

YEAR ENDED 31 MARCH 2025

Trustees' report & financial statements



HONEYCOMB
CHARITABLE SERVICES LTD



glow

Charity registration number: **701376**

Company registration number: **2357520**

A company limited by guarantee

Trustees:

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

Chief Executive Officer: Mrs J Guildford Smith

Secretary: Greg van Enk-Bones

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

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

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

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WELCOME TO OUR 2024/2025 TRUSTEES' REPORT

KERRY BIRTLES



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

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

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

Honeycomb Charitable Services Limited (HCS) is a subsidiary of Honeycomb Group which continues its mission to address domestic abuse and homelessness across

Staffordshire, Derbyshire, Cheshire East, and surrounding areas.

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

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

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

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

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

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

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

strategy to mainstream our approach to the support we can offer to volunteer befrienders.

Our Future Plans:

- We anticipate some considerable changes with the reorganisation of unitary authorities through devolution as well as the implementation of the Support Housing Regulations.
- Continue to seek opportunities to further develop and enhance our services through growth opportunities and moving towards financial sustainability.

- Grow Glow's refuge and IDVA services and expand perpetrator interventions.
- Strengthen Concrete's regional leadership in homelessness services.
- Secure further funding for education and prevention initiatives.
- Enhance data use, customer voice integration, and staff wellbeing.

K. Birtles

Kerry Birtles
Executive Director of
Support and Wellbeing,
Honeycomb Group



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



2,680

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



1,070

children reached through education and prevention work in local schools

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

64
high-risk perpetrators engaged in our intervention programme

134
households were provided with safe accommodation

195
children were supported by our children's team

1,000
women were supported by our Recovery Hub

190
professionals educated about domestic abuse awareness



CONCRETE



1,608

referrals received for Concrete's services overall



1,500

referrals received for Concrete's Destination:Home service

21
people were housed and supported through the SPHERE programme

168
referrals to Concrete's Cheshire East services

70
LGBTQ+ customers supported through Phoenix

Across Honeycomb Charitable Services...

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

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

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

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

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



A message from the Chair of the Honeycomb Charitable Services Board

Alice Hemsley-Myers



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

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

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

- *Reviewing and updating the Charitable Objects*

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

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

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

Not only did these case studies convey the essential work that our organisation delivers to the local community; they also highlighted the dedication and compassion shown by

staff to support people in their time of need.

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

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

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



ANOTHER YEAR OF IMPACT...

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



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

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

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

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

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

Trustees' Annual Report



REFLECTING ON LAST YEAR...

