



**HONEYCOMB**  
CHARITABLE SERVICES LTD



**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





**2 | Charity reference and administrative details****4 | Welcome from our CEO****5-7 | Glow and Concrete at a glance****8-58 | Trustees' Annual Report  
(including Directors' Report and Strategic Report)****| Our strategy**

8-10 | A year in review

11-23 | Glow

24-30 | Concrete

**31-36 | Fundraising, partnerships and social value**

32-33 | Fundraising

34 | Adding value

35-36 | Partnerships

**37-39 | Our people**

38 | Staff information

39 | Volunteer support

**40-45 | Listening and learning**

41 | Internal oversight

42 | External reviews

43 | Customer voice

44-45 | Customer feedback

**46-49 | Financial review**

47 | Income

48 | Going concern

49 | Funds

**50-58 | Governance**

51-52 | Honeycomb Group

53 | Group structure

54-56 | Our trustees

57-58 | Trustees' responsibilities

**59-62 | Independent Auditor's Report****63-79 | Financial statements**

64 | Statement of Financial Activities

65 | Statement of Financial Position

66 | Statement of Cash Flows

67-76 | Notes to the Financial  
Statements

# 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 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%)



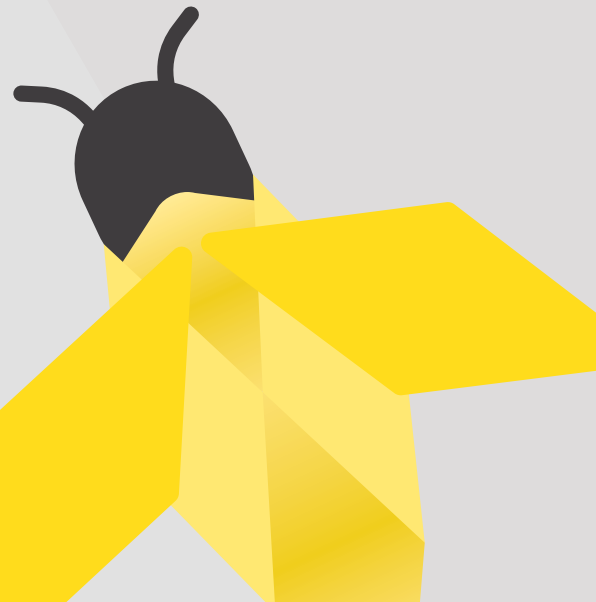
**97%**

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**

psychoactive 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.

