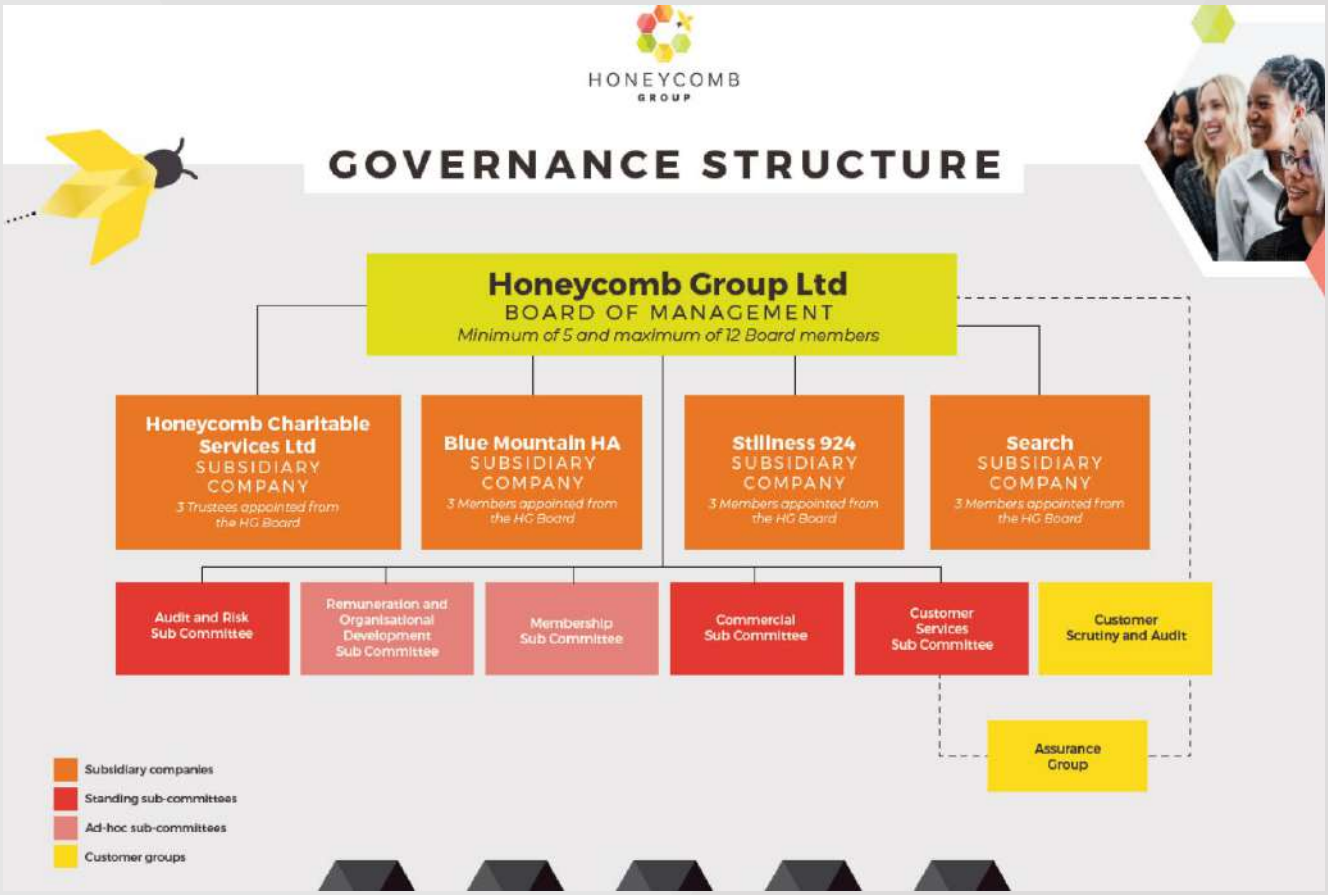
BE A LEADER IN THE FIELD

There's that old saying – do what's right even when no one's looking. Remember that your colleagues, our customers and the wider community are looking to you for guidance, so take accountability for your role and make a positive impact.

COME TOGETHER

It's simple, but we simply couldn't forget to put it down. Believe in the power of collaboration; seek expertise from the wider team; and work together to create bigger and better solutions. If times are tough, have faith in your colleagues and never let the pressure break the pack.

Group structure





Governance structure

The charity is governed through an integrated Board of Management which oversees activities for the entire Honeycomb Group, with four members acting in Trustee roles specifically for the charity.

Meet the trustees

The directors of the charity are its trustees for the purposes of charity law. The trustees have delegated the day-to-day management of the charity to the Group Chief Executive Officer. The trustees who have served during the year and since the year end were as follows:

Karl Dean



Karl has worked in the housing, care and support sector for his entire career and has held a number of senior leadership positions including the Managing Director of Arena Options and Director of Supported Housing at Your Housing Group. His experience brings together supported housing knowledge, a values based approach and social business know how.

Andrew Davies



Andrew has worked as a GP in Warrington since 2002, taking up various roles in health care focussed on service and quality improvement for patients. He's currently in a medical management role and the Clinical Chief Officer for two neighbouring clinical commissioning groups. Working in regional and national leadership roles has led to a strong knowledge base in a range of clinical, organisation and system leadership skills that he uses to improve the health and wellbeing of patients.

Georgina Patel



Georgina has extensive senior leadership and management experience working in local authority and social housing covering a range of disciplines including environmental health, sustainability, housing, and regeneration. She has developed and implemented collaborative strategies with multi-agency partners and residents to address the challenge of decarbonisation, energy security and affordability. She is currently a freelance Sustainability Consultant and is passionate and enthusiastic about delivering positive and innovative solutions for citizens, partners, and communities.

Alice Hemsley-Myers



Alice has more than 20 years' experience in finance, spanning risk management and property finance. She's worked in a range of institutions in the banking and alternative finance sectors. She now works with developers of general and specialist housing as a self-employed consultant. Alice enjoys using her expertise in the social housing sector in the area she grew up in.

Method of appointment or election of Trustees

Trustees are appointed by the Board of the parent company, Honeycomb Group Limited. The Group Board are appointed in line with the National Housing Federation Code of Governance that includes open recruitment and appraisal.

The recruitment and selection process enables us to attract high-calibre members with the right mix of skills, expertise, and qualifications, and ensures that the members' backgrounds and understanding reflects the needs of the customer.

All members of the Board of Trustees gave their time voluntarily and receive no benefits from the charity. No Trustees claimed any out-of-pocket expenses during the financial year 2023/24.

Policies adopted for the induction and training of Trustees

Individual plans are developed for each Trustee as part of the group Board appraisal process. Trustees are also encouraged to take part in the Honeycomb Charitable Services Limited internal quality assurance process, the Peer Audit Reviews. This involves assessing projects for quality of service, performance and policy compliance.



Organisational structure and decision making

Trustees meet around nine times each year and retain overall responsibility for managing the charity's affairs. Trustees receive key reports on strategy, finance, business risk, performance, development, and management. The Group's Chief Executive is responsible for the management of the Group's affairs and implementing strategies and policies approved by the Board. Day-to-day operational management of the charity is delegated to an executive director with support from a senior management team.

Risk management

The charity has a risk management policy and procedure by which business risk is regularly assessed and risk management strategies are implemented. It involves identifying the kinds of risks the charity faces, assessing them in terms of potential impact and likelihood of occurrence, and identifying ways in which to respond. This aims to provide reasonable assurance that risk is properly identified and assessed, and mitigating actions are developed to reduce potential misstatement or loss.

A common approach to risk assessment and management has been adopted and cascaded throughout the organisation. Training has been provided to key employees. Risk review is embedded within the performance management process.

Key risks are overseen by the Honeycomb Group Audit and Risk Committee which considers risk and takes appropriate action.

Serious incidents

All serious incidents reportable to the Charity Commission in 2023/24 were reported, in all there were 2 serious incidents that occurred throughout the year that were reported to the Charity Commission.

These incidents had no impact on the operation or income of Honeycomb Group Charitable Services Ltd.

Evaluation and Board Effectiveness

The Board's key purpose is the effective governance of the Group. Throughout the year the Board has continued to implement strategies that ensure the overall governance arrangements are fit for purpose and effectively support the needs of the business.

During the year the Board, with the support of an independent governance advisor, has:

- Continually looked at the way the board operates and implemented a range of improvements to the overall governance of the Group.
- Used the learnings from the board appraisal process to support personal and collective development.
- Continued the Board succession plan with the appointment of a new Trustee.
- Completed individual and collective appraisals in accordance with Group policy.

Board diversity

The Group board regularly carries out an audit of skills, experience, and diversity of background of its members to find imbalances and gaps and in order to inform trustee recruitment and training. The Group board sees diversity, in all its forms, as an integral part of its recruitment process. When deciding how to recruit trustees, the board thinks about how best to attract a diverse pool of candidates. It tries to achieve diversity in any trustee appointment panels.

Support from parent organisation and wider group structure

The charity receives Group infrastructure support services including ICT, HR, Business Improvement, Finance and Payroll and Communications. Honeycomb Group as the parent organisation takes responsibility for these services and recharges the charity through an inter-group agreement, as well as sharing office space.

This arrangement provides value for money and is mutually beneficial as expertise is shared across the charity and Group.

To maximise value for money, the charity has continued to use Group housing services to provide income management and maintenance services for customers.

With access to this wider pool of knowledge and experience, as well as benefiting from increased purchasing power, Honeycomb Charitable Services Limited can achieve greater efficiency enabling more funding to be focused on frontline delivery.





Trustees' responsibilities

The Trustees (who are also directors of Honeycomb Charitable Services Limited for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company or that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and accounting 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 operation.
- State whether appropriate accounting standards have been followed subject to any material departures disclosed and explained in the financial statements.

The trustees are responsible for the maintenance and integrity of the company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and 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.

Disclosure of information to the auditor

Each of the persons who are Trustees at the time when this Trustees' report is approved have confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware, and
- the Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditor in connection with preparing their report and to establish that the charitable company's auditor is aware of that information.

Signed by the board of trustees for the year ended 31 March 2024.

Karl Dean



Andrew Davies



Georgina Patel



Alice Hemsley-Myers



22 August 2024





Independent Auditor's Report to the members of Honeycomb Charitable Services Limited

Year Ended 31st March 2024

Opinion
We have audited the financial statements of Honeycomb Charitable Services Limited "the charitable company" for the year ended 31 March 2024 which comprise the Statement of Financial Activities (including the Income and Expenditure account), the Statement of Financial Position and the Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:
• give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its result for the year then ended;
• have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
• have been prepared in accordance with the requirements of the 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 Auditor's 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 (who are also the directors of the charitable company for the purposes of company law) 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 other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

Other information (continued)
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 trustees' annual report (which includes the directors' report and the strategic report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
• the strategic report and the directors' report included within the trustees' report have 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 strategic report or the directors' report included within the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which 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 directors
As explained more fully in the Trustees' Responsibilities Statement set out on page 21, 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.

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

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

Extent to which the audit was considered capable of detecting irregularities, including fraud
We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.
In identifying and addressing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

• We obtained an understanding of laws and regulations that affect the charitable company, focusing on those that had a direct effect on the financial statements or that had a fundamental effect on its operations. Key laws and regulations that we identified included the Companies Act 2006, tax legislation, health and safety legislation, and employment legislation.
• We enquired of the trustees and reviewed correspondence and trustees meeting minutes for evidence of non-compliance with relevant laws and regulations. We also reviewed controls the trustees have in place, where necessary, to ensure compliance.
• We gained an understanding of the controls that the trustees have in place to prevent and detect fraud.
• We enquired of the trustees about any incidences of fraud that had taken place during the accounting period.
• The risk of fraud and non-compliance with laws and regulations and fraud was discussed within the audit team and tests were planned and performed to address these risks. We identified the potential for fraud in the following areas: laws related to the construction and provision of social housing, recognising the nature of the charitable company's activities and the regulated nature of the charitable company's activities.
• We reviewed financial statements disclosures and tested to supporting documentation to assess compliance with relevant laws and regulations discussed above.
• We enquired of the trustees about actual and potential litigation and claims.
• We performed analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud.
• In addressing the risk of fraud due to management override of internal controls we tested the appropriateness of journal entries and assessed whether the judgements made in making accounting estimates were indicative of a potential bias.

Due 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, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing fraud or non-compliance with laws and regulations and cannot be expected to detect all fraud and non-compliance with laws and regulations.

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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.



Lee Cartwright (Senior Statutory Auditor)
For and on behalf of
BEEVER AND STRUTHERS
Statutory Auditor
The Colmore Building
20 Colmore Circus Queensway
Birmingham B4 6AT

Date: 19/09/2024



Financial statements

Statement of financial activities

	Note	Unrestricted funds £	2024 Restricted funds £	Total £	2023 Total £
Income from:					
Donations	2	39,828	48,215	**88,043**	155,973
Charitable activities	3	7,042,097	2,900,596	**9,942,693**	8,343,286
Other trading activities	4	2,621	-	**2,621**	(651)
Investments	5	29,936	-	**29,936**	7,480
Other	6	13,016	-	**13,016**	46,617
Total income		**7,127,498**	**2,948,811**	**10,076,309**	8,552,705
Expenditure on:					
Charitable activities	7	6,419,402	2,948,811	**9,368,213**	8,420,339
Total expenditure		**6,419,402**	**2,948,811**	**9,368,213**	8,420,339
Net (expenditure) income		708,096	-	**708,096**	132,366
Net movement in funds		708,096	-	**708,096**	132,366
Reconciliation of funds:					
Total funds brought forward	19	1,190,811	12,500	**1,203,311**	1,070,945
Total funds carried forward		**1,898,907**	**12,500**	**1,911,407**	1,203,311

The notes on pages 67 to 79 form part of these financial statements.

Statement of financial position

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	11	**690,073**	621,302
		690,073	621,302
Current assets			
Debtors	12	**1,138,796**	972,580
Investments	13	**1,468,359**	1,467,841
Cash at bank and in hand		**363,064**	136,635
		2,970,219	2,577,056
Creditors: amounts falling due within one year	14	**(1,675,885)**	(1,922,047)
Net current assets		**1,294,334**	655,009
Total assets less current liabilities		**1,984,407**	1,276,311
Creditors: amounts falling due after more than one year	15	**(73,000)**	(73,000)
Net assets		**1,911,407**	1,203,311
Charity Funds			
Restricted funds	19	**12,500**	12,500
Unrestricted funds	19	**1,806,656**	1,096,254
Revaluation reserve	19	**92,251**	94,557
Total charity funds	19	**1,911,407**	1,203,311

The financial statements were approved and authorised for issue by the Board on **DATE TBC**

Signed by the board of trustees below:



Karl Dean, Trustee



Georgina Patel, Trustee

The notes on pages 67 to 79 form part of these financial statements.

Company registration number: 235752

Statement of cash flows

	Note	2024 £	2023 £
Cash flow from operating activities			
Net income for the financial year		708,096	132,366
Depreciation and impairment of tangible fixed assets		91,785	112,282
Interest received	5	(29,936)	(7,480)
Increase in debtors		(143,426)	(195,042)
Increase in creditors		(268,953)	732,966
(Profit) / loss on disposal of tangible fixed assets		(263)	(45,764)
Net cash flow from operating activities		**357,303**	729,328
Returns on investments and servicing of finance			
Interest received	5	29,936	7,480
Net cash flow from investing activities		**29,936**	7,480
Capital expenditure and financial investment			
Acquisition of fixed assets	11	(160,555)	(74,581)
Disposal of fixed assets	11	263	221,957
Net cash flow from financing activities		**(160,292)**	147,376
Net increase in cash and cash equivalents		**226,947**	884,184
Cash and cash equivalents at 1st April		**1,604,476**	720,292
Cash and cash equivalents at 31st March		**1,831,423**	1,604,476
Cash and cash equivalents consist of:			
Cash at bank and in hand		363,064	136,635
Short term deposits	13	1,468,359	1,467,841
Cash and cash equivalents at 31st March		**1,831,423**	1,604,476

The notes on pages 67 to 79 form part of these financial statements.

Notes to the financial statements

1 Summary of significant accounting policies

(a) General information and basis of preparation

Honeycomb Charitable Services Limited is a charitable company limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are to promote social exclusion for the public benefit by preventing people within the area of Staffordshire and its environs from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity, and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably, and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity.

Notes to the financial statements

(c) Income recognition continued

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.
Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.
Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received, and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

(d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised as Expenditure on Charitable Activities which includes housing management, employment costs, office costs, client activity costs and support costs.
Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

(e) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings, they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises overheads have been allocated on a headcount basis and other overheads have been allocated on a headcount or income basis.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 8.

(f) Tangible fixed assets

Tangible fixed assets are stated at cost (or deemed cost) less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.
Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Freehold property	Over 50 years straight line
Office equipment	Over 3 - 5 years straight line
Motor vehicles	Over 5 years straight line

(g) Investments

Current asset investments are short term highly liquid investments and are held at fair value. These include cash on deposit and cash equivalents with a maturity of less than one year.

(h) Stocks

No stocks are held.

Notes to the financial statements

(i) Debtors and creditors receivable / payable within one year
Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(j) Impairment

Assets not measured at fair value are reviewed for any indication that the asset may be impaired at each balance sheet date. If such indication exists, the recoverable amount of the asset, or the asset's cash generating unit, is estimated, and compared to the carrying amount. Where the carrying amount exceeds its recoverable amount, an impairment loss is recognised in profit or loss unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

(k) Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

(l) Leases

Rentals payable and receivable under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

(m) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.
The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

(n) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

(o) Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The principal financial risks to the Company are related to the loss of fundraising and trading revenue and additional costs of working. The budgeted income and expenditure are sufficient with the level of reserves for the charity to be able to continue as a going concern.

(p) Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Tangible fixed assets.
Tangible fixed assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments

Notes to the financial statements

consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

Bad Debt Provision.
Bad debts are provided for on the basis of a 100% provision for all former tenants and 100% provision for specific current accounts that have been identified by the Income Team.

2 Income from donations and legacies

	2024 £	2023 £
Gifts	39,828	51,171
Legacies	-	-
Grants	35,717	70,713
Donated goods for distribution to beneficiaries	12,498	34,089
	88,043	155,973

Income from donations was £88,043 (2023 - £155,973) of which £52,326 (2023 - £85,260) was attributable to unrestricted funds and £35,717 (2023 - £70,713) was attributable to restricted funds.

3 Income from charitable activities

	2024 £	2023 £
Housing Management	6,972,414	5,300,967
Accommodation and Inclusion Services	2,071,278	1,112,839
Services to counter Domestic Violence	529,364	785,079
Floating Support and Outreach Services	369,072	1,139,707
Other	565	4,694
	9,942,693	8,343,286

Income from charitable activities was £9,942,693 (2023 - £8,343,286) of which £2,969,714 (2023 - £3,037,625) was attributable to restricted funds and £6,972,979 (2023 - £5,305,661) was attributable to unrestricted funds.

4 Income from other trading activities

	2024 £	2023 £
Other	2,621	(651)
	2,621	(651)

Income from other trading activities was £2,621 (2023 -£651) of which £NIL (2023 - £NIL) was attributable to restricted funds and £2,621 (2023 -£651) was attributable to unrestricted funds.

Notes to the financial statements

5 Income from investments

	2024 £	2023 £
Interest - deposits	29,936	7,480
	29,936	7,480

Income from investment was £29,936 (2023 - £7,480) of which £NIL (2023 - £NIL) was attributable to restricted funds and £29,936 (2023 - £7,480) was attributable to unrestricted funds.

6 Other income

	2024 £	2023 £
Other	13,016	46,617
	13,016	46,617

Other income was £13,016 (2023 - £46,617) of which £NIL (2023 - £NIL) was attributable to restricted funds and £13,016 (2023 - £46,617) was attributable to unrestricted funds.

Notes to the financial statements

7 Analysis of expenditure on charitable activities

	Activities undertaken directly £	Grant funding of activities £	Support costs £	**2024 Total** £	**2023 Total** £
Housing Management	2,815,123	1,580,146	624,769	**5,020,038**	4,805,511
Accommodation and Inclusion Services	1,196,492	671,598	265,541	**2,133,631**	1,282,157
Services to counter Domestic Abuse	739,786	415,247	164,183	**1,319,216**	961,610
Floating Support and Outreach services	480,321	269,607	106,599	**856,527**	1,253,250
Other	21,759	12,213	4,829	**38,801**	83,722
	5,253,481	**2,948,811**	**1,165,921**	**9,368,213**	8,386,250

£6,419,402 (2023 - £5,274,758) of the above costs were attributable to unrestricted funds. £2,948,811 (2023 - £3,111,492) of the above costs were attributable to restricted funds.

8 Allocation of support costs

Support cost	Basis of allocation	Housing Manage-ment £	Accomm-odation and Inclusion Services £	Services to counter Domestic Abuse £	Floating Support and Outreach Services £	Costs of generating Voluntary Income £	**2024 Total** £	2023 Total £
Finance	Total Income	7,507	2,719	1,438	1,186	43	**12,893**	46,471
Information technology	Total Income	1,436	520	275	227	8	**2,466**	46,837
Human resources	Headcount	4,925	33,741	39,399	6,753	1,137	**85,955**	52,885
Business Development	Non-Rental Income	42,789	20,005	10,306	8,325	311	**81,736**	74,324
Service Management & Employee Tracking	Total Income	17,440	6,318	3,341	2,755	98	**29,952**	147,460
Depreciation	Rental Income	2,360	-	52	75	-	**2,487**	1,639
Office costs (incl. rental)	Total Income	2,581	935	494	408	15	**4,433**	4,434
Intragroup Charges	Total Income	537,649	194,762	102,984	84,919	3,046	**923,360**	821,360
Pension contributions	Headcount	557	3,814	4,453	763	129	**9,716**	7,742
Other	Total Income	7,525	2,726	1,441	1,188	43	**12,923**	28,155
		624,769	**265,541**	**164,183**	**106,599**	**4,829**	**1,165,921**	1,231,307

Notes to the financial statements

9 Net income for the year

Net income is stated after charging:

	2024 £	2023 £
Depreciation of tangible fixed assets	91,785	112,282
Operating Lease Payments		
-Land and Buildings	151,978	181,811
-Other	-	-
Auditors Remuneration	-	-

Auditor's remuneration is included within the intercompany charge from Honeycomb Group Ltd.

10 Staff costs and employee benefits

The average monthly number of employees and full time equivalent (FTE) during the year was as follows:

	2024 Number	**2024 FTE**	2023 Number	2023 FTE
Management and Admin	20	20	16	15
Fieldworkers	134	109	136	106
Cleaners	3	1	3	1
	157	**130**	155	122

The total staff costs and employee benefits were as follows:

	2024 £	2023 £
Salaries and wages	3,345,542	2,911,625
PAYE / NI Costs	285,248	249,509
Pension Costs	114,763	94,646
Redundancy Costs	26,533	7,145
	3,772,086	3,262,926

Total redundancy / termination payments amount to £26,533 (2023 – £7,145).

10 Staff costs and employee benefits continued

There are no employees who received total employee benefits (including employer pension costs) of more than £60,000.

The Key Management Personnel of the charity are the Directors. Their remuneration is paid via the parent company, Honeycomb Group Limited, and disclosed in the Group accounts.

Notes to the financial statements

11 Tangible fixed assets

	Land and buildings £	Motor vehicles £	Office equipment £	ICT equipment £	**Total £**
Cost or deemed cost:					
At 1st April 2023	590,869	6,995	129,381	459,799	1,187,044
Additions	-	-	51,947	108,608	160,555
Disposals	-	(6,995)	-	(25,740)	(32,735)
At 31st March 2024	**590,869**	**-**	**181,328**	**542,667**	**1,314,864**
Depreciation:					
At 1st April 2023	68,429	6,995	125,312	365,005	565,741
Charge for the year	8,743	-	4,429	78,613	91,785
Eliminated on disposals	-	(6,995)	0	(25,740)	(32,735)
At 31st March 2024	**77,172**	**-**	**129,741**	**417,878**	**624,791**
Net book value:					
At 31st March 2024	**513,697**	**-**	**51,587**	**124,789**	**690,073**
At 1st April 2023	522,440	-	4,069	94,795	621,304

The net book value of land and buildings comprised:

	2024 £	2023 £
Land and buildings:		
Freehold	513,697	522,440
	513,697	522,440

Notes to the financial statements

11 Tangible fixed assets continued

Tangible fixed assets held at deemed cost (previously valuation).

The historic cost equivalent of land and buildings included at deemed cost is as follows:

	2024 Land and buildings £	2023 Land and buildings £
Cost	750,000	625,000
Accumulated depreciation	(107,800)	(102,000)
Net book value	**642,200**	523,000

Freehold land and buildings included above were recognised as a deemed cost on transition to SORP (FRS 102). These assets are being depreciated from their valuation date of 1st April 2014 and have a net book value of £513697 (2023 - £522,400). The historic cost equivalent of these assets is £523,000 (2023 - £523,000).

12 Debtors

	2024 £	2023 £
Rent Arrears	858,222	573,729
Provision for bad debts	(473,940)	(228,527)
Net rent arrears	384,282	345,202
Gross amounts due from customers for contract work & accrued income	174,274	131,091
Amounts owed from group undertakings	1,111	110
Other debtors	228,640	236,655
Prepayments	327,699	259,521
	1,116,006	972,580

13 Current asset investments

	2024 £	2023 £
Short term deposits	1,468,359	1,467,841
	1,468,359	1,467,841

Short term deposits an average interest rate of 0.07%.

Notes to the financial statements

14 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	128,327	233,872
Tenant prepayments	133,795	177,198
Deferred Income (note 17)	320,090	329,670
Amounts owed to group undertakings	92,557	428,606
Other tax and social security	71,086	60,463
Other creditors	321,343	215,343
Accruals	585,896	476,896
	1,653,094	1,922,047

15 Creditors: amounts falling due after more than one year

	2024 £	2023 £
Amounts owed to group undertakings	73,000	73,000
	73,000	73,000

The amount owed to group undertakings is repayable upon the sale of the Elizabeth House property.

16 Leases

Operating leases - lessee

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2024 £	2023 £
Not later than one year	169,172	170,141
Later than one and not later than five years	116,326	285,496
Later than five years	-	-
	285,498	455,637

Notes to the financial statements

17 Deferred income

	Under 1 year £	Over 1 year £	**Total £**
At 1st April 2023	(329,670)	-	(329,670)
Additions during the year	294,953	-	294,953
Amounts released to income	(285,373)	-	(285,373)
At 31st March 2024	**(320,090)**	**-**	**(320,090)**

Income has been deferred to match the related costs in line with the conditions of the relevant contract, in accordance with section 5.24 of the Charity SORP.

18 Fund reconciliation

Unrestricted funds

	Balance at 1st April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31st March 2024 £
Elizabeth House capital fund – designated	654,114	-	-	-	654,114
Retained Earnings	442,140	7,127,498	(6,419,402)	2,306	1,150,237
	1,096,254	7,127,498	(6,419,402)	2,306	1,806,656
Revaluation Reserve	94,557	-	-	(2,306)	92,251
	1,190,811	**7,127,498**	**(6,419,402)**	**-**	**1,898,907**

Notes to the financial statements

18 Fund reconciliation continued

Restricted funds

	Balance at 1st April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31st March 2024 £
Restricted reserves	12,500	2,948,811	(2,948,811)	-	12,500
	12,500	**2,948,811**	**(2,948,811)**	**-**	**12,500**

Fund descriptions

a) Unrestricted funds

Unrestricted funds constitute the surplus of incoming resources over resources expended on charitable activities which are not restricted in their application.

b) Designated funds

Designated funds comprise funding received from third parties for the development of specific capital projects.

c) Restricted funds

Restricted funds comprise funding which has been received for the provision of specified services. Any unspent funds are carried forward until they are spent or are returned to the funder.

19 Analysis of net assets between funds

	Unrestricted Funds £	Restricted funds £	Total £
Fixed assets	690,073	-	690,073
Cash and current investments	1,818,922	12,500	1,831,422
Other current assets / (liabilities)	(537,088)		(537,088)
Creditors more than one year	(73,000)	-	(73,000)
Total	**1,898,907**	**12,500**	**1,911,407**

20 Events after the end of the year

There were no reportable events after the year end. (2023: NONE).

Notes to the financial statements

21 Related party transactions

Honeycomb Charitable Services Limited is a subsidiary of Honeycomb Group Limited. Other subsidiaries of Honeycomb Group include Stillness 924 Limited, Blue Mountain Housing Association Limited, and Search Housing Association Limited. The Charity, as a wholly owned subsidiary, has taken advantage of Section 33 of FRS 102 not to disclose related party transactions with its parent, Honeycomb Group Limited.

Honeycomb Group Limited is a society registered under the Co-operative and Community Benefit Societies Act 2014. Copies of the Group accounts can be obtained are the registered Head Office: 308 London Road, Stoke on Trent, ST4 5AB.

Transactions with registered and non-registered elements of the business

The Charity receives management services from Honeycomb Group Limited.

22 Financial instruments

The carrying amounts of the charity's financial instruments are as follows:

	2024	2023
	£	£
Financial assets measured at amortised cost		
Cash at bank and in hand	363,064	136,634
Investments	1,468,359	1,467,841
Debtors (excluding prepayments)	811,098	713,060
	2,642,521	2,317,535
Financial liabilities measured at amortised cost		
Short term creditors (excluding accruals)	(1,089,988)	(1,445,151)
Long term creditors	(73,000)	(73,000)
	(1,162,988)	(1,518,151)

Honeycomb Charitable Services Limited

England & Wales - Charity number 701376

Accounts

HONEYCOMB CHARITABLE SERVICES LTD

TRADING AS

glow

CONCRETE

TRUSTEES' REPORT AND FINANCIAL STATEMENTS



YEAR ENDED
31 MARCH 2023

CHARITY REGISTRATION NUMBER: **701376**
COMPANY REGISTRATION NUMBER: **2357520**
A COMPANY LIMITED BY GUARANTEE

Charity registration number: **701376**

Company registration number: **2357520**

Trustees:

- Karl Dean
- Andrew Davies - *Appointed November 2022*
- Georgina Patel - *Appointed November 2022*
- Alice Hemsley-Myers - *Appointed November 2022*
- Caris Henry - *Retired September 2022*

Chief executive officer: Mrs J Guildford Smith

Secretary: Mr Andy Orrey

Registered office: 308 London Road,
Stoke-on-Trent, Staffordshire, ST4 5AB

Auditor: Beever and Struthers, The Colmore Building, 20 Colmore Circus, Queensway, Birmingham, B4 6AT

Bankers: NatWest Bank plc, 1 Upper Market Square,
Hanley, Stoke-on-Trent, Staffordshire, ST1 1QA

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"THE YEAR AHEAD IS AN EXCITING ONE FOR GLOW AND CONCRETE."

WELCOME TO OUR 2022-2023 TRUSTEES' REPORT

JULIE GUILDFORD SMITH

Honeycomb Charitable Services is a fundamental part of Honeycomb Group's drive to champion happy homes in our region by providing services and support that help people across Staffordshire and its surrounding areas feel secure, connected, and confident. Trading as Glow and Concrete, its aim is to tackle domestic abuse and homelessness and I'm incredibly proud of its achievements.

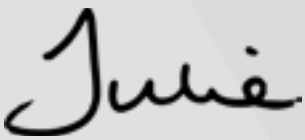
Having joined the Group this year I was immediately impressed by the quality of homes and services offered by both Glow and Concrete. Some of the exempt accommodation they offer is without a doubt some of the best I've seen in my career and the skilled workforce, many with lived experience, are entirely committed to their customers' wellbeing.

It's this great foundation that we hope to build on to increase our positive impact in the region over the next few years.

As part of a business review of Honeycomb Group we will be renewing our business strategy for both Glow and Concrete in the autumn of 2023. The review and subsequent strategy will provide increased focus around our geographical footprint and service delivery, in alignment to local supported housing strategies, which will subsequently influence our tender submissions in the future.

Our key ambition for the future is to become a strategic partner. We currently work with some outstanding organisations who are equally committed to achieving positive outcomes for those who need additional support. This year we have already witnessed the power of bringing together our expertise, experience, and the customer voice to commissioning decisions. It's exciting what could be achieved through further collaborative and innovative thinking in the future, particularly with longer-term commissioning models.

The year ahead is an exciting one for Glow and Concrete. As always there is a lot of change and challenge, but there is also huge opportunity. I look forward to what we can achieve next in our missions to end relationship abuse and stamp-out homelessness.



Some great things have happened this year



£52,000
fundraised for Glow and Concrete



93.4%
of customers said they were able to manage their physical health better



89.6%
of customers said they had improved mental health and wellbeing (up from 86.7%)



93.5%
of customers said they were able to make better choices (up from 89.4%)



97.7%
of customers said they felt their support worker understood their needs (up from 96.9%)



93.4%
of customers felt able to have their say (up from 91.7%)

glow



1,735
people were helped to overcome domestic abuse by Glow services in the year



94%
of young people who received one-to-one Glow support understood more about healthy relationships

454
new referrals into accommodation services were received - we were able to accept 105

1,217
victims of domestic abuse in Derbyshire were referred to our IDVA service

271
individual assessments were undertaken by our Children and Young Person's Team

168
children and young people's referrals received

47
perpetrators were supported by The Keys Project

1,916
referrals received into adult services (not including Drive)

15,624
people have received domestic abuse education and awareness training from Glow

92%
young people who received one-to one Glow support said they felt more able to manage and understand their feelings

14
volunteers have been trained for the recovery hub to pass on their lived experience

CONCRETE



2,490
people were supported by Concrete throughout the year



600
people kept their homes as a result of our tenancy sustainment work

476
people were supported by the Destination:Home partnership

48
people were supported by our peer mentor programme

52
young people were supported through our care leavers service

26
people were supported to break the cycle of homelessness and repeat offending to secure long-term accommodation

86%
of people across the Destination:Home partnership have sustained a tenancy

200+
people in Cheshire East were supported in their own home by our floating support service



Our strategy

A year in review

Over the last 12 months Honeycomb Charitable Services, trading as Glow and Concrete, has experienced some real successes as well as overcoming several challenges. Outstanding delivery, innovation and a skilled workforce have put us into a great position for the year ahead.



I'm pleased to say that at year end 2022/23 Honeycomb Charitable Services is in a strong financial position. Whilst we've been operating in a challenging economic environment our team have worked hard to drive change, improving processes particularly around void management, focusing on expenditure and sourcing new income and grants.

They have also continued to build on our review of rent and service charges. Improvements here have seen us better recover our costs through housing benefit, as most of our customer group are supported in this way. Together these changes have really helped to bring financial growth to the business and we aim to build on this in the coming year.

Like most businesses across almost every sector, recruitment and retention has been a real challenge this year. A shortage of candidates and an explosion of job vacancies has made it very difficult to attract new talent to the business. We have made improvements to staff terms and condition and have started to see some movement in this over the last few months.

A new approach to recruitment marketing next year will also help ease this issue. In the meantime, our existing staff have been amazing, going above and beyond to ensure that service delivery standards are maintained. I would like to take this opportunity to personally thank them for their support, it is very much appreciated.

Concrete, our brand that champions the end of homelessness, has had a great year. A restructure and the introduction of new services have really made a difference to customers. The tenancy sustainment team that supports people to sustain their accommodation and move forward into more independent living has seen some great successes. As too has the young person's accommodation service that supports young people between 17 and 25 years of age, including some care leavers who are transitioning into independent living.

We have also seen the extension of contracts elsewhere like Concrete's services in Cheshire-East. The floating support service aims to support customers moving out of temporary accommodation into their own properties. This includes support with any tenancy related issues, resettlement, rent arrears, benefit issues and debts.

The supported housing service supports customers experiencing homelessness, giving them somewhere to stay to help them get back on their feet and start a new chapter. Next year is another year of innovation for Concrete and we have already secured funding for some exciting new initiatives, including a project that's linked to the National Drugs Strategy. You can read more about Concrete's year from page 24.

Our work to eliminate relationship abuse through Glow has also been incredibly successful over 2022/23. Our IDVA service in Derbyshire was recognised with SafeLives' Leading Lights accreditation, signifying the best practice approach that team are taking in advocating for victims of domestic abuse. With funding from the National Lottery we also saw the launch of a brand-new Recovery Hub and you can read more about this on page 16.

Our education programme, Relationships without Fear, went from strength to strength in Stoke-on-Trent this year. The team educated over 15k people on healthy relationships, and we look to grow this service with more schools in the year ahead. Read more about the service on page 21.

Finally for Glow we've been heavily involved in commissioning opportunities for safer accommodation We're waiting to hear more about this and looking forward to hopefully adding more specialist services this year.

Whilst there are always going to be challenges around supported housing and the other services that we provide, particularly given the current economic climate, I am absolutely delighted with the way our teams have delivered and progressed over the last 12 months and I look forward to the year ahead.

Mel

Melanie Dunn
Director of Support and Wellbeing



The heart of change: address, overcome and end domestic abuse

Glow is a charity on a mission to end relationship abuse, campaigning for change and providing support throughout Staffordshire, Derbyshire and its surrounding areas.