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


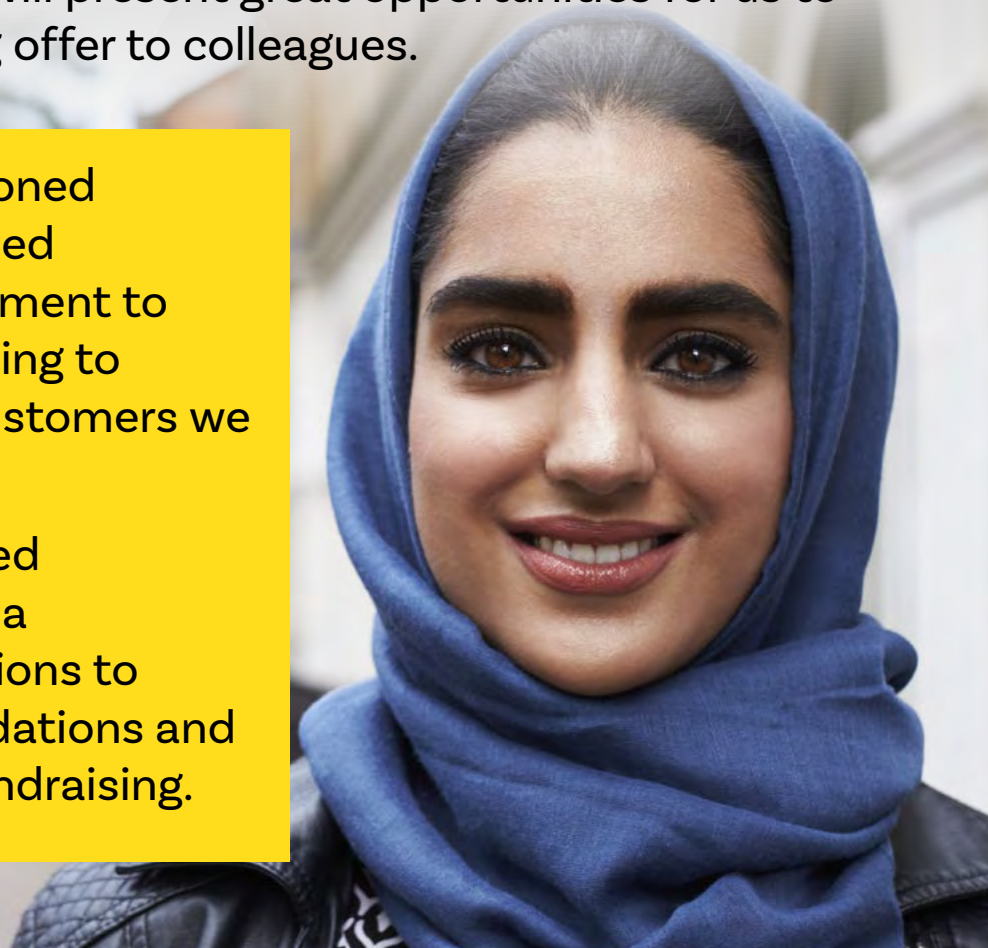
Like many charities we have struggled to recruit and retain staff (with increased competition in the labour market as demand outstrips supply) and have encountered rising costs in utility bills, maintenance and recruitment.

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

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

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

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

A woman with dark hair tied back, wearing a plaid shirt over a green top, is sitting on a dark couch. She is smiling and looking towards the camera. A green lanyard with a badge is around her neck.

**A year in
review:
Concrete and
Glow**



glow

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

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

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

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

Our unique three step approach:

Address

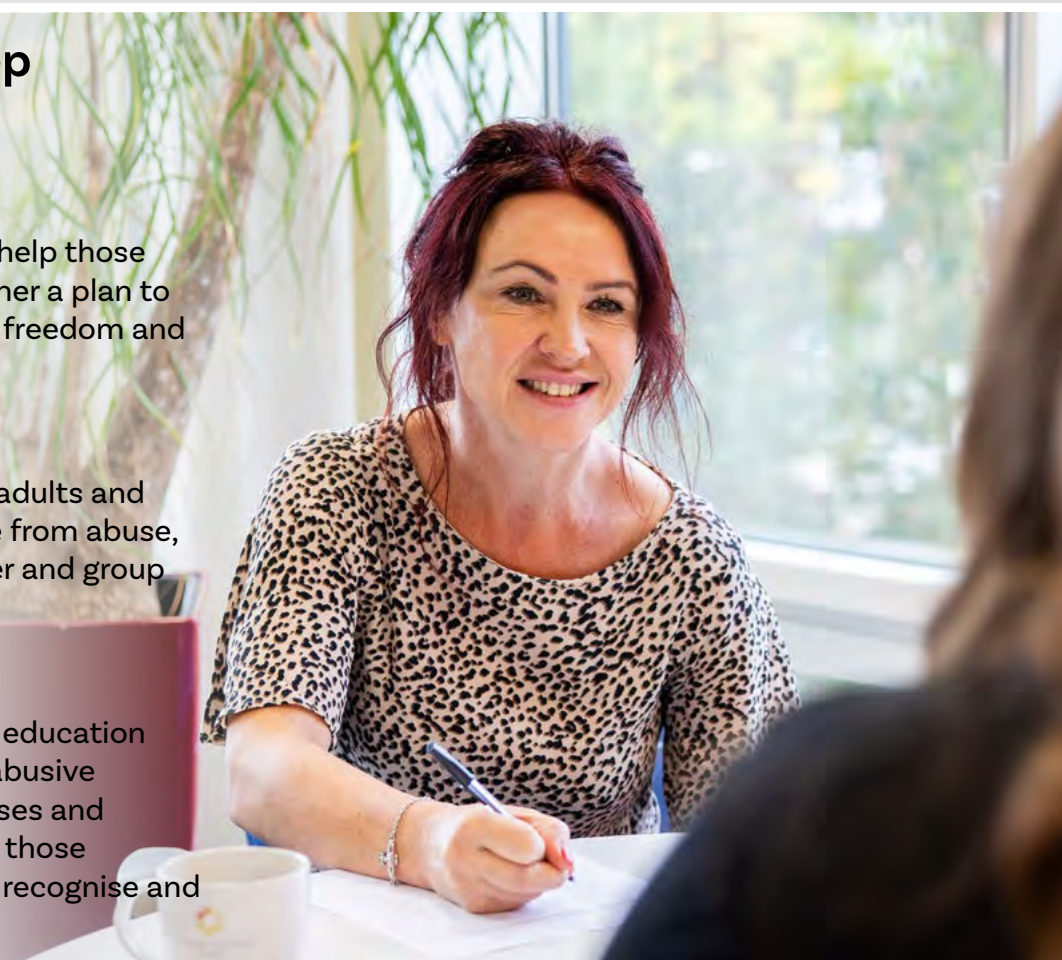
We provide personal support to help those experiencing abuse to put together a plan to increase their immediate safety, freedom and wellbeing.