**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

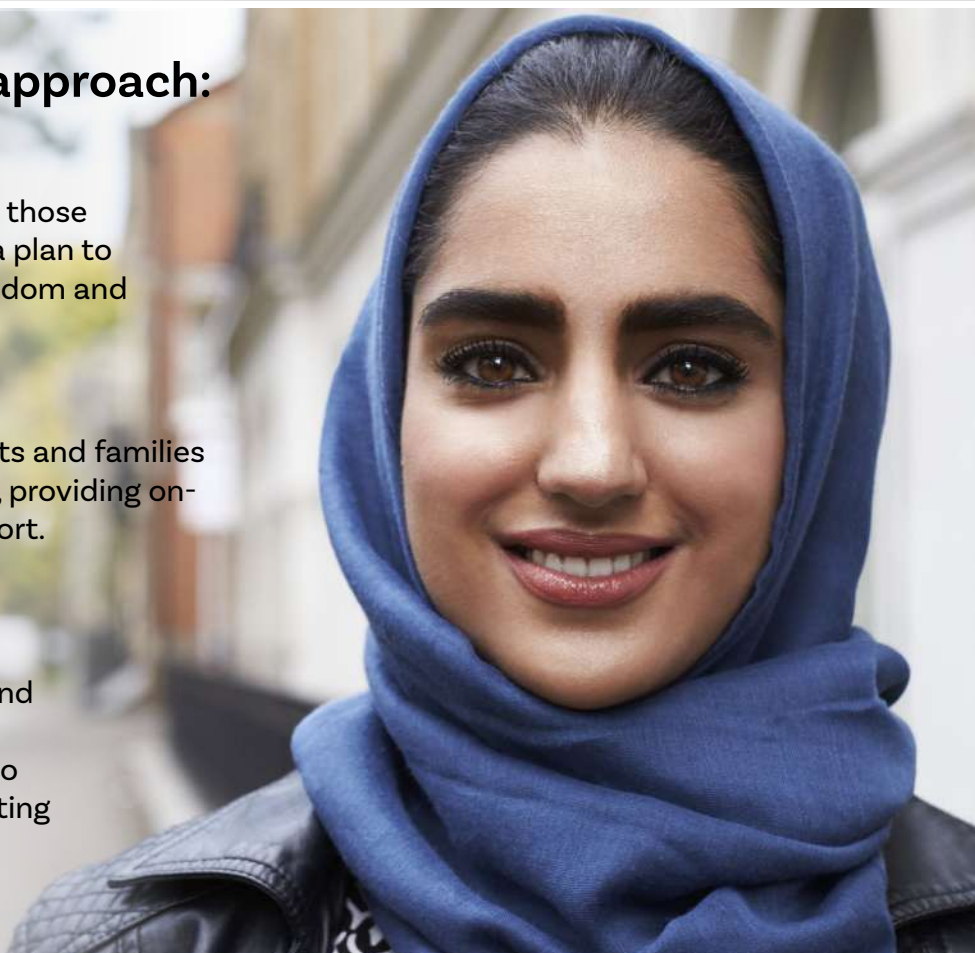
We provide personal support to help those experiencing abuse to put together a plan to increase their immediate safety, freedom and wellbeing.

#### 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 existing 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.


 glow


 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-independently 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's needs, separate to that of their parent. In 23/24 Glow received 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."

The Glow logo, featuring the word "glow" in white lowercase letters inside a purple hexagon.

## 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 accredited) 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

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 victims 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.



established at Chesterfield Royal Hospital, working closely with the safeguarding team and the hospital's recently recruited Domestic Abuse