Through a full-circle approach we want to ensure that no member of our community is vulnerable to an abusive relationship.

Our three-step approach is unique to Glow, but it's part of a sector-wide movement for lasting change because tackling relationship abuse isn't a linear process.

We need to approach abusive behaviour from every angle to ensure that we stop it in its tracks and enable everyone to understand how to recognise and prevent abusive behaviour before it takes over. We're here to share our story to change the lives of the thousands of people affected by abusive relationships every day.

We're working to change the narrative and end relationship abuse for good, so that everyone can know, give and feel love in a safe and healthy way.



Our three step approach

Address

We provide personal support to help those experiencing abuse to put together a plan to increase their immediate safety, freedom and wellbeing.

Overcome

We help children, young people, adults and families to rebuild their lives free from abuse, providing on-going personal, peer and group support.

End

We raise awareness and provide education on how to spot and respond to abusive relationships in schools, businesses and communities. We also work with those responsible, supporting them to recognise and change their behaviour.

Whilst it's been a challenging year in many respects, Glow has continued to offer both new and existing services to help stamp out relationship abuse. Strong partnerships have been integral to this. In 22/23 we were an active member of the Derbyshire-wide Domestic and Sexual Abuse Board, Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board and Staffordshire Victim's Feedback Group, amongst others.

This collaboration helps us to influence strategic decision making across the region, with the common aim of improving the response to, and prevention of, domestic abuse.

Several joint pieces of work have been also completed in partnership with other local DA providers which has allowed sharing of good practice and pooling of resources.



Address

Children and young persons support

Our children and young persons support in Newcastle-under-Lyme is another service that aims to address the impact of relationship abuse. Young people are referred to the service for one-to-one support by educational settings, such as schools, when domestic abuse is identified or suspected.

Over the past year our children and young persons support have undertaken 271 individual assessments, working with 122 individual children and young people.

Of those:

92% said they felt more able to manage and understand their feelings

73% saw improved confidence and self-esteem

94% understood more about healthy relationships

74% said it helped them manage their behaviour

Safe accommodation

Our safe accommodation acts as a haven for those experiencing abusive relationships. Staffed 24/7 and fully protected with CCTV and door entry systems, these homes are equipped to provide reassurance to customers around their security.

Over the past year, whilst we have provided safe homes for **155 customers** and **205 linked children**, we received far more referrals than we could accept. In total **454 new referrals** were received in the year, of these we **accepted 105** and **rejected 349**. These figures starkly illustrate the demand for safe homes as a means of an escape out of an abusive relationship.



Burslem safe accommodation service

Our Burslem safe accommodation service is just one of our schemes. With 11 self-contained apartments as well as community properties, this service has doubled in size over the last 18 months. It now provides safe accommodation to any gender identity providing flexibility to reach out to customers who wouldn't normally be suitable for safe accommodation spaces.

Cheadle safe accommodation service

At another of our schemes, we have seen greater involvement from other external agencies over the last 12 months, helping to support women living in the property and once they have moved on into the community. To develop skills and confidence, we have regular visits from training officers from a local work club. Buxton and Leek College run a maths functional skills level 2 course.



We have weekly sessions run by a British Association for Counselling and Psychotherapy counsellor, as well as Home Start, who run parenting groups. Housing Officers work with our customers to apply for housing and benefits, whilst our volunteers run regular coffee mornings, where they listen and support.

Glow's Opening Doors project has continued to support families living in our safe accommodation this year. The project delivers holistic support to people impacted by abuse, and their children. This includes one-to-one support, fun activities, group sessions and even childcare support, to help parents take time for themselves, or attend important appointments. The project has helped 96 children feel 'brighter'.

In the year 89 customers living in safe accommodation left our safe accommodation service in a planned way. Of these 49 were supported to gain alternative settled accommodation such as rented accommodation or living with friends/ family. Others may have moved to another safe accommodation or other form of temporary accommodation.

Support for men

Customer Darren (name changed to protect his identity), was supported by Service Manager Donna and her team at our Stoke-on-Trent safe accommodation service.

Dad-of-three, Darren, aged 40, experienced domestic abuse from his wife, daughter and granddaughter. He was abused emotionally, physically and financially. He had no money of his own, no bank account and bills weren't even in his name.

Darren moved into one of our community-based flats. The flats are an extension of our safe accommodation service for women and children. This meant that Darren had access to all of the safety and support of our safe accommodation service.

While living in his flat, Darren was supported by the team to apply for his own bank account. They wrote him a supporting letter to explain his situation, which led to him being able to open a basic bank account. He could use this for his pension and claim housing benefit to cover housing costs. Now Darren has bills and accounts in his name, is able to budget and pay his bills on time. He's building up some savings too.

He told the team,

"even if I won the lottery, I'd still stay in my flat. I'm very happy here."

IDVA (Independent Domestic Abuse Advisors)

Glow's IDVA service is also a key part of addressing relationship abuse. Over in Derbyshire we have two teams that cover the county as well as the city of Derby. This year our two services received 1,217 referrals. We also secured SafeLives' Leading Light accreditation for our county service, an acknowledgment of the expertise and high standard of service delivery by the team.

Our IDVAs support domestic abuse victims who have been assessed as being at medium to high- risk. We work closely with other agencies and housing associations to provide support around housing, legal services, moving home or additional security.



This year we were able to attract additional funding for our customers to increase security measures, including window alarms, personal alarms and doorbell cameras.

Working on behalf of the victim we share their views and wishes, advocating for them at MARAC and other professional meetings.

This year our Health IDVA has also started working with the safeguarding team at Chesterfield Royal Hospital. Their work is to support staff with people disclosing domestic abuse, alongside supporting patients directly at a time when they most need it. We are excited about this service and how it may grow next year.

The year ahead is positive for the IDVA service. Glow successfully retained the contract for the county and we aim to reach out to more partner agencies over the coming months, increasing the visibility of the service.

Housing Advocacy

Due to staff changes, our housing advocacy post was vacant for half of the year, but despite this we had 34 referrals and supported 26 customers. Work involved safety planning, MARAC referrals and multi-agency working with police, social care, other domestic abuse agencies and housing.

We supported customers living in temporary accommodation, due to domestic abuse, with food parcels.

We also guided them to move on to private housing, social housing or safe accommodation. Our housing advice team provided customers with the financial support they needed to access private housing.

Alongside this we provided emotional support, with one customer telling the Housing Advocate that she had "saved her life".

Overcome

A significant development in Glow's ambition to overcome relationship abuse this year was the Recovery Hub. Launched in November 2022 the Recovery Hub is a safe space for survivors of domestic abuse to rebuild their lives.

The Recovery Hub offers several programmes:

- Glow's 12-week Freedom programme helps participants recognise and understand the dynamics of abuse. Sessions teach them all about the tactics used to control others and gives them the tools they need to rebuild their lives. The programme is available to women who are currently experiencing, or have recently left, an abusive relationship.
- Recognise and Reconnect is a 10-week parenting programme. The programme helps parents discover their own unique way of parenting. Its aim is to help them develop the skills they need to move on with their children.
- The Recovery Toolkit is a 12-week programme based on the professional and lived experience of domestic abuse specialist Sue Penna. The sessions support people on their journey following an abusive relationship, helping them to recognise that they weren't to blame and can start a brand-new chapter.

As well as delivering these programmes, the Recovery Hub also offers social and wellbeing opportunities such as the 'Brew Can Do It' coffee morning, weekly yoga and monthly sewing group.

- 50 women are currently preparing to take part in our programmes
- 72 people were accepted onto the Freedom programme
- 11 people were accepted onto the Recognise and Reconnect programme
- 21 people were accepted onto the Recovery Toolkit programme
- 76 volunteer enquiries were received
- 14 people completed the volunteer training course
- 12 people went on to volunteer with Glow
- 1 volunteer got a job in Glow's safe accommodation service

One customer said: **"I now have the confidence to dress how I like and have started to re-explore hobbies that I was banned from doing during the relationship. I've taken on the positive affirmations and I'm giving myself a daily confidence boost with an affirmation pep talk"**. She now has the confidence to set boundaries with work, which has positively impacted on her home life.

To end the financial year on a positive we secured £45,000 from the National Lottery's Know Your Neighbourhood Fund for the Recovery Hub. This will fund the further development of the service and the social and wellbeing offer.





Glow's Recovery Hub

The Recovery Hub is a safe space for survivors to rebuild their lives following an abusive relationship. Tailored support is delivered through group programmes, wellbeing activities and volunteer opportunities.

In November we held an event to officially launch our Recovery Hub with partners from across Staffordshire. Staff and volunteers used the event as an opportunity to share their lived experience and highlight just how important recovery work is for survivors of domestic abuse.

Partners from across Staffordshire attended, as well as Stoke-on-Trent's Lord Mayor, Councillor Faisal Hussain.

Domestic Abuse Outreach Service Team Leader Becky Fedoroff said that it was 'amazing' to share the work of the Recovery Hub with partners.

The event was a huge success, and we heard some powerful stories from our staff and volunteers. Lived experience is a huge part of our work at Glow and we feel really privileged to have so much of that across the Recovery Hub.

Celebrating with our customers



Last year we had an amazing time celebrating Eid al-Adha at our Newcastle safe accommodation service. Our customers worked hard all morning to cook a delicious lunchtime feast for everyone to enjoy.

We're so passionate about celebrations like this that bring everyone together to relax, have fun and learn something new. Service Manager Vicki said it was a "fantastic time" and she can't wait for the next celebration.

Support for children at Glow's domestic abuse safe accommodation service

Our BBC Children in Need funded project, Opening Doors, launched in 2021. So far 96 children and young people have taken part in the project, which has delivered 241 group and one-to-one support sessions and activities.

One of the children who has taken part in the project is 12-year-old Alana, whose name has been changed to protect her identity. Alana lived in safe accommodation service with her mum and was supported by Children and Young Person's Domestic Abuse Practitioner, Elise.

When Elise first met Alana, she told her that she had been struggling with her feelings because of the domestic abuse she had witnessed. She found it difficult to talk about the abuse she'd seen and was struggling with having contact with the perpetrator. She said that she felt "trapped" – she didn't know what to do with the feelings she'd had. Her self-esteem and confidence had been impacted too.

After working with Alana for a few months, Elise said she "engaged amazingly well" and that there was 'such a change' in her. Other staff in the safe accommodation service started to notice it too. Her demeanour, and how she presented herself, completely shifted. It was all thanks to her newfound sense of confidence.

At the end of their sessions, Alana told Elise that she felt "brighter and happier". Alana's mum started to notice it too. She told Elise how positive the change had been for her daughter. She was more confident and more willing to talk about and express her feelings.



End

Ending domestic abuse is Glow's ultimate aim and there are a couple of ways we tackle this.

Perpetrator Services

Firstly, our perpetrator services provide support to those who want or need to change their behaviour.

Working with high, medium and standard risk perpetrators across Staffordshire and Derbyshire, we aim to change entrenched behaviour by holding perpetrators to account for their abusive behaviour, supporting them to acknowledge the harmful effect on partners and children and the wider community; to take active steps to stop their domestic abuse; whilst providing them with information and support to make informed decisions.

Our involvement in delivering the national perpetrator programme, Drive, has certainly provided us with great experience of working with this customer group. Over the year we have successfully supported high-risk, high-harm, serial perpetrators with the aim of disrupting abuse.

From April 2022 The Keys project worked with 47 medium and low risk perpetrators and supported 204 women and children. Meanwhile, Drive supported 164 high-risk perpetrators, held 23 multi-agency perpetrator panels where risk management and action planning was discussed for 220 families affected by the behaviour of a high-risk perpetrator.

The men who completed the programme are now receiving post group support, as are their partners or ex-partners. They continue to engage well with support, there have been no police call outs, no abusive behaviours reported and they are utilising support to discuss difficulties they may be facing.

One man who recently completed his last session said: **"My views have changed. I now see how much more there is to domestic abuse, what leads up to it, early warning signs, where things could have been stopped and the impact on victims and children."**

The experience gained through our recent perpetrator work has built a very solid foundation from which to grow. At the end of 2022/23 we were delighted to hear that we'd secured Home Office and Derbyshire OPCC funding to launch a new high risk perpetrator service in Derbyshire. The 180 project will launch in April 2023.

In 2022-23, our Drive programme achieved:

80% reduction in physical abuse

82% reduction of sexual abuse

62% reduction in harassment and stalking

57% reduction in coercive and controlling behaviour

Glow's domestic abuse prevention work with perpetrators

Our specialist domestic abuse perpetrator service has worked with 164 high-risk and high-harm perpetrators. Out of those, 173 partners and 372 children were impacted by their behaviour.

One customer was Tony, whose name we have changed. He was a high-risk perpetrator of domestic abuse who was referred to us from MARAC. Tony worked with his Glow Case Manager for over a year, after his ex-partner came forward to report domestic abuse.

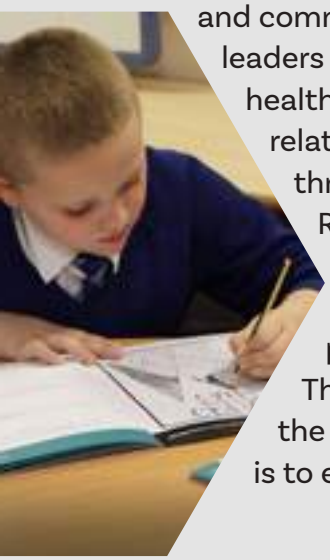
Tony was a serial perpetrator of abuse and had been violent and emotionally abusive towards his ex-partner. He physically assaulted her and threatened to seriously harm and kill her. He threatened to kidnap their child, who had regularly witnessed the violence and emotional abuse that he carried out. He was also dependent on alcohol, a regular cannabis user, unemployed and living in temporary accommodation.

After a year of support, Tony now has a job, his own accommodation and is maintaining his relationship with a new partner. He isn't abusive towards her and is able to have supervised contact with the baby he has had with her.

These are all small steps for Tony, but they have had a huge impact on his life. He's now understanding what a healthy relationship is, which has changed the lives of his partners, past present and future.

Education and prevention

Ending the cycle of abuse is a vitally important part of our work and we recognise that we cannot create real change alone.



Our education and prevention service aims to teach young people, educational professionals and community leaders about healthy relationships through the Relationships without Fear programme. The aim of the programme is to educate people on recognising and responding to domestic abuse as early as possible, whilst also being aware of how to signpost to support.

Now celebrating its 20th anniversary, the programme is going from strength to strength. We've delivered sessions to over 15,624 people, expanded the programme from Staffordshire into Derbyshire and have embarked on a three-year research project with Keele University. The project will re-evaluate and improve our education and prevention approach, exploring wider issues preventing social change.

The research will also include the development of an improved evaluation tool for Relationships without Fear which will be available for any organisation to use to effectively evaluate healthy relationship and domestic abuse education programmes.

Short term work

As a leading provider of domestic abuse services and support in Staffordshire and Derbyshire, we often get called upon to deliver short-term work such as professional advice across all our streams of work. Over the last 12 months we have delivered 494 pieces of short-term work.



"I ENJOYED HAVING GLOW IN SCHOOL BECAUSE THEY WERE REALLY UNDERSTANDING."
Bryce, Year 5
Co-op Academy Clarice Cliff

"MY FAVOURITE PART OF RELATIONSHIPS WITHOUT FEAR WAS WHEN WE WERE TALKING ABOUT HOW TO HANDLE OUR EMOTIONS. NOW IF I GET ANGRY OR OVERWHELMED, I HAVE A MOMENT TO MYSELF AND TAKE A BIG DEEP BREATH."
Lillie, Year 5
Co-op Academy Clarice Cliff

Glow's education and prevention work

Glow has delivered Relationships without Fear, to Portway Junior School, in Derby, since 2021. Headteacher Emma Wilkinson said that signing up for the programme was "a no-brainer".

Portway Junior School said that they are passionate about making sure that pupils know more than just maths and english. They also want pupils to learn about positive, safe relationships, while developing the skills they need to protect themselves.

Schools taking part in Relationships without Fear are fully supported by Glow throughout the programme.

The charity's specialist team feedback to school staff after each session, highlighting any potential concerns that need to be addressed by the school's DSL (designated safeguard lead). This makes sure that any potential concerns can be monitored and addressed quickly. Glow also provides impact reports to every school. These detail the impact that the programme has had on pupils since the first session.

Headteacher Emma said that the children "always feel at ease" when Glow come into school, with any issues recognised by Glow being picked up quickly and addressed by the school's designated safeguarding lead (DSL).

Portway Junior School say they will continue to book the RWF programme to make sure that every pupil in their school has the chance to learn about healthy and unhealthy relationships.

Emma said that the school "would wholeheartedly recommend RWF". She also praised the 'tremendous impact' that it has had on her pupils.

Year 6 pupil Freya said she enjoyed learning about domestic abuse because she wanted to know what to do if she was ever in that situation. She explained that if she was in that situation when she was older she "wouldn't have known what to do before Glow".

Classmate Betsy added it was nice to have someone new in the classroom, as "you're usually always with the same teacher". She added that she would "feel safer" to tell Glow about something, than her usual teacher. These illustrate the impact that the programme has had on pupils since the first session.



Making an impact

#DontBringItHome Glow's awareness campaign during the 2022 World Cup

The campaign raised awareness of the increase in domestic abuse cases during football tournaments and encouraged potential perpetrators to not bring violence home and reach out for support instead.

Our research found that domestic abuse cases increase by 26% on match days. Violence against a partner rises by 38% if a game is lost. Alcohol related domestic abuse increases by 47% on match days.

We wanted to target perpetrators of abuse – and potential perpetrators – who used football as an excuse to hurt their partner.

We created free awareness stickers for local pubs and bars that encouraged people not to bring violence home, but instead visit Glow's website for support and advice.

The social media campaign echoed this message, reaching over 138,000 people and engaging with over 1,000. This was a mixture of social media graphics and videos.

#DontBringItHome was promoted on a huge Stoke-on-Trent billboard which is passed by over 450,000 vehicles every month.

We also secured media coverage for the campaign in the Sentinel newspaper, Stoke Nub News and BBC Radio Stoke. Our social media posts were shared by local stakeholders, including Stoke-on-Trent City Council.



Making homelessness history

At Concrete, we believe a simple truth - that everyone deserves a place to call home. That's why we strive to make homelessness history.



We're here to change the present and the futures of the many without a plan, without a voice and without a home by leading the charge to erase homelessness within our community for good.

We're passionate advocates for possibilities and potential, restoring broken systems by bringing the community together to truly end the causes from all angles. We don't scratch the surface or focus on temporary fixes. We're making concrete changes to make safe, secure housing a right, not a privilege.

Homelessness isn't a choice. It can happen to anyone. Together, we fight to prevent the risk and change the reality. We're advocating for people across all ends of the issue, informing their choices and addressing their needs to change their lives and their futures.

We work to make homelessness history in four ways.

Address

Everyone that doesn't have a plan or place to go could be at risk of homelessness, so we're working hard to keep everyone aware of the warning signs and informed on what to do and where to go when things get tough.

Connect

We connect people to help them find a stable, secure home. We provide supported and private housing options, depending on the needs and situation of the people we serve.

Secure

We work with tenants, homeowners, landlords and other housing providers every day to help find a solution to keep people in their homes and help them secure their housing situation.

Equip

We don't stop at connecting people with homes; we help them to build the skills they need to make it a long-term solution. We can help to change the narrative for good if we support people to build skills and knowledge to live well independently.

Concrete offers a unique suite of services and accommodation options to tackle some of society's most deep-rooted issues. We are outward looking and clear that what makes us stronger is by working in partnership with others, irrespective of sector specialisms or geographical boundaries.

We are proud to lead a partnership of like-minded organisations (Adullam, North Staffs Mind, Changes, Walk Ministries) to deliver critical interventions and preventative services for some of society's most excluded citizens. We do this through a partnership consortium called Destination:Home.

As a lead voice for the sector we ensure that we have robust governance arrangements so our partners can come together to share and receive feedback whilst striving to continuously improve. Working together in this way, we strive to understand and overcome challenges through our shared ambition to end homelessness for good.

Address

Throughout the year we have supported customers to use their lived-experience to raise awareness of homelessness. Local and regional media including BBC Radio Stoke, Signal One and BBC online interviews have covered their stories.

We continue to share the voice of lived experience during volunteers week, mental health awareness week, and sharing content during Pride month, suicide awareness week, adult safeguarding week and international homelessness day.

Social media has also been a very powerful tool for us over the last 12 months. Over the life of the strategy we have reached over two million people through content on our channels, increasing our followers by almost 3,000 people.

As a platform, TikTok has proved a great success in educating about homelessness. Our TikTok post that showed the reality of what a homeless scheme looked like has so far received 301.6k views and 32.8k likes. Whilst a TikTok post asking how a homeless person can buy and prepare food has been viewed 112.6k times, with 231 comments.



Secure

Often our work is about preventing homelessness. In May 2022 we launched our tenancy sustainment service working with customers who are facing an immediate risk of losing their homes.

The team supports customers living in Concrete properties across Staffordshire, helping them with all aspects of their tenancy. They work hard to help customers develop the skills they need to one day manage a home of their own independently.

Over the past year across all our services, we have helped over 600 people to keep their home, equipping them with the skills they need to live independently in the future.

We have signed up 10 new units of accommodation through our landlord liaison services across Stoke-on-Trent and Cheshire East. We have also worked with 15 private landlords who have provided tenancies to our customers through our private lettings service.

Marie's story

When 33-year-old Concrete customer Marie was just 10 years old, her mum passed away. She struggled to deal with her emotions and started to self-harm as a coping mechanism. Marie continued to self-harm throughout her life, and when her living situation became unstable four years ago, she found herself facing homelessness.

Marie was supported by different local services and came to Concrete in 2020 as part of the Covid-19 Everyone In initiative. She continued to be supported by Concrete and moved into our female-only scheme. Thanks to dedication and tailored support, Marie achieved a goal she never thought she'd reach – being free of self-harm for two years.

An emotional conversation with a support worker made her realise that her mum wouldn't want her to hurt herself anymore. After self-harming for more than two decades, Marie said that it was difficult to stop, but she put steps into place and took control of her own journey, with Concrete staff there to guide her.

Marie said that "everyone was so helpful and understanding," adding that she "couldn't have done it" without our support. Marie is now excited about her future and hopes to gain the qualifications she needs to work with children.



Connect

A core part of our service delivery is connecting those without a home to one that fits their needs. Alongside this, we provide dedicated support to connect housing and complex needs in one access point.



Together with our partners we have connected over 900 people to accommodation across North Staffordshire and Cheshire East with support that is fit for their needs. The Destination:Home partnership brings a vast and diverse offer of accommodation for people impacted by homelessness with multiple and complex needs.

This year Destination:Home has supported 476 people across the partnership, of which 225 were supported by Concrete. This includes 26 women in our female only housing and 32 in our male housing project. 86% of people across the Destination:Home partnership have sustained a tenancy and 70% reported to have achieved independent living.

In addition, our young person's accommodation service has supported a further 52 young people over the last 12 months. Whilst our Navigate service has worked with 26 people caught in a cycle of homelessness and repeat offending to secure long-term accommodation.

Our dual diagnosis service with BAC O'Connor worked with over 16 people experiencing co-occurring mental ill health and substance use. Finally, our peer mentoring programme worked with 48 people looking to use their lived experience to mentor others.

Having the time needed to work with these customers who have complex needs is always a challenge and so this year we were delighted to find out that two of Concrete's DLUHC funded Rough Sleeper Initiative (RSI) projects have been extended to March 2025. This brings longevity to our peer mentoring offer and private letting service to make sure that tenants renting in the private sector can benefit from our support whilst expanding our connection with private rented sector landlords.

Also funded by RSI until the end of March 2023 were our specialist support services in relation to prison release, move-on support for rough sleepers, and dual diagnosis support (co-occurring mental ill health and substance use) with our partners BAC O'Connor.

In Cheshire East our floating support and supported housing services continue to provide tenancy related support to over 200 customers in their own homes, both independently and in Concrete properties.

Changing Futures

We're proud to be part of the Changing Futures project in Stoke-on-Trent. The project brings local organisations together from across the city to better support people with complex needs and multiple disadvantages. This includes homelessness, substance misuse, poor mental health and domestic abuse.

As part of the project, we've supported 38-year-old George, whose name has been changed, since September 2022. George is a vulnerable man with learning difficulties, who was independently managing his own Stoke-on-Trent City Council tenancy until last year. He was referred to Changing Futures following a section 42 safeguarding assessment due to concerns for his wellbeing.

About three years ago George was introduced to monkey dust. He quickly became addicted and stopped looking after himself. He was also being coerced by drug dealers who took advantage of his vulnerabilities and used his flat as their own.

We supported George to leave his flat and secured him a room at a local hotel. From there, we found new housing for him with a local provider. Here he receives lots of support with everything from cooking and cleaning to budgeting and managing finances. George also started working with CDAS (Stoke-on-Trent Drug and Alcohol Service) to address drug addiction. He worked on coping mechanisms and learned how to say no.

George also has a voluntary role with local Expert Citizens which he said he's "absolutely over the moon about". He'll receive training on customer service, effective communication and learn how to build a good rapport with people. He'll also be taking a course to improve his literacy and can't wait to get started. George is now well on the road to recovery and is enjoying all of the opportunities that Changing Futures have given him.

Equip

To end the cycle of homelessness we need to equip people with the skills to live independently for the long-term.

Our peer mentoring scheme has gone from strength to strength this year, with peer mentors leading on activities to overcome the impact of isolation and loneliness on our customers and sharing their own learning and success to offer hope and inspiration to others. Our peer mentors have provided countless hours of mentoring to schemes and in turn have gained work experience.

Through a partnership we have offered 12 work placements to people with lived experience and five people were offered permanent posts at Concrete following successful completion of their placement. This significant collaboration helps people with lived experience to gain experience and provide opportunities to enter the job market.

The power of lived experience

Having lived experience gives our staff a unique insight into what our customers are going through and makes such a huge difference to the support we can provide as a team.

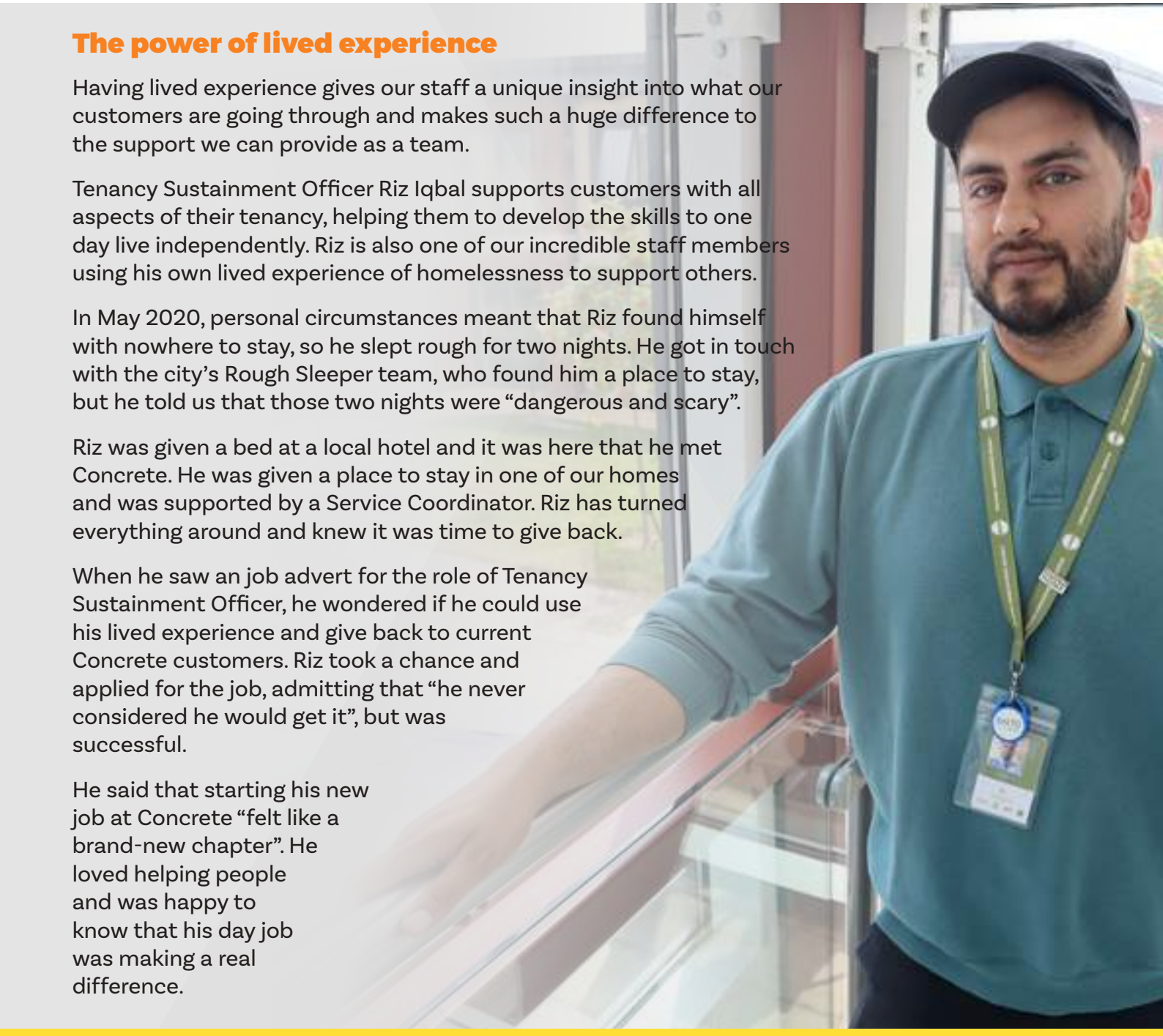
Tenancy Sustainment Officer Riz Iqbal supports customers with all aspects of their tenancy, helping them to develop the skills to one day live independently. Riz is also one of our incredible staff members using his own lived experience of homelessness to support others.

In May 2020, personal circumstances meant that Riz found himself with nowhere to stay, so he slept rough for two nights. He got in touch with the city's Rough Sleeper team, who found him a place to stay, but he told us that those two nights were "dangerous and scary".

Riz was given a bed at a local hotel and it was here that he met Concrete. He was given a place to stay in one of our homes and was supported by a Service Coordinator. Riz has turned everything around and knew it was time to give back.

When he saw an job advert for the role of Tenancy Sustainment Officer, he wondered if he could use his lived experience and give back to current Concrete customers. Riz took a chance and applied for the job, admitting that "he never considered he would get it", but was successful.

He said that starting his new job at Concrete "felt like a brand-new chapter". He loved helping people and was happy to know that his day job was making a real difference.



Making an impact across the homelessness sector

We strive to ensure we are working at the cutting edge of practice whilst seeking opportunities to engage with universities and research institutes to help shape to how homelessness is arranged and understood at a strategic and policy level.

Concrete is proud to have collaborated with the Policy Research Unit in Health and Social Care Workforce at King's College London and Evaluation Centre at the London School of Economics, on a national study called Opening the too difficult box: strengthening Adult Safeguarding responses to homelessness and self -neglect.

The research provided policy and practice recommendations, as well as key messages for Safeguarding Adult Boards and multi-agency working. Through this, Concrete continues to be invited to collaborate on several positive practice briefings and academic articles, including invitations to speak at national conferences as well as membership at the Local Government Association Expert Reference Group on Adult Safeguarding and Homelessness.



Bruno Ornelas

HEAD OF HOMELESSNESS AND COMPLEX NEEDS



Fundraising, partnerships and social value

Fundraising

2022/23 has been a busy year for our newly formed business development and fundraising team.

The redefinition of roles in the team as well as the appointment of a Business Development Manager and Bids and Grants Officer has strengthened our capacity to proactively seek out new income streams. This has been highly beneficial to service delivery and it also means we have a healthy pipeline of opportunities as we go into the next financial year.

We continue to operate a low-level fundraising model in line with current capacity. As a charity we secured over £52k in fundraising over the past year, predominately from donations and fundraising activities from within the local community.

Sources of fundraising:

42% Corporate fundraising

22% Individual fundraising

37% Community groups

Our fundraising highlights

- Derbyshire County Council IDVA service – as the incumbent provider for this IDVA service for the last three years we were delighted, following a competitive tender process, to be re-appointed as service provider for the next three years, further strengthening our relationship with Commissioners in Derbyshire
- Derbyshire OPCC - we have delivered high-risk perpetrator services in Derbyshire for the last two years through our Drive service. Whilst funding for Drive ended in March 2023 we have now secured new funding via the Home Office and Derbyshire OPCC to continue to deliver high risk perpetrator services under a new model, The 180 Project.
- Newcastle Council - Provision of our young person domestic abuse service – as the incumbent provider for this essential children and young person's service we were pleased to confirm funding for the next three years to continue the delivery of this service.
- Stoke-on-Trent City Council - we have partnered with the Council to secure funds from the Office for Health and Improvement and Disparities to further bolster the Destination:Home contract. The project, Supporting Psychoactive substance users into Housing by Enabling Recovery and Empowerment (SPHERE) will act as a highly specialist service. A team will work with people in Stoke-on-Trent who are active users of the psychoactive substance, 'Monkey Dust.' The aim is to provide better support for accessing and maintaining safe and secure housing.



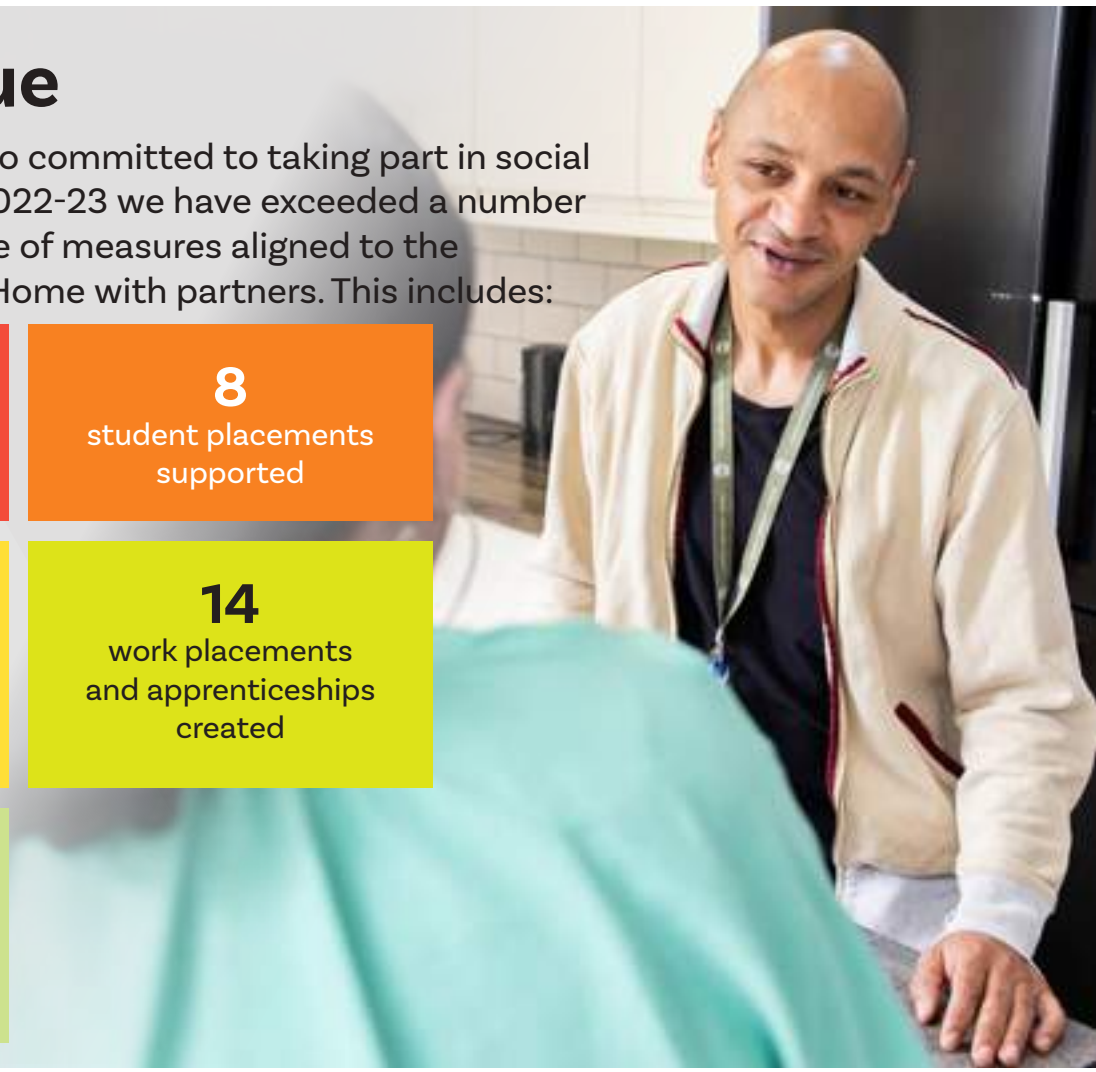
As part of our commitment to adding value to our core services we were also successful in securing income from various trusts and small grants:

- **£7.5k seasonal funding** from Stoke-on-Trent City Council for Glow and Concrete as part of their Summer Essentials and Winter Food and Essentials Fund. This helped to pay for fleece blankets, thermos mugs, hot water bottles, thermal socks, woolly hats and gloves and reusable bags during the winter. In the summer, it covered sun lotion and toiletries, to keep customers cool and protected from the sun.
- BNI Foundation kindly provided a grant of **£1k to purchase workbooks** for the Relationships without Fear programme to support the delivery in local schools.
- Persimmon Homes Community Champions granted **£1k to support the delivery** of Relationships without Fear programmes.
- We were **successful in our bid for £45k** to the National Lottery for additional funding to enhance the volunteer service at Glow's Recovery Hub.
- Vodafone charity's connected fund **provided 125 sim cards** to keep our most vulnerable Concrete customers connected with their key support networks.
- The Community Foundation for Staffordshire's Discover Digital Innovation Grant **funded £2.5k worth of mobile phones** for our Concrete customers.
- Together Active (Staffordshire and Stoke-on-Trent) provided **£2.5k of outdoor equipment** for our children and young people service.