# 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 knowledgeable."***

***"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**

glow

***"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.

***"They are kind, helpful, and respectful. They listen and are always there for me"***



## 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."***







# 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."*

*"Concrete has given me the opportunity to get my life back on track."*





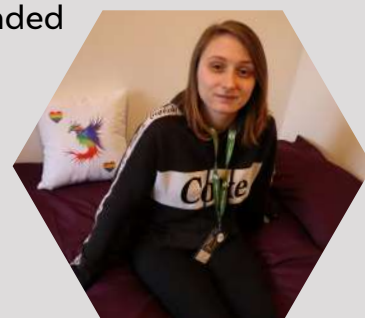


**50 customers  
supported by  
*Phoenix***

## 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."*

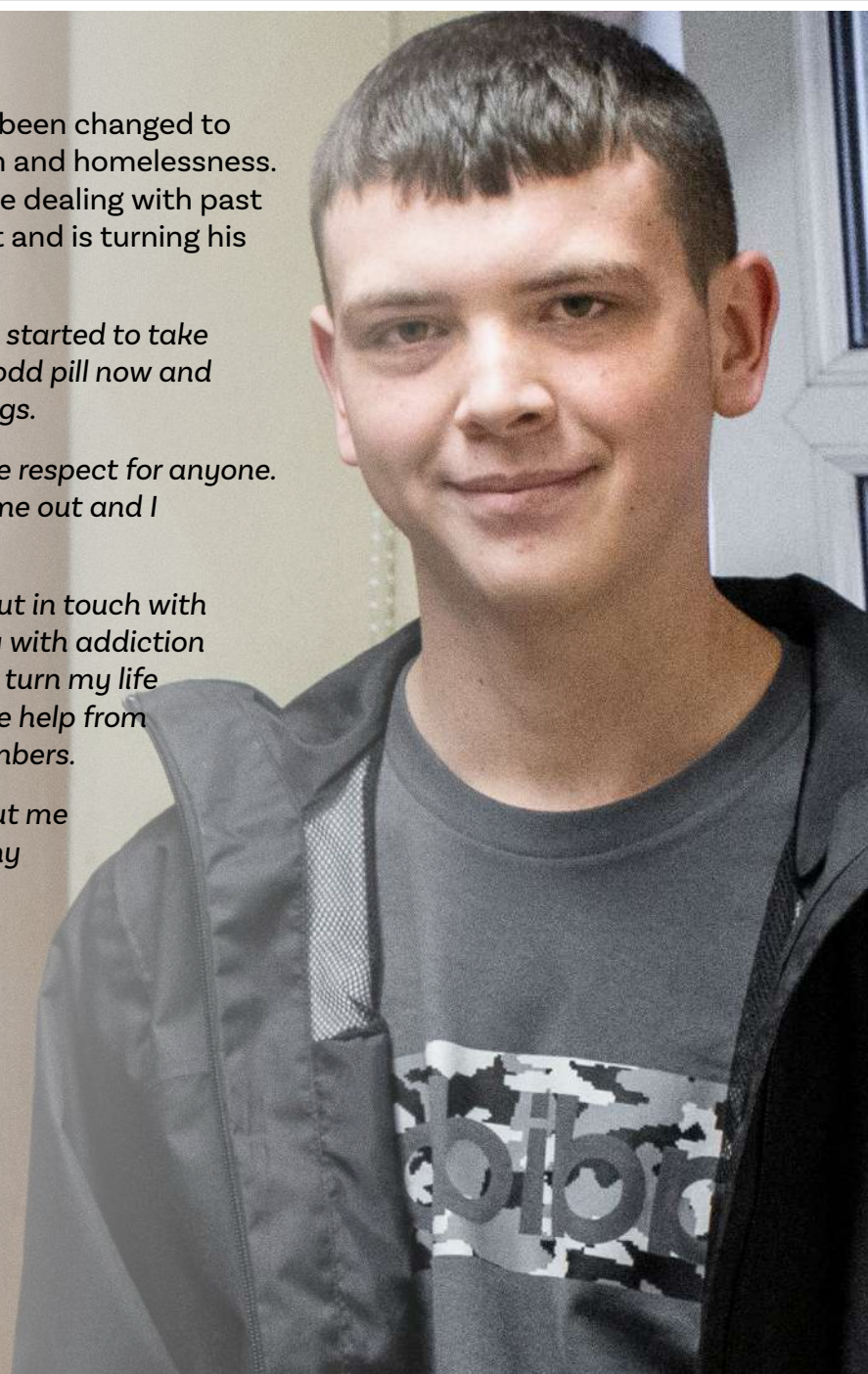
*"My life was very chaotic and I had very little respect for anyone. I only cared about myself. My family threw me out and I eventually ended up in prison."*

*"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 & Performance 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