Adding value

As a business we are also committed to taking part in social value projects. During 2022-23 we have exceeded a number of targets across a range of measures aligned to the delivery of Destination:Home with partners. This includes:



£93,673
additional income sourced

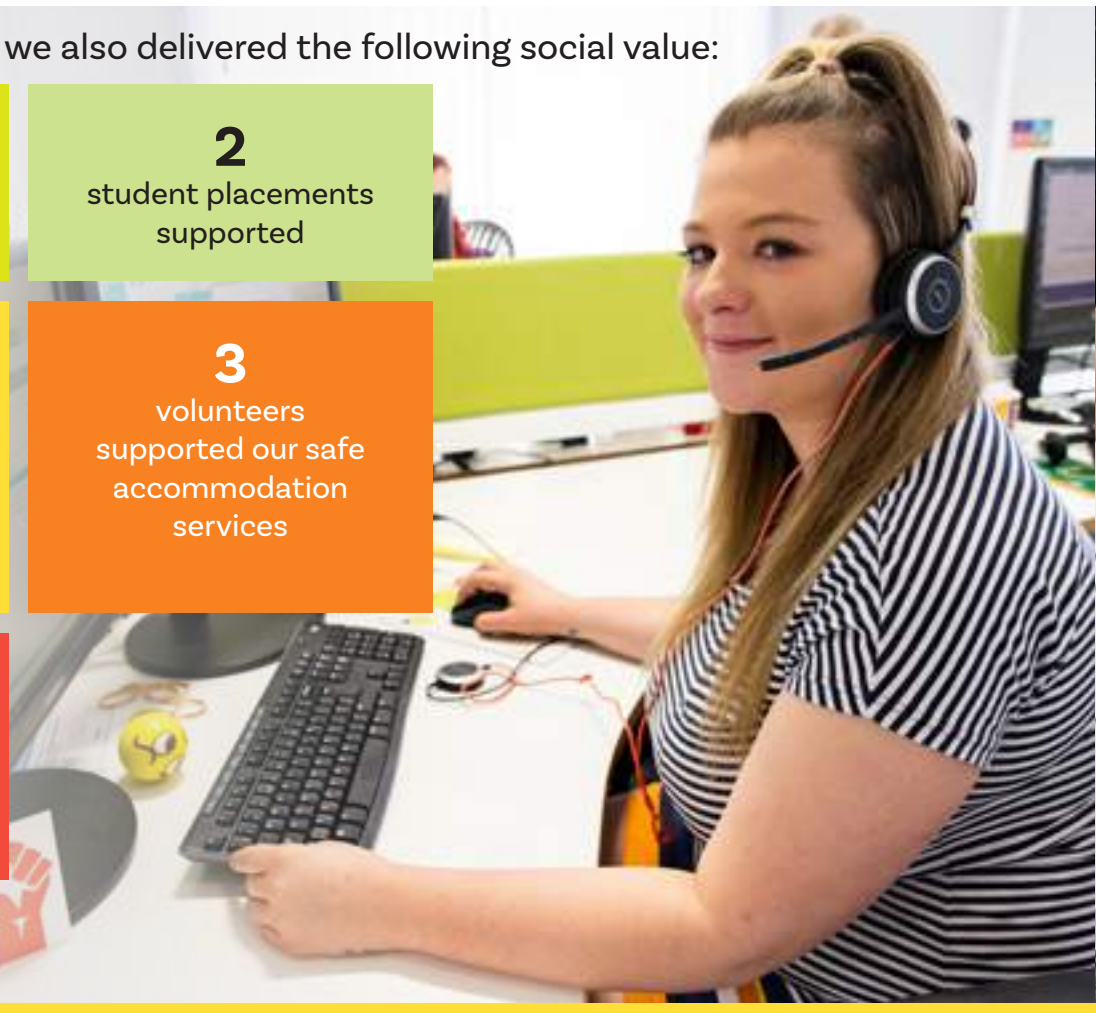
8
student placements supported

21
people employed who were previously unemployed

14
work placements and apprenticeships created

20
community events that we have held or participated in

In Glow during 2022-23, we also delivered the following social value:



3
peer mentors supported customers

2
student placements supported

10
customers successfully completed our course and now volunteer for the Recovery Hub

3
volunteers supported our safe accommodation services

17
volunteers accepted onto the accredited training programme



Partnerships

The sector continues to face challenges around funding which impacts on the continuity of services as well as our ability to secure income.

The decline in funding available, combined with high inflation and increasing demand for our services makes it challenging to submit competitive bids. Short-term contract extensions ahead of committing to bids and tenders also impacts our recruitment attrition rates and leaves us vulnerable in a competitive recruitment market. Nevertheless, we continue to look for ways to find non-statutory income to supplement our core statutory contracts.

Working in partnership with like-minded organisations, statutory partners and other stakeholders is key to finding solutions to address the changing needs of those who require our help and support and the complexities of the changing environment.

Throughout the year we have continued to nurture and grow both new and existing partnerships. These partnerships range from working with delivery partners such as Adullam, North Staffs Mind, Changes and Walk Ministries to deliver our Destination:Home service to working with other organisations in the voluntary and community sector to ensure we are all driving good practice in child protection and safeguarding, and influencing local decisions and arrangements on safeguarding, service delivery, innovation and more at both operational and strategic levels.

We are proud to be members of a wide range of boards and forums associated with the causes which we are here to champion and support. There are too many to name but all important in ensuring we have a say and can influence policy, procedures and services all to deliver the right support and in turn better outcomes for our customers and the community.

"The Council have worked with Honeycomb Charitable Services, in particular Concrete, for some years and we've always been pleased with the services provided and their commitment to work with the Council as a commissioning partner.

"Services are customer focused, with good quality accommodation and skilled, dedicated staff. We see some fantastic outcomes for people with very complex needs.

"The leadership team are well-connected, engaged in the local area and knowledgeable about their services. This kind of expertise in helping to support Stoke-on-Trent City Council in tackling some of the homelessness challenges we face across the city, is invaluable."

Amanda Hadfield

**COMMISSIONING MANAGER,
STOKE-ON-TRENT CITY COUNCIL**

Thank you

Concrete and Glow are working hard to end homelessness and stamp out relationship abuse, but they can only achieve this with the support of commissioners, donors, partners, and volunteers. We want to take this opportunity to thank each and every one of you who has taken the time to show your support in 2022/23. We look forward to achieving more great things with you next year.

TikTok star Adam Birks (with the help of his 300,000+ social media followers) raised over £300 for Concrete's young person's service.

Hempstalls Primary School raised over £260 for Glow's education and prevention service.







Our people

Our people

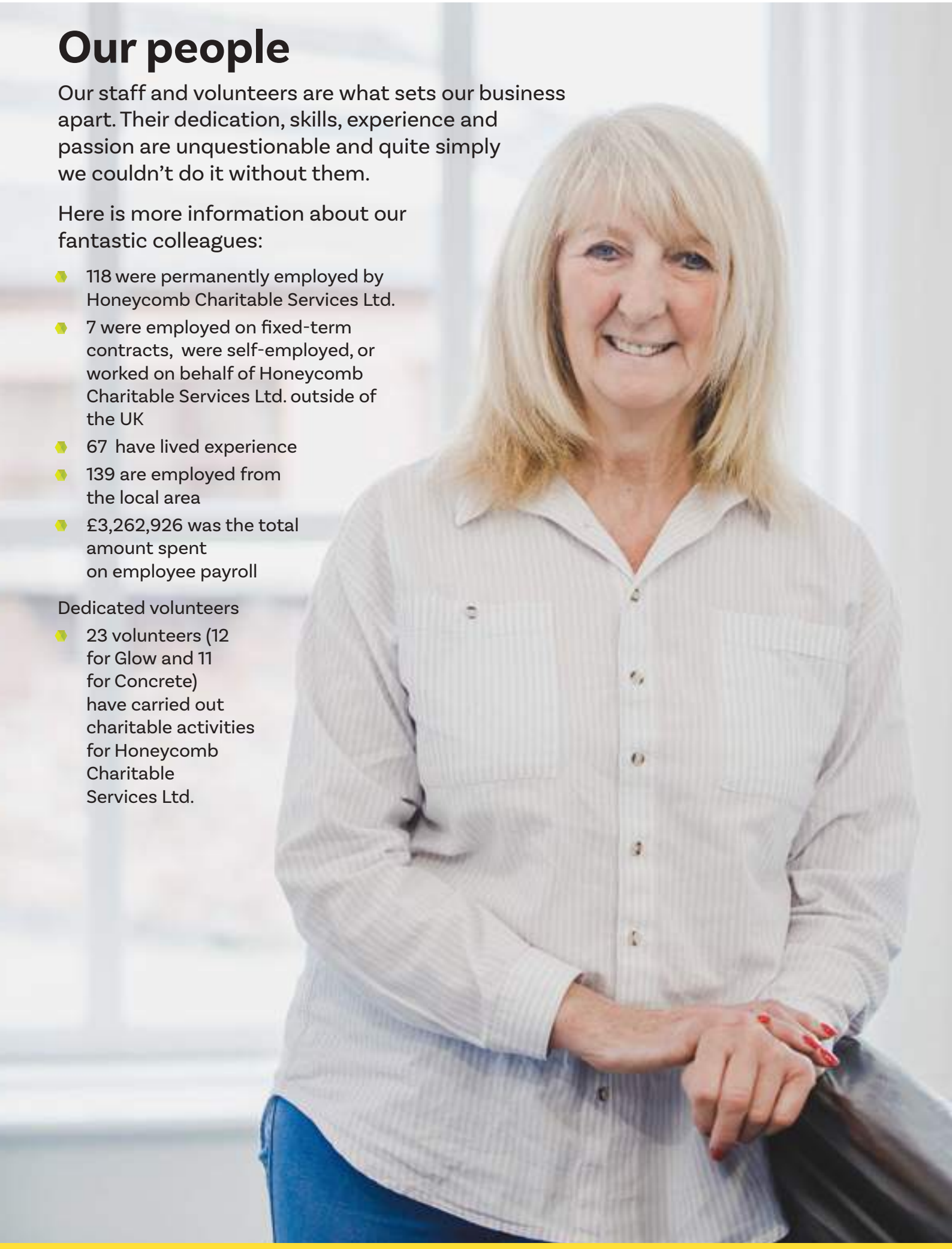
Our staff and volunteers are what sets our business apart. Their dedication, skills, experience and passion are unquestionable and quite simply we couldn't do it without them.

Here is more information about our fantastic colleagues:

- 118 were permanently employed by Honeycomb Charitable Services Ltd.
- 7 were employed on fixed-term contracts, were self-employed, or worked on behalf of Honeycomb Charitable Services Ltd. outside of the UK
- 67 have lived experience
- 139 are employed from the local area
- £3,262,926 was the total amount spent on employee payroll

Dedicated volunteers

- 23 volunteers (12 for Glow and 11 for Concrete) have carried out charitable activities for Honeycomb Charitable Services Ltd.



Volunteer support

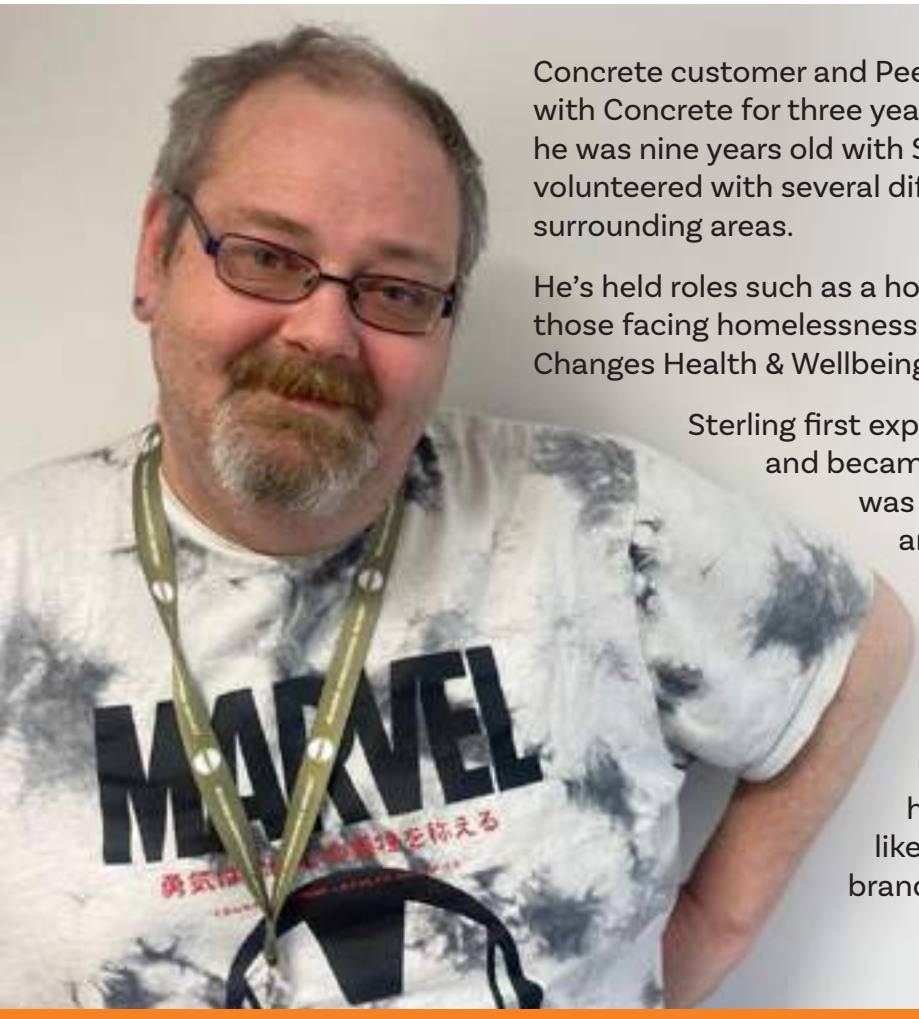


Local student Grace Buffery, 21, started volunteering at Glow's Recovery Hub in January 2023.

Grace, who studies human geography at Keele University, took part in our volunteer training course to learn more about domestic abuse and the impact it has on survivors. She was surprised to find out that a higher proportion of her age group (adults aged 20 to 24) experienced abuse compared to adults aged 55 and over, according to ONS data.

Spurred on by the stats, she decided to raise awareness of domestic abuse on a night out with her friends. She also used the evening as an opportunity to raise money for the Recovery Hub. She raised £119 by selling glow sticks, face paint, glitter and sunglasses.

Grace said the response she received was 'so positive' and many of her peers opened up to her about their own personal experiences, including as customers of Glow.



Concrete customer and Peer Mentor, Sterling, has been volunteering with Concrete for three years. He first started volunteering when he was nine years old with St John's Ambulance. Since then, he's volunteered with several different services in Staffordshire and the surrounding areas.

He's held roles such as a hostel rep, providing important services to those facing homelessness. He's even a qualified Coordinator with Changes Health & Wellbeing, one of our Destination:Home partners.

Sterling first experienced homelessness when he was 16 and became homeless again when he was 40. He was supported by different local services and wanted to do something to give back and fill his time in a positive way. Now he regularly volunteers for our Gateway Service, the entry point to our services for anyone who has lost, or is at risk of losing, their home. He uses his own lived experience to support those facing homelessness because knows what it's like to be in their shoes. He's also part of our brand new LGBTQ+ support hub, Phoenix.



Listening and learning

Listening and learning

We continually look for ways to improve our service provision, so that we can ensure we're offering the most effective solutions for our customers and commissioners alike. There are several ways in which we gain insight into our services.

Internal oversight

Our service quality reviews (SQR) give both staff and customers a chance to be asked by an independent party their views on the service and any improvements they feel can be made. Following feedback from critical friends and assessors we made several changes to the SQR process and documentation this year.

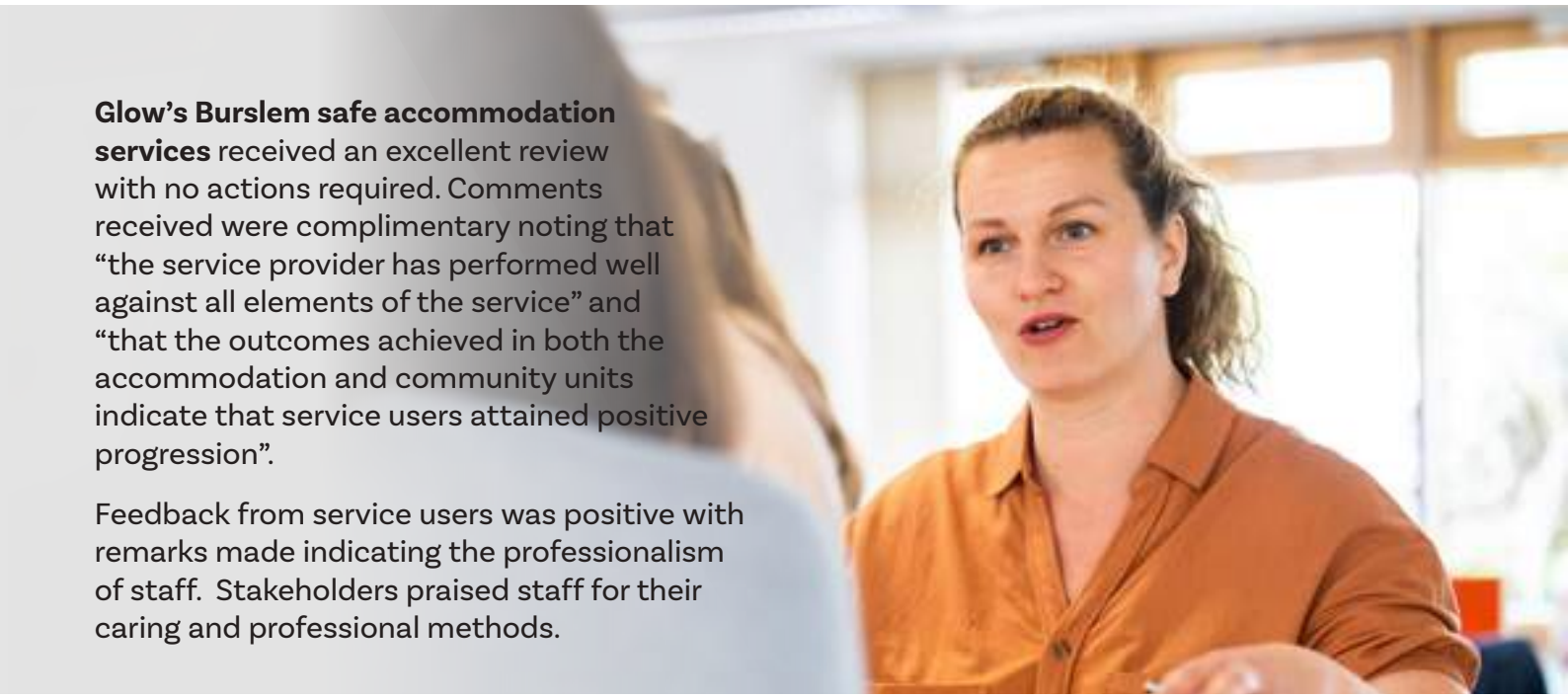
Several services have received an SQR this year including Destination:Home, gateway and service co-ordination and many are still in the process of being reviewed. A strategic improvement log looks at commonalities between services to develop solutions collectively as well as an individual service. Next year we are looking to include volunteer feedback in the process where appropriate, as well as insight from stakeholders.

The mobilisation/demobilisation database went live this year and it provides assurance that all departments are aware of any contracts awarded or ending. The database is just one piece of a wider dashboard giving assurance to the Executive and Commissioners. Work is ongoing to improve the way in which we bring data together in one place supporting Glow and Concrete in providing easy access to real time information in monitoring performance.



External reviews and accreditations

Two annual reviews led by commissioners were completed during the year. Our Glow IDVA managers successfully passed their Safe Lives IDVA Manager courses, and we completed our Safe Lives service accreditation audit in March. The report is going to panel for final accreditation in June.



Glow's Burslem safe accommodation services received an excellent review with no actions required. Comments received were complimentary noting that "the service provider has performed well against all elements of the service" and "that the outcomes achieved in both the accommodation and community units indicate that service users attained positive progression".

Feedback from service users was positive with remarks made indicating the professionalism of staff. Stakeholders praised staff for their caring and professional methods.



Concrete's Destination:Home encountered several challenges at the start of the contract in early 2020 due to the restrictions imposed and impacts associated with the Covid-19 pandemic, and the implementation of a new case management system used across the Destination:Home partnership.

Overall the council found that the quality and accuracy of data reporting had improved, and that Concrete and their partners were able to evidence "a wide range of support activities carried out by staff and the multi-agency approach in supporting service users".

Feedback from customers and stakeholders for the review was positive. Customers said that they were "happy with the help received" and that "they felt safe and supported".

Following a review, commissioners felt we needed to improve our performance, and in some areas, that our review targets were too high.

Customer voice

Customer satisfaction surveys have also been reviewed this year. We now have three surveys for Glow and two for Concrete, each host standard questions so that we can cross-analyse services as well as specific questions relating to that service or set as a requirement by the commissioner. To capture feedback from some of our younger customers, we have developed a pilot tablet-based interactive survey. Initial data from this is expected in summer 2023.

For the third year running we have seen an increase in the number of completed customer satisfaction surveys, with 261 returns. Across Concrete and Glow, this is what customers are telling us in 2022/23:

93.4% ↑
were better able to manage their physical health (up from 91.6%)

89.6% ↑
had improved mental health and wellbeing (up from 86.7%)

97.7% ↑
felt their support worker understood their needs (up from 96.9%)

92% ↓
felt safer (down from 96.1%)

93.5% ↓
felt more independent (down from 95.2%)

93.5% ↑
were able to make better choices (up from 89.4%)

99.2% ↑
were happy with the service they received (up from 97.4%)

99.6% ↑
felt they were treated nicely (up from 98.7%)

93.4% ↑
felt able to have their say (up from 91.7%)

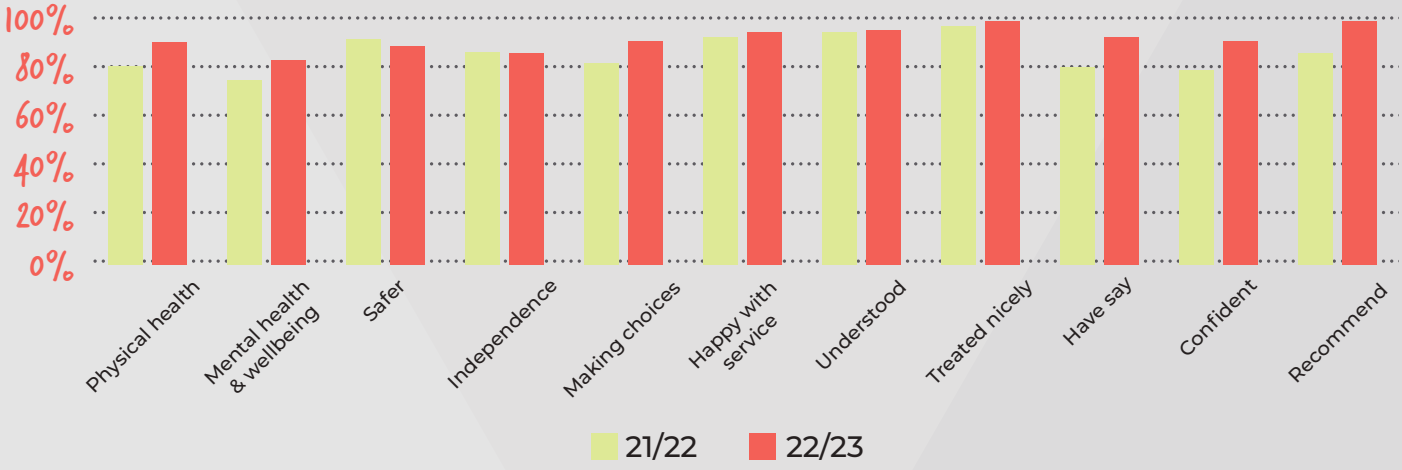
Customer learning from complaints

We're pleased to report that complaints have decreased by almost 70% this year. This downward trend illustrates our drive to learn and improve from insights. Here is an overview of complaints for 2022/23.

Complaints	21-22	22-23	Breakdown for 22-23	Learning
Total received	19	3	Concrete (2) Glow (1)	• Concrete to review its exclusion policy. • Glow to provide more clarity on the way support is made available and ensure this is explained clearly to customers.
Closed	12	3		
Upheld		2	Concrete (1) Glow (1)	• Concrete, changes to staffing. • Glow to provide clarity to customers on what support staff can do.

Customer feedback

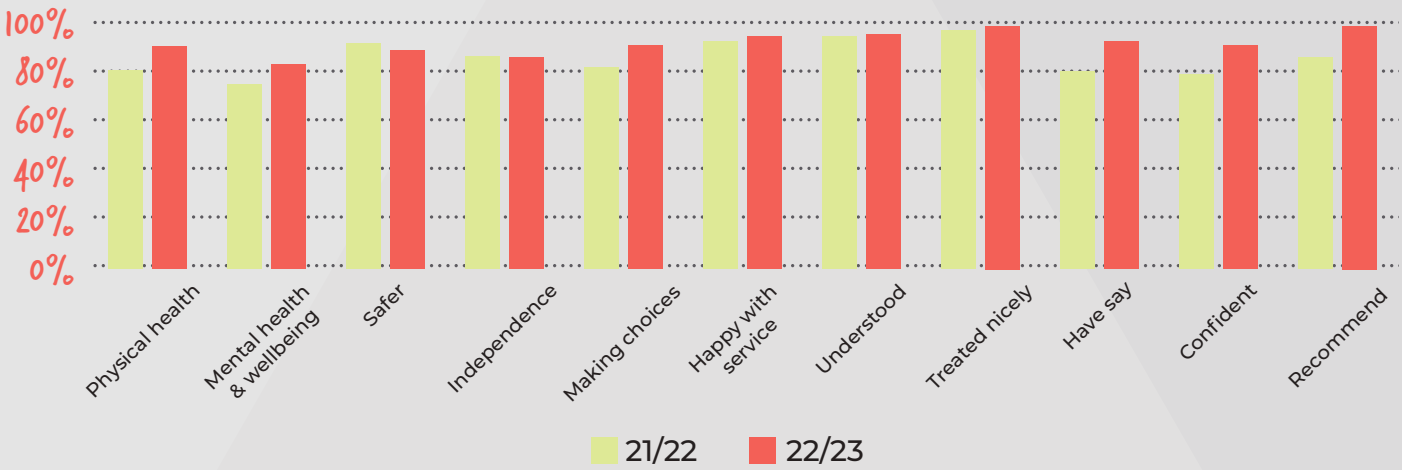
Concrete annual comparisons



Feedback from Concrete customers

Criteria	2021/2022	2022/2023
Better able to manage physical health	79.7%	88.4%
Improvement in mental health and wellbeing	75.0%	81.4%
Feel safer	89.1%	87.1%
Feel more independent	85.9%	85.7%
Able to make better choices	81.3%	88.6%
Happy with service they receive	92.3%	93.7%
Feel that their support worker understood their needs	93.8%	94.3%
Feel that they were treated nicely	96.9%	98.6%
Feel able to have their say	79.7%	91.2%

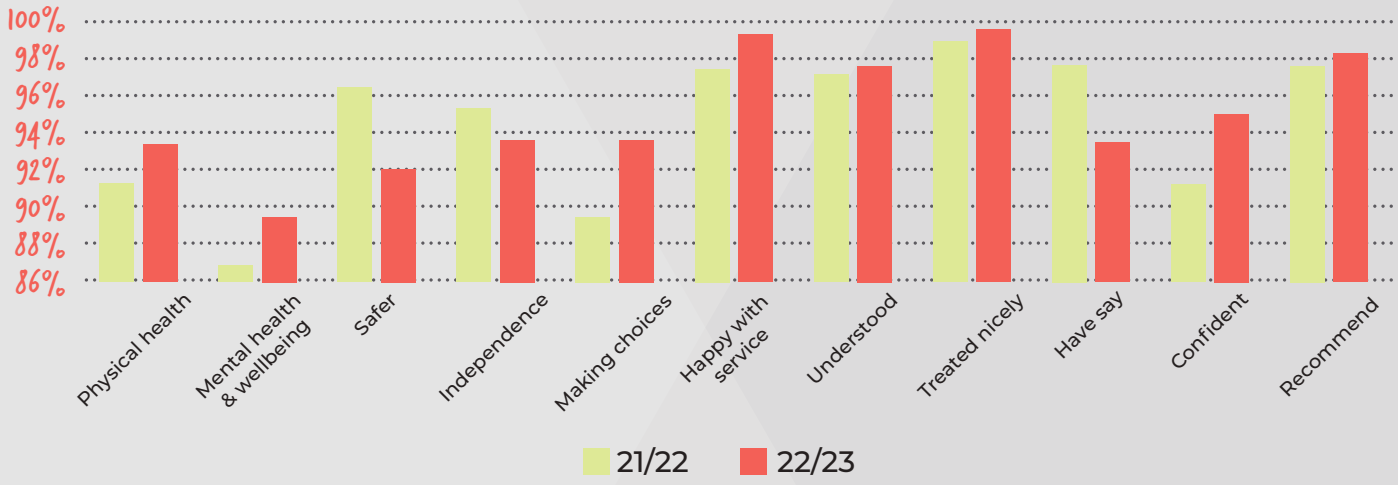
Glow annual comparisons



Feedback from Glow customers

Criteria	2021/2022	2022/2023
Better able to manage physical health	96.3%	95.3%
Improvement in mental health and wellbeing	91.4%	92.6%
Feel safer	98.8%	94.7%
Feel more independent	98.8%	96.3%
Able to make better choices	92.6%	95.3%
Happy with service they receive	99.4%	99.5%
Feel that their support worker understood their needs	98.2%	99%
Feel that they were treated nicely	99.4%	100%
Feel able to have their say	96.3%	94.2%

Glow and Concrete customer satisfaction annual comparisons



Customer feedback from surveys

Criteria	2021/2022	2022/2023
Surveys returned	231	261
Better able to manage physical health	91.36%	93.4%
Improvement in mental health and wellbeing	86.7%	89.6%
Feel safer	96.1%	92%
Feel more independent	95.2%	93.5%
Able to make better choices	89.4%	93.5%
Happy with service they receive	97.4%	99.2%
Feel that their support worker understood their needs	96.9%	97.7%
Feel that they were treated nicely	98.7%	99.6%
Feel able to have their say	97.7%	93.4%



Financial review

Income

For the financial year 2022/23 (ending March 31 2023).

Government contracts
(includes central government and local authority)

Honeycomb Charitable Services Ltd was awarded
3
contracts

The total value of these contracts was
£1,167,500

Government grants
(includes central government and local authority)

Honeycomb Charitable Services Ltd was awarded
7
grants

The total value of these grants was
£402,189



Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future.

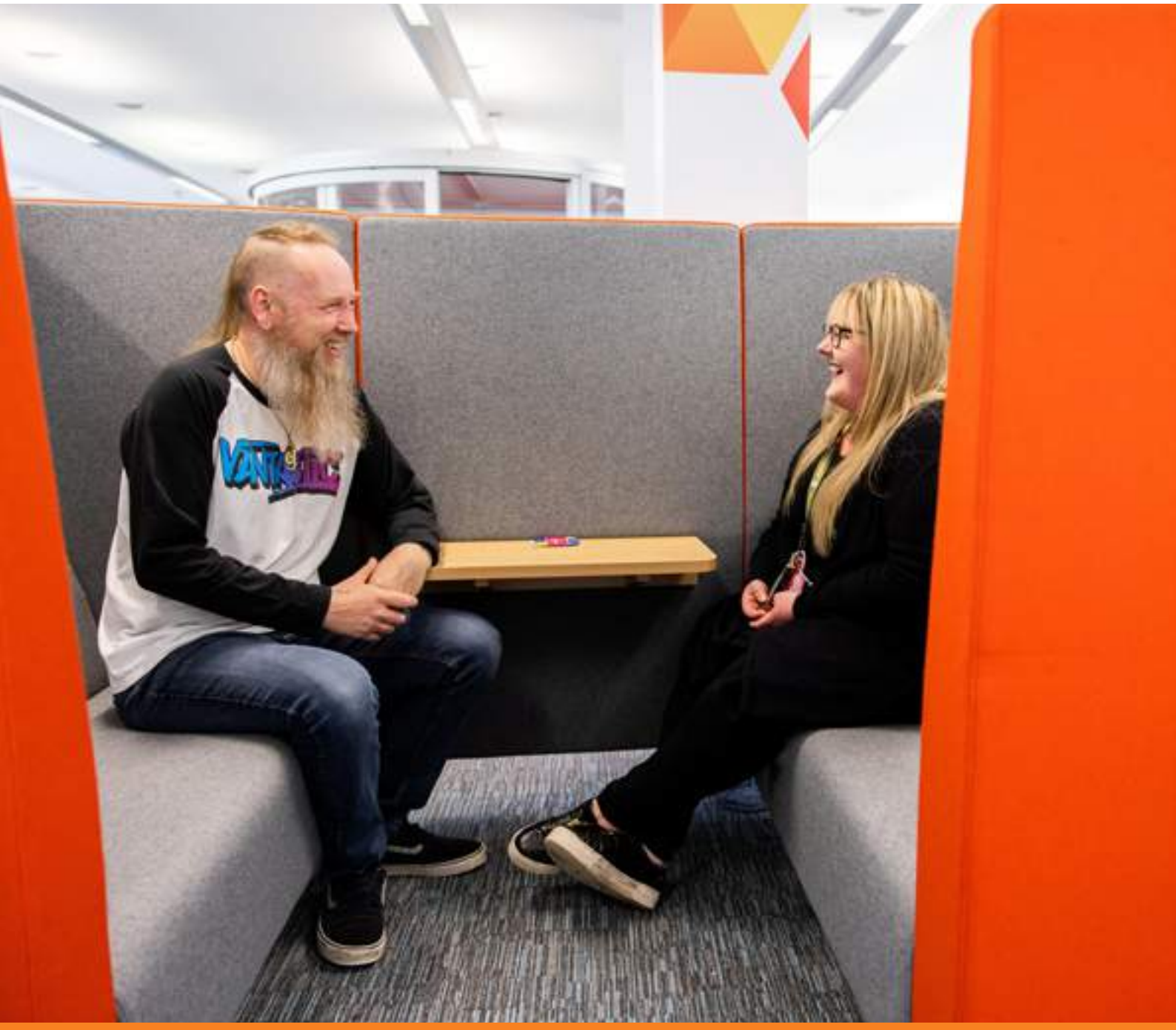
For this reason they continue to adopt the going concern basis in preparing the financial statements.

Investment policy and performance

The results for the charity for the year ending 31 March 2023 are set out in the financial statements.

The charitable activities undertaken generated a surplus of **£132,366** This compares to a deficit of **£493,220** in the previous year.

Costs increased by **0.1%** compared to previous years. Income also rose accordingly **8%**.



Funds

As of March 2023, unrestricted funds (excluding revaluation reserves) stand at **£1,096,253** (£959,275: 2021/22). Restricted funds stood at **£12,500** (£12,500: 2021/22).

Reserves policy

The Trustees aim to accumulate reserves sufficient to fund its fixed assets, meet its liquidity requirements and have sufficient contingency for unexpected events. Unrestricted funds from any operating surplus will be held as accumulated reserves until the required level of 2.7 months of operating expenditure is achieved. As of 31 March 2023, the charity held accumulated reserves to a level of 1.4 months.

The Trustees regard the ongoing review of the reserves level, target, and policy as part of managing the charity. The operating results are identified and reported each month in the management accounts. Unrestricted funds are identified and analysed when the audit of the annual accounts is complete. The reserves policy is then reviewed by the Trustees as part of the charity's strategic planning process.

Principal funding

Outside of rental income, the principal funding of the charity for the year comes through grants awarded from various bodies including:

- Stoke-on-Trent City Council
- Derby County
- Derby City PCC
- Staffs County Council

Material investments policy

The bank account is reviewed daily, and all free income is invested in interest-bearing accounts.

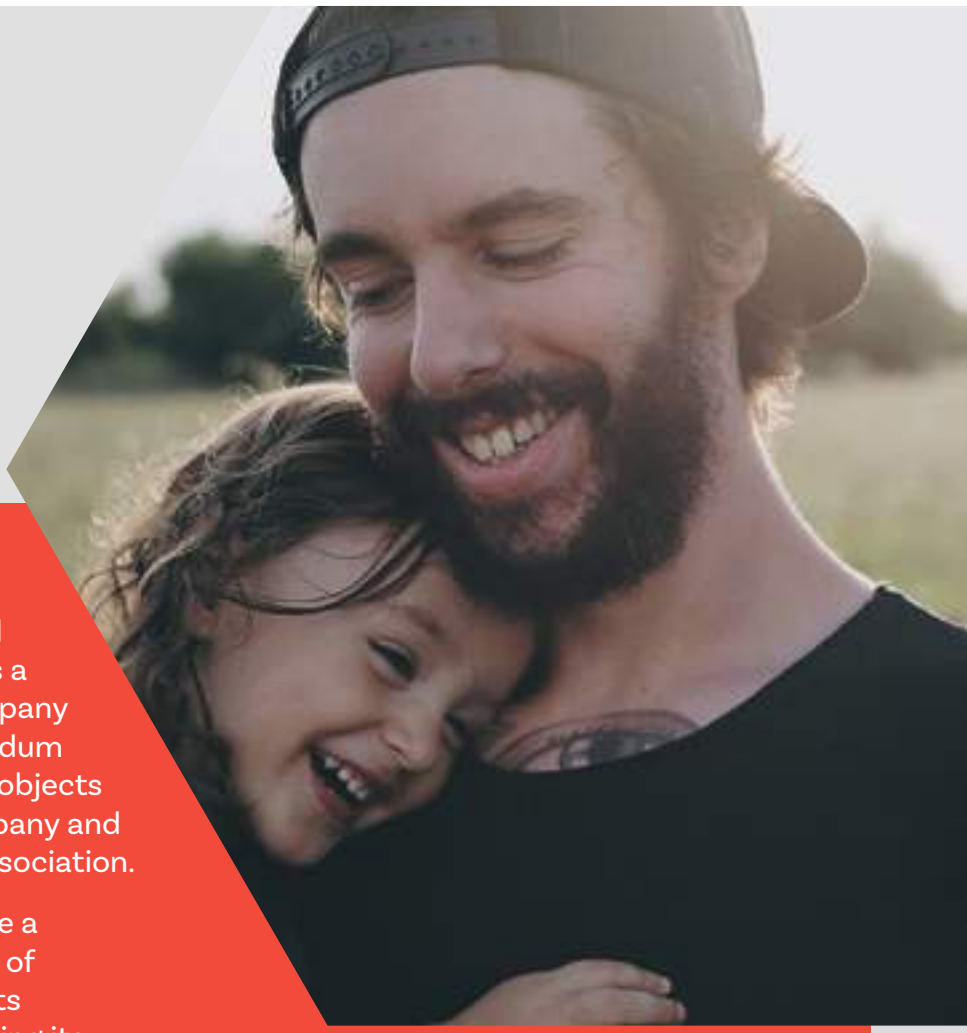




Governance

Part of the

HONEYCOMB GROUP



Honeycomb Charitable Services Ltd is a charitable company limited by guarantee, incorporated on 9 March 1989, and registered as a charity on 31 March 1989. The company was established under a Memorandum of Association, which sets out the objects and powers of the charitable company and is governed under its Articles of Association.

On 2 April 2012, the charity became a member of the Honeycomb Group of companies. It is required to meet its own financial obligations in delivering its charitable objectives. The charity funds its services through government commissions, trust and grant awards and public fundraising.

Honeycomb Group is a team of social-minded brands championing happy homes in our region by providing services and support that help people across Staffordshire and its surrounding areas feel secure, connected, and confident.

Whether it's developing and maintaining affordable homes, providing trusted home repairs and improvements, keeping people safe and well at home or providing support services that eradicate social issues isolating people from a happy home, Honeycomb Group is making our region vibrant.

Our Vision:

A progressive, passionate region with no barriers to a happy home. Close your eyes and think of a city or a place that is full of life and energy. That's what we're aiming to do for every area we serve through the work we do. Happy homes mean thriving people who are building stronger communities and growing the local economy. We want to leave every place better than it was before we got there.

Our Mission:

Breaking barriers, building people, bettering homes.

Our values

BE DEAD GENUINE

Our customer experience is different because we're not all made from the same mould. We are who we are, no matter if we're in front of a customer or a colleague. We laugh, we cry, and we're not afraid to chuckle at our own mistakes. There's no script here, just people talking to people.



NEVER SHUT THE DOOR

Breaking down barriers and limitations starts with an open mind and an open heart. Don't close doors on new people or opinions. Value others' differences, respect their input and listen and learn with fascination. Most importantly, never be a Jonny Bravo – it's not all about you baby.

CHASE CURIOSITY AND AMBITION



Whatever your passion is, be passionate about it. Fly without being afraid to fall. Take your curiosity and mould it into a new, creative way of thinking. Do what you can to give our business a fresh edge or approach, and, most importantly, be committed and proud to follow your ambition.

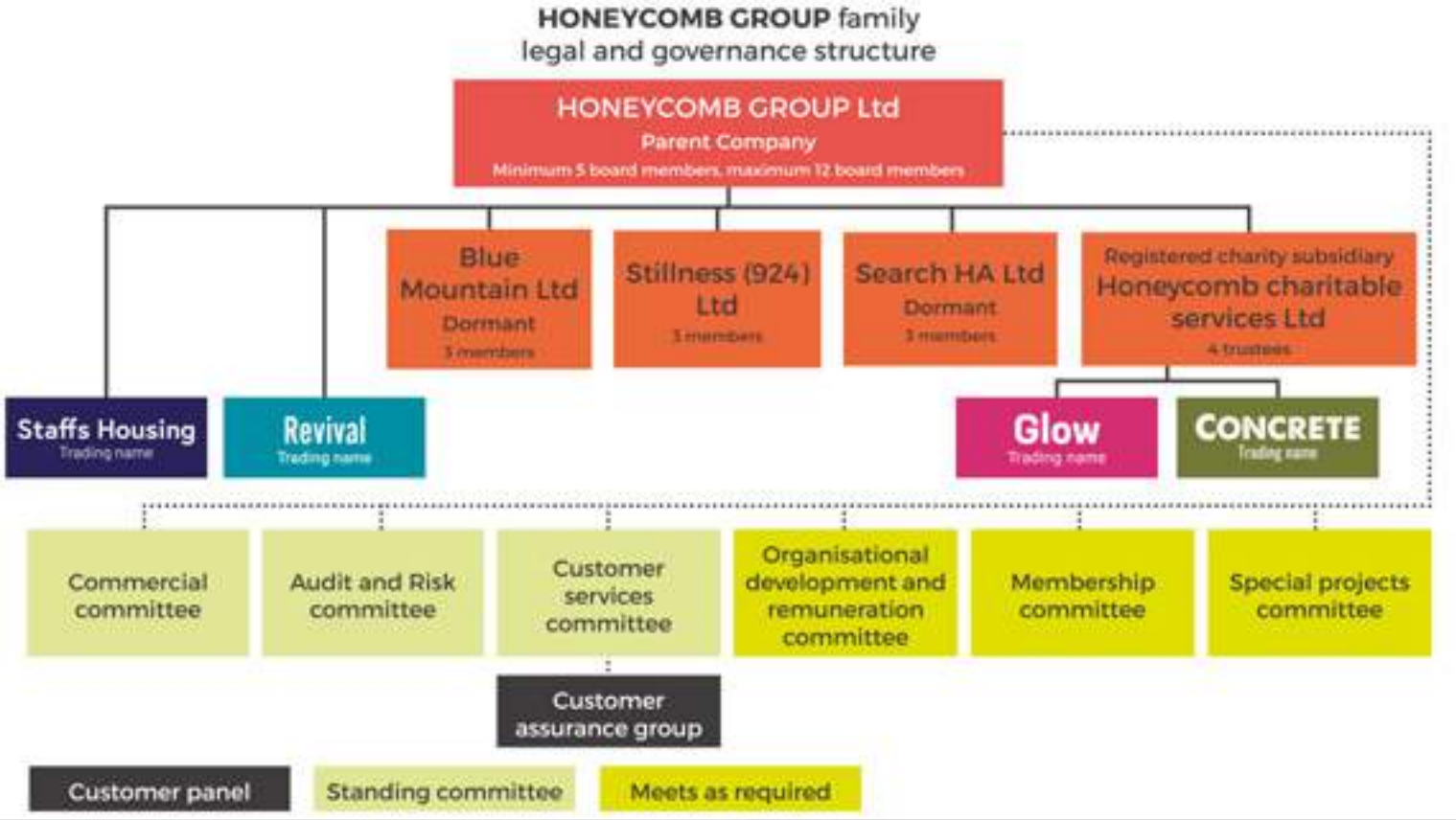
BE A LEADER IN THE FIELD

There's that old saying – do what's right even when no one's looking. Remember that your colleagues, our customers and the wider community are looking to you for guidance, so take accountability for your role and make a positive impact.

COME TOGETHER

It's simple, but we simply couldn't forget to put it down. Believe in the power of collaboration; seek expertise from the wider team; and work together to create bigger and better solutions. If times are tough, have faith in your colleagues and never let the pressure break the pack.

Group structure





Governance structure

The charity is governed through an integrated Board of Management which oversees activities for the entire Honeycomb Group, with four members acting in Trustee roles specifically for the charity.

Meet the trustees

The directors of the charity are its trustees for the purposes of charity law. The trustees have delegated the day-to-day management of the charity to the Group Chief Executive Officer. The trustees who have served during the year and since the year end were as follows:

Karl Dean



Karl has worked in the housing, care and support sector for his entire career and has held a number of senior leadership positions including the Managing Director of Arena Options and Director of Supported Housing at Your Housing Group. Karl is currently Chief Enterprise Officer at Grosvenor Hart. His experience brings together supported housing knowledge, a values based approach and social business know how.

Andrew Davies - Appointed November 2022



Andrew has worked as a GP in Warrington since 2002, taking up various roles in health care focussed on service and quality improvement for patients. He's currently in a medical management role and the Clinical Chief Officer for two neighbouring clinical commissioning groups. Working in regional and national leadership roles has led to a strong knowledge base in a range of clinical, organisation and system leadership skills that he uses to improve the health and wellbeing of patients.

Georgina Patel - Appointed November 2022



Georgina has extensive senior leadership and management experience working in local authority and social housing covering a range of disciplines including environmental health, sustainability, housing, and regeneration. She has developed and implemented collaborative strategies with multi-agency partners and residents to address the challenge of decarbonisation, energy security and affordability. She is currently a freelance Sustainability Consultant and is passionate and enthusiastic about delivering positive and innovative solutions for citizens, partners, and communities.

Alice Hemsley-Myers - Appointed November 2022



Alice has more than 20 years' experience in finance, spanning risk management and property finance. She's worked in a range of institutions in the banking and alternative finance sectors. She now works with developers of general and specialist housing as a self-employed consultant. Alice enjoys using her expertise in the social housing sector in the area she grew up in.

Caris Henry - Retired September 2022



During his time with Honeycomb Group, Caris brought his experience of delivering strategic projects and change expertise to the role.

Method of appointment or election of Trustees

Trustees are appointed by the Board of the parent company, Honeycomb Group Limited. The Group Board are appointed in line with the National Housing Federation Code of Governance that includes open recruitment and appraisal.

The recruitment and selection process enables us to attract high-calibre members with the right mix of skills, expertise, and qualifications, and ensures that the members' backgrounds and understanding reflects the needs of the customer.

All members of the Board of Trustees gave their time voluntarily and receive no benefits from the charity. No Trustees claimed any out-of-pocket expenses during the financial year 2022-2023.

Policies adopted for the induction and training of Trustees

Individual plans are developed for each Trustee as part of the group Board appraisal process. Trustees are also encouraged to take part in the Honeycomb Charitable Services Limited internal quality assurance process, the Peer Audit Reviews. This involves assessing projects for quality of service, performance and policy compliance.



Organisational structure and decision making

Trustees meet around nine times each year and retain overall responsibility for managing the charity's affairs. Trustees receive key reports on strategy, finance, business risk, performance, development, and management. The Group's Chief Executive is responsible for the management of the Group's affairs and implementing strategies and policies approved by the Board. Day-to-day operational management of the charity is delegated to an executive director with support from a senior management team.

Risk management

The charity has a risk management policy and procedure by which business risk is regularly assessed and risk management strategies are implemented. It involves identifying the kinds of risks the charity faces, assessing them in terms of potential impact and likelihood of occurrence, and identifying ways in which to respond. This aims to provide reasonable assurance that risk is properly identified and assessed, and mitigating actions are developed to reduce potential misstatement or loss.

A common approach to risk assessment and management has been adopted and cascaded throughout the organisation. Training has been provided to key employees. Risk review is embedded within the performance management process.

Key risks are overseen by the Honeycomb Group Audit and Risk Committee which considers risk and takes appropriate action.

Serious incidents

All serious incidents reportable to the Charity Commission in 2022/23 were reported, in all there were 3 serious incidents that occurred throughout the year that were reported to the Charity Commission.

These incidents had no impact on the operation or income of Honeycomb Group Charitable Services Ltd.

Evaluation and Board Effectiveness

The Board's key purpose is the effective governance of the Group. Throughout the year the Board has continued to implement strategies that ensure the overall governance arrangements are fit for purpose and effectively support the needs of the business.

During the year the Board, with the support of an independent governance advisor, has:

- Continually looked at the way the board operates and implemented a range of improvements to the overall governance of the Group.
- Used the learnings from the board appraisal process to support personal and collective development.
- Continued the Board succession plan with the appointment of a new Trustee.
- Completed individual and collective appraisals in accordance with Group policy.

Board diversity



The Group board regularly carries out an audit of skills, experience, and diversity of background of its members to find imbalances and gaps and in order to inform trustee recruitment and training. The Group board sees diversity, in all its forms, as an integral part of its recruitment process. When deciding how to recruit trustees, the board thinks about how best to attract a diverse pool of candidates. It tries to achieve diversity in any trustee appointment panels.

Support from parent organisation and wider group structure

The charity receives Group infrastructure support services including ICT, HR, Business Improvement, Finance and Payroll and Communications. Honeycomb Group as the parent organisation takes responsibility for these services and recharges the charity through an inter-group agreement, as well as sharing office space.



This arrangement provides value for money and is mutually beneficial as expertise is shared across the charity and Group.

To maximise value for money, the charity has continued to use Group housing services to provide income management and maintenance services for customers.

With access to this wider pool of knowledge and experience, as well as benefiting from increased purchasing power, Honeycomb Charitable Services Limited can achieve greater efficiency enabling more funding to be focused on frontline delivery.

Trustees' responsibilities

The Trustees (who are also directors of Honeycomb Charitable Services Limited for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company or that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and accounting 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 operation.
- State whether appropriate accounting standards have been followed subject to any material departures disclosed and explained in the financial statements.

The trustees are responsible for the maintenance and integrity of the company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and 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.



Disclosure of information to the auditor

Each of the persons who are Trustees at the time when this Trustees' report is approved have confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware, and
- the Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditor in connection with preparing their report and to establish that the charitable company's auditor is aware of that information.

Signed by the board of trustees for the year ended 31 March 2023.

Karl Dean



Andrew Davies



Georgina Patel



Alice Hemsley-Myers



14 September 2023





Independent Auditor's Report to the members of Honeycomb Charitable Services Limited Year Ended 31st March 2023

Opinion

We have audited the financial statements of Honeycomb Charitable Services Limited "the charitable company" for the year ended 31 March 2023 which comprise the Statement of Financial Activities (including the Income and Expenditure account), the Statement of Financial Position and the Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its result for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the 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 Auditor's 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 (who are also the directors of the charitable company for the purposes of company law) 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 other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

Other information (continued)

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 trustees' annual report (which includes the directors' report and the strategic report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have 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 strategic report or the directors' report included within the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which 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 directors

As explained more fully in the Trustees' Responsibilities Statement set out on page 21, 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.

Auditor's responsibilities for the audit of the financial statements

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

they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

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

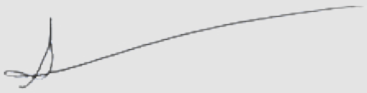
We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.
In identifying and addressing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of laws and regulations that affect the charitable company, focusing on those that had a direct effect on the financial statements or that had a fundamental effect on its operations. Key laws and regulations that we identified included the Companies Act 2006, tax legislation, health and safety legislation, and employment legislation.
- We enquired of the trustees and reviewed correspondence and trustees meeting minutes for evidence of non-compliance with relevant laws and regulations. We also reviewed controls the trustees have in place, where necessary, to ensure compliance.
- We gained an understanding of the controls that the trustees have in place to prevent and detect fraud.
- We enquired of the trustees about any incidences of fraud that had taken place during the accounting period.
- The risk of fraud and non-compliance with laws and regulations and fraud was discussed within the audit team and tests were planned and performed to address these risks. We identified the potential for fraud in the following areas: laws related to the construction and provision of social housing, recognising the nature of the charitable company's activities and the regulated nature of the charitable company's activities.
- We reviewed financial statements disclosures and tested to supporting documentation to assess compliance with relevant laws and regulations discussed above.
- We enquired of the trustees about actual and potential litigation and claims.
- We performed analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud due to management override of internal controls we tested the appropriateness of journal entries and assessed whether the judgements made in making accounting estimates were indicative of a potential bias.

Due 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, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing fraud or non-compliance with laws and regulations and cannot be expected to detect all fraud and non-compliance with laws and regulations.

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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.



Lee Cartwright (Senior Statutory Auditor)
For and on behalf of
BEEVER AND STRUTHERS
Statutory Auditor
The Colmore Building
20 Colmore Circus Queensway
Birmingham B4 6AT

Date: 20 September 2023





Financial statements

Honeycomb Charitable Services Limited (a company limited by guarantee)

Statement of Financial Activities (including the Income and Expenditure Account)

Year Ended 31st March 2023

	Note	Unrestricted funds £	2023 Restricted funds £	Total £	2022 Total £
Income from:					
Donations	2	51,171	104,802	**155,973**	**177,886**
Charitable activities	3	5,302,507	3,040,778	**8,343,286**	**7,718,640**
Other trading activities	4	(651)	-	**(651)**	**19,067**
Investments	5	7,480	-	**7,480**	**616**
Other	6	46,617	-	**46,617**	**1,461**
Total income		5,407125	3,145,581	**8,550,901**	**7,917,670**
Expenditure on:					
Charitable activities	7	5,274,758	3,145,581	**8,420,339**	**8,410,889**
Total expenditure		5,274,758	3,145,581	**8,420,339**	**8,410,889**
Net (expenditure) income		132,366	-	**132,366**	**(493,220)**
Net movement in funds		132,366	-	**132,366**	**(247,802)**
Reconciliation of funds:					
Total funds brought forward	19	1,058,445	12,500	**1,070,945**	**1,564,165**
Total funds carried forward		1,190,811	12,500	**1,203,311**	**1,070,945**

The notes on pages 67 to 79 form part of these financial statements.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Statement of Financial Position

Year Ended 31st March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	11	**621,302**	835,464
		621,302	835,464
Current assets			
Debtors	12	**972,580**	777,272
Investments	13	**1,467,841**	287,209
Cash at bank and in hand		**136,634**	433,082
		2,577,055	1,497,563
Creditors: amounts falling due within one year	14	**(1,922,047)**	(1,189,082)
Net current assets		**655,008**	308,481
Total assets less current liabilities		**1,203,312**	1,143,945
Creditors: amounts falling due after more than one year	15	**(73,000)**	(73,000)
Net assets		**1,203,312**	1,070,945
Charity Funds			
Restricted funds	19	**12,500**	12,500
Unrestricted funds	19	**1,096,253**	959,275
Revaluation reserve	19	**94,557**	99,170
Total charity funds	19	**1,203,312**	1,070,945

The financial statements were approved and authorised for issue by the Board on 14 September 2023
Signed by the board of trustees



Karl Dean
Trustee



Georgina Patel
Trustee



Alice Hemsley-Myers
Trustee



Andy Davies
Trustee

The notes on pages 67 to 79 form part of these financial statements.

Company registration number: 2357520

Honeycomb Charitable Services Limited (a company limited by guarantee)

Statement of Cash Flows

Year Ended 31st March 2023

	Note	2023 £	2022 £
Cash flow from operating activities			
Net income for the financial year		132,524	(493,219)
Depreciation and impairment of tangible fixed assets		112,282	104,056
Interest received	5	(7,637)	(616)
Increase in debtors		(195,043)	(185,721)
Increase in creditors		732,614	153,445
(Profit) / loss on disposal of tangible fixed assets		(45,764)	-
Net cash flow from operating activities		728,976	(422,054)
Returns on investments and servicing of finance			
Interest received	5	7,480	616
Net cash flow from investing activities		**7,480**	616
Capital expenditure and financial investment			
Acquisition of fixed assets	11	(74,581)	(31,870)
Disposal of fixed assets	11	221,956	-
Net cash flow from financing activities		**147,375**	(31,870)
Net increase in cash and cash equivalents		**883,831**	(453,308)
Cash and cash equivalents at 1st April		**720,291**	1,173,599
Cash and cash equivalents at 31st March		**1,604,123**	720,291
Cash and cash equivalents consist of:			
Cash at bank and in hand		136,282	433,082
Short term deposits	13	1,467,841	287,209
Cash and cash equivalents at 31st March		**1,604,123**	720,291

The notes on pages 67 to 79 form part of these Financial Statements.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the Financial Statements

Year Ended 31st March 2023

1 Summary of significant accounting policies

(a) General information and basis of preparation

Honeycomb Charitable Services Limited is a charitable company limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are to promote social exclusion for the public benefit by preventing people within the area of Staffordshire and its environs from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity, and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably, and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the Financial Statements

Year Ended 31st March 2023

(c) Income recognition continued

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received, and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

(d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised as Expenditure on Charitable Activities which includes housing management, employment costs, office costs, client activity costs and support costs.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

(e) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings, they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises overheads have been allocated on a headcount basis and other overheads have been allocated on a headcount or income basis.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 8.

(f) Tangible fixed assets

Tangible fixed assets are stated at cost (or deemed cost) less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Freehold property	Over 50 years straight line
Office equipment	Over 3 - 5 years straight line
Motor vehicles	Over 5 years straight line

(g) Investments

Current asset investments are short term highly liquid investments and are held at fair value. These include cash on deposit and cash equivalents with a maturity of less than one year.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the Financial Statements

Year Ended 31st March 2023

(h) Stocks

No stocks are held.

(i) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(j) Impairment

Assets not measured at fair value are reviewed for any indication that the asset may be impaired at each balance sheet date. If such indication exists, the recoverable amount of the asset, or the asset's cash generating unit, is estimated, and compared to the carrying amount. Where the carrying amount exceeds its recoverable amount, an impairment loss is recognised in profit or loss unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

(k) Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

(l) Leases

Rentals payable and receivable under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

(m) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

(n) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

(o) Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The principal financial risks to the Company are related to the loss of fundraising and trading revenue and additional costs of working. The budgeted income and expenditure are sufficient with the level of reserves for the charity to be able to continue as a going concern.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the Financial Statements

Year Ended 31st March 2023

(p) Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Tangible fixed assets.
Tangible fixed assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

Bad Debt Provision.
Bad debts are provided for on the basis of a 100% provision for all former tenants and 100% provision for specific current accounts that have been identified by the Income Team.

2 Income from donations and legacies

	2023 £	2022 £
Gifts	51,171	53,190
Legacies	-	-
Grants	70,713	98,096
Donated goods for distribution to beneficiaries	34,089	26,600
	155,973	177,886

Income from donations was £155,973 (2022 - £177,886) of which £51,171 (2022 - £53,190) was attributable to unrestricted funds and £70,713 (2022 - £98,096) was attributable to restricted funds.

3 Income from charitable activities

	2023 £	2022 £
Housing Management	5,300,967	3,687,270
Accommodation and Inclusion Services	1,112,839	1,734,806
Services to counter Domestic Violence	785,079	621,812
Floating Support and Outreach Services	1,139,706	1,668,179
Other	4,694	6,572
	8,343,286	7,718,640

Income from charitable activities was £8,343,286 (2022 - £7,718,640) of which £3,111,492 (2022 - £4,020,743) was attributable to restricted funds and 5,274,758 (2022 - £3,697,897) was attributable to unrestricted funds.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the Financial Statements

Year Ended 31st March 2023

4 Income from other trading activities

	2023 £	2022 £
Other	(651)	19,067
	(651)	19,067

Income from other trading activities was -£651 (2022- £1,020) of which £NIL (2022 - £NIL) was attributable to restricted funds and -£651 (2022- £19,067) was attributable to unrestricted funds.

5 Income from investments

	2023 £	2022 £
Interest - deposits	7,480	616
	7,480	616

Income from investment was £7,480 (2022 - £616) of which £NIL (2022 - £NIL) was attributable to restricted funds and £7,480 (2022 - £616) was attributable to unrestricted funds.

6 Other income

	2023 £	2022 £
Other	46,617	1,461
	46,617	1,461

Other income was £46,617 (2022 - £1,461) of which £NIL (2022 - £NIL) was attributable to restricted funds and £7,637 (2022 - £1,461) was attributable to unrestricted funds.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the Financial Statements

Year Ended 31st March 2023

7 Analysis of expenditure on charitable activities

	Activities undertaken directly £	Grant funding of activities £	Support costs £	**2023 Total** £	**2022 Total** £
Housing Management	2,316,989	1,782,955	705,567	4,805,511	509,928
Accommodation and Inclusion Services	618,195	475,710	188,252	1,282,157	4,624,830
Services to counter Domestic Violence	463,643	356,779	141,188	961,610	1,237,584
Floating Support and Outreach services	604,258	464,985	184,008	1,253,250	1,960,134
Other	40,367	31,063	12,292	83,722	78,414
	4,043,451	3,111,492	1,231,307	8,386,250	8,410,890

£5,274,758 (2022 - £4,390,857) of the above costs were attributable to restricted funds. £3,111,492 (2022 - £4,020,033) of the above costs were attributable to unrestricted funds.

8 Allocation of support costs

Support cost	Basis of allocation	Housing Management £	Accomm-odation and Inclusion Services £	Services to counter Domestic Violence £	Floating Support and Outreach Services £	Costs of generating Voluntary Income £	**2023 Total** £	**2022 Total** £
Finance	Total Income	28,379	6,456	4,879	6,268	489	46,471	56,056
Information technology	Total Income	28,603	6,507	4,918	6,318	493	46,838	41,255
Human resources	Headcount	32,296	7,347	5,553	7,134	556	52,885	31,527
Business Development	Non-Rental Income	-	28,331	19,202	26,677	114	74,324	119,135
Service Management & Employee Tracking	Total Income	90,051	20,485	15,482	19,891	1,551	147,460	117,275
Depreciation	Rental Income	1,607	-	32	-	-	1,639	195
Office costs (incl. rental)	Total Income	2,708	616	466	598	47	4,434	4,786
Intragroup Charges	Total Income	501,585	114,104	86,238	110,792	8,640	821,360	625,793
Pension contributions	Headcount	3,145	494	1,463	2,533	107	7,742	9,936
Other	Total Income	17,618	4,008	3,029	3,892	303	28,155	22,209
		705,992	188,349	141,261	184,102	12,299	1,231,307	1,028,167

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the Financial Statements

Year Ended 31st March 2023

9 Net income for the year

Net income is stated after charging:

	2023 £	2022 £
Depreciation of tangible fixed assets	112,282	104,056
Operating Lease Payments		
-Land and Buildings	181,811	155,639
-Other	-	-
Auditors Remuneration	-	-

Auditor's remuneration is included within the intercompany charge from Honeycomb Group Ltd.

10 Staff costs and employee benefits

The average monthly number of employees and full time equivalent (FTE) during the year was as follows:

	2023 Number	2023 FTE	2022 Number	2022 FTE
Management and Admin	16	15	15	14
Fieldworkers	136	106	143	114
Cleaners	3	1	3	1
	155	122	161	129

The total staff costs and employee benefits were as follows:

	2023 £	2022 £
Salaries and wages	2,911,625	3,795,562
PAYE / NI Costs	249,509	219,015
Pension Costs	94,646	92,030
Redundancy Costs	7,145	(6,548)
	3,262,926	4,100,058

Total redundancy / termination payments amount to £7,145 (2022 – -£6,548 due to an overprovision in 2020/21).

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the Financial Statements

Year Ended 31st March 2023

10 Staff costs and employee benefits continued

There are no employees who received total employee benefits (including employer pension costs) of more than £60,000.

The Key Management Personnel of the charity are the Directors. Their remuneration is paid via the parent company, Honeycomb Group Limited, and disclosed in the Group accounts.

11 Tangible fixed assets

	Land and buildings £	Motor vehicles £	Office equipment £	ICT equipment £	**Total £**
Cost or deemed cost:					
At 1st April 2022	786,735	12,990	129,382	410,916	1,340,023
Additions	15,869	-	-	58,712	74,581
Disposals	(211,735)	(5,995)	-	(9,562)	(227,292)
At 31st March 2023	590,869	6,995	129,382	459,799	1,187,044
Depreciation:					
At 1st April 2022	85,831	12,990	123,860	281,878	504,559
Charge for the year	18,141	-	1,452	92,689	112,282
Eliminated on disposals	(35,543)	(5,995)	-	9,562	(51,100)
At 31st March 2023	68,429	6,995	125,312	365,005	565,742
Net book value:					
At 31st March 2023	522,440	-	4,069	94,795	621,302
At 1st April 2022	700,904	-	5,522	129,038	835,464

The net book value of land and buildings comprised:

	2023 £	**2022 £**
Land and buildings:		
Freehold	522,440	700,904
	522,440	700,904

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the Financial Statements

Year Ended 31st March 2023

11 Tangible fixed assets continued

Tangible fixed assets held at deemed cost (previously valuation).

The historic cost equivalent of land and buildings included at deemed cost is as follows:

	2023 Land and buildings £	2022 Land and buildings £
Cost	625,000	750,000
Accumulated depreciation	(102,000)	(107,800)
Net book value	523,000	642,200

Freehold land and buildings included above were recognised as a deemed cost on transition to SORP (FRS 102). These assets are being depreciated from their valuation date of 1st April 2014 and have a net book value of £522,400 (2022 - £700,904). The historic cost equivalent of these assets is £523,000 (2022 - £642,000).

12 Debtors

	2023 £	2022 £
Rent Arrears	573,729	374,126
Provision for bad debts	(228,527)	(119,990)
Net rent arrears	345,202	254,136
Gross amounts due from customers for contract work & accrued income	131,091	70,236
Amounts owed from group undertakings	110	5,235
Other debtors	236,655	277,559
Prepayments	259,521	170,106
	972,580	777,272

13 Current asset investments

	2023 £	2022 £
Short term deposits	1,467,841	287,209
	1,467,841	287,209

Short term deposits an average interest rate of 0.07%.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the Financial Statements

Year Ended 31st March 2023

14 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	233,872	52,345
Tenant prepayments	177,198	65,486
Deferred Income (note 17)	329,670	170,426
Amounts owed to group undertakings	428,606	30,413
Other tax and social security	60,463	56,806
Other creditors	215,343	256,862
Accruals	476,896	556,744
	1,922,047	1,189,082

15 Creditors: amounts falling due after more than one year

	2023 £	2022 £
Amounts owed to group undertakings	73,000	73,000
	73,000	73,000

The amount owed to group undertakings is repayable upon the sale of the Elizabeth House property.

16 Leases

Operating leases - lessee

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2023 £	2022 £
Not later than one year	170,141	246,382
Later than one and not later than five years	285,496	397,349
Later than five years	-	-
	455,637	643,731

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the Financial Statements

Year Ended 31st March 2023

17 Deferred income

	Under 1 year £	Over 1 year £	**Total £**
At 1st April 2022	128,494	-	170,426
Additions during the year	329,670	-	329,670
Amounts released to income	(128,494)	-	(128,494)
At 31st March 2023	329,670	-	329,670

Income has been deferred to match the related costs in line with the conditions of the relevant contract, in accordance with section 5.24 of the Charity SORP.

18 Fund reconciliation

Unrestricted funds

	Balance at 1st April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31st March 2023 £
Elizabeth House capital fund – designated	654,114	-	-	-	654,114
Retained Earnings	305,161	5,407,125	(5,274,758)	2,306	439,832
	959,275	5,407,125	(5,274,758)	2,306	1,093,946
Revaluation Reserve	99,170	-	-	(2,306)	96,863
	1,058,445	5,407,125	(5,274,758)	-	1,190,810

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the Financial Statements

Year Ended 31st March 2023

18 Fund reconciliation continued

Restricted funds

	Balance at 1st April 2022	Income	Expenditure	Transfers	Balance at 31st March 2023
	£	£	£	£	£
Restricted reserves	12,500	3,145,581	(3,145,581)	-	12,500
	12,500	3,145,581	(3,145,581)	-	12,500

Fund descriptions

a) Unrestricted funds

Unrestricted funds constitute the surplus of incoming resources over resources expended on charitable activities which are not restricted in their application.

b) Designated funds

Designated funds comprise funding received from third parties for the development of specific capital projects.

c) Restricted funds

Restricted funds comprise funding which has been received for the provision of specified services. Any unspent funds are carried forward until they are spent or are returned to the funder.

19 Analysis of net assets between funds

	Unrestricted Funds	Restricted funds	Total
	£	£	£
Fixed assets	621,302	-	621,302
Cash and current investments	1,591,623	12,500	1,604,123
Other current assets / (liabilities)	-	-	-
Creditors more than one year	(73,000)	-	(73,000)
Total	2,139,925	12,500	2,152,425

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the Financial Statements

Year Ended 31st March 2023

20 Events after the end of the year

There were no reportable events after the year end. (2022: NONE).

21 Related party transactions

Honeycomb Charitable Services Limited is a subsidiary of Honeycomb Group Limited. Other subsidiaries of Honeycomb Group include Stillness 924 Limited, Blue Mountain Housing Association Limited, and Search Housing Association Limited. The Charity, as a wholly owned subsidiary, has taken advantage of Section 33 of FRS 102 not to disclose related party transactions with its parent, Honeycomb Group Limited.

Honeycomb Group Limited is a society registered under the Co-operative and Community Benefit Societies Act 2014. Copies of the Group accounts can be obtained are the registered Head Office: 308 London Road, Stoke on Trent, ST4 5AB.

Transactions with registered and non-registered elements of the business

The Charity receives management services from Honeycomb Group Limited.

22 Financial instruments

The carrying amounts of the charity's financial instruments are as follows:

	2023 £	2022 £
Financial assets measured at amortised cost		
Cash at bank and in hand	136,282	433,082
Investments	1,467,841	287,209
Debtors (excluding prepayments)	713,060	607,166
	2,317,183	1,327,457
Financial liabilities measured at amortised cost		
Short term creditors (excluding accruals)	(1,921,696)	(632,338)
Long term creditors	(73,000)	(73,000)
	(1,994,696)	(705,338)

Honeycomb Charitable Services Limited

England & Wales - Charity number 701376

Accounts

Honeycomb Charitable Services Limited
(A company limited by guarantee)

Trustees' Report and Financial Statements
Year Ended 31st March 2022

Charity registration number: 701376
Company registration number: 2357520

Honeycomb Charitable Services Limited (a company limited by guarantee)

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Honeycomb Charitable Services Limited (a company limited by guarantee)

Charity Reference and Administrative Detail

Year Ended 31st March 2022

Charity registration number	701376
Company registration number	2357520
Trustees	Mr C Henry Mr K Dean Mrs V Bourne (retired March 2022)
Chief executive officer	Ms D Thompson
Secretary	Mr R Morton
Registered office	308 London Road Stoke on Trent Staffordshire ST4 5AB
Auditor	Beever and Struthers St. George's House 215-219 Chester Road Manchester M15 4JE
Bankers	NatWest Bank plc 1 Upper Market Square Hanley Stoke on Trent Staffordshire ST1 1QA

Honeycomb Charitable Services Limited (a company limited by guarantee)

Trustees' Annual Report

Year Ended 31st March 2022

Trustees' Annual Report

The Trustees present their report and the audited financial statements of the charity for the year ended 31st March 2022. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Companies Act 2006 and 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 (2019). On 2 April 2012, Honeycomb Charitable Services Ltd became a part of Honeycomb Group Ltd.

Trustees of the charity

The directors of the charitable company are its trustees for the purposes of charity law. The trustees who have served during the year and since the year end were as follows:

Caris Henry

Valerie Bourne (retired March 2022)

Karl Dean

The trustees have delegated the day-to-day management of the charity to the Group Chief Executive Officer.

Objectives and activities

We deliver our charitable activities through two brands:

GLOW: **The heart of change: address, overcome and end domestic abuse**

We are a charity on a mission to end relationship abuse, campaigning for change and providing support throughout Staffordshire and its surrounding areas.