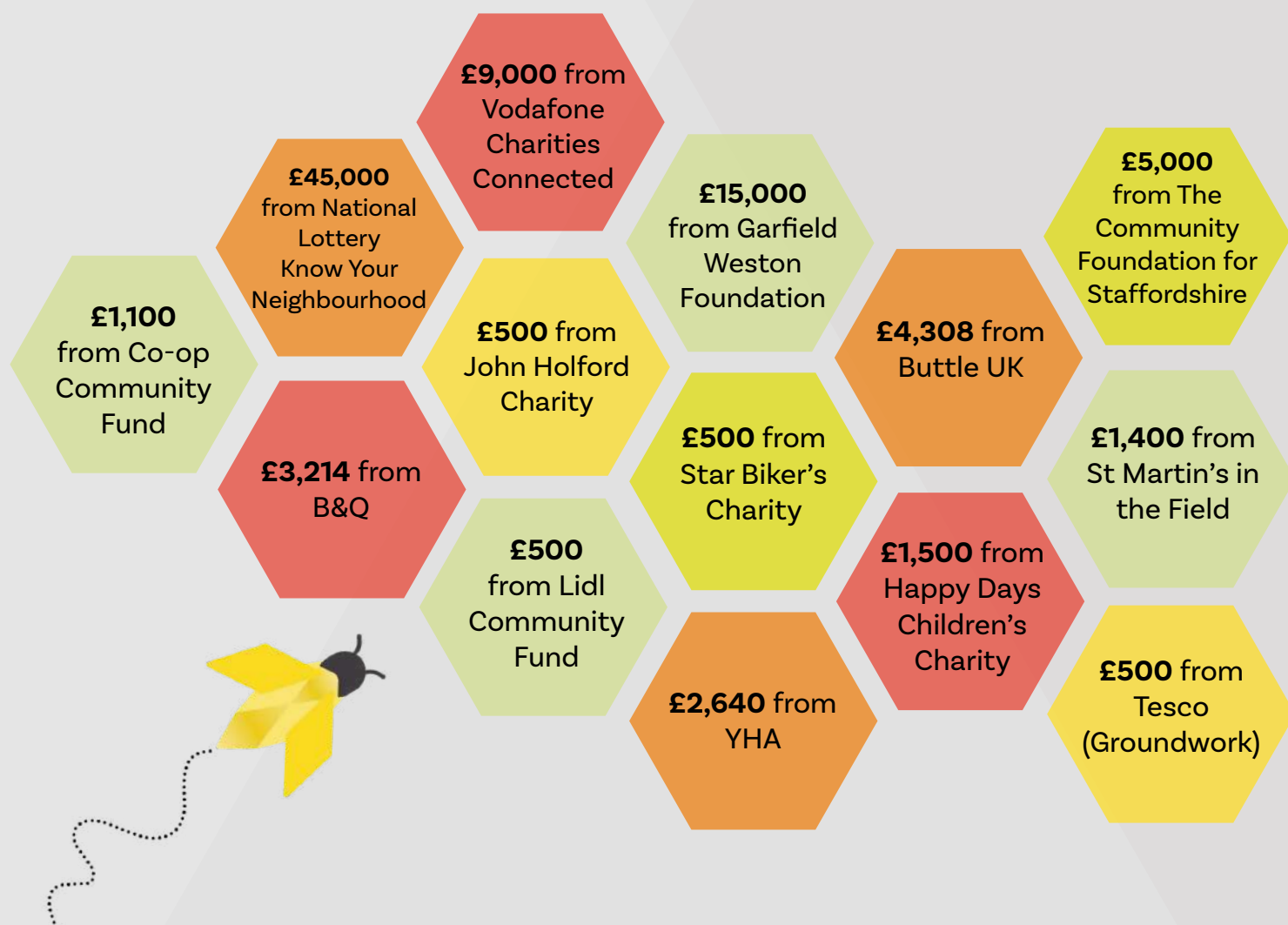
- We received support from social media influencers during the Christmas 2023 period. Adam Birks, who previously supported Concrete's Young Person's Service, purchased approximately £400 worth of essential food, treats and takeaway gift cards for the young people to enjoy. Over at Glow, TikTok star Graces 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:



# 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 we 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:

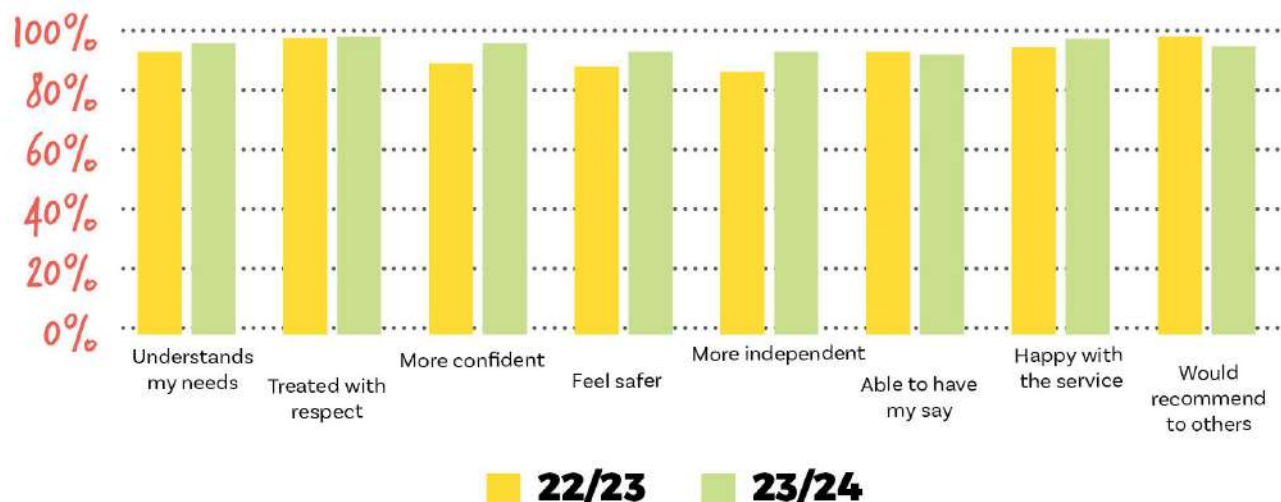
Complaints	22-23	23-24	Breakdown for 23-24	Learning
Total received	6	7	Concrete (4) Glow (3)	• Glow to provide clarity around their parameters for support.
Closed	6	6		
Upheld	4	0		