Through a full-circle approach, Glow seeks to address the issues from every angle, ensuring that no member of the community is vulnerable to an abusive relationship.

CONCRETE - **Making homelessness history**

We are leading the fight to erase homelessness within Staffordshire and its surrounding areas.
Through a community-led approach, we help those without a plan, without a voice and without a home, build concrete futures by tackling the underlying issues that keep people from finding and securing a home of their own.

Glow and Concrete are a part of **Honeycomb Group**, a team of social-minded brands championing happy homes in our region by providing services and support that help people across Staffordshire and its surrounding areas feel secure, connected and confident.

Our mission is breaking barriers, building people, bettering homes.

Public benefit statement

In accordance with s4 of the Charities Act 2011, we have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and planning our future activities.

Strategic Report

AIMS AND OBJECTIVES

During the year we worked in Staffordshire (including Stoke-on-Trent), Derbyshire and Cheshire East. We engaged 8,310 (compared with 6,995 in 20/21) children, young people, adults, families and over 1164 (compared with 649 in 20/21) professionals / landlords in activities to achieve our Group aims and objectives focused on *'Breaking barriers, building people, bettering homes'.*

Many of our customers engage with us to access support because they are homeless or at risk of becoming homeless, or they are victims/survivors or perpetrators of domestic abuse. Some also face multiple and severe disadvantages with overlapping needs including substance misuse, contact with the criminal justice system, mental ill-health, or their immigration status. As a result, customers are more likely to be living in poverty, be experiencing low self-confidence, isolation, loneliness, stigma, and discrimination. All our services see and treat people as individuals - we take a trauma-informed approach to support, walking alongside our customers throughout their journey. We're breaking barriers by making sure the issues of homelessness and domestic abuse are better understood and by giving people a voice to challenge the systems that allow the inequalities to continue.

Reflecting on the last year

The challenges of the pandemic including rising inflation and debt, cost of living, fuel and food prices have increased the demand for our services. Like many charities we have struggled to recruit and retain staff (with increased competition in the labour market as demand outstrips supply) and have encountered rising costs in utility bills, maintenance, recruitment, and agency, particularly in Concrete. In some areas we've also struggled to deliver short term funded services over a fixed period due to challenges with recruitment impacting on specialist IDVA provision in Derbyshire on time. We changed our approach and have started to see improvements, so we no longer have to rely on agency staff. We have also reviewed, remodelled, and restructured services within Concrete, namely, Destination Home and our Young Persons Service to drive improvement and deliver more effective, efficient, and responsive services, while maintaining a combination of face-to-face and virtual support sessions.

In some areas, we took the difficult decision to end some services including Glow's Sunrise Recovery Centre at the end of May/June 2021 and Concrete's Pointon House service at the end of March 2022. We also revaluated our approach to fundraising. Our ambitious fundraising strategy started just before the start of the pandemic but following the impact of COVID and the lockdown restrictions in place over the last two years we have decided to reduce and combine our fundraising efforts with existing supporters and adopted a targeted approach for new income generation, including maintaining strong relationships with existing supporters to secure fundraising donations (both financial and 'in kind' donations). Our new income generation activity has been focused on our Glow Education and Prevention projects and income for added value projects for Concrete e.g., securing funds for food and essential items for those living in hostel accommodation.

There have been some fantastic achievements this year. We have reached more people than ever before including children and young people, professionals, and landlords. We have seen an 18.8% increase in engaged customers and a 79% increase in engaged professional and landlords. The biggest increases have been within Glow's children and young people's education and prevention service, our work with perpetrators and, within both Glow and Concrete, engagement with people to raise education and awareness and deliver training. We have also seen an improvement in customer satisfaction, with an increase in satisfaction level across 7 out of 8 criteria. The most significant increase was around customer voice and people feeling they were 'able to have their say'. This is a significant achievement despite the challenges posed and demonstrates real progress against our 2021-2024 business strategy.

New funding opportunities have seen our services expand with projects in Derbyshire and Newcastle under Lyme, and we secured added value funding to increase resources and roles to help us to respond to the increased need for our services.

We have continued to see a strong political focus on the causes that matter to us.

The Domestic Abuse Act 2021 received royal accent in April 2021, that led to an increase in funding throughout 2021/22 and into 2022/23. We have also seen signs of increased investment in domestic abuse services and see future opportunities to strengthen and build on our current services including safe accommodation, supporting more children as victims of domestic abuse, and tackling the root cause of domestic abuse by increasing our services for perpetrators.

The government's commitment to tackle homelessness and rough sleeping has resulted in a three-year funding commitment Rough Sleeper Initiative, (the Rough Sleep Initiative (RSI),
Rough Sleeping Accommodation Programme (RSAP) and the Homelessness Prevention Grant). This is a positive move forward for RSI as it will hopefully mean longer term certainty for the RSI services we currently provide.

Overall, 2021/22 has been a year of significant change for our customers, staff, and the business as a whole. We have met challenges head on and have taken advantage of opportunities to achieve more with and for our customers. We continue to be inspired by the energy, creativity, and resilience of all our staff.

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

GLOW: THE HEART OF CHANGE - TO ADDRESS, OVERCOME, AND END DOMESTIC VIOLENCE AND ABUSE

The heart of change begins with action. That's where our approach comes in. Tackling relationship abuse isn't a linear process, it takes a full-circle approach to ensure we stop it in its tracks and enable everyone to understand how to recognise and prevent it before it takes over. Our services, delivered across North Staffordshire and Derbyshire, include crisis intervention through safe accommodation and Independent Domestic Violence Advocacy (IDVA) support, to prevention activity including educating young people about healthy relationships and holding those responsible for abuse to account.

Glow received 2,361 referrals for support over the year – 23% were of non-British, 16% had a mental or physical disability, and 13% identified as LGBTQ+. In addition, the Glow team completed 602 pieces of 'short-term work', including responding to requests for information from other professionals, providing court feedback to victims, and requests for refuge spaces where a full referral has not been possible.

The referrals we received resulted in 2,141 full cases (including adult and child victims, and perpetrators). Many of the adults we supported were parents and 2,319 children were linked to these cases. A proportion of customers access more than one of Glow's services and so there were 2,017 unique customers. We reached a further 1,279 children and young people through our group programmes delivered in schools and 464 professionals benefitted from domestic abuse training sessions.

ADDRESS:

For customers experiencing abuse we quickly do everything we can to make sure they are safe and then work with them to put a plan in place to improve their wellbeing, independence, and confidence. We provide a range of safe accommodation options or keep people safe, and we provide tailored one-to-one support so that victims have the best start on their journey of recovery.

This year our key activities and achievements included:

Safe accommodation and support to remain at home - North Staffordshire

We provided 58 units of accommodation across our three refuges and community-based safe accommodation in Stoke-on-Trent, Newcastle under Lyme, and Staffordshire Moorlands. To offer good temporary accommodation and to avoid victims being placed in bed and breakfast or hotel accommodation, we added emergency, short-term bedspaces within two of our refuges.

We had 180 customers within our accommodation services (167 unique customers) and 216 children linked and safely accommodated.

Our Stoke refuge benefits from three peer mentors, all with lived experience, who use their experience to help others. Peer mentors complement the structured support provided by our specialist domestic abuse practitioners and a matching service is used to make sure we get the right fit for our customers and peer mentors. This not only benefits customers but is a great addition to a peer mentor's CV and can be that first step into employment in an area they feel passionately about.

The Domestic Abuse Act 2021 recognises children in families who have experienced domestic abuse, as victims in their own right. We have been fortunate to receive continued funding via BBC Children in Need and the local authorities across North Staffordshire to continue with our dedicated tailored support to 75 children – a 53% increase on last year.

BBC Children in Need funded our 'Opening Doors Project', a support and advocacy project dedicated to Children and Young Persons (CYP) 0-18 years suffering from the trauma of domestic abuse with recognition of children as victims in their own right. We have run 49 group sessions to help recovery and build resilience for children living in refuge, run sensory hours for children under three, and offered childcare support so that parents can attend counselling appointments and complete the Freedom Programme.

We have supported parents applying for their children's school places and delivered one-to-one support for children to talk about their experiences when living with domestic abuse.

32 children in our Staffordshire Moorlands refuge were provided with a range of activities including:

- Trips to Alton Towers, the circus, and the cinema
- 'Rent a beast' visit to refuge
- 14 Saturday afternoon family time sessions for mums and their children to try new crafts, activities etc. and the opportunity to play with other children
- Christmas gifts wrapped and bagged provided from "hidden warriors", a community interest company whose aim is to help struggling families or each child in refuge
- Cinema gift cards and £20 pub food gift cards provide by 'Save their Summer' fundraising campaign
- 28 holiday and after school activity clubs
- Creche sessions for children to play and so mums can join a recovery support group
- Homework clubs for homework and remote learning

The Power to Change course has been run in our Staffordshire Moorlands refuge. The course is specifically designed for women who are survivors of domestic abuse and is based on women working together in a safe, friendly, and supportive environment to change their lives for the better.

The programme is a psycho-educational and support group run in weekly two-hour sessions over a period of 10 weeks. The main aims of the group are:

- To change patterns of behaviour, accept the responsibility to change and challenge beliefs about experiences
- To raise awareness of women's basic rights
- To build self-esteem, self-determination, confidence, and empowerment
- To understand experiences of abuse

Power to Change can also be adapted into single group sessions or done on a one-to-one basis.

When asked how the programme has helped them, our customers said:

> *'Gaining self-worth and learning to deal with everything I've been through and understanding that it wasn't my fault'*
>
> *'[It helped me] to relate to the different processes that I've been through and how to turn them around'*

'[It's helped me] take steps to address issues and learning how to move on'

'[It's helped me] to speak out about my situation without judgement which I've found to be a massive relief and weight off my shoulders, and I feel able to move on in a positive way'

Glow partnered with Staffs Housing this year to provide move on accommodation in Newcastle under Lyme. The six self-contained flats are for single people who have fled domestic abuse and are looking for low level support to settle into their own permanent accommodation. Demand for the properties was slower than expected, but five of the six units are now occupied. These customers will take on a general needs tenancy with Staffs Housing and will remain in the accommodation for as long as they need to.

Support for high-risk victims - Derbyshire

Derbyshire Independent Domestic Violence Advisor (IDVA) team support high risk domestic abuse victims across Derby City and Derbyshire County. This year the teams have worked with a total of 1,277 customers. The IDVAs have represented a total of 1,752 at Multi Agency Risk Assessment Conferences (MARAC) (the figure is higher than total cases as some customers return to MARAC during their support period with the IDVA service).

Over the last 12 months, customers have engaged with the IDVA service using a variety of platforms including video call, text, email, and phone calls, with face-to-face visits increasing following the easing of pandemic restrictions. There has been a 7% increase this year in customers engaging with our IDVAs with an increase from 85% to 92% of customers experiencing an improvement in their general safety.

The Drive project in Derbyshire (working with high risk, high harm perpetrators of domestic abuse) has called for the IDVA service to work alongside the project to make sure there is support for the victim while the Drive team work to disrupt the perpetrators behaviour. This has increased the amount of support time the IDVAs are working with some customers, as they need to remain open to the service until the Drive case is closed.

We were successful in securing funds for our duty worker post within the IDVA service to deliver specialist health and black and ethnic minority support. The duty worker role has had a positive impact by creating a consistent referral process. Recruitment to the specialist IDVA roles has been difficult (an issue affecting many sectors on a national scale) which has unfortunately delayed delivery of this service, however a suitable candidate has now been found and our specialist roles will be in place soon.

Housing Advocacy

Our Domestic Abuse Housing Advocate role is based within the homelessness services of our three-partner authority sites (Stoke on Trent, Newcastle under Lyme, and Staffordshire Moorlands). Single people and families who have been affected by domestic abuse, and who are in housing need, are supported through their housing journey. We provide a voice for these customers and offer essential emotional support and make sure the customer has access to the appropriate ongoing domestic abuse support. This year our Housing Advocate has supported 82 individuals and families, including 98 linked children. Of the customers we supported, 97% reported an improvement in their accommodation status showing the fantastic value this role brings.

OVERCOME:

We help our customers rebuild their lives, providing on-going personal, peer and group support. Although we have scaled back some of our support services, we have continued to deliver group programmes helping victims understand their experiences so they can live a life free from abuse.

Freedom Programme

Following the restrictions initially imposed during the pandemic, we've continued to deliver the Freedom Programme online. We have successfully delivered three 12-week programmes to 31 women. The sessions have been co-facilitated by our Domestic Abuse Practitioner and a trained volunteer with lived experience, the sessions are invaluable to customers giving them real hope for a life free from abuse. For the final Freedom

Programme of the year, we gave our customers the chance to reflect on their experiences and listened to their ideas on future delivery of the programme, so we continue to meet their needs and remain relevant. As a result, the next programme will remain online and be in an evening at a time that fits around parenting commitments. A number of women attending the programme have also continued to engage with our service and gone on to take part in the Recognise and Reconnect Programme.

Recognise and Reconnect Programme

Although this year saw the close of our designated recovery centre, we did successfully secure a small amount of charitable funding to redesign and deliver the existing Recognise and Reconnect Programme (our 10-week parenting programme) as a follow on from the Freedom Programme for those victim/survivors who had disclosed concerns regarding their relationship with their children and the impact living in an abuse environment has had on their children.

Following customer feedback, we also made some changes to the programme to ensure everyone was safe when taking part online. Parenting and the guilt that someone who has experienced abuse feels, can cause significant anxiety, therefore it was important we found ways to spot signs of distress in a virtual environment. Virtual delivery also requires an extensive amount of contact time with customers before the programme starts to ensure they feel safe and comfortable with the subject matter and have coping strategies and support networks in place when attending the programme. The sessions were also made more interactive through videos and breakout rooms. This year we have delivered four programmes - three online; and one face-to-face for those customers who were unable to, or uncomfortable with, using technology.

END

To end the cycle of abuse, we work hard to educate young people about healthy and unhealthy relationships and work directly with those responsible for abuse to stop abusive behaviours at their source. Ending domestic abuse isn't just our job, we need to work hand-in-hand with like-minded organisations and have delivered training this year to professionals and community groups so they can spot the signs of abuse and know what to do when someone is being abused.

Despite funding restrictions and limitations during the pandemic, we have continued to run our Staffordshire Domestic Abuse Perpetrator Programme (DAPP). We've taken part in regular meetings with Respect (our accrediting body) and worked closely with the Children and Family Court Advisory and Support Service (CAFCASS) to review our response and ensure this is effective, safe and in line with court orders.

Staffordshire DAPP have this year received seven referrals, completed seven suitability assessments and seven men have started our programme. The DAPP team have also completed five midway reports, seven completion reports and following the end of the programme supported 15 men.

100% of those completing the programme showed both a reduction in abusive behaviours and new willingness to change.

Our Intensive Support Service (ISS) which supports partners or ex-partners of men on the DAPP have this year received 12 referrals and following the end of the programme supported 20 women.

Remaining COVID restrictions meant our regular venue wasn't available in 2021/22, and our smaller venue meant smaller groups, but we are hoping this changes in 2022/23.

In June 2021 we successfully achieved our reaccreditation with Respect and now hold accredited provider status for another three years. We were also accepted onto the CAFCASS framework as a DAPP provider in Derbyshire.

We secured further funding to provide additional perpetrator services in Derbyshire including The Keys Project – a service for medium risk perpetrators, and Drive - an intervention focussing on high risk, high harm perpetrators.

The Keys Project

The Keys Project, based in Derbyshire, is a Respect accredited service (and the first of its kind in the county) for medium risk adult perpetrators and is instrumental in our mission to stop domestic abuse at the source. This service offers effective, early intervention so the risk to the victim is reduced.

As a new service in this area, there have been fewer referrals than expected with only 16 so far. This has been affected by referral agencies struggling to understand the project and its objectives and the difficultly we have getting perpetrators to accept accountability for their actions and attend sessions despite being referred. We're developing stronger relationships with partners and agencies and communicating the aims of the project clearly to increase referrals.

We have a well-established group in the south of Derby city, with customers showing some level of progress and are hoping to start a second program in the near future. We've applied for additional funding to make it a long-term, sustainable service.

Through the Keys Project we have supported 16 victims of domestic abuse and 19 children who were indirectly affected.

Drive

Drive is a national pilot developed by Safe Lives and Respect UK, to work with high-harm, high-risk, perpetrators of domestic abuse to prevent their abusive behaviour and protect the adult and child victims of domestic abuse. Derbyshire is one of a number of national Drive projects.

Drive in Derbyshire started in April 2021, with a service manager, panel co-ordinator, five case managers plus an IDVA to support the victims of those perpetrators Drive are working with. The team have established a working relationship with Derbyshire Police, Derbyshire IDVA service and Drive Central team. The first Domestic Abuse Perpetrator Panel was held in May 2021 and heard four cases.

Over the past year Drive have worked with 85 perpetrators, delivering a mixture of interventions to disrupt abusive behaviours and/or direct support to remove the barriers to behavioural change work. There were 86 associated victims, and all were supported by our IDVA service.

The team see the value perpetrator interventions have in reducing risk for victims and addressing the issue of domestic abuse at its source. The team have also said they feel listened to, valued and their wellbeing matters to the organisation.

All case managers and our service manager have completed the Safe Lives perpetrator training and have delivered workshops to youth offending services, health care teams, drug and alcohol services and took part in "Reclaim the Night" – an annual march held in various locations across the country, a protest that demands women's right for them to be able to move safely in public spaces.

Education and Prevention

The team continue to place raising awareness of healthy relationships with children and young people at the core of their work through bespoke education programmes, specialist teacher training and our commitment to helping schools through our DASiE Project (Domestic Abuse Support in Education)

Relationships Without Fear programme: Now that relationship education is compulsory in schools, we identified a gap in the market and promoted our service and training to schools looking for support in delivering programmes. We developed a trading model aligned to Glow's education objective and focused on the resources needed to achieve a self-sustaining funding model.

Relationships Without Fear (RwF) continues to go from strength to strength. In Staffordshire we delivered the programme to 1,100 children this year. We also created a prevention video for Staffordshire Fire & Rescue Service's 'Safe & Sound' project which reached 4,882 students, 2,471 in Staffordshire.

With funding from the Home Office, we've launched our RwF programme in Derby and educated 179 pupils a further 125 teachers have signed up to receive our 'Domestic abuse and effects on children and young people' training.

Over the year we have educated 1,279 children and young people and trained 214 professionals. The success of the programme means we have now increased the capacity of the team and are looking forward to growing and expanding our offer to reach more children and young people in other education settings, including those with special education needs, over the next 12 months

Four schools have signed up to our DASiE Chain (Domestic Abuse Support in Education) and are working towards our accreditation. We've also expanded the ways we access additional income and support with a number of schools holding non-uniform days to raise funds.

Toilet door Campaign: 1,300 toilet door posters were placed in primary, secondary, college and other places to reach children and young people in Newcastle under Lyme and inform them of the support services they can access and raise awareness of the signs of relationship abuse.

Awareness raising and working with professionals

We worked with over 250 professionals through training and events to increase their understanding of domestic abuse, train them to identify victims, and help them access support.

Key achievements during the year included:

- Maintaining and developing our relationships with Public Health England (Dentistry) and the North Staffs Combined Mental Health Trust, Longhurst Housing Group, and local authorities (for the Extra Burdens Duty to Refer funding) and Keele University Safeguarding Team
- Our 'Here to Help' campaign asked dental practices to sign a '5-step pledge' to improve their identification of, and response to, patients or colleagues experiencing domestic abuse. Five organisations have signed the pledge which includes the commitment for all staff to attend annual domestic abuse training and to establish a domestic abuse champion role
- The development of a domestic abuse policy for dentistry within Stoke-on-Trent
- The development of peer support sessions, every three months and delivered by a Glow trainer, for dentistry domestic abuse champions
- Successfully delivered 34 sessions to 252 participants within Longhurst Group (LHG) supporting them to achieve their Domestic Abuse Housing Alliance accreditation (the UK benchmark on how housing providers should respond to domestic abuse). We also provided peer support sessions to domestic abuse champions within the group
- We delivered eight 'Domestic abuse awareness - a duty to refer' sessions to professionals working with customers who were, or could be, made homeless as a result of being victims/survivors of domestic abuse. Professionals from organisations including probation, youth offending team, NHS, Citizens Advice Bureau, DWP, housing associations, homeless charities and voluntary organisations, housing, fire service, and Staffordshire Victims' Gateway all attended
- We have expanded our training offer to professionals and can now provide several workshop sessions to go with our 1 hr and 3.5 hr domestic abuse awareness sessions, 2 x 3.5 hr domestic abuse champions training, these include: working with male victims, collusion, and grooming (working with perpetrators), the effects of domestic abuse on children and young people, the MARAC process, completing the DASH and safety planning

CONCRETE: MAKING HOMELESSNESS HISTORY

Following a significant period of growth and change in 2020 which included expanding into a new geography, mobilising a partnership single homeless service, Destination: Home (the largest contract in Concrete's

history), and taking a key role in national campaigns to reduce homelessness during COVID, 2021/22 has been a year of change for Concrete. It has been a year of taking on new properties, remodelling service delivery, strengthening and building our partnerships and restructuring services so they help us on our mission to make homelessness history.

Our key achievements included:

- Refreshing the structure and remodelling of supported accommodation

  Simplifying Concrete's structure has helped free up resources, reduce risk, promote strong governance, and provide a solid platform for growth. Concrete is now operating under three service areas:

  - Adult Homelessness, Housing and Complex Needs
  - Young Persons Homelessness, Housing and Complex Needs
  - Landlord Liaison Services

  The restructure has introduced new housing resources, refreshed roles, and responsibilities, and created a management team to support the delivery of key contracts and specialist supported housing services. Supported housing is a range of 24/7 schemes, including gender specific schemes, semi-independent accommodation, and dispersed community housing, the remodel (Young Persons and Adults in Stoke-on-Trent) has created a clearer housing pathway for customers entering the service.

  This has also included a review of Concrete services and assets and resulted in the decommission of our specialist mental health accommodation at Pointon House.

- Destination: Home

  We have continued our strong local partnerships with North Staffs Mind, Changes: Health and Wellbeing, Adullam Homes and Walk Ministries. The service has provided 251 units of accommodation and 89 units of floating support with the capacity to support up to 340 people at any one time.

  Over the year the service has supported over 419 people. The service approach remains focused on long-term recovery by tackling the underlying issues linked to homelessness. (Destination: Home brings together a number of services previously commissioned under separate contracts).

- Homelessness accommodation-based pilot and support hub

  The end of the year saw the completion of an accommodation-based pilot and support hub in the north of the city in partnership with Stoke-on-Trent City Council. The project provided 16 self-contained flats in the first 6 months increasing to 25 as a staffed scheme, with a separate hub to provide in-reach support. Over 12 months the project supported 44 people with long term histories of rough sleeping and many of our residents moved to Concrete accommodation following closure of the pilot.

  The success of the project gained local and national interest from senior government officials, including the Chief Medical Adviser. The project was visited on several occasion my local councillors, commissioners, and senior government representatives.

- Attracting safer accommodation funding to enhance our gender specific services

  We accessed funding for a Specialist Team Leader and Senior Practitioner to increase our female supported housing offer. The funding also included personalised budgets to tailor support for customers to meet basics needs, access move on accommodation and engage in meaningful activities.

- Delivering severe weather emergency provision (SWEP) in Newcastle-under-Lyme

In partnership with Walk Ministries and Newcastle Borough Council, Concrete provided SWEP services in a new area. Delivering SWEP services is often a lifesaving intervention for rough sleepers. We worked with 18 customers and delivered 11 nights of emergency accommodation in Newcastle-under-Lyme town centre during periods of severe weather.

Homelessness is far more complicated than just a 'housing issue' or 'rooflessness' and is underpinned by multiple and overlapping causes. Our support goes much deeper into the root of the issues, focusing on intervention and recovery as well as prevention and sustainment, so everyone who needs our support can achieve a more concrete future. We take a wider view and recognise the increased risk of serious abuse, complex trauma, exploitation, and neglect as well as the increase in health and care needs and the reduction of life expectancy.

We work to make homelessness history through our **Address, Secure, Connect, Equip** approach. This has seen us engage more than 2,695 people in need of support across North Staffordshire and Cheshire East, sharing expertise and knowledge with more than 700 professionals and engaging over 15 new landlords.

Here's how we did it.

ADDRESS:

Raising awareness and educating communities on the realities of homelessness and what they can do to prevent and minimise their risk.

- We reached over 700 professionals by sharing our expertise linked to adult safeguarding and homelessness at local, regional, and national online conferences and as keynote speakers during Adult Safeguarding week.

- Following the launch of our small group homes as part Destination: Home and the North Staffs Accommodation and Support Hub we have engaged communities helping us raise awareness of homelessness and the work we do, and in many cases increased food and clothing donations for our services.

- We have supported customers to use their lived experience to raise awareness of homelessness through local and regional PR and social media campaigns including BBC Radio Stoke, Signal One and BBC online interviews. We continue to share the voice of lived experience during volunteer's week, mental health awareness week, and sharing content during Pride month, suicide awareness week, adult safeguarding week, and international homelessness day.

- Our pilot accommodation and support hub were visited by senior government officials, including the Chief Medical Adviser and local political leaders to learn about positive practice in housing and homelessness.

- We successfully worked with local partners, peopled with lived experience, and Homeless Link (national umbrella organisation for the homelessness sector) to develop a strength-based resource to support positive practice in homelessness services. This led to the publication of a resource called *"Working in partnership to learn about strengths-based working with Concrete".*

- Since July 2021 Concrete has been an active member in a research study *"Opening the too difficult box: Strengthening adult safeguarding responses to homelessness and self-neglect"* led by Kings College London's Health and Social Care Workforce Research Unit. Concrete has led on delivering Communities of Practice across three regions (Stoke, Northampton and London) engaging with over 36 professionals and sharing findings to several senior government officials, academics and safeguarding adults' boards, including the Chief Social Worker.

In 2021/22 we reached 445,432 people and engaged 4,395 individuals across a range of different platforms to raise awareness and educate on homelessness. This included the launch of Tik Tok in November 2021 with a reach of 32,674 and total engagement of 1,071.

SECURE:

Direct support for people at immediate risk of losing their homes, working with landlords, local authorities, and tenants to help keep people within their homes.

- Across our services we helped 592 people keep their home, equipping them with the skills they need to live independently.

- Our Pointon House service supported 17 adults with mental health needs. Four customers were supported intensively in the main building, five in our dispersed units at Stoneyfields Court and eight in the community. The complexity of our customers' needs increased throughout the year which led to us changing the model in June 2021 and introducing 24-hour support through waking night staff. 88% of customers exiting the service were positively maintaining their homes and wellbeing. We ended this service in March 2022 and all customers were transferred to alternative accommodation or support by working with social workers, care co-ordinators and probation officers.

- Through our Landlord Liaison services we've signed up to 21 new units of accommodation across Stoke-on-Trent and Cheshire East. We have also worked with 15 private landlords who have provided 19 tenancies to our customers through our local lettings service.

CONNECT:

Connecting those without a home to a home that is fit for their needs, providing dedicated support to connect housing and care needs into one access point.

With our partners we have connected 882 people to accommodation across Stoke-on-Trent, Cheshire East, and Newcastle under Lyme.

- Destination: Home brings a vast and diverse accommodation offer for people with multiple and complex needs. This includes a dedicated service for customers with long-term enduring mental health issues, 24/7 staffed small group homes, female-only accommodation for gender specific support, and access to a rehab and dry house through our partner Walk Ministries. Over the last 12 months Destination: Home has supported 419 people across the partnership,129 directly supported by Concrete. This includes 26 women in our female-only housing and 32 men in our men's housing project. 71 people are supported across our semi-independent and community dispersed housing. 82% of people across the Destination Home partnership have sustained a tenancy and 60% of customers who have left the service have had a positive, planned move.

- Our Young Person's Accommodation Service has supported 52 young people over the last 12 months.

- Through our Cheshire East floating support service, we helped 213 people with 92% having a positive exit from the service.

- Because of the support of our service coordinators in Cheshire East and Stoke-on-Trent, our customers have been able to secure and sustain a home. Our service coordinators raise the voice and rights of customers and help them to understand and access the services and support they need.

- Concrete's Rough Sleeper Initiative (RSI) projects (funded by the Department for Levelling Up, Housing and Communities (DLUHC)) has meant that we've been able to offer further specialist support to our navigate services (prison release), move-on support for rough sleepers, dual diagnosis support (co-occurring mental ill health and substance use) with our partners BAC O'Connor, and peer mentoring and tenancy practitioner support through our local lettings service.

- Our navigate service has worked with 52 people caught in a cycle of homelessness and repeat offending to secure long-term accommodation. 45 people have been supported to keep their homes

through local lettings and over 84 supported with move-on options and floating support. Our dual diagnosis service with BAC O'Connor launched later in the year and worked with over 14 people experiencing co-occurring mental ill health and substance use.

EQUIP:

Providing guidance and support to help people develop skills to live independently for the long-term.

- Our peer mentoring scheme has gone from strength to strength, with peer mentors leading on activities to remove the risk of customers feeling isolated and lonely and sharing their own learning and success giving hope and inspiration to others. Our peer mentors have given countless hours to support customers and have also gained work experience, one of our peer mentors secured a full time employed position at Concrete as a result.

- Through our partnership with Walk Ministries, we have offered 17 work placements to people with a lived experience, and five were offered permanent positions at Concrete following their placement. This is great collaboration work with people who have lived experience to provide opportunities in the job markets and gain employment experience.

- Our Young Person's Accommodation Service has supported 52 young people over the last 12 months, showing how important it is to stick with and transition alongside young people as they turn 18. We supported 10 unaccompanied asylum-seeking young people with their accommodation and support, including nine who attend educational courses.

- In partnership with Walk Ministries and Newcastle Borough Council, Concrete delivered severe weather services and accommodation to 18 people, making sure people are equipped with information and support to move away from rough sleeping.

PARTNERSHIP WORKING AND MULTI-AGENCY RESPONSES/MECHANISMS

Throughout the year we have strengthened and grown many of our partnerships as working collaboratively with health, housing, social care, public sector services, and with community and voluntary sector partners is integral to the delivery of joined up services and better-quality care and support.

We also play a strategic role in helping shape and inform local strategies and plans, address issues, highlight customer need and secure additional investments through partnership funding. For example, this year we contributed to the successful Changing Futures bid led by Stoke-on-Trent City Council and Voices of Stoke.

We attend several strategic / leadership forums including the Staffordshire Domestic Abuse Commissioning and Development Board, the Stoke-on-Trent City Council Homeless Reduction Board and Forum, and the Stoke-on-Trent Community Safety Partnership. As well as the Multi-agency Resolutions Group (MARG) and the Ending Rough Sleeping Delivery Group (ERSDG), which oversees the Stoke-on-Trent ending Rough Sleeping delivery plan – chaired by Concrete. In Newcastle under Lyme, Concrete co-chair the Homelessness Forum.

Over the past 12 months we've also been a part of the Derbyshire Domestic Abuse and Sexual Violence Partnership Board and have been proactive in Voluntary Community Social Enterprise Leadership Groups across Staffordshire, Derbyshire, and Cheshire. A key development of each group is the move to Integrated Care Systems and Partnerships to be implemented on a statutory basis in July 2022.

In light of the complex and multiple needs of our customers, working in partnership is essential and ensures we have the right safeguards in place. We are a part of the Staffordshire and Stoke-on-Trent Safeguarding Adults Board and the Stoke-on-Trent Children's Safeguarding Partnership - taking on the role of voluntary

sector lead. Over the last 12 months we have implemented and chaired the newly formed Stoke-on-Trent Voluntary Sector Children's Safeguarding Group, creating direct links with the Statutory Safeguarding Partnership. Our Director of Support and Wellbeing is also the chair of the Multi Agency Risk Assessment Conferences (MARACs) on a regular basis.

We have continued to embed the Destination: Home Partnership Board and are now extending invitations to other stakeholders and partner organisation across the city to debate topics such as anti-social behaviour, barriers to accessing drug and alcohol services, and recruitment, retention and workforce development.

Finally, we remain a member of the Collaborative Network, a Stoke-on-Trent initiative led by the YMCA that has gone from strength to strength. This recognises the value of connection and brings leaders together to share insight and expertise, and to find solutions to cross sector challenges relating to digitalisation, isolation and loneliness, and poverty. Members cover education settings, local businesses, statutory services, and leaders from the voluntary, community and faith sectors.

PERFORMANCE

Despite the turbulent external environment and the significant period of change that Glow, and Concrete, have experienced internally over the last year, we are proud to report continued value for money across our organisation:

Economy: increasing resources available to us

- Across Glow and Concrete this year we have seen an increase in the number of customers taking up courses following the pandemic and an increase in the number of courses held face-to-face. 76 courses have been taken in wellbeing, vocational/computer courses, and a smaller number of hobby-based courses. There has been a significant number of customers taking the English for Speakers of Other Languages (ESOL) courses and progressing to Maths and English to enhance their employability skills. The wellbeing courses have helped customers with everyday stress and anxiety, recovery, and general self-esteem building.

- We completed Service Quality Reviews (SQR's) across Glow and Concrete including customer engagement where we asked 17 customers a series of questions through individual or group telephone / virtual calls or face-to-face contact. Questions were based around the service that the customer is supported by and asked for their views and what they thought could improve the service.

Volunteers & Peer Mentors:

Nine volunteers supported and enhanced our service and outcomes for customers, as well as providing the opportunity to develop their own skills and confidence:

Glow:

Two volunteers in Glow work within our DV Outreach service and co-facilitate our group work programmes for female survivors. Their lived experience is proving invaluable and as role models are giving other women hope of a life free from abuse.

Concrete:

There are seven peer mentors working with our Destination: Home team. They have a wealth of experience in the life challenges facing new customers and extensive knowledge of the barriers that customers of supported housing can face and therefore overcome. Because they have been in the same position, they bring empathy and understanding to help our customers on their journey.

What our peer mentors say about the role:

"[I find] it very rewarding as I'm helping people who are worse off than me and can relate to some of their problems so I think you should never look down on people unless you are helping them up if that makes sense……thank you Concrete for giving me the opportunity to be a peer mentor" - Kev, peer mentor

"[I have] a deeper appreciation of the value I have to offer to others. Mentorship creates deep, authentic relationships due to the fact the information shared is often very personal and can have a large influence on the way you think and make decisions" – Jane, peer mentor

Efficiency: using our resources well**.**

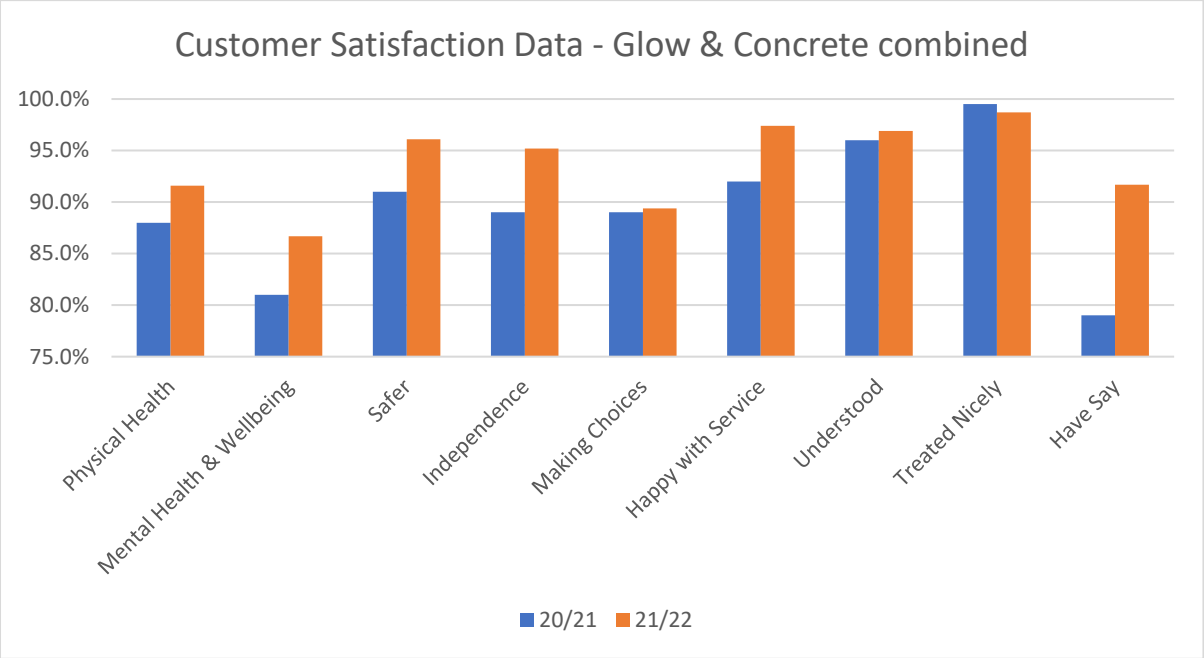
- We have had a challenging year in both recruiting and retaining staff. To address some challenges, we have held dedicated recruitment summits in both Concrete and Glow to help us to identify specific issues and change our approach to recruitment by having a more flexible approach.
- We've improved our recruitment platform, job descriptions and onboarding but it will be an ongoing project to continue to challenge and identify improvements.
- We have continued to manage complaints well with 95% of complaints resolved at Stage One of our complaints process despite the number of complaints we receive doubling. Complaints have increased in line with an increasing number of customers (16% increase overall), and we have seen a higher turnover of staff with training required for new service managers on identifying and managing formal complaints

Effectiveness: the impact we have created with our resources.

- Our customer satisfaction survey captures the feedback from customer experiences across different aspects of their engagement with Glow and Concrete.

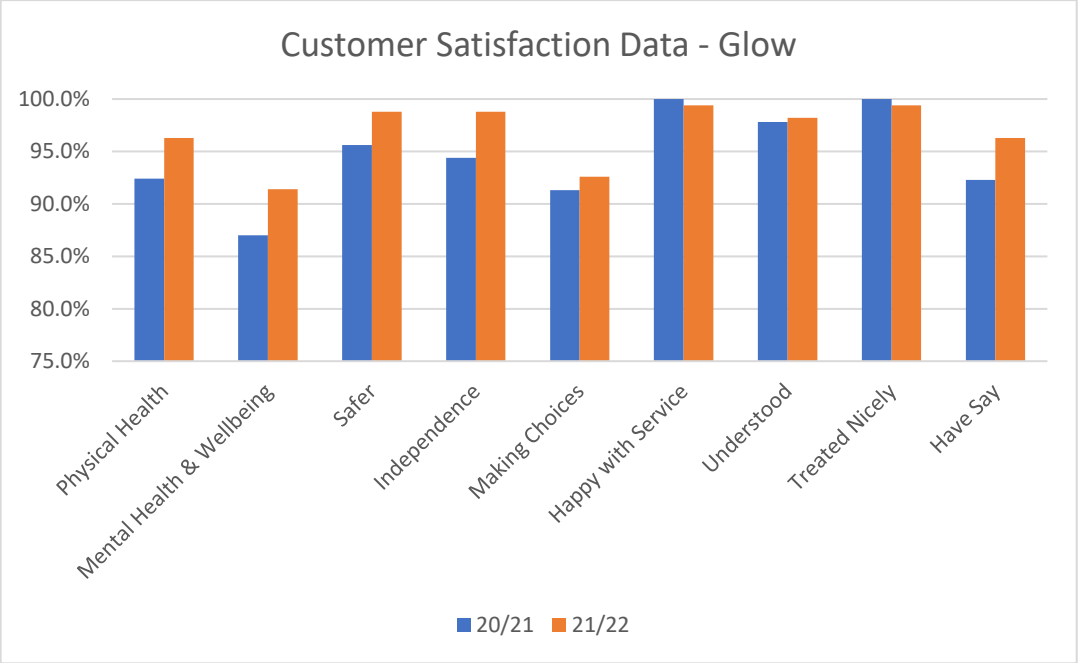
Overall, 230 responses compared with 226 last year. However, there was an increased return from Glow (94 surveys in 20/21 and 165 surveys in 21/22) with a decreased return rate from Concrete (132 surveys in 20/21 and 65 surveys in 21/22).

Concrete & Glow Combined:



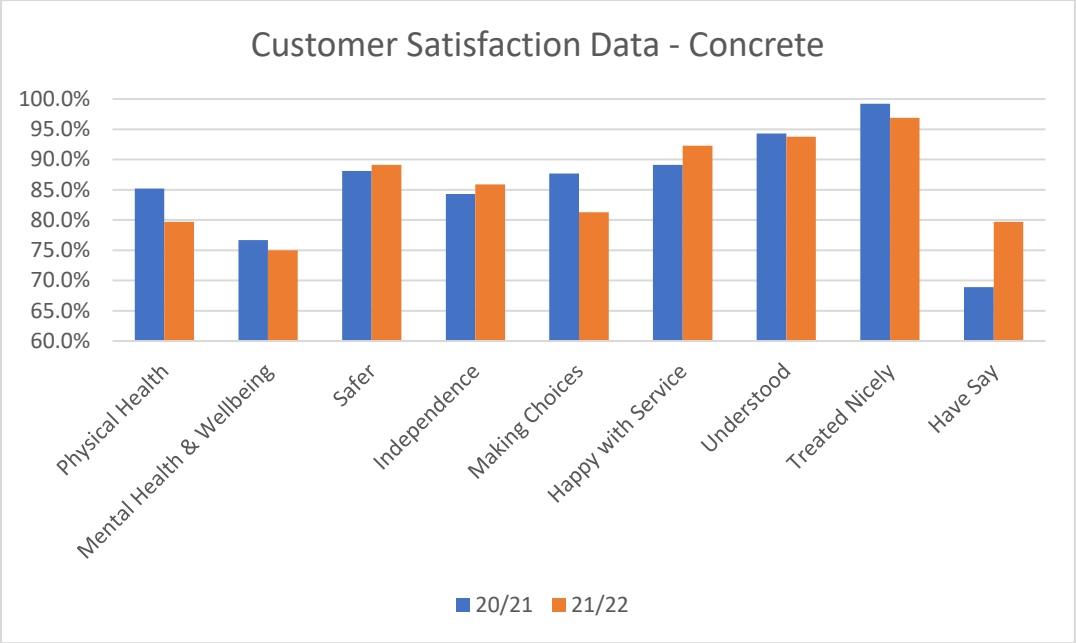
Criteria	20/21	21/22
Better able to manage physical health	88.0%	91.6%
Improvement in mental health and wellbeing	81.0%	86.7%
Feel safer	91.0%	96.1%
Feel more independent	89.0%	95.2%
Able to make better choices	89.0%	89.4%
Happy with the service they receive	92.0%	97.4%
Feel that their support worker understood their needs	96.0%	96.9%
Feel that they were treated nicely	99.5%	98.7%
Feel able to have their say	79.0%	91.7%

Glow:



Glow	20/21	21/22
Better able to manage physical health	92.4%	96.3%
Improvement in mental health and wellbeing	87.0%	91.4%
Feel safer	95.6%	98.8%
Feel more independent	94.4%	98.8%
Able to make better choices	91.3%	92.6%
Happy with the service they receive	100.0%	99.4%
Feel that their support worker understood their needs	97.8%	98.2%
Feel that they were treated nicely	100.0%	99.4%
Feel able to have their say	92.3%	96.3%

Concrete:



Concrete	20/21	21/22
Better able to manage physical health	85.2%	79.7%
Improvement in mental health and wellbeing	76.7%	75.0%
Feel safer	88.1%	89.1%
Feel more independent	84.3%	85.9%
Able to make better choices	87.7%	81.3%
Happy with the service they receive	89.1%	92.3%
Feel that their support worker understood their needs	94.3%	93.8%
Feel that they were treated nicely	99.2%	96.9%
Feel able to have their say	68.9%	79.7%

External Accreditations:

Glow is now an accredited provider for CAFCASS in Staffordshire & Derbyshire though our DAPP & Keys project.

Our Glow IDVA managers successfully passed their Safe Lives IDVA Manager courses, and we completed our Safe Lives service accreditation audit in March. The report is going to panel for final accreditation in June.

Internal Oversight:

We monitor our performance through quarterly key performance indicators to give an overview of how Glow and Concrete is performing. Our approach asks questions directly of our customers, of ourselves and our stakeholders and provides information that is regularly reported to our Board of Trustees and wider Group Board of Management through sub-committees and board meetings.

Work has continued throughout the year on a performance dashboard, our 'Data Tracking Hub', giving us Destination: Home's performance data, monitoring, and invoicing compliance data with all information pulled directly from our internal systems. Future planned improvements include oversight on mobilisations and demobilisations (this is now built into the hub and ready to launch), safeguarding, serious incidents, arrears, voids, compliance, and SQR (Service Quality Review) information.

This year saw the introduction of quality and performance board quarterly meetings to analyse the data we have and keep oversight of the overall performance of our services.

We expanded our quality and performance service with the appointment of a new Quality & Performance Officer to focus on SQR's and to support other improvement projects.

This year we conducted SQRs across the following services:

- Glow SMDAS – Lighthouse
- Concrete Cheshire East Supported Housing & Floating Support
- Concrete Pointon House
- Glow NDAS - Elizabeth House

Following each SQR we have taken feedback and updated the process using a periodic feedback / improvement process.

In association with Homeless Link our Destination: Home teams have worked on the creation of a new Strengths Based Toolkit. The toolkit is still under development, but we hope that it will replace our use of the Outcomes Star.

Across the Group we have also:

- Created our future workplace strategy by offering flexible and hybrid working to staff post-pandemic
- Delivered individual thank you gifts for all staff to recognise the work that has been done and the customers we have supported over the last 12 months
- Developed our Group newsletter to included personal news and team focus specials to highlight the work of our Glow and Concrete teams
- Expanded our Exec Q&A sessions with guest speakers from specific teams across the Group
- Rolled out all staff wellbeing and resilience training
- Carried out a benchmarking of pay exercise across Glow and Concrete to ensure we have fair and equal pay for all roles
- Developed our Equality, Diversity, and Inclusion (EDI) strategy to ensure we are creating an inclusive workplace where we tackle inequality and embrace diversity

BUSINESS DEVELOPMENT AND FUNDRAISING ACTIVITY

Numerous staffing changes within the team has had a significant impact on the opportunities and income this year. The Fundraising Manager position was redundant in Q1, the Business Development Manager left in Q2, and the Head of Business Development and Fundraising left in Q3. A new Head was in place in early Q4, and the decision was taken to review the capacity of the team and pause further recruitment until 2022/23. The remaining team members demonstrated a strong commitment to generating income as we came out of the pandemic and maximised the potential from limited opportunities to support Glow and Concrete's strategic plans. The decision to consolidate the Destination: Home contract and restrict new income opportunities for Concrete meant we generated less income.

Key activities and achievements in the year included:

- Securing National Lottery funding to re-introduce the Sunrise programme in an updated format. The service will be delivered as a mobile service rather than at a fixed venue and we were pleased to secure funding for this essential service.

- Expanding our relationship with SOTCC for both Glow and Concrete and partnering with them as part of the Changing Futures Initiative

- Securing £1.8m (21 contracts) of income to continue to support the long-term work of Glow and Concrete.

- Securing £9.1k financial donations including providing summer holiday activities for North Staffordshire for children and young people. We received £26.6k gifts 'in kind' including reading books, Easter Eggs, and Christmas gifts.

- Building a successful partnership with Cash for Kids entering into a mutual arrangement where, having received Christmas gifts from them for children in refuges we supported their 'Wear, Care, Share' initiative in April. Staff donated old clothes to be recycled, the money raised will be used for Christmas gifts in 2022.

- Submitting a successful proposal to secure a long-term commitment to the Education and Prevention programme. This hybrid model will be developed further in 2022/23 with a strategic approach to increasing income. The Education and Prevention programme has also been ring fenced as the focus for our fundraising campaigns.

The sector continues to face funding challenges, impacting on our opportunity to secure income for our services. The decline in funding available, combined with the increased demand on our services post pandemic, and the rising cost of living makes it difficult to submit competitive bids and we are increasingly looking for ways to find non-funded income to support our core statutory contracts. We are also faced with ever moving funding deadlines as local commissioners (often constrained by delays and late funding announcements by national government departments) continue to provide short term extensions to contracts before committing to publishing bids/tenders. This impacts our recruitment rates as we cannot confirm contract extensions and leaves us vulnerable in a competitive recruitment market.

Internally, we face the challenge of building a new Business Development and Fundraising team. In a smaller more competitive recruitment market this will be difficult, but this is an opportunity to bring people into the Group with fresh ideas and initiatives. There will be a short-term challenge around capacity to respond quickly to ad hoc opportunities but the chance to produce longer term beneficial gains.

We are, however, in a positive position to move forward. Recruitment is underway with revised role profiles that reflect the change in approach to a more proactive way of working. Opportunities are slowly starting to filter through from commissioners and we have the chance to build on our services ahead of a major tender, next year, for SOTCC Domestic Abuse Services. The restructure/remodelling of Concrete services means that we are now in a position to relook at opportunities for Concrete that align with our overall strategy.

PLANS FOR THE FUTURE

Following the launch of our three-year business strategy the year ahead will focus on the continued delivery of this while fulfilling our funding obligations and our ongoing commitment to partnership working at both a strategic and operational level.

We will focus on developing a strong and resilient business and ensure that our brands Glow and Concrete are recognised and valued.

Glow will build on the success of the past year by pro-actively sourcing opportunities to grow Glow as a leading specialist domestic abuse provider with a focus on securing additional income to enhance our refuge and safe accommodation. We will maintain our position as the provider of specialist IDVA services in Derbyshire and will further develop and embed the growth of our perpetrator services.

We are committed to growing our Education and Prevention services and we have invested additional resources to develop a three-year business plan for further growth in this area. This will help us achieve our objective to educate more children and young people, adults, and professionals.

Concrete will continue to merge services and focus on embedding recently remodelled services. Recruitment levels have improved, and we have a relatively new management team so our focus will ensure we train and develop new starters. We will equip managers with the knowledge, skills, and confidence to drive change, deliver excellent services and to educate and raise awareness about the true impact of homelessness on people and communities. Our accommodation and support will be high quality and we will work with landlords to ensure we have the right type of accommodation to meet the needs of our customers.

Glow and Concrete will continue to find ways to innovate and bring added value by accessing additional funds to improve our services and work at a local, regional, and national level to champion our causes, tackling issues that arise and channelling opportunities that come about from legislative change and the government's commitment to address domestic abuse and homelessness.

We will continue to make sure our data is robust and gives assurance on performance to influence our decision making and improvement plans.

Finally, we will continue to develop ways to ensure that customer voice, and the voice of those with lived experience informs our service developments.

Financial review (including reserves policy)

a. Going concern

In October 2020 the Charity was awarded a significant contract (Single Homelessness Service) with Stoke on Trent City Council.

Since the start of the contract, the new service has recorded ongoing losses, and this continued into 2021/22. In this period the service has recorded a deficit of £491k and this is the key factor in the overall deficit position of the Charity for this year.

Corrective measures have now been put in place ensuring that the service's financial model adequately recovers the costs of operating the service via it's rent and service charges. In Q1 2022/23 the service reached a break-even position, and we expect this to improve further over the course of the year.

No other significant concerns have been noted and we consider it appropriate to continue to prepare the financial statements on a going concern basis which assumes an ability to continue operating for the foreseeable future.

b. Investment policy and performance

The results for the charity for the year ending 31st March 2022 are set out in the financial statements.

The charitable activities undertaken generated a deficit of £493,220 This compares to £51,114 surplus in the previous year.

Costs increased by 29.2% compared to previous years primarily due to the on-take of COVID related new services and the new Destination Home service. Income also rose accordingly (20.6%).

c. Funds

As of March 2022, unrestricted funds (excluding revaluation reserves) stand at £959,275 (£1,202,465: 2020/21). Restricted funds stood at £12,500 (£257,918: 2020/21)

d. Reserves policy

The Trustees aim to accumulate reserves sufficient to fund its fixed assets, meet its liquidity requirements and have sufficient contingency for unexpected events. Unrestricted funds from any operating surplus will be held as accumulated reserves until the required level of 2.7 months of operating expenditure is achieved. As of 31st March 2022, the Charity held accumulated reserves to a level of 1.4 months.

The Trustees regard the ongoing review of the reserves level, target, and policy as part of managing the charity. The operating results are identified and reported each month in the management accounts. Unrestricted funds are identified and analysed when the audit of the annual accounts is complete. The reserves policy is then reviewed by the Trustees as part of the charity's strategic planning process.

e. Principal funding

Outside of rental income, the principal funding of the charity for the year comes through grants awarded from various bodies including:

Stoke-on-Trent City Council

- Derby County
- Derby City PCC
- Staffs County Council

f. Material investments policy

The bank account is reviewed daily, and all free income is invested in interest-bearing accounts.

Structure, governance, and management

a. Constitution

Status

Honeycomb Charitable Services is a charitable company limited by guarantee, incorporated on 9 March 1989, and registered as a charity on 31 March 1989. The company was established under a Memorandum of Association, which sets out the objects and powers of the charitable company and is governed under its Articles of Association. On 2 April 2012, the Charity became a member of the **Honeycomb Group** of companies. It is required to meet its own financial obligations in delivering its charitable objectives. The Charity funds its services through government commissions, trust and grant awards and public fundraising.

Honeycomb Group

The Honeycomb Group is a team of social-minded brands championing happy homes in our region by providing services and support that help people across Staffordshire and its surrounding areas feel secure, connected, and confident.

Whether it's developing and maintaining affordable homes, providing trusted home repairs and improvements, keeping people safe and well at home or providing support services that eradicate social issues isolating people from a happy home, Honeycomb Group is making our region vibrant.

Our Vision: A progressive, passionate region with no barriers to a happy home.

Our Mission: Breaking down all of the social and physical barriers to a happy home in our region.

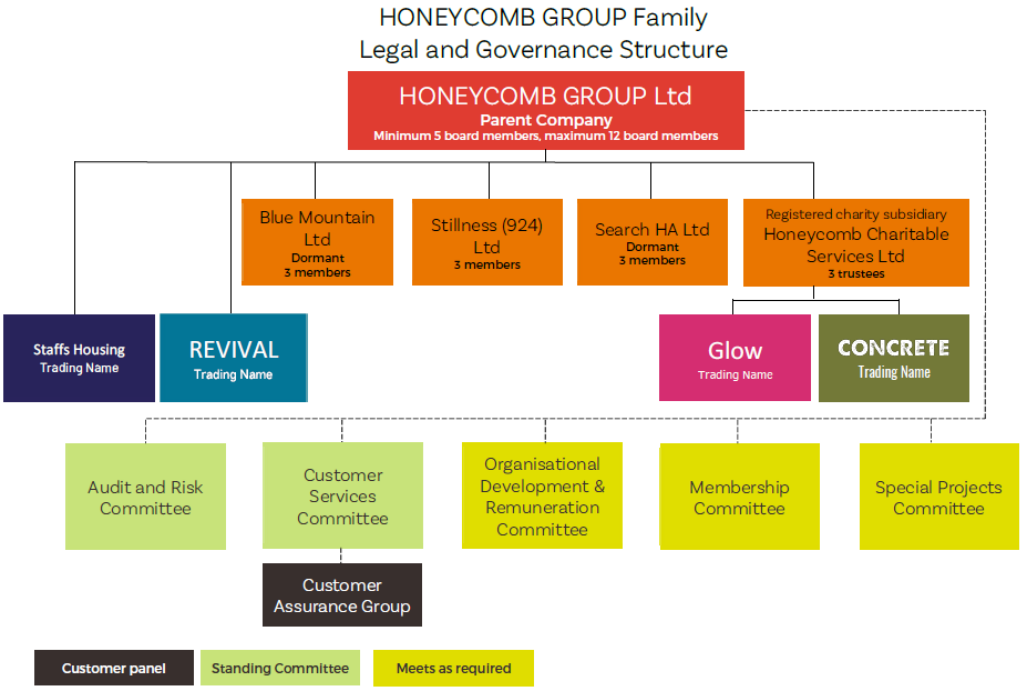
Our Values:

- Be Dead Genuine
- Never Shut the Door
- Chase curiosity and ambition
- Be a leader in the field
- Come together

Governance Structure

The Charity is governed through an integrated Board of Management which oversees activities for the entire Honeycomb Group, with three members acting in Trustee roles specifically for the Charity.

Group Structure



b. Method of appointment or election of Trustees

Trustees are appointed by the Board of the parent company, Honeycomb Group Limited. The Group Board are appointed in line with the National Housing Federation Code of Governance that includes open recruitment and appraisal.

The recruitment and selection process enable us to attract high-calibre members with the right mix of skills, expertise, and qualifications, and ensures that the members' backgrounds and understanding reflects the needs of the customer.

All members of the Board of Trustees gave their time voluntarily and receive no benefits from the charity. No Trustees claimed any out-of-pocket expenses during the financial year 2021-2022.

c. Policies adopted for the induction and training of Trustees

Individual plans are developed for each Trustee as part of the group Board appraisal process. Trustees are also encouraged to take part in the Honeycomb Charitable Services Limited internal quality assurance process, the Peer Audit Reviews. This involves assessing projects for quality of service, performance and policy compliance.

d. Organisational structure and decision making

Trustees meet 8-9 times each year and retain overall responsibility for managing the charity's affairs. Trustees receive key reports on strategy, finance, business risk, performance, development, and management.

The Group's Chief Executive is responsible for the management of the Group's affairs and implementing strategies and policies approved by the Board. Day-to-day operational management of the Charity is delegated to an executive director with support from a senior management team.

e. Risk management

The Charity has a risk management policy and procedure by which business risk is regularly assessed and risk management strategies are implemented. It involves identifying the kinds of risks the charity faces, assessing them in terms of potential impact and likelihood of occurrence, and identifying ways in which to respond. This aims to provide reasonable assurance that risk is properly identified and assessed, and mitigating actions are developed to reduce potential misstatement or loss.

A common approach to risk assessment and management has been adopted and cascaded throughout the organisation. Training has been provided to key employees. Risk review is embedded within the performance management process.

Key risks are overseen by the Honeycomb Group Audit and Risk Committee which considers risk and takes appropriate action.

f. Evaluation and Board Effectiveness

The Board's key purpose is the effective governance of the Group. Throughout the year the Board has continued to implement strategies that ensure the overall governance arrangements are fit for purpose and effectively support the needs of the business.

During the year the Board, with the support of an independent governance advisor, has:

- Continually looked at the way the board operates and implemented a range of improvements to the overall governance of the Group.
- Used the learning from the board appraisal process to support personal and collective development.
- Continued the Board succession plan with the appointment of a new Trustee.
- Completed individual and collective appraisals in accordance with Group policy.

g. Board diversity

The Group board regularly carries out an audit of skills, experience, and diversity of background of its members to find imbalances and gaps and in order to inform trustee recruitment and training.

The Group board sees diversity, in all its forms, as an integral part of its recruitment process. When deciding how to recruit trustees, the board thinks about how best to attract a diverse pool of candidates. It tries to achieve diversity in any trustee appointment panels.

SUPPORT FROM PARENT ORGANISATION AND WIDER GROUP STRUCTURE

The Charity continued to benefit from the Group infrastructure support services including ICT, HR and Organisational Development, Business Improvement, Finance and Payroll and Communications. Honeycomb Group as the parent organisation takes responsibility for these services and 'recharges' the charity through an intra-group agreement, as well as sharing office space which provides a great working environment at cost that's affordable.

The Charity has continued to access the Group's housing services to provide income management, money advice and, maintenance services for customers. With access to this wider pool of knowledge and experience as well as benefiting from increased purchasing power, Honeycomb Charitable Services Limited can achieve greater efficiency enabling more funding to be focused on frontline delivery.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Independent Auditor's Report to the members of Honeycomb Charitable Services Limited

Year Ended 31st March 2022

Trustees' responsibilities

The Trustees (who are also directors of Honeycomb Charitable Services Limited for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company or that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and accounting 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 operation.
- State whether appropriate accounting standards have been followed subject to any material departures disclosed and explained in the financial statements.

The trustees are responsible for the maintenance and integrity of the company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and 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.

Disclosure of information to the auditor

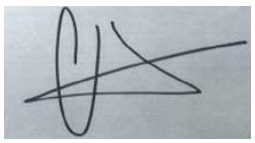
Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditor in connection with preparing their report and to establish that the charitable company's auditor is aware of that information.

Signed by the board of trustees for the year ended 31 March 2022.



Karl Dean, Trustee



Caris Henry, Trustee

Honeycomb Charitable Services Limited (a company limited by guarantee)

Independent Auditor's Report to the members of Honeycomb Charitable Services Limited

Year Ended 31st March 2022

Opinion

We have audited the financial statements of Honeycomb Charitable Services Limited "the charitable company" for the year ended 31 March 2022 which comprise the Statement of Financial Activities (including the Income and Expenditure account), the Statement of Financial Position and the Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its result for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the 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 Auditor's 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 (who are also the directors of the charitable company for the purposes of company law) 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 other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

Other information (continued)

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 trustees' annual report (which includes the directors' report and the strategic report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the strategic report and the directors' report included within the trustees' report have 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 strategic report or the directors' report included within the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which 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 directors

As explained more fully in the Trustees' Responsibilities Statement set out on page 21, 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.

Auditor's responsibilities for the audit of the financial statements

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

they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

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

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.
In identifying and addressing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of laws and regulations that affect the charitable company, focusing on those that had a direct effect on the financial statements or that had a fundamental effect on its operations. Key laws and regulations that we identified included the Companies Act 2006, tax legislation, health and safety legislation, and employment legislation.
- We enquired of the trustees and reviewed correspondence and trustees meeting minutes for evidence of non-compliance with relevant laws and regulations. We also reviewed controls the trustees have in place, where necessary, to ensure compliance.
- We gained an understanding of the controls that the trustees have in place to prevent and detect fraud.
- We enquired of the trustees about any incidences of fraud that had taken place during the accounting period.
- The risk of fraud and non-compliance with laws and regulations and fraud was discussed within the audit team and tests were planned and performed to address these risks. We identified the potential for fraud in the following areas: laws related to the construction and provision of social housing, recognising the nature of the charitable company's activities and the regulated nature of the charitable company's activities.
- We reviewed financial statements disclosures and tested to supporting documentation to assess compliance with relevant laws and regulations discussed above.
- We enquired of the trustees about actual and potential litigation and claims.
- We performed analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud due to management override of internal controls we tested the appropriateness of journal entries and assessed whether the judgements made in making accounting estimates were indicative of a potential bias.

Due 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, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing fraud or non-compliance with laws and regulations and cannot be expected to detect all fraud and non-compliance with laws and regulations.

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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Independent Auditor's Report to the members of Honeycomb Charitable Services Limited

Year Ended 31st March 2022



Lee Cartwright (Senior Statutory Auditor)
For and on behalf of
BEEVER AND STRUTHERS
Statutory Auditor
St George's House
215/219 Chester Road
Manchester M15 4JE

Date: 13 September 2022

Honeycomb Charitable Services Limited (a company limited by guarantee)

Statement of Financial Activities (including the Income and Expenditure Account)

Year Ended 31st March 2022

	Note	Unrestricted funds £	2022 Restricted funds £	Total £	2021 Total £
Income from:					
Donations	2	53,190	124,696	**177,886**	**84,953**
Charitable activities	3	3,697,897	4,020,743	**7,718,640**	**6,477,840**
Other trading activities	4	19,067	-	**19,067**	**1,020**
Investments	5	616	-	**616**	**720**
Other	6	1,461	-	**1,461**	**-**
Total income		3,772,231	4,145,439	**7,917,670**	**6,564,533**
Expenditure on:					
Charitable activities	7	4,020,033	4,390,857	**8,410,890**	**6,510,418**
Total expenditure		4,020,033	4,390,857	**8,410,890**	**6,510,418**
Net (expenditure) income		(247,802)	(245,418)	**(493,220)**	**54,115**
Net movement in funds		(247,802)	(245,418)	**(493,220)**	**54,115**
Reconciliation of funds:					
Total funds brought forward	18	1,306,247	257,918	**1,564,165**	**1,510,050**
Total funds carried forward		1,058,445	12,500	**1,070,945**	**1,564,165**

The notes on pages 34 to 46 form part of these financial statements.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Statement of Financial Position

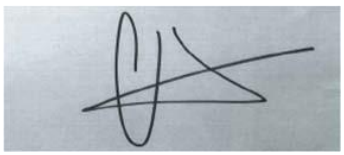
Year Ended 31st March 2022

	Note	2022	2021
		£	£
Fixed assets			
Tangible assets	11	835,464	907,650
		835,464	907,650
Current assets			
Debtors	12	777,272	591,552
Investments	13	287,209	936,857
Cash at bank and in hand		433,082	236,742
		1,497,563	1,765,151
Creditors: amounts falling due within one year	14	(1,189,082)	(1,035,636)
Net current assets		308,481	729,515
Total assets less current liabilities		1,143,945	1,637,165
Creditors: amounts falling due after more than one year	15	(73,000)	(73,000)
Net assets		1,070,945	1,564,165
Charity Funds			
Restricted funds	18	12,500	257,918
Unrestricted funds	18	959,275	1,202,465
Revaluation reserve	18	99,170	103,782
Total charity funds	19	1,070,945	1,564,165

The financial statements were approved and authorised for issue by the Board on 25th August 2022

Signed by the board of trustees





Karl Dean, Trustee

Caris Henry, Trustee

The notes on pages 34 to 46 form part of these financial statements.

Company registration number: 2357520

Honeycomb Charitable Services Limited (a company limited by guarantee)

Statement of Cash Flows

Year Ended 31st March 2022

	Note	2022 £	2021 £
Cash flow from operating activities			
Net income for the financial year		(493,219)	54,115
Depreciation and impairment of tangible fixed assets		104,056	65,763
Interest received	5	(616)	(720)
Increase in debtors		(185,721)	(276,124)
Increase in creditors		153,445	370,796
Net cash flow from operating activities		**(422,054)**	**213,830**
Returns on investments and servicing of finance			
Interest received	5	616	720
Net cash flow from investing activities		**616**	**720**
Capital expenditure and financial investment			
Acquisition of fixed assets	11	(31,870)	(194,477)
Disposal of fixed assets	11	-	-
Net cash flow from financing activities		**(31,870)**	**(194,477)**
Net increase in cash and cash equivalents		**(453,308)**	**20,073**
Cash and cash equivalents at 1st April		**1,173,599**	**1,153,526**
Cash and cash equivalents at 31st March		**720,291**	**1,173,599**
Cash and cash equivalents consist of:			
Cash at bank and in hand		433,082	236,742
Short term deposits	13	287,209	936,857
Cash and cash equivalents at 31st March		**720,291**	**1,173,599**

The notes on pages 34 to 46 form part of these Financial Statements.

1 Summary of significant accounting policies

(a) General information and basis of preparation

Honeycomb Charitable Services Limited is a charitable company limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are to promote social exclusion for the public benefit by preventing people within the area of Staffordshire and its environs from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity, and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably, and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity.

(c) Income recognition continued

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received, and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

(d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised as Expenditure on Charitable Activities which includes housing management, employment costs, office costs, client activity costs and support costs.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

(e) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings, they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises overheads have been allocated on a headcount basis and other overheads have been allocated on a headcount or income basis.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 8.

(f) Tangible fixed assets

Tangible fixed assets are stated at cost (or deemed cost) less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Freehold property	Over 50 years straight line
Office equipment	Over 3 - 5 years straight line
Motor vehicles	Over 5 years straight line

(g) Investments

Current asset investments are short term highly liquid investments and are held at fair value. These include cash on deposit and cash equivalents with a maturity of less than one year.

(h) Stocks

No stocks are held.

(i) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(j) Impairment

Assets not measured at fair value are reviewed for any indication that the asset may be impaired at each balance sheet date. If such indication exists, the recoverable amount of the asset, or the asset's cash generating unit, is estimated, and compared to the carrying amount. Where the carrying amount exceeds its recoverable amount, an impairment loss is recognised in profit or loss unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

(k) Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

(l) Leases

Rentals payable and receivable under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

(m) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

(n) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

(o) Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The principal financial risks to the Company are related to the loss of fundraising and trading revenue and additional costs of working. The budgeted income and expenditure are sufficient with the level of reserves for the charity to be able to continue as a going concern.

(p) Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Tangible fixed assets.
Tangible fixed assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

Bad Debt Provision.
Bad debts are provided for on the basis of a 100% provision for all former tenants and 100% provision for specific current accounts that have been identified by the Income Team.

2 Income from donations and legacies

	2022 £	2021 £
Gifts	53,190	21,827
Legacies	-	-
Grants	98,096	31,763
Donated goods for distribution to beneficiaries	26,600	31,363
	177,886	84,953

Income from donations was £177,886 (2021 - £84,953) of which £53,190 (2021 - £53,590) was attributable to unrestricted funds and £98,096 (2021 - £31,363) was attributable to restricted funds.

3 Income from charitable activities

	2022 £	2021 £
Housing Management	3,687,270	2,927,799
Accommodation and Inclusion Services	1,734,806	1,904,376
Services to counter Domestic Violence	621,812	538,729
Floating Support and Outreach Services	1,668,179	826,339
Other	6,572	280,597
	7,718,640	6,477,840

Income from charitable activities was £7,718,640 (2021 - £6,477,840) of which £4,020,743 (2021 - £3,527,011) was attributable to restricted funds and £3,697,897 (2021 - £2,950,829) was attributable to unrestricted funds.

4 Income from other trading activities

	2022 £	2021 £
Other	19,067	1,020
	19,067	1,020

Income from other trading activities was £19,067 (2021- £1,020) of which £NIL (2021 - £NIL) was attributable to restricted funds and £19,067 (2021- £1,020) was attributable to unrestricted funds.

5 Income from investments

	2022 £	2021 £
Interest - deposits	616	720
	616	720

Income from investment was £616 (2021 - £720) of which £NIL (2021 - £NIL) was attributable to restricted funds and £616 (2021 - £720) was attributable to unrestricted funds.

6 Other income

	2022 £	2021 £
Other	1,461	-
	1,461	-

Other income was £1,461 (2021 - £NIL) of which £NIL (2021 - £NIL) was attributable to restricted funds and £1,461 (2021 - £NIL) was attributable to unrestricted funds.

7 Analysis of expenditure on charitable activities

	Activities undertaken directly	Grant funding of activities	Support costs	**2022 Total**	**2021 Total**
	£	£	£	£	£
Housing Management	25,144	124,197	360,587	509,928	542,553
Accommodation and Inclusion Services	2,416,465	1,925,421	282,944	4,624,830	3,297,303
Services to counter Domestic Violence	450,310	638,582	148,692	1,237,584	1,001,985
Floating Support and Outreach services	65,724	1,672,354	222,056	1,960,134	1,460,229
Other	34,223	30,303	13,888	78,414	208,348
	2,991,866	4,390,857	1,028,167	8,410,890	6,510,418

£4,390,857 (2021 - £2,344,719) of the above costs were attributable to restricted funds. £4,020,033 (2021 - £3,165,699) of the above costs were attributable to unrestricted funds.

8 Allocation of support costs

Support cost	Basis of allocation	Housing Manage-ment	Accomm-odation and Inclusion Services	Services to counter Domestic Violence	Floating Support and Outreach Services	Costs of generating Voluntary Income	**2022 Total**	**2021 Total**
		£	£	£	£	£	£	£
Finance	Total Income	25,850	12,912	4,681	11,934	679	56,056	36,959
Information technology	Total Income	19,025	9,503	3,445	8,783	500	41,255	24,908
Human resources	Headcount	14,539	7,263	2,631	6,713	381	31,527	52,680
Business Development	Non-Rental Income	6,672	45,519	55,379	8,822	2,743	119,135	172,214
Service Management & Employee Tracking	Total Income	-	50,712	18,381	46,864	1,317	117,275	109,980
Depreciation	Rental Income	90	45	16	42	2	195	114
Office costs (incl. rental)	Total Income	-	2,069	750	1,912	54	4,786	4,532
Intragroup Charges	Total Income	288,585	144,147	52,255	133,226	7,581	625,793	313,179
Pension contributions	Headcount	4,582	2,289	830	2,115	120	9,936	12,949
Other	Total Income	1,244	8,485	10,324	1,645	511	22,209	66,284
		360,587	282,944	148,692	222,056	13,888	1,028,167	793,799

9 Net income for the year

Net income is stated after charging:

	2022 £	2021 £
Depreciation of tangible fixed assets	104,056	65,764
Operating Lease Payments		
-Land and Buildings	155,639	155,639
-Other	-	-
Auditors Remuneration	-	-

Auditor's remuneration is included within the intercompany charge from Honeycomb Group Ltd.

10 Staff costs and employee benefits

The average monthly number of employees and full time equivalent (FTE) during the year was as follows:

	2022 Number	2022 FTE	2021 Number	2021 FTE
Management and Admin	15	14	10	10
Fieldworkers	143	114	131	101
Cleaners	3	1	3	1
	161	129	144	112

The total staff costs and employee benefits were as follows:

	2022 £	2021 £
Salaries and wages	3,795,562	3,248,560
PAYE / NI Costs	219,015	198,908
Pension Costs	92,030	97,797
Redundancy Costs	(6,548)	40,361
	4,100,058	3,585,626

Total redundancy / termination payments amount to -£6,548 due to an overprovision in 2020/21 (2021 - £40,361).

10 Staff costs and employee benefits continued

There are no employees who received total employee benefits (including employer pension costs) of more than £60,000.

The Key Management Personnel of the charity are the Directors. Their remuneration is paid via the parent company, Honeycomb Group Limited, and disclosed in the Group accounts.