## 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

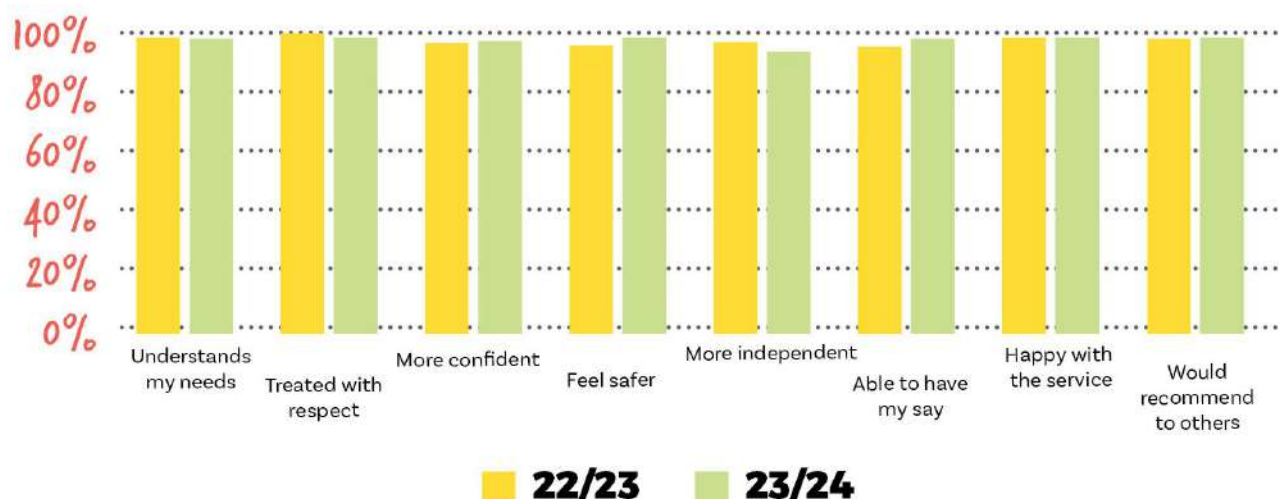
## Concrete annual comparisons



## 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

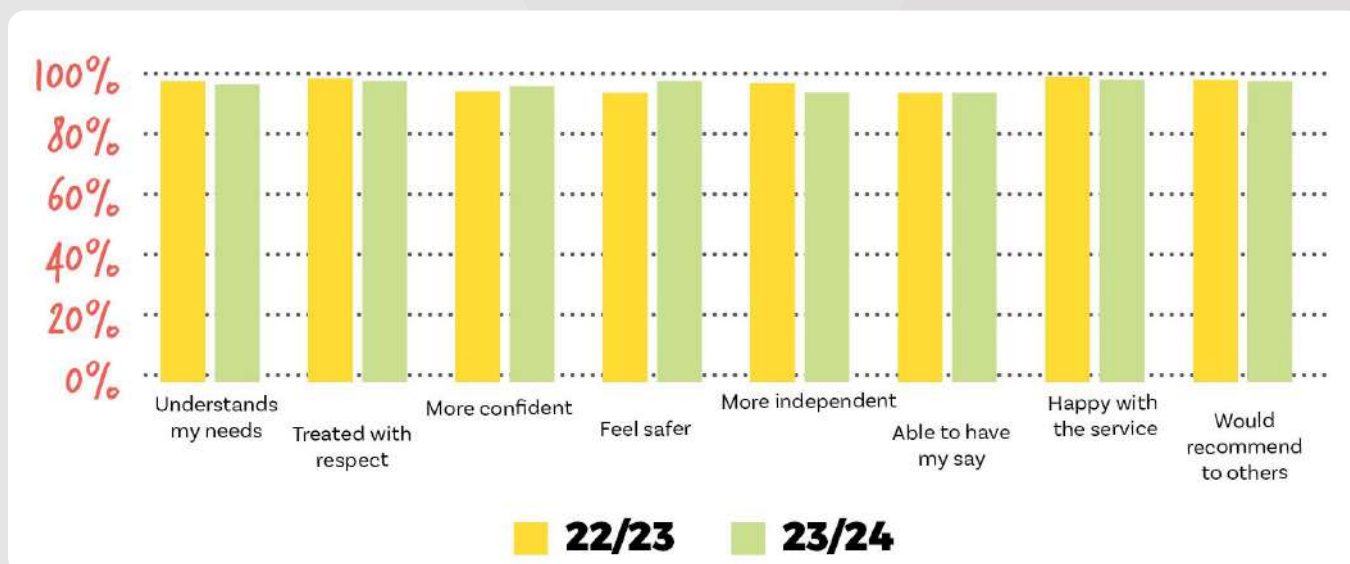




## Feedback from Glow customers

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.

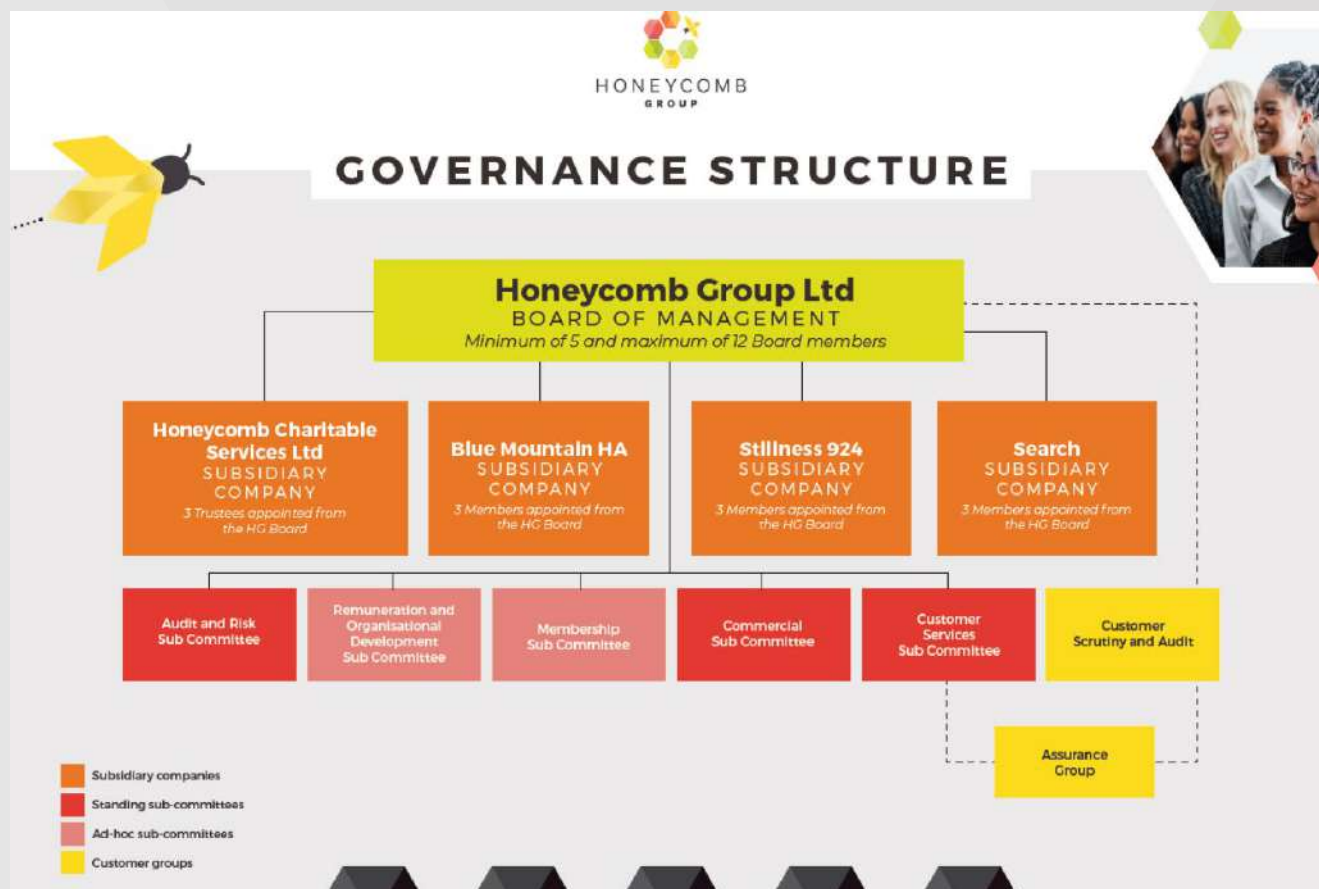
## COME TOGETHER

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 31<sup>st</sup> 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](http://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

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

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



## Statement of financial position

		2024	2023
	Note	£	£
<b>Fixed assets</b>			
Tangible assets	11	690,073	621,302
		<u>690,073</u>	<u>621,302</u>
<b>Current assets</b>			
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
		<u>2,970,219</u>	<u>2,577,056</u>
<b>Creditors: amounts falling due within one year</b>	14	(1,675,885)	(1,922,047)
<b>Net current assets</b>		<u>1,294,334</u>	<u>655,009</u>
<b>Total assets less current liabilities</b>		<u>1,984,407</u>	<u>1,276,311</u>
<b>Creditors: amounts falling due after more than one year</b>	15	(73,000)	(73,000)
<b>Net assets</b>		<u>1,911,407</u>	<u>1,203,311</u>
<b>Charity Funds</b>			
Restricted funds	19	12,500	12,500
Unrestricted funds	19	1,806,656	1,096,254
Revaluation reserve	19	92,251	94,557
<b>Total charity funds</b>	19	<u>1,911,407</u>	<u>1,203,311</u>

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 £
<b>Cash flow from operating activities</b>			
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)
<b>Net cash flow from operating activities</b>		<b>357,303</b>	<b>729,328</b>
<b>Returns on investments and servicing of finance</b>			
Interest received	5	29,936	7,480
<b>Net cash flow from investing activities</b>		<b>29,936</b>	<b>7,480</b>
<b>Capital expenditure and financial investment</b>			
Acquisition of fixed assets	11	(160,555)	(74,581)
Disposal of fixed assets	11	263	221,957
<b>Net cash flow from financing activities</b>		<b>(160,292)</b>	<b>147,376</b>
<b>Net increase in cash and cash equivalents</b>		<b>226,947</b>	<b>884,184</b>
<b>Cash and cash equivalents at 1st April</b>		<b>1,604,476</b>	<b>720,292</b>
<b>Cash and cash equivalents at 31st March</b>		<b>1,831,423</b>	<b>1,604,476</b>
<b>Cash and cash equivalents consist of:</b>			
Cash at bank and in hand		363,064	136,635
Short term deposits	13	1,468,359	1,467,841
<b>Cash and cash equivalents at 31st March</b>		<b>1,831,423</b>	<b>1,604,476</b>