11 Tangible fixed assets

	Land and buildings £	Motor vehicles £	Office equipment £	ICT equipment £	**Total £**
Cost or deemed cost:					
At 1st April 2021	786,735	12,990	124,154	385,000	1,308,879
Additions	-	-	5,954	25,916	31,870
Disposals	-	-	(726)	-	(726)
At 31st March 2022	786,735	12,990	129,382	410,916	1,340,023
Depreciation:					
At 1st April 2021	74,495	12,990	122,338	191,406	401,229
Charge for the year	11,336	-	2,248	90,472	104,056
Eliminated on disposals	-	-	(726)	-	(726)
At 31st March 2022	85,831	12,990	123,860	281,878	504,559
Net book value:					
At 31st March 2022	700,904	-	5,522	129,038	835,464
At 1st April 2021	712,240	-	1,816	193,594	907,650

The net book value of land and buildings comprised:

	2022 £	**2021 £**
Land and buildings:		
Freehold	700,904	712,240
	700,904	712,240

11 Tangible fixed assets continued

Tangible fixed assets held at deemed cost (previously valuation).

The historic cost equivalent of land and buildings included at deemed cost is as follows:

	2022 Land and buildings £	2021 Land and buildings £
Cost	750,000	750,000
Accumulated depreciation	(107,800)	(98,000)
Net book value	642,200	652,000

Freehold land and buildings included above were recognised as a deemed cost on transition to SORP (FRS 102). These assets are being depreciated from their valuation date of 1st April 2014 and have a net book value of £700,904 (2021 - £712,240). The historic cost equivalent of these assets is £642,000 (2021 - £652,000).

12 Debtors

	2022 £	2021 £
Rent Arrears	374,126	270,854
Provision for bad debts	(119,990)	(134,340)
Net rent arrears	254,136	136,514
Gross amounts due from customers for contract work & accrued income	70,236	102,035
Amounts owed from group undertakings	5,235	-
Other debtors	277,559	110,410
Prepayments	170,106	242,593
	777,272	591,552

13 Current asset investments

	2022 £	2021 £
Short term deposits	287,209	936,857
	287,209	936,857

Short term deposits an average interest rate of 0.07%.

14 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	52,345	174,472
Tenant prepayments	65,486	70,546
Deferred Income (note 17)	170,426	234,403
Amounts owed to group undertakings	30,413	66,756
Other tax and social security	56,806	52,322
Other creditors	256,862	48,019
Accruals	556,744	389,118
	1,189,082	1,035,636

15 Creditors: amounts falling due after more than one year

	2022 £	2021 £
Amounts owed to group undertakings	73,000	73,000
	73,000	73,000

The amount owed to group undertakings is repayable upon the sale of the Elizabeth House property.

16 Leases

Operating leases - lessee

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2022 £	2021 £
Not later than one year	246,382	240,344
Later than one and not later than five years	397,349	371,933
Later than five years	-	-
	643,731	612,277

17 Deferred income

	Under 1 year £	Over 1 year £	**Total £**
At 1stApril 2021	234,403	-	234,403
Additions during the year			
Amounts released to income	(63,977)	-	(63,977)
	170,426	-	170,426
At 31st March 2022			

Income has been deferred to match the related costs in line with the conditions of the relevant contract, in accordance with section 5.24 of the Charity SORP.

18 Fund reconciliation

Unrestricted funds

	Balance at 1st April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31st March 2022 £
Elizabeth House capital fund – designated	654,114	-	-	-	654,114
Retained Earnings	548,351	3,772,231	(4,020,033)	4,612	305,161
	1,202,465	3,772,231	(4,020,033)	4,612	959,275
Revaluation Reserve	103,782	-	-	(4,612)	99,170
	1,306,247	3,772,231	(4,020,033)	-	1,058,445

Restricted funds

	Balance at 1st April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31st March 2022 £
Restricted reserves	257,918	4,145,439	(4,390,857)	-	12,500
	257,918	4,145,439	(4,390,857)	-	12,500

18 Fund reconciliation continued

Fund descriptions

a) Unrestricted funds

Unrestricted funds constitute the surplus of incoming resources over resources expended on charitable activities which are not restricted in their application.

b) Designated funds

Designated funds comprise funding received from third parties for the development of specific capital projects.

c) Restricted funds

Restricted funds comprise funding which has been received for the provision of specified services. Any unspent funds are carried forward until they are spent or are returned to the funder.

19 Analysis of net assets between funds

	Unrestricted Funds £	Restricted funds £	Total £
Fixed assets	-	835,464	835,464
Cash and current investments	53,677	666,614	720,291
Other current assets / (liabilities)	-	(411,810)	(411,810)
Creditors more than one year	-	(73,000)	(73,000)
Total	53,677	1,017,268	1,070,945

20 Events after the end of the year

There were no reportable events after the year end. (2021: Nil).

21 Related party transactions

Honeycomb Charitable Services Limited is a subsidiary of Honeycomb Group Limited. Other subsidiaries of Honeycomb Group include Stillness 924 Limited, Blue Mountain Housing Association Limited, and Search Housing Association Limited. The Charity, as a wholly owned subsidiary, has taken advantage of Section 33 of FRS 102 not to disclose related party transactions with its parent, Honeycomb Group Limited.

Honeycomb Group Limited is a society registered under the Co-operative and Community Benefit Societies Act 2014. Copies of the Group accounts can be obtained are the registered Head Office: 308 London Road, Stoke on Trent, ST4 5AB.

Transactions with registered and non-registered elements of the business

The Charity receives management services from Honeycomb Group Limited.

22 Financial instruments

The carrying amounts of the charity's financial instruments are as follows:

	2022 £	2021 £
Financial assets measured at amortised cost		
Cash at bank and in hand	433,082	236,742
Investments	287,209	936,857
Debtors (excluding prepayments)	607,166	348,959
	1,327,457	1,522,558
Financial liabilities measured at amortised cost		
Short term creditors (excluding accruals)	(632,338)	(646,518)
Long term creditors	(73,000)	(73,000)
	(705,338)	(719,518)

Honeycomb Charitable Services Limited

England & Wales - Charity number 701376

Accounts

Honeycomb Charitable Services Limited
(A company limited by guarantee)

Trustees' Report and Financial Statements
Year Ended 31st March 2021

Charity registration number: 701376
Company registration number: 2357520

Honeycomb Charitable Services Limited (a company limited by guarantee)

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Honeycomb Charitable Services Limited (a company limited by guarantee)

Charity Reference and Administrative Detail

Year Ended 31st March 2021

Charity registration number	701376
Company registration number	2357520
Trustees	Mr C Henry (appointed March 2021) Ms V Bourne Mr K Dean Mr J A Yates (retired March 2021)
Chief executive officer	Ms D Thompson
Secretary	Mr R Morton
Registered office	308 London Road Stoke on Trent Staffordshire ST4 5AB
Auditor	Beever and Struthers St.George's House 215-219 Chester Road Manchester M15 4JE
Bankers	NatWest Bank plc 1 Upper Market Square Hanley Stoke on Trent Staffordshire ST1 1QA

Honeycomb Charitable Services Limited (a company limited by guarantee)

Trustees' Annual Report

Year Ended 31st March 2021

Trustees' Annual Report

The Trustees present their report and the audited financial statements of the charity for the year ended 31st March 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Companies Act 2006 and 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 (2019). On 2 April 2012, Honeycomb Charitable Services Ltd became a part of Honeycomb Group Ltd.

Trustees of the charity

The directors of the charitable company are its trustees for the purposes of charity law. The trustees who have served during the year and since the year end were as follows:

Caris Henry (appointed March 2021)

Valerie Bourne

Karl Dean

John Arthur Yates (retired March 2021)

The Trustees have delegated the day to day management of the charity to the Group Chief Executive Officer.

Objectives and activities

We deliver our charitable activities through two distinct brands:

GLOW **The heart of change: Address, Overcome, End domestic abuse**

We are a charity on a mission to end relationship abuse, campaigning for change and providing support throughout Staffordshire and its surrounding areas.
Through a full-circle approach, Glow seeks to address the issues from every angle, ensuring that no member of the community is vulnerable to an abusive relationship.

CONCRETE - **Making homelessness history**

We are leading the fight to erase homelessness within Staffordshire and its surrounding areas.
Through a community-led approach, we help those without a plan, without a voice and without a home, build concrete futures by tackling the underlying issues that keep people from finding and securing a home of their own.

Glow and Concrete are a part of **Honeycomb Group**, a team of social-minded brands championing happy homes in our region by providing services and support that help people across Staffordshire and its surrounding areas feel secure, connected and confident.

Our mission is breaking barriers, building people, bettering homes.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Trustees' Annual Report

Year Ended 31st March 2021

Public benefit statement

In accordance with s4 of the Charities Act 2011, we have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and planning our future activities.

Strategic Report

AIMS AND OBJECTIVES

During the year we worked in Staffordshire (including Stoke-on-Trent), Derbyshire and Cheshire East. We engaged 6,995 ,children, young people, adults, families and over 649 professionals / landlords in activities to achieve our Group aims and objectives focused on *'Breaking barriers, building people, bettering homes'.*

During the year we worked in Staffordshire (including Stoke-on-Trent), Derbyshire and Cheshire East. Glow engaged 2,156 adults, 2,306 CYO and provided 1,383 one-off advice & support. Concrete engaged with 1,150 customers overall.

Glow also worked with over 250 professionals and 39 teachers via our educations programme. Concrete worked with over 300 professionals and 60 landlords.

Many of our direct customers engage with us due to a need highlighted by homeless or domestic abuse (either as a victim/survivor or a perpetrator of abuse) many also face multiple and severe disadvantage with overlapping needs arising from, for example, substance misuse, contact with the criminal justice system, mental ill-health, or their immigration status.
As a result, they're more likely to be living in poverty, be experiencing low self-confidence, isolation, loneliness, stigma, and discrimination. All our services recognise people as individuals; we take a trauma-informed approach to support, walking alongside our customers throughout their journey with us.
We're breaking barriers by ensuring the issues of homelessness and domestic abuse are better understood and people have a voice in challenging the systems that allow these inequalities to continue.

Reflecting on the last year:

This has been a year like no other. In our last review, we talked about the challenges and the opportunities of moving from COVID-19 response to recovery. At that time, we couldn't have predicted that the pandemic would still be gripping the country more than 12 months later.

'*We're all in the same storm, but not the same boat*'
Many of our customers, still experiencing the impact of years of austerity, were (and continue to be) disproportionately affected by the pandemic. Responding to Government measures to stop the spread of the virus and to 'stay home, stay safe' when you don't have a secure home, or are forced to spend 24/7 with an abusive partner have been just a couple of the serious challenges individuals and families have faced.

With continued impact on our planned objectives, we implemented an interim strategy focused on maintaining essential services to customers and supporting our workforce to ensure we could rapidly respond to increased and changed demand for support while sustaining the financial viability of our organisation. We made use of the Government's Job Retention Scheme, had significant success in securing funds from public and charitable/voluntary funding sources, and received ongoing support from our local communities and businesses (many who had been hit hard themselves).

We looked at new ways to deliver services to meet the changing needs of our customers and the delivery environments; we accelerated our digital agenda, equipping more staff to be able to work from home, took more of our frontline support to telephone or virtual delivery and reviewed our safeguarding practices. We also recognised that many of our customers risked further exclusion and abuse/exploitation from a lack of resources and/or skills in the increasingly digital environment. With funding for mobile phones, tablets, and credit as well as support to access services online we've been able to help reduce some of the barriers.

The Government maintained commitment to the causes that matter to us. From funding to provide next-steps support, ensuring those housed through the 'Everybody In' campaign did not return to the cycle of homelessness, to funding to increase refuge and safe accommodation and support for victims of domestic abuse, we've been able to deliver more and deliver differently. Albeit short-term, the funding has given us hope that the issues of homelessness and domestic abuse will remain high on the agenda for sustainable public funding in future years.

Running alongside our COVID responses, we took on the challenge of mobilising two large accommodation and housing-related support services during a pandemic. The first in Cheshire East, a new geography for us. The second in Stoke-on-Trent; 'Destination: Home' delivered in partnership with local organisations, Adullam Housing, North Staffs Mind, Changes: Health and Wellbeing and Walk Ministries. As a result of this, alongside mobilising additional provision to help cope with the pandemic, during the period April 2020 to December 2020 we saw customer numbers increase 55% from the same period the previous year.

Despite the impact on our teams both personally and professionally, they've met the challenges head on. From supporting our customers to achieve great outcomes to helping us reimagine our workspaces we've been inspired by their energy, creativity, and resilience. We put several initiatives in place to support people to keep safe and well with access to PPE and early vaccinations, and the launch of our wellbeing mentor peer support project. Also, to help teams juggle the demands of work and home life, we disrupted our usual patterns of working, equipped people with the right ICT and developed new ways to remain connected with each other and our partners.

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

GLOW: THE HEART OF CHANGE TO ADDRESS, OVERCOME, AND END DOMESTIC VIOLENCE AND ABUSE

During the year, Glow supported children, young people and adults in services ranging from crisis support (including accommodation) through to recovery. 2,156 adults were supported through longer-term services, many were families and in total 2,306 children were linked to the support of their parent.

In addition to longer-term support, Glow undertook 1,383 pieces of 'short-term work' which are one-off pieces of advice or information provided either directly, or indirectly via other agencies a customer may be involved with. They play an important part in providing early interventions that can help individuals and families avoid needing to access full support.

The heart of change begins with action. That's where our approach comes in. It's unique to Glow, but it's part of a sector wide movement for lasting change. Tacking relationship abuse isn't a linear process, it takes a full-circle approach to ensure that we stop it in its tracks and enable everyone to understand how to recognise and prevent abusive behaviour before it takes over.

ADDRESS:

We provide personal support to help those experiencing abuse to put together a plan to increase their immediate safety, freedom, and wellbeing. We provide safe accommodation or support to remain at home, through one-on-one, peer and group support programmes to help with the immediate next steps to start building a life free from abuse.

This year our key activities and achievements included:

- Safe accommodation and support to remain at home - North Staffordshire

  We provided 38 units of accommodation across three refuges and 18 units of community-based safe accommodation (with plans in place to increase this over the coming months).

  145 households (including 211 children) were supported to escape domestic abuse and avoid homelessness. 97% of safe accommodation residents this year were women, however we have

managed to accommodate five men (compared to three last year). 59% of residents had an identified mental health support need which highlights the complexity of support needs for customers in this setting, as well as the need for dedicated domestic abuse and housing support available at the point of accessing provision.

COVID-related emergency funding from the Ministry of Housing, Communities and Local Government (MHCLG), helped us to continue to sustain our existing accommodation offer which, except for provision in Stoke-on-Trent, does not have stable contract funding. We were also able to enhance our service, helping us to respond to the increased and changing demand during the pandemic including four extra bedspaces in community-based safe accommodation for a short period of time during the summer, a pool of laptops so customers could engage safely in virtual support, outdoor furniture so residents could socialise safely in the garden area of a refuge, and additional financial assistance to support 14 households moving on from accommodation.

We provided direct specialist support for 48 children across our safe accommodation services, which was made possible by various forms of short term funding including Children in Need grant funding, Covid related funds from MHCLG and locality funding from Staffordshire Moorlands District Council.

Children are often the invisible victims in families where there has been domestic abuse. A dedicated children's worker in refuge is able to provide crucial support at a critical time, to help them to understand their experiences but also to heal, learn about healthy relationships and generally have the opportunity to talk, play, build/repair relationships. It is hoped that this early intervention will provide the best chance for them to go on to have happy healthy lives free from abuse.

- Support for high-risk victims - Derbyshire

  Working across Derby City and Derbyshire County our teams supported 1,386 cases this year. Despite the unique challenges posed by the pandemic, 85% of customers who engaged with our Independent Domestic Violence Advisors (IDVAs) experienced an improvement in their general safety.

  We saw an increased demand from victims with complex needs meaning IDVAs supported victims for longer than the standard 4-6 weeks (181 people were supported for 4-5 months - nearly a 30% increase from the previous year). Longer waiting lists for medium-risk services in the area also impacted this as there was no 'step-down' services to safely refer victims into for ongoing support once the immediate risk to safety had been managed.

  We managed the increase in demand in the short-term by employing a temporary IDVA using additional funding from the Derbyshire PCC and Ministry of Justice. We were then able to accept more referrals and employed a duty worker to manage them, so IDVAs could offer more direct support. We also purchased security equipment (window alarms, door alarms and personal alarms) for those who required extra safety at home and when out in the community.

  We've developed our working relationships with the Royal Derby Hospital to increase identification and referral of victims into support services. This included training health staff to spot abuse/respond to disclosures and delivering 1:1 onsite support sessions for victims.

- Integrated support service - Increasing the safety of victims with a partner engaged in a behaviour change programme

  Integrated support for partners and ex-partners of perpetrators of abuse who are engaged in our services are offered support to cope and recover from their experiences. This year the team contacted 27 partners and ex-partners, either on a 1:1 basis or through groupwork programmes, 100% went on to fully engage with support.

<u>OVERCOME:</u>

We help children, young people, adults, and families to rebuild their lives free from abuse, providing on-going personal, peer and group support. We provide training and volunteering opportunities to open or further career

doors, and we offer therapeutic, learning and social activities to help build confidence and friendships and confidence along the journey. Our support is tailored to the individual and the family, so everyone feels they can live a life free from abuse.

This year our key activities and achievements included:

- Helping victims understand their experiences - The Freedom Programme

  To overcome lockdown and social distancing measures we delivered our groupwork programme online. We introduced risk assessment checklists to help us identify those who could engage safely online and provided resources so they could complete work at home prior to the sessions.

  We reach 24 women through three programmes. We kept the group size smaller than face-to-face delivery, with eight participants and two programme facilitators in each virtual session.

  Engagement was low during the first programme and only half of the group completed it. However, through reflective logs and customer feedback we adapted our delivery style and added in a wellbeing activity after each session.

  The remaining programmes were more interactive and provided more opportunities for participants to share their experiences with their peers. We developed a Facebook page to provide peer support - a safe space for discussion outside of the group, and an opportunity to build friendships/support networks, something which many of them didn't have.

  The programmes were a huge success with a 100% completion rate.

  In January 2021 we recruited a volunteer to support programme delivery so we can engage more women online. At the end of the year, we had 15 new referrals ready for the next programme.

Relationships without Fear is our education and awareness programme, supporting children and young people who have been impacted by abuse either in their own relationship or through living in a family home where there is abuse.

During the year 13 virtual groups were set up to provide emotional support for children and young people, and with additional funding from Newcastle Borough Council's Joint Operations Group and the National Lottery Community fund, we gave out 211 wellbeing, pick me up and safety packs.

100% of the children and young people we have supported said they feel safer, have improved relationships with friends and family, and have an increased awareness of the services and support available to them.

- Supporting survivors to recover from their experiences of domestic abuse

  Our recovery service, primarily centre-based at the Sunrise Centre, had to quickly develop new ways of working. Including keeping in touch with people via email, phone, and virtual platforms, and creating virtual support networks. Customers with young children or those home schooling were confined to their homes and unable to find a safe space to talk to us so we changed our hours to offer support at a time that would work, e.g in the evenings when the children were asleep.

  - 109 customers were supported, 79% of them have children.
  - We held virtual coffee/social meetings so customers could chat and share experiences
  - Our children and young person's officer provided online sessions for young people, in addition to our parent and child craft and social activity sessions.
  - Mental wellbeing and pamper support packs were delivered to customers
  - Our closed Facebook page helped customers to maintain crucial peer support and reduced their feelings of isolation.
  - To address the decline in customers mental wellbeing we developed and delivered a new mental health programme called 'looking after me'
  - MIND provided workshops on mental wellbeing and resilience
  - Two of our volunteer counsellors provided a 1:1 service for customers needing more intense support

- Four of our volunteers with lived experience provided vital support by co-facilitating groupwork programmes and facilitating online social events
- With funding from the National Lottery Community Fund, we also purchased 10 iPads to help more customers access our service and online workshops.

- Dedicated support for male victims of domestic abuse

  As with other areas of the service, contact with customers changed dramatically, with males choosing to engage regularly with the online social/peer support sessions.

  - 65 males accessed the service this year compared to 43 last year
  - Twice weekly social groups were hosted (afternoon and evening) with on average six to eight men meeting at any one time.
  - Child contact and legal workshops were delivered
  - One spot the signs programme was delivered to six new customers
  - Two volunteers with lived experience helped to co-facilitate the groups to encourage and give men the opportunity to open-up about their own experiences and move forward.

END

We raise awareness and provide education on how to spot and respond to abusive relationships in schools, businesses and communities; we train and work with other professionals to help them recognise abusive relationships. We work with those responsible for abuse to end the cycle of their violent and abusive behaviour. Our aim is to build communities where everyone knows how to identify abuse and bring it to an end.

This year our key activities and achievements included:

- Breaking the cycle of abuse by working with those who harms others.

  We found a safe way of engaging with perpetrators, managing risk, and navigating the ever-changing restrictions on face-to-face delivery. This year we have been proactive in our support to perpetrators by regularly attending the Respect-accredited members forums, where discussions have focussed on new and innovative ways of engaging perpetrators and the introduction of the Domestic Abuse Bill. More recently, we were part of a working group exploring best practice during COVID-19, ensuring the safe and effective use of virtual and social media platforms.

  - Despite a temporary halt on delivery of behavioural change work (due to COVID restrictions and imposed by Respect and CAFCASS) we maintained engagement with all customers and set up a virtual weekly risk management group.
  - Following several meetings with CAFCASS it was agreed that we could deliver the behaviour change programme via virtual 1-2-1 sessions until restrictions were lifted
  - Once restrictions eased, we were able to provide group work to reduced numbers (in line with social distancing guidelines).
  - 25 men were referred to our service with all successfully completing a suitability assessment and going on to engage with the rolling group work programme.
  - For those who completed during the year, 97% demonstrated both the capacity and motivation to change their behaviour and 97% reduced their levels of violence, emotional power and controlling behaviour following the six-month group support check-ins.
  - 27 partners and ex-partners were contacted by our integrated support service. 100% went on to fully engage with support, either via 1-2-1 or groupwork programmes.

- Raising awareness of healthy relationships with children and young people through our Relationships Without Fear programme

  We reached 297 children and young people with our programme about healthy relationships and 39 teachers with our bespoke domestic abuse in education training programmes.

With changes in legislation increasing the requirements for healthy relationship education, we identified a gap for schools looking to engage a provider to deliver programmes. Through development of trading model aligned to our charitable objectives, we have focused resources on achieving a self-sustaining funding model for this area of work.

With additional investment we have increased bookings for our Relationships Without Fear programmes, and we are now reaching more schools than before through programme delivery, teacher training and guest speaker events.

We have continued to develop our offer to schools and other education settings to reach more children and young people, including those with special education needs (SEN). We have developed and promoted DASIE Chain (Domestic Abuse Support in Education) with four schools signed up ahead of its official launch in September 2021, including our new SEN model.

Across all service areas we have support our customers to use their experience to raise awareness of the issues, for example:

- Male victims attended awareness-raising events with Longton and Newcastle police forces and contributed to the Staffordshire police podcast
- Our health-based conference included a guest speaker with lived experience – an actress used a survivor's words to explain their experiences of domestic abuse and seeking help through health services
- Participating in the Staffordshire Police led #YouAreNotAlone campaign during lockdown
- Producing 20 dedicated social media campaigns covering key issues and topics including the effects of lockdown, the link between football and DA, Relationships and Sex Education Day, Pride, World Suicide Prevention Day, DV Awareness month and International Women's Day

- Awareness raising and working with professionals

  We engaged more than 250 professionals in training and events aimed at increasing their understanding of domestic abuse, their role in identifying victims, and helping them to access support.

  Key achievements during the year included:

  - Establishing relationships with key contacts within Public Health England (Dentistry) and the North Staffs Combined Mental Health Trust through the funded Pathfinder project (ending in early 2021)
  - Holding our virtual 'DA: The Health Edition' conference in February 2021, attended by over 200 health professionals. Our guest speaker, Nicole Jacobs, Government appointed DA Commissioner, talked about the role of her office, the changes that the DA Bill (now the DA Act) will bring and the impact that this will have on health professionals, including a duty to 'Ask & Take Action' when a patient is suspected of experiencing domestic abuse.
  - The conference also launched our 'Here to Help' campaign, asking organisations to sign up to a '6-step pledge' to improve their identification of, and response to, patients or colleagues experiencing DA. The pledge includes requirement for all staff to attend annual DA training and establish a DA Champion role. Five organisations have already signed up.
  - We increased the reach of our training through delivering to agencies and professionals outside of our current geographical area.
  - We continued our work with the housing sector to improve their response to domestic abuse including support to achieve the Domestic Abuse Housing Alliance (DAHA) accreditation (the UK benchmark for how housing providers should respond to domestic abuse). This included developing a bespoke training programme and support package for The Longhurst Group, enabling them to achieve and maintain their accreditation.

CONCRETE: MAKING HOMELESSNESS HISTORY

Concrete experienced a significant period of growth during the year, expanding into a new geography, mobilising a partnership single homeless service Destination: Home (the largest contract in its history), and taking a key role in national campaign to reduce homelessness during COVID.

Our key achievements included:

- Returning to Cheshire East
  In April we expanded our reach, mobilising three housing-related support contracts including a floating support service covering both the north and south of the county, and a supported housing service for under 25s, single parents and families in the south of the county. By the end of the year, despite the challenges of COVID, we had provided supported accommodation for 55 single people and families, and floating support to 302 households with the same mix of singles and families.

- Launching our Destination: Home partnership service in Stoke-on-Trent:

  This has seen the establishment of a strong local partnership including North Staffs Mind, Changes: Health and Wellbeing, Adullam Homes and Walk Ministries. Providing 251 units of accommodation and 89 units of floating support with a service capacity to support up to 340 people at any one time.

  Since its launch on 1st October, the service has supported over 380 people. It follows Concrete's holistic approach focused on long-term recovery, by tackling the underlying issues linked to homelessness. The new service brought together a number of services previously commissioned under separate contracts and saw Concrete grow its supported housing offer by 60 units including the addition of staffed buildings providing 41 units within five small group homes. 18 of these bedspaces are women only, allowing us to offer a gender specific support.

- Winter provision for people with no recourse to public funds:

  From December until the end of March funding from Homeless Link's Winter Transformation fund enabled Concrete to provide accommodation and dedicated support to people with no recourse to public funds. Working closely with Stoke-on-Trent City Council, the service has since been extended under the 'Everybody In' national campaign. Nationally this was the only funded provision from this funding stream and ended rough sleeping for four people by removing the barriers that had left them without a home.

- The remodel of supported accommodation for young people in Stoke-on-Trent:

  In response to changes in need we worked with the City Council to remodel our young people's service and developed a 'spot purchase' funding arrangement that would ensure that high quality support and accommodation could continue to be offered for young people in Stoke-on-Trent.

- Supporting the national 'Everybody in' campaign to end rough sleeping during Covid:

  Concrete played a lead role in Stoke-on-Trent's response to the pandemic by successfully mobilising and supporting people into temporary accommodation during the first lockdown. Working with the Holiday Inn in Hanley and our partner Walk Ministries we accommodated 66 people in COVID safe, temporary accommodation. 47 people moved on from the Holiday Inn with continued support from Concrete; 16 of them moved directly into their own tenancies.

- Supporting services and customers during the pandemic:

  We were able to secure several COVID related grants during the year to both adapt, continue, and enhance our services as well as provide individual support for customers affected by the pandemic. This included funding for essential PPE, access to healthy food for customers, equipment and resources to help them when self-isolating.

- Piloting a Homelessness Accommodation and Support Hub in partnership with Stoke City Council:

  Concrete completed the financial year with the launch of an accommodation-based pilot for a support hub in the north of the City in partnership with Stoke-on-Trent City Council. Building on the success of the Holiday Inn, the project provides 25 self-contained flats on a staffed scheme with a separate hub to provide support to the residents.

Homelessness isn't just what you see on the streets, so our support goes much deeper into the root of the issue so that everyone who needs our support can achive a more concrete future. When we for into a community we work to make homelessness history in four ways. Our continued commitment to our **Address, Secure, Connect, Equip** approach to making homelessness history saw us engage more than 1150 people in need of support across North Staffordshire and Cheshire East, sharing expertise and knowledge with more than 300 professionals and engaging over 60 landlords. Here's how we did it.

ADDRESS:

Raising awareness and educating our community on the realities of homelessness and what they can do to prevent and minimise their risk.

- Due to the impact of COVID delivery of our early awareness and prevention programme in schools across Stafford Borough and added social value work in Cheshire East and Stoke-on-Trent has been severely impacted. With ongoing uncertainty linked to the pandemic we plan to develop a virtual programme within the next few months.
- We reached 290 professionals by sharing our expertise and approach as part of a Stakeholder Virtual Stall at Expert Citizens Insight Awards.
- Following the launch of our small group homes as part Destination: Home and the North Accommodation and Support Hub we have proactively engaged communities helping us raise awareness of homelessness and the work we and increase food and clothing donations for our services.
- We have supported customers to use their experience to raise awareness of homelessness through local and regional PR and social media campaigns including; BBC Radio Stoke and BBC online interviews, support for the 'Everyone In' campaign through sharing customer stories and updates, coverage and support for our COVID fundraising appeal, celebrating Victoria Place's first birthday, sharing customer volunteer stories during volunteers week, promoting Pointon House services for mental health awareness week, and sharing content during Pride month, suicide awareness week and homelessness week.

SECURE:

Direct support for people at immediate risk of losing their homes, working with landlords, local authorities and tenants to help keep people within their homes.

- We helped 223 people keep their home, equipping them with the skills they need to live independently in the future.
- Our Pointon House service has supported 26 adults in mental health distress and at risk of homelessness by offering accommodation and life skills support. Pointon House has successfully supported five people with diagnosed long-term enduring mental health issues and multiple complex needs at immediate risk of losing their homes. We've helped them sustain their homes with our floating support service funded by personal health budgets. 80% of customers exiting the service were positively maintaining their homes and wellbeing.
- Before our City-Wide Supported Housing service transferred into Destination: Home we supported 121 single homeless people in shared or single homes in partnership with Brighter Futures with 83.3% exiting the service between April and September achieving independent living and exceeding our 65% target.

CONNECT:

Connecting those without a home to a home that is fit for their needs, providing dedicated support to connect housing and care needs into one access point.

We connected 622 people to accommodation with support that is fit for their needs.

- Destination: Home brings a vast and diverse offer of accommodation for people impacted by homelessness with multiple and complex needs. This includes a dedicated service for people with long-term enduring mental health issues, 24/7 staffed small group homes, female-only accommodation for gender specific support, and access to a rehab and dry house through our partner Walk Ministries. Since launching Destination: Home in October, we have supported 97 women, 27 of were accommodated in our female only housing all of which have significant histories of repeated cycles of rough sleeping and homelessness. On average, the percentage of women accessing and represented in homelessness services is 16-25%. Currently 40% of people within the Destination: Home service are female.
- Following funds secured from Homeless Link we have been able to continue our work in partnership with Staffordshire North and Stoke-on-Trent Citizens Advice Bureau (SNSCAB), offering a range of advice and 1-2-1 resettlement support to asylum seekers and refugees. We've supported over 100 refugee households to avoid homelessness. Unfortunately, due to continued funding reductions and no long-term source of funding, we have had to sadly close the service. With continued funding of Harbour House and the successful outcome for the single adult homeless tender we were able to continue a small offer for the customer group.
- Concrete's MHCLG funded Rough Sleeper Initiative (RSI) projects have been used flexibly during COVID in partnership with the local authority to meet the demand under the 'Everybody In' scheme. The projects have been extended to June 2021 while MHCLG review submissions for the rest of the financial year. It is likely that Concrete will retain the projects, hopefully with some adaptions to ensure the offers are relevant based on current gaps in service provision across the City. Following the City's addiction service offer moving to a 'recovery ready' model (due to significant funding reductions) we are also hoping to secure funding for two addiction specialists to ensure our customers are able to receive harm reduction support for cooccurring mental health and addiction needs.
- The Navigate and Private Lettings Service RSI funded project areas are unique both locally and regionally and have been recognised as good practise by MHCLG, with Navigate celebrated nationally. Navigate has worked with 19 men who were caught in a cycle of homelessness and offending and secured long term accommodation for eight men. All Navigate customers who have been accommodated by the service continue to engage with us, with one of the first tenancies we secured now exceeding two years.
- Through the support of our service coordinators 80% of our customers have been able to secure and sustain a home. Service coordinators raise the voice and rights of customers and help them to know and access the services and support they need.
- Through MHCLG funding we have continued to develop our Private Lettings Service. Over the last year, we have supported 43 people and helped 13 into a tenancy within the private rented sector with 94% of our customers sustaining their tenancies. The service continues to reduce the barriers to accessing and maintaining a tenancy by identifying and matching customers with suitable properties and working with landlords to help them understand the needs of those who are at risk of homelessness.
- New properties and schemes identified by our Landlord Liaison Lead not only continue to set a high standard for new properties, but have also improved how we work with landlords, as well as helping the community by solving some of the regeneration and environmental issues in the city creating 11 new homes from empty buildings this year alone.

EQUIP:

Providing 1:1 guidance and support to help people develop skills to live independently for the long-term.

427 people received guidance and support.

- Our peer mentor scheme has gone from strength to strength, with peer mentors leading on activities to overcome the impact of isolation and loneliness on our customers and sharing their own learning and success offering hope and inspiration for others.
- Our Young Person's Accommodation Service has supported 50 young people over the last 12 months, demonstrating the importance of sticking and transitioning with young people as they turn 18. We have 14 young people who have transitioned into supported housing with five others now in their own tenancy and one of them going on to university. Unplanned exits remain low despite some challenging and adverse circumstances.

PARTNERSHIP WORKING AND MULTI-AGENCY RESPONSES/MECHANISMS

During the pandemic we have used our strengths and reputation to innovate and flex. At a strategic level this has included:

- Active roles in strategic groups to represent the needs of our customers including: the Staffordshire Domestic Abuse and Commissioning Development Board and sub-groups including accommodation, the Stoke-on-Trent Community Safety Partnership, and the Homelessness Forum and Homeless Reduction Board.
- Maintaining our commitment to safeguard our customers and others who are vulnerable as a voluntary sector representative for the Stoke-on-Trent Children's Safeguarding Board which, for the majority of the past 12 months, has operated on a pan Staffordshire basis under joint arrangements.
- Informing and influencing developments alongside other voluntary sector leaders. We joined several partners to support the City Council in its COVID-19 response and recovery including contributing to the VCS Emergency Response meetings with statutory and VCSE partners.
- Remained a committed partner in initiatives in Stoke-on-Trent including the Collaborative Network and Totally Stoked. Both focus on making the best use of people, time and resources to improve the quality of lives of the people of Stoke-on-Trent. As Honeycomb Group, we're also leading on the development of a Collaborative Network campaign 'Is Everything OK?' to focus on mental wellbeing and are involved in taking forward one of the networks priorities 'Collaborative Commissioning' to adopting a more person-centred approach and involve people with lived experience in shaping and developing services.

PERFORMANCE

Despite the turbulent external environment and the significant period of change over the last year, we are proud to report continued value for money across our organisation:

Economy: increasing resources available to us.

- We secured more than £900,000 of extraordinary funding to increase resources available for organisational sustainability, project delivery and support for customers to cope and recover during the pandemic
- Despite most resources focusing on emergency COVID funding, we were able to secure over £5m of income for growth and new business to be delivered over the next five years.
- We supported customers to secure in excess of £155k from personal health budgets to purchase independent living support as part of our Pointon House service for people experiencing mental ill-health.
- Continued purchase of all back office support functions from Honeycomb Group helped us to achieve best value in terms of overheads, leaving more resources available for direct service delivery. 'Our overheads as a percentage of turnover saw a decrease of 1.2% from 15.90% to 14.7%

- Customers were supported to access the Live and Learn programme of activities and opportunities coordinated by Honeycomb Group. 60 Live and Learn courses were signed-up to including courses to enhance wellbeing, develop vocational skills, pursue hobbies and interests, and learn about computing.
- 22 volunteers were actively engaged, supporting, and enhancing our service delivery and outcomes for customers as well as providing the opportunity for volunteers to develop their own skills and confidence:

"I decided to become a peer mentor as I've always enjoyed helping people. When I meet a Concrete customer, they are shocked to hear that I've been through homelessness too. It shows them that people can get through it and if I can do it, then anyone can. The best thing about being a peer mentor is helping others, but also building your own confidence and self-esteem too!" **[Ragnar; volunteer]**

"I love being a peer mentor it gives me so much pleasure helping other people and giving back. It's also great having the support of other peer mentors, we help each other out and chat about how we can better mentor the people that need our support. Being able to support someone means so much to me and has made me feel so proud of myself" [**Rory; volunteer]**

- 36 customers were involved in our customer engagement activities. This included:
  - Attendance at housing interviews at The Smithfield, Hub and Furlong Court
  - Developing a way of engaging people on our waiting list with pre tenancy work
  - Contacting customers to complete customer satisfaction questions
  - Creating a newsletter to reach out to the customers during the first lockdown

Efficiency: using our resources well.

- Despite the difficult operating environment employee turnover has remained relatively stable.
- We continue to manage complaints well achieved a 94% achievement of complaints being resolved at Stage 1 of our complaints process.
- Within an environment of continuous improvement, we encouraged all staff to be creative and innovative in their practice which resulted in savings of £1,450

Effectiveness: the impact we have created with our resources.