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
	<b>88,043</b>	<b>155,973</b>

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
	<b>9,942,693</b>	<b>8,343,286</b>

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)
	<b>2,621</b>	<b>(651)</b>

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
	<b>29,936</b>	<b>7,480</b>

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
	<b>13,016</b>	<b>46,617</b>

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	<b>5,020,038</b>	4,805,511
Accommodation and Inclusion Services	1,196,492	671,598	265,541	<b>2,133,631</b>	1,282,157
Services to counter Domestic Abuse	739,786	415,247	164,183	<b>1,319,216</b>	961,610
Floating Support and Outreach services	480,321	269,607	106,599	<b>856,527</b>	1,253,250
Other	21,759	12,213	4,829	<b>38,801</b>	83,722
	<b>5,253,481</b>	<b>2,948,811</b>	<b>1,165,921</b>	<b>9,368,213</b>	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	<b>12,893</b>	46,471
Information technology	Total Income	1,436	520	275	227	8	<b>2,466</b>	46,837
Human resources	Headcount	4,925	33,741	39,399	6,753	1,137	<b>85,955</b>	52,885
Business Development	Non-Rental Income	42,789	20,005	10,306	8,325	311	<b>81,736</b>	74,324
Service Management & Employee Tracking	Total Income	17,440	6,318	3,341	2,755	98	<b>29,952</b>	147,460
Depreciation	Rental Income	2,360	-	52	75	-	<b>2,487</b>	1,639
Office costs (incl. rental)	Total Income	2,581	935	494	408	15	<b>4,433</b>	4,434
Intragroup Charges	Total Income	537,649	194,762	102,984	84,919	3,046	<b>923,360</b>	821,360
Pension contributions	Headcount	557	3,814	4,453	763	129	<b>9,716</b>	7,742
Other	Total Income	7,525	2,726	1,441	1,188	43	<b>12,923</b>	28,155
		<b>624,769</b>	<b>265,541</b>	<b>164,183</b>	<b>106,599</b>	<b>4,829</b>	<b>1,165,921</b>	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
	<b>157</b>	<b>130</b>	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
	<b>3,772,086</b>	<b>3,262,926</b>

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 1 <sup>st</sup> 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 31 <sup>st</sup> March 2024	<b>590,869</b>	-	<b>181,328</b>	<b>542,667</b>	<b>1,314,864</b>
Depreciation:					
At 1 <sup>st</sup> 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 31 <sup>st</sup> March 2024	<b>77,172</b>	-	<b>129,741</b>	<b>417,878</b>	<b>624,791</b>
Net book value:					
At 31 <sup>st</sup> March 2024	<b>513,697</b>	-	<b>51,587</b>	<b>124,789</b>	<b>690,073</b>
At 1 <sup>st</sup> 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
	<b>513,697</b>	<b>522,440</b>



## 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	<b>642,200</b>	<b>523,000</b>

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 1<sup>st</sup> April 2014 and have a net book value of £513,697 (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	<b>384,282</b>	<b>345,202</b>
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
	<b>1,116,006</b>	<b>972,580</b>

### 13 Current asset investments

	2024 £	2023 £
Short term deposits	1,468,359	1,467,841
	<b>1,468,359</b>	<b>1,467,841</b>

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
	<b>1,653,094</b>	<b>1,922,047</b>

### 15 Creditors: amounts falling due after more than one year

	2024 £	2023 £
Amounts owed to group undertakings	73,000	73,000
	<b>73,000</b>	<b>73,000</b>

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	-	-
	<b>285,498</b>	<b>455,637</b>



## Notes to the financial statements

### 17 Deferred income

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

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 1 <sup>st</sup> April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 <sup>st</sup> 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
	<b>1,190,811</b>	<b>7,127,498</b>	<b>(6,419,402)</b>	-	<b>1,898,907</b>

## Notes to the financial statements

### 18 Fund reconciliation continued

#### Restricted funds

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

#### 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	<b>1,898,907</b>	<b>12,500</b>	<b>1,911,407</b>

### 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 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:

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