- Our customer satisfaction survey captures feedback from customer experiences across Glow and Concrete:
  - **Our services are supporting customers to achieve great outcomes**: 88% reported being better able to manage their physical health, 81% reported an improvement in and mental health and wellbeing, 91% felt safer, 89% reported feeling more independent and 89% felt they were able to make better choices.
  - **Our teams are providing high quality support:** 92% of customers reported that they were happy with the service they receive, 96% felt that their support worker understood their needs, 99.5% reported feeling that they were treated in a nice way and 79% felt able to have their say.

- Glow retained RESPECT accreditation for its existing services, and we look forward to getting our new Derbyshire DRIVE service accredited soon. We remain a CAFCASS approved provider for our DA Perpetrator Programme taking referrals from the family courts. Two IDVA team leaders completed the Safe Lives IDVA manager course and once we have received the results, we will commence the Safe Lives accreditation of the Derbyshire IDVA service.

- Teams recorded customer savings of £13,600.27 by saving customers money by: negotiating reduced rates, accessing free items such as carpets, furniture or white goods, and supporting debt write-offs. A further £16,051.90 was secured in increased income by helping customers maximise benefit claims and appealing incorrect decisions.

During the year we developed several new initiatives and improvements in our infrastructure and support services purchased directly from Honeycomb Group helping us to deliver more and better services for our customers.

- We enhanced our service performance and development offer to provide a dedicated team focusing on quality and performance.
- Successfully piloted and launched our Service Quality Review (SQR) a new internal audit process and self-assessment tool with an element of peer scrutiny. A full audit timetable will be in place to cover all services in the next financial year.
- We updated our service level agreements to increase governance of our external contracts with partners.
- Continued to develop our understanding and skills to report around the wider social value our services deliver. This included completing our first Social Return on Investment (SROI) evaluation of the Sunrise DA Recovery project.
- We revised our processes around mobilisation and demobilisation of services, introducing a new checklist for the opening and closing of smaller projects and funding streams.
- Started to review our use of the Outcomes Star as a needs assessment tool. Partnering with Homeless Link on a national project, we will design a strengths-based toolkit to use across all of our services, enhancing the customer offer as well as saving money.
- Through improvements to our recruitment management system we became more digitally agile with our recruitment and onboarding processes. Work continues in this area to ensure we recruit for values and skills, and that the welcome to Honeycomb Group and all our brands create a great start.
- We carried out a comprehensive review of the rent arrears process with our Income Team. This resulted in improvements to communication between the income team and support workers, better record keeping of support and action taken when customers are experiencing arrears. It will continue to be a priority and we hope to see the benefits of this review in the coming year.
- We've significantly developed our staff engagement strategy and over the last year have:
    - Created an interim engagement strategy during the COVID-19 pandemic that focused specifically on the wellbeing of staff and the communications methods and channels used during this time
    - Carried out two staff surveys which informed the priorities of the reimagined engagement strategy and focused on the following engagement elements: wellbeing, pay and benefits, workspace, recognition, open and honest communications.
    - Supported and launched our wellbeing mentor programme
    - Issued thank you cards during the first lockdown with details of our employee assistance programme to support staff during that time
    - Set the lowest salaries at a higher rate to move us closer to the real living wage
    - Worked with teams to create COVID secure workplaces and coordinated the communication of ongoing pandemic developments and updates
    - Coordinated a thank you gift and personal note from the CEO for every member of staff to recognise their hard work and commitment during the COVID-19 pandemic
    - Accessed vaccinations as a priority for all frontline staff
    - Launched our internal newsletter Group News, with achievements from each team and as well as personal news to keep people informed and connected
    - Created our informal 'Virtual Brew' sessions once a month for staff to join and chat with others from across the Group – attended by over 60 people
    - Developed 'Meet the Exec' webinar sessions for all staff to join and ask the Exec team both formal and informal questions as another channel of communication between different levels of the organisation – attend by over 80 people.

Performance across services and value for money is presented to our Executive Team through quarterly key performance indicators, bringing together a range of measures to give an overview of how the organisation is performing. Our approach asks questions directly of our customers, of ourselves and our stakeholders and provides information that is regularly reported to our Board of Trustees and the wider Group Board of Management through sub-committees and board meetings.

Work has started on a performance dashboard, containing high level performance information including KPIs, safeguarding, serious incidents, arrears, voids, compliance, and quality audit information. Next year will also see the introduction of quality & performance board meetings to support this further.

BUSINESS DEVELOPMENT AND FUNDRAISING ACTIVITY

We continued to employ a dedicated Business Development and Fundraising team to ensure a coordinated approach to generating income. The team delivered successfully against our growth strategy and ambitious fundraising strategy while managing the additional opportunities and challenges that have arisen from the pandemic.

Key activities and achievements in the year included:

- Securing more than £900,000 of income from COVID-related funding programmes from national and local government and charitable trusts and foundations - supporting our organisation's sustainability, enabling us to deliver more, and offer more to help customers cope and recover during the pandemic.
- Expanding the reach of Glow's services that hold perpetrators of abuse accountable for their behaviour by securing over £1m to deliver as a partner in the pilot of the Drive Service in Derbyshire.
- Coordinating a successful partnership tender for Concrete to deliver housing-related support for single people in Stoke-on-Trent. The tender resulted in the largest contract in the history of the organisation securing approximately £3.75m of revenue funding over five years.
- Positioning Glow and Concrete in a new marketplace by securing a place on the Probation Dynamic Purchasing Framework for both accommodation and women's services.
- Despite the fallout from two lockdowns resulting in a significant drop in our ability to fundraise face-to-face, the team exceeded all income targets through strong relationships with existing supporters, securing new supporters from our local communities and businesses and targeted social media fundraising campaigns via the Communications and Marketing Team.
- Our trading models (launched to secure funding to deliver DA training for professionals and to deliver education and awareness-raising programmes in schools) were impacted by the COVID guidelines in schools and our ability to deliver face-to-face sessions. However, with some adapted delivery methods and schools returning to face-to-face learning, our income predictions are positive.

While partners in the public and charitable sector have been doing their best to rise to the challenges posed over the last year, we've seen disruptions to the 'business as usual' commissioning of services, ever shrinking deadlines, funding being diverted to emergency response programmes and social distancing impacting on the way we engage with our donors.

The impact of this on our ability to secure stable and secure funding in the future is not yet known. We do know that we'll see increased competition for charitable funds, that we're likely to see local government budgets shrinking and a fundraising environment that is likely to take a couple of years to recover. We're also quietly hopeful that post-Brexit procurement arrangements and promised funding programmes will offer us new opportunities to influence local commissioning and secure funds to deliver our mission. In-line with the review of the organisational strategy and brand delivery plans, we'll review our focus to ensure we can meet the changing business development and fundraising environments we operate in.

PLANS FOR THE FUTURE

We've been fortunate to secure income at a time when our services have never been needed more. To both grow the reach of our organisation as well as access emergency and recovery funds to support our organisation's sustainability and capacity to deliver.

But, following a year of COVID restrictions, we've also seen a negative impact on our projected income from trading activities and community fundraising.

As we move into a new financial year we're resetting a three-year strategy, understanding that our planned objectives have changed both in terms of how we continue to best meet the changing needs of our customers and how we remain a financially sustainable organisation to continue to meet these needs in the future.

Over the next three years our Honeycomb Group strategy is focused on our mission 'Breaking barriers, building people, bettering homes'. This is our building block to our end goal. We will break down the social and physical barriers to a happy home by elevating people and addressing the root cause from all angles. Bettering homes from every aspect so people feel secure, connected, confident and proud. As a Group we will:

- Develop a strong and resilient business
- Increase the supply of affordable homes
- Develop our culture and be a great place to work
- Ensure our brands are recognised and valued

GLOW will be the heart of change by addressing overcoming and ending domestic abuse. We'll address the needs of those affected by providing high quality homes and services; empower survivors to overcome their past by developing a recovery service with their support and end abuse at the source by educating the community and working with people who are responsible.

CONCRETE will make homelessness history. We'll prevent people from becoming homeless throughs services and support that give people the skills they need to live independently, and we'll educate and raise awareness about the true impact of homelessness on people and communities. We'll provide quality, safe, and secure homes and seek to develop new services and partnerships.

Financial review (including reserves policy)

a. Going concern

In October 2020 the Charity was awarded a significant contract (Single Homelessness Service) with Stoke on Trent City Council. Since the start of the contract, the new service has reported ongoing losses that have impacted the overall financial performance of the Charity.

The Board has reviewed the longer-term sustainability of the service and are satisfied that there are sufficient mitigation plans to bring the contract back into a manageable position by the end of the financial year.

No other significant concerns have been noted and we consider it appropriate to continue to prepare the financial statements on a going concern basis which assumes an ability to continue operating for the foreseeable future.

b. Investment policy and performance

The results for the charity for the year ending 31st March 2021 are set out in the financial statements.

The charitable activities undertaken generated a surplus of £51,114. This compares to £152,706 deficit in the previous year.

Costs increased by 52.7% compared to previous years primarily due to the on-take of COVD related new services and the new Destination Home service. Income also rose accordingly (59&%).

c. Funds

As of March 2021, unrestricted funds (excluding revaluation reserves) stand at £1,202,465. This comprises £654,114 designated funds and £548,351 general funds. Restricted funds stood at £257,918 (£12,500 : 2019/20)

d. Reserves policy

The Trustees aim to accumulate reserves sufficient to fund its fixed assets, meet its liquidity requirements and have sufficient contingency for unexpected events. Unrestricted funds from any operating surplus will be held as accumulated reserves until the required level of 2.7 months of operating expenditure is achieved. As at 31st March 2021 the Charity held accumulated reserves to a level of 2.7 months.

The Trustees regard the ongoing review of the reserves level, target and policy as part of managing the charity. The operating results are identified and reported each month in the management accounts. Unrestricted funds are identified and analysed when the audit of the annual accounts is complete. The reserves policy is then reviewed by the Trustees as part of the charity's strategic planning process.

e. Principal funding

The principal funding of the charity for the year is through:

- Stoke-on-Trent City Council £2,103,637
- Derby County £ 275,782
- Derby City PCC £ 257,638
- Staffs County Council £ 32,147

- Big Lottery Fund £ 41,567

f. Material investments policy

The bank account is reviewed daily and all free income is invested in interest-bearing accounts.

Structure, governance and management

a. Constitution

Status

Honeycomb Charitable Services is a charitable company limited by guarantee, incorporated on 9 March 1989 and registered as a charity on 31 March 1989. The company was established under a Memorandum of Association, which sets out the objects and powers of the charitable company and is governed under its Articles of Association. On 2 April 2012, the Charity became a member of the **Honeycomb Group** of companies. It is required to meet its own financial obligations in delivering its charitable objectives. The Charity funds its services through government commissions, trust and grant awards and public fundraising.

Honeycomb Group

The Honeycomb Group is a team of social-minded brands championing happy homes in our region by providing services and support that help people across Staffordshire and its surrounding areas feel secure, connected and confident.

Whether it's developing and maintaining affordable homes, providing trusted home repairs and improvements, keeping people safe and well at home or providing support services that eradicate social issues isolating people from a happy home, Honeycomb Group is making our region vibrant.

Our Vision: A progressive, passionate region with no barriers to a happy home.

Our Mission: Breaking down all of the social and physical barriers to a happy home in our region.

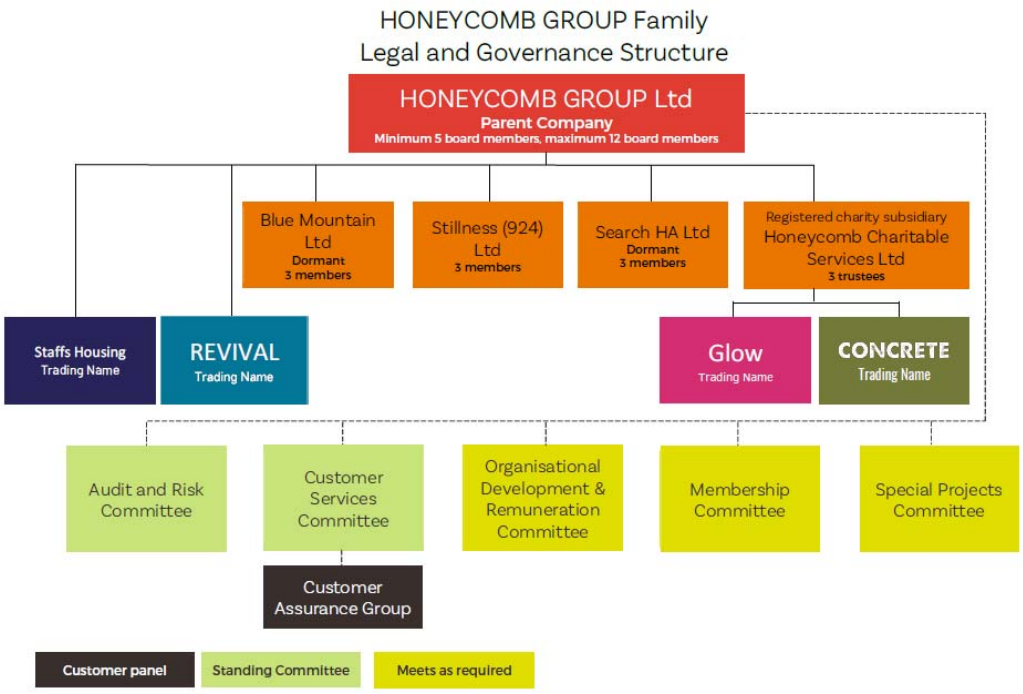
Our Values:

- Be Dead Genuine
- Never Shut the Door
- Chase curiosity and ambition
- Be a leader in the field
- Come together

Governance Structure

The Charity is governed through an integrated Board of Management which oversees activities for the entire Honeycomb Group, with three members acting in Trustee roles specifically for the Charity.

Group Structure



b. Method of appointment or election of Trustees

Trustees are appointed by the Board of the parent company, Honeycomb Group Limited. The Group Board are appointed in line with the National Housing Federation Code of Governance that includes open recruitment and appraisal.

The recruitment and selection process enable us to attract high-calibre members with the right mix of skills, expertise and qualifications, and ensures that the members' backgrounds and understanding reflects the needs of the customer.

All members of the Board of Trustees gave their time voluntarily and receive no benefits from the charity. No Trustees claimed any out-of-pocket expenses during the financial year 2020-2021.

c. Policies adopted for the induction and training of Trustees

Individual plans are developed for each Trustee as part of the group Board appraisal process. Trustees are also encouraged to take part in the Honeycomb Charitable Services Limited internal quality assurance process, the Peer Audit Reviews. This involves assessing projects for quality of service, performance and policy compliance.

d. Organisational structure and decision making

Trustees meet 8-9 times each year and retain overall responsibility for managing the charity's affairs. Trustees receive key reports on strategy, finance, business risk, performance, development and management.

The Group's Chief Executive is responsible for the management of the Group's affairs and implementing strategies and policies approved by the Board. Day-to-day operational management of the Charity is delegated to an executive director with support from a senior management team.

e. Risk management

The Charity has a risk management policy and procedure by which business risk is regularly assessed and risk management strategies are implemented. It involves identifying the kinds of risks the charity faces, assessing them in terms of potential impact and likelihood of occurrence, and identifying ways in which to respond. This aims to provide reasonable assurance that risk is properly identified and assessed, and mitigating actions are developed to reduce potential misstatement or loss.

A common approach to risk assessment and management has been adopted and cascaded throughout the organisation. Training has been provided to key employees. Risk review is embedded within the performance management process.

Key risks are overseen by the Honeycomb Group Audit and Risk Committee which considers risk and takes appropriate action.

f. Evaluation and Board Effectiveness

The Board's key purpose is the effective governance of the Group. Throughout the year the Board has continued to implement strategies that ensure the overall governance arrangements are fit for purpose and effectively support the needs of the business.

During the year the Board, with the support of an independent governance advisor, has:

- Continually looked at the way the board operates and implemented a range of improvements to the overall governance of the Group.
- Used the learning from the board appraisal process to support personal and collective development.
- Continued the Board succession plan with the appointment of a new Trustee.
- Completed individual and collective appraisals in accordance with Group policy.

g. Board diversity

The Group board regularly carries out an audit of skills, experience and diversity of background of its members to find imbalances and gaps and in order to inform trustee recruitment and training.

The Group board sees diversity, in all its forms, as an integral part of its recruitment process. When deciding how to recruit trustees, the board thinks about how best to attract a diverse pool of candidates. It tries to achieve diversity in any trustee appointment panels.

SUPPORT FROM PARENT ORGANISATION AND WIDER GROUP STRUCTURE

The Charity continued to benefit from the Group infrastructure support services including ICT, HR and Organisational Development, Business Improvement, Finance and Payroll and, Communications. Honeycomb Group as the parent organisation takes responsibility for these services and 'recharges' the charity through an intra-group agreement, as well as sharing office space which provides a great working environment at cost that's affordable.

The Charity has continued to access the Group's housing services to provide income management, money advice and, maintenance services for customers. With access to this wider pool of knowledge and experience as well as benefiting from increased purchasing power, Honeycomb Charitable Services Limited can achieve greater efficiency enabling more funding to be focused on frontline delivery.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Independent Auditor's Report to the members of Honeycomb Charitable Services Limited

Year Ended 31st March 2021

Trustees' responsibilities

The Trustees (who are also directors of Honeycomb Charitable Services Limited for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company or that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and accounting 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 operation.
- State whether appropriate accounting standards have been followed subject to any material departures disclosed and explained in the financial statements.

The trustees are responsible for the maintenance and integrity of the company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and 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.

Disclosure of information to the auditor

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditor in connection with preparing their report and to establish that the charitable company's auditor is aware of that information.

Signed by the board of trustees for the year ended 31 March 2021.



Karl Dean, Trustee



Caris Henry, Trustee



Valerie Bourne, Trustee

Honeycomb Charitable Services Limited (a company limited by guarantee)

Independent Auditor's Report to the members of Honeycomb Charitable Services Limited

Year Ended 31st March 2021

Opinion

We have audited the financial statements of Honeycomb Charitable Services Limited "the charitable company" for the year ended 31 March 2021 which comprise the Statement of Financial Activities (including the Income and Expenditure account), the Statement of Financial Position and the Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its result for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the 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 Auditor's 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 (who are also the directors of the charitable company for the purposes of company law) 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 other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

Other information (continued)

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 trustees' annual report (which includes the directors' report and the strategic report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the strategic report and the directors' report included within the trustees' report have 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 strategic report or the directors' report included within the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which 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 directors

As explained more fully in the Trustees' Responsibilities Statement set out on page 21, 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.

Auditor's responsibilities for the audit of the financial statements

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

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

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

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.
In identifying and addressing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of laws and regulations that affect the charitable company, focusing on those that had a direct effect on the financial statements or that had a fundamental effect on its operations. Key laws and regulations that we identified included the Companies Act 2006, tax legislation, health and safety legislation, and employment legislation.
- We enquired of the trustees and reviewed correspondence and trustees meeting minutes for evidence of non-compliance with relevant laws and regulations. We also reviewed controls the trustees have in place, where necessary, to ensure compliance.
- We gained an understanding of the controls that the trustees have in place to prevent and detect fraud.
- We enquired of the trustees about any incidences of fraud that had taken place during the accounting period.
- The risk of fraud and non-compliance with laws and regulations and fraud was discussed within the audit team and tests were planned and performed to address these risks. We identified the potential for fraud in the following areas: laws related to the construction and provision of social housing, recognising the nature of the charitable company's activities and the regulated nature of the charitable company's activities.
- We reviewed financial statements disclosures and tested to supporting documentation to assess compliance with relevant laws and regulations discussed above.
- We enquired of the trustees about actual and potential litigation and claims.
- We performed analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud due to management override of internal controls we tested the appropriateness of journal entries and assessed whether the judgements made in making accounting estimates were indicative of a potential bias.

Due 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, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing fraud or non-compliance with laws and regulations and cannot be expected to detect all fraud and non-compliance with laws and regulations.

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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.



Lee Cartwright (Senior Statutory Auditor)
For and on behalf of
BEEVER AND STRUTHERS
Statutory Auditor
St George's House 215/219
Chester Road Manchester
M15 4JE

Date: 23 September 2021

Honeycomb Charitable Services Limited (a company limited by guarantee)

Statement of Financial Activities (including the Income and Expenditure Account)

Year Ended 31st March 2021

	Note	Unrestricted funds £	2021 Restricted funds £	Total £	2020 Total £
Income from:					
Donations	2	21,827	63,126	**84,953**	128,294
Charitable activities	3	2,950,829	3,527,011	**6,477,840**	3,967,402
Other trading activities	4	1,020	-	**1,020**	9,678
Investments	5	720	-	**720**	4,292
Other	6	-	-	**-**	212
Total income		2,974,396	3,590,137	**6,564,533**	4,109,878
Expenditure on:					
Charitable activities	7	3,165,699	3,344,719	**6,510,418**	4,262,584
Total expenditure		3,165,699	3,344,719	**6,510,418**	4,262,584
Net (expenditure) income		(191,303)	245,418	**54,115**	(152,706)
Net movement in funds		(191,303)	245,418	**54,115**	(152,706)
Reconciliation of funds:					
Total funds brought forward	18	1,497,550	12,500	**1,510,050**	1,662,756
Total funds carried forward		1,306,247	257,918	**1,564,165**	1,510,050

The notes on pages 29 to 42 form part of these financial statements.

Honeycomb Charitable Services Limited (a company limited by guarantee)

Statement of Financial Position

Year Ended 31st March 2021

	Note	2021	2020
		£	£
Fixed assets			
Tangible assets	11	907,650	778,937
		907,650	778,937
Current assets			
Debtors	12	591,552	315,428
Investments	13	936,857	886,223
Cash at bank and in hand		236,742	267,303
		1,765,151	1,468,954
Creditors: amounts falling due within one year	14	(1,035,636)	(664,841)
Net current assets		729,515	804,113
Total assets less current liabilities		1,637,165	1,583,050
Creditors: amounts falling due after more than one year	15	(73,000)	(73,000)
Net assets		1,564,164	1,510,050
Charity Funds			
Restricted funds	18	257,918	12,500
Unrestricted funds	18	1,202,465	1,393,768
Revaluation reserve	18	103,782	103,782
Total charity funds	19	1,564,165	1,510,050

The financial statements were approved and authorised for issue by the Board on 7th September 2021.

Signed by the board of trustees



Karl Dean, Trustee



Caris Henry, Trustee



Valerie Bourne, Trustee

The notes on pages 29 to 42 form part of these financial statements.

Company registration number: 2357520

Honeycomb Charitable Services Limited (a company limited by guarantee)

Statement of Cash Flows

Year Ended 31st March 2021

	Note	2021 £	2020 £
Cash flow from operating activities			
Net income for the financial year		54,115	(152,706)
Depreciation and impairment of tangible fixed assets		65,763	36,592
Interest received	5	(720)	(4,292)
Decrease in debtors		(276,124)	5,113
Increase / (Decrease) in creditors		370,796	(17,726)
Net cash flow from operating activities		**213,830**	**(133,019)**
Returns on investments and servicing of finance			
Interest received	5	720	4,292
Net cash flow from investing activities		**720**	**4,292**
Capital expenditure and financial investment			
Acquisition of fixed assets	11	(194,477)	(62,977)
Disposal of fixed assets	11	-	-
Net cash flow from financing activities		**(194,477)**	**(62,977)**
Net increase in cash and cash equivalents		**20,073**	**(191,704)**
Cash and cash equivalents at 1st April		**1,153,526**	**1,345,230**
Cash and cash equivalents at 31st March		**1,173,599**	**1,153,526**
Cash and cash equivalents consist of:			
Cash at bank and in hand		236,742	267,303
Short term deposits	13	936,857	886,223
Cash and cash equivalents at 31st March		**1,173,599**	**1,153,526**

The notes on pages 29 to 42 form part of these Financial Statements.

1 Summary of significant accounting policies

(a) General information and basis of preparation

Honeycomb Charitable Services Limited is a charitable company limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are to promote social exclusion for the public benefit by preventing people within the area of Staffordshire and its environs from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably, and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity.

(c) Income recognition continued

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received, and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

(d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised as Expenditure on Charitable Activities which includes housing management, employment costs, office costs, client activity costs and support costs.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

(e) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings, they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises overheads have been allocated on a headcount basis and other overheads have been allocated on a headcount or income basis.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 8.

(f) Tangible fixed assets

Tangible fixed assets are stated at cost (or deemed cost) less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Freehold property	Over 50 years straight line
Office equipment	Over 3 - 5 years straight line
Motor vehicles	Over 5 years straight line

(g) Investments

Current asset investments are short term highly liquid investments and are held at fair value. These include cash on deposit and cash equivalents with a maturity of less than one year.

(h) Stocks

No stocks are held.

(i) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(j) Impairment

Assets not measured at fair value are reviewed for any indication that the asset may be impaired at each balance sheet date. If such indication exists, the recoverable amount of the asset, or the asset's cash generating unit, is estimated and compared to the carrying amount. Where the carrying amount exceeds its recoverable amount, an impairment loss is recognised in profit or loss unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

(k) Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

(l) Leases

Rentals payable and receivable under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

(m) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

(n) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

(o) Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. A detailed risk analysis of the potential worse case impact of the COVID19 outbreak has been conducted. The principal financial risks to the Company are related to the loss of fundraising and trading revenue and additional costs of working. In order to mitigate against the impact of these risks the Company successfully applied for a number of specific COVID related grants in early 2020/21. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

(p) Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Tangible fixed assets.
Tangible fixed assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

Bad Debt Provision.
Bad debts are provided for on the basis of a 100% provision for all former tenants and 100% provision for specific current accounts that have been identified by the Income Team.

2 Income from donations and legacies

	2021 £	2020 £
Gifts	21,827	38,359
Legacies	-	60,910
Grants	31,763	-
Donated goods for distribution to beneficiaries	31,363	29,025
	84,953	128,294

Income from donations was £84,953 (2020 - £128,294) of which £21,827 (2020 - £99,269) was attributable to unrestricted funds and £63,126 (2020 - £29,025) was attributable to restricted funds.

3 Income from charitable activities

	2021 £	2020 £
Housing Management	2,927,799	1,900,354
Accommodation and Inclusion Services	1,904,376	907,834
Services to counter Domestic Violence	538,729	452,890
Floating Support and Outreach Services	826,339	697,262
Other	280,597	9,062
	6,477,840	3,967,402

3 Income from charitable activities (continued)

Income from charitable activities was £ 6,477,840 (2020 - £3,967,402) of which £3,527,011 (2020 - £2,068,301) was attributable to restricted funds and £2,950,829 (2020 - £1,899,101) was attributable to unrestricted funds.

4 Income from other trading activities

	2021 £	2020 £
Other	1,020	9,678
	1,020	9,678

Income from other trading activities was £1,020 (2020- £9,678) of which £NIL (2020 - £NIL) was attributable to restricted funds and £1,020 (2020- £9,678) was attributable to unrestricted funds.

5 Income from investments

	2021 £	2020 £
Interest - deposits	720	4,292
	720	4,292

Income from investment was £720 (2020 - £4,292) of which £NIL_ (2020 - £NIL) was attributable to restricted funds and £720 (2020 - £4,292) was attributable to unrestricted funds.

6 Other income

	2021 £	2020 £
Other	-	212
	-	212

Other income was £NIL (2020- £212) of which £NIL (2020 - £NIL) was attributable to restricted funds and £NIL (2020 - £212) was attributable to unrestricted funds.

7 Analysis of expenditure on charitable activities

	Activities undertaken directly	Grant funding of activities	Support costs	**2021 Total**	**2020 Total**
	£	£	£	£	£
Housing Management	163,287	124,197	255,068	542,553	440,608
Accommodation and Inclusion Services	1,202,048	1,804,249	291,005	3,297,303	1,758,512
Services to counter Domestic Violence	366,114	550,559	85,314	1,001,985	796,560
Floating Support and Outreach services	500,230	834,351	125,648	1,460,229	1,162,873
Other	140,221	31,363	36,764	208,2348	104,031
	2,371,900	3,344,719	793,799	6,510,418	4,262,584

£3,344,719 (2020 - £2,097,326) of the above costs were attributable to restricted funds. £3,165,699 (2020 - £2,165,258) of the above costs were attributable to unrestricted funds.

8 Allocation of support costs

Support cost	Basis of allocation	Housing Manage-ment	Accomm-odation and Inclusion Services	Services to counter Domestic Violence	Floating Support and Outreach Services	Costs of generating Voluntary Income	**2021 Total**	**2020 Total**
		£	£	£	£	£	£	£
Finance	Total Income	16,648	10,939	3,191	4,748	1,433	36,959	5,550
Information technology	Total Income	11,220	7,372	2,150	3,200	966	24,908	22,244
Human resources	Headcount	3,675	27,055	8,240	11,260	2,450	52,680	29,830
Business Development	Non-Rental Income	0	92,786	27,063	40,208	12,157	172,214	204,982
Service Management & Employee Tracking	Total Income	49,540	32,551	9,494	14,130	4,265	109,980	106,609
Depreciation	Rental Income	114	-	-	-	-	114	8,262
Office costs (incl. rental)	Total Income	2,040	1,342	392	582	176	4,532	4,389
Intragroup Charges	Total Income	141,070	92,692	27,036	40,236	12,145	313,179	288,410
Pension contributions	Headcount	903	6,650	2,026	2,768	602	12,949	14,859
Other	Total Income	29,858	19,618	5,722	8,516	2,570	66,284	7,277
		255,068	291,005	85,314	125,648	36,764	793,799/	692,412

9 Net income for the year

Net income is stated after charging:

	2021 £	2020 £
Depreciation of tangible fixed assets	65,764	36,592
Operating Lease Payments		
-Land and Buildings	155,639	155,639
-Other	-	3,154
Auditors Remuneration	-	-

Auditor's remuneration is included within the intercompany charge from Honeycomb Group Ltd.

10 Staff costs and employee benefits

The average monthly number of employees and full time equivalent (FTE) during the year was as follows:

	2021 Number	2021 FTE	2020 Number	2020 FTE
Management and Admin	10	10	10	7
Fieldworkers	131	101	114	86
Cleaners	3	1	1	1
	144	112	125	94

The total staff costs and employee benefits were as follows:

	2021 £	2020 £
Salaries and wages	3,248,560	2,097,011
PAYE / NI Costs	198,908	136,525
Pension Costs	40,361	83,351
Redundancy Costs	97,797	-
	3,585,626	2,316,887

Total redundancy / termination payments amount to £97,797 (2020 - £NIL) and are related to a management restructure.

10 Staff costs and employee benefits continued

There are no employees who received total employee benefits (including employer pension costs) of more than £60,000.

The Key Management Personnel of the charity are the Directors. Their remuneration is paid via the parent company, Honeycomb Group Limited, and disclosed in the Group accounts.

11 Tangible fixed assets

	Land and buildings £	Motor vehicles £	Office equipment £	ICT equipment £	**Total £**
Cost or deemed cost:					
At 1st April 2020	786,735	12,990	123,862	190,815	1,114,402
Additions	-	-	292	194,185	194,477
Disposals	-	-	-	-	-
At 31st March 2021	786,735	12,990	124,154	385,000	1,308,879
Depreciation:					
At 1st April 2020	63,159	12,990	121,260	138,056	335,465
Charge for the year	11,336	0	1,078	53,350	65,764
Eliminated on disposals	0	0	-	-	-
At 31st March 2021	74,495	12,990	122,338	191,406	401,229
Net book value:					
At 31st March 2021	712,240	0	1,816	193,594	907,650
At 1st April 2020	723,576	-	2,602	52,759	778,937

The net book value of land and buildings comprised:

	2021 £	**2020 £**
Land and buildings:		
Freehold	712,240	723,576
	712,240	723,576

11 Tangible fixed assets continued

Tangible fixed assets held at deemed cost (previously valuation).

The historic cost equivalent of land and buildings included at deemed cost is as follows:

	2021 Land and buildings £	2020 Land and buildings £
Cost	750,000	750,000
Accumulated depreciation	(98,000)	(88,200)
Net book value	652,000	661,800

Freehold land and buildings included above were recognised as a deemed cost on transition to SORP (FRS 102). These assets are being depreciated from their valuation date of 1st April 2014 and have a net book value of £712,240 (2020 - £723,576). The historic cost equivalent of these assets is £652,000 (2020- £661,800).

12 Debtors

	2021 £	2020 £
Rent Arrears	270,854	121,706
Provision for bad debts	(134,340)	(91,630)
Net rent arrears	136,514	30,076
Gross amounts due from customers for contract work & accrued income	102,035	20,217
Other debtors	110,410	124,377
Prepayments	242,593	140,758
	591,552	315,428

13 Current asset investments

	2021 £	2020 £
Short term deposits	936,857	886,223
	936,857	886,223

Short term deposits an average interest rate of 0.28%.

14 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	174,472	50,168
Tenant prepayments	70,546	92,628
Deferred Income (note 17)	234,403	128,494
Amounts owed to group undertakings	66,756	32,844
Other tax and social security	52,322	39,098
Other creditors	48,019	119,906
Accruals	389,118	201,703
	1,035,636	664,841

15 Creditors: amounts falling due after more than one year

	2021 £	2020 £
Amounts owed to group undertakings	73,000	73,000
	73,000	73,000

The amount owed to group undertakings is repayable upon the sale of the Elizabeth House property.

16 Leases

Operating leases - lessee

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2021 £	2020 £
Not later than one year	240,344	172,673
Later than one and not later than five years	371,933	269,569
Later than five years		
	612,277	442,242

17 Deferred income

	Under 1 year £	Over 1 year £	**Total £**
At 1stApril 2020	128,494	-	128,494
Additions during the year	234,403	-	234,403
Amounts released to income	(128,494)	-	(128,494)
At 31st March 2021	234,403	-	234,403

Income has been deferred to match the related costs in line with the conditions of the relevant contract, in accordance to section 5.24 of the Charity SORP.

18 Fund reconciliation

Unrestricted funds

	Balance at 1st April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31st March 2021 £
Elizabeth House capital fund – designated	654,114	-	-	-	654,114
Retained Earnings	739,654	2,974,396	(3,165,699)	-	548,351
	1,393,768	2,974,396	(3,165,699)	-	1,202,465
Revaluation Reserve	103,782	-	-	-	103,782
	1,497,550	2,974,396	(3,165,699)	-	1,306,247

Restricted funds

	Balance at 1st April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31st March 2021 £
Restricted reserves	12,500	3,590,137	(3,344,719)	-	257,918
	12,500	3,590,137	(3,344,719)	-	257,918

18 Fund reconciliation continued

Fund descriptions

a) Unrestricted funds

Unrestricted funds constitute the surplus of incoming resources over resources expended on charitable activities which are not restricted in their application.

b) Designated funds

Designated funds comprise funding received from third parties for the development of specific capital projects.

c) Restricted funds

Restricted funds comprise funding which has been received for the provision of specified services. Any unspent funds are carried forward until they are spent or are returned to the funder.

19 Analysis of net assets between funds

	Unrestricted Funds £	Restricted funds £	Total £
Fixed assets		907,650	907,650
Cash and current investments	550,046	623,553	1,173,599
Other current assets / (liabilities)	-	(444,084)	(444,084)
Creditors more than one year		(73,000)	(73,000)
Total	550,046	1,014,119	1,564,165

20 Big Lottery: Restricted Funds

	Total Big Lottery Recognised Income	Total Restricted Charitable income for Associated Activity	Total Restricted Charitable income	Total Income
	£	£	£	£
Income				
Reaching Communities – Sunrise Centre	83,316	538,729	3,527,011	6,564,533
Total	83,316			

	Total Big Lottery Recognised Expenditure	Total Restricted Charitable Expenditure for Associated Activity	Total Restricted Charitable Expenditure	Total Expenditure
Direct Costs				
Reaching Communities – Sunrise Centre	71,364	452,890	3,344,719	6,510,418
Support Costs				
Reaching Communities – Sunrise Centre	11,952	129,703	-	763,863
Total	83,316			

21 Events after the end of the year

There were no reportable events after the year end. (2020: Nil).

22 Related party transactions

Honeycomb Charitable Services Limited is a subsidiary of Honeycomb Group Limited. Other subsidiaries of Honeycomb Group include Stillness 924 Limited, Blue Mountain Housing Association Limited and Search Housing Association Limited. The Charity, as a wholly owned subsidiary, has taken advantage of Section 33 of FRS 102 not to disclose related party transactions with its parent, Honeycomb Group Limited.

Honeycomb Group Limited is a society registered under the Co-operative and Community Benefit Societies Act 2014. Copies of the Group accounts can be obtained are the registered Head Office: 308 London Road, Stoke on Trent, ST4 5AB.

Transactions with registered and non-registered elements of the business

The Charity receives management services from Honeycomb Group Limited.

23 Financial instruments

The carrying amounts of the charity's financial instruments are as follows:

	2021 £	2020 £
Financial assets measured at amortised cost		
Cash at bank and in hand	236,742	267,303
Investments	936,857	886,223
Debtors (excluding prepayments)	348,959	174,670
	1,522,558	1,328,196
Financial liabilities measured at amortised cost		
Short term creditors (excluding accruals)	(646,518)	(463,138)
Long term creditors	(73,000)	(73,000)
	(719,518)	(536,138)