Overcome

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

End

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



Address

Safe Accommodation

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

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

We receive funding from Stoke on Trent City Council and Staffordshire County Council to enhance support delivered into our safe accommodation services. Alongside our multi-skilled Practitioners who provide a wide range of support to customers, we have been able to introduce some specialist roles providing intensive support to those facing multiple disadvantage and to assist customers to safely

move on from safe accommodation when they are ready - despite some delays in recruitment 83 customers benefitted from this additional support this year and we've already seen an improvement in planned move ons, from 87% to 91%.

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

We understand that children's needs are distinct from those of adults. Our team works directly with young people, placing their voices, experiences, and wellbeing at the heart of everything we do. This tailored approach ensures that each child receives

the care and support they need to feel safe, understood, and empowered. Throughout the year we have supported 195 children and young people through structured group play and activities, 39 have also received support through bespoke one to one sessions.

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

"It's helped me to be kind."

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

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

"Having someone from the outside validating my experiences."

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



Volunteering

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

DASSA - Domestic Abuse Sanctuary and Safe Accommodation

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

Housing Advocacy

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

Children and young people's outreach service

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



Lucy Willis
Head of Domestic
Violence & Abuse
Services

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

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



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

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

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

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

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



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



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

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

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

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

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



Here's what our customers told us this year:

“

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

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

”

Overcome

Recovery Hub

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

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

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

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

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





glow

The programmes offered include:

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

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

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

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

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

WHAT OUR RECOVERY HUB CUSTOMERS SAID

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

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

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

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

glow

Volunteering

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

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

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

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

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

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

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

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



10
volunteers are
currently active in
the Recovery Hub

End

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

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

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

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

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

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

Our interventions aim to:

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



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



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

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

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

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



Education and Prevention

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



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



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

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

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



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

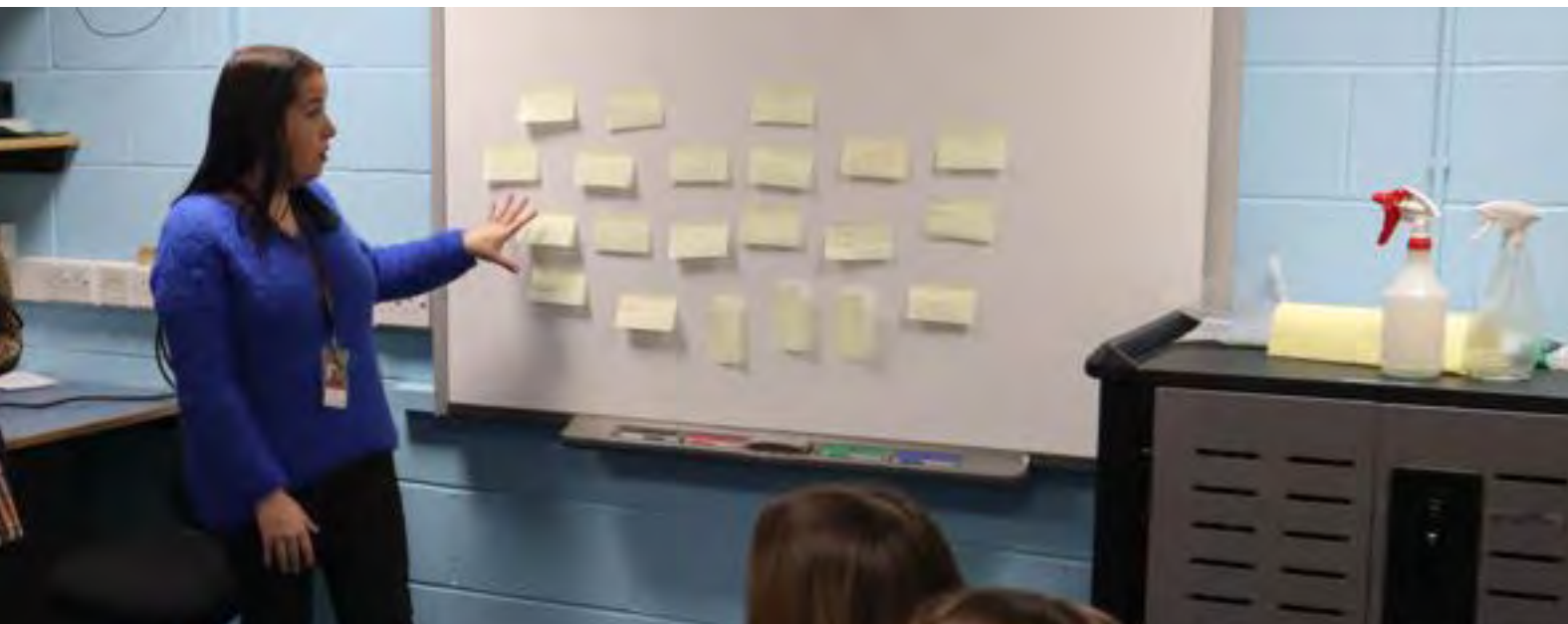


During the session, additional tailored advice was provided in response to concerns about a young person potentially experiencing an abusive relationship. Education and Prevention staff offered guidance on how to support the young person, including how to effectively complete a DASH Risk Indicator Checklist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

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

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

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



50,127
peopled reached
via Glow's social
media

37,000
visits to the Glow
website

3,000
followers on
Glow's Facebook
page

Making homelessness history

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

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

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

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

We work to make homelessness history in four ways.

ADDRESS

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

CONNECT

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

SECURE

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

EQUIP

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



308

new
Destination:Home
customers

62

people received
floating support
to stay in their
homes

7

lived experience
placements
carried out

18

new properties
secured for urban
renewal

ADDRESS

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

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

CONNECT

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

Vivian Culvert House

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

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



Phoenix House

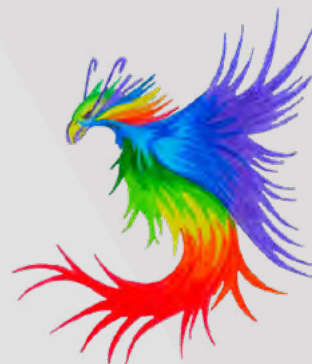
Phoenix is our LGBTQ+ specialist service which first launched in 2023 as a support hub, providing weekly telephone support and advice.

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

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

alongside gender and sexuality difficulties.

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



Cheshire East

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

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

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

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

Young Person's Service

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

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

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



**84 LGBTQ+ people
supported by *Phoenix***

Secure

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

SPHERE

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

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

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

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

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

24
customers
supported by
SPHERE



700
interactions via
Concrete's social
media

6,000+
visits to the
Concrete website

1,100
followers on
Concrete's
Facebook page



Equip

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



Peer Mentors

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

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

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



Jade's story

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

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

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

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

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

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

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

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

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

The Pantry

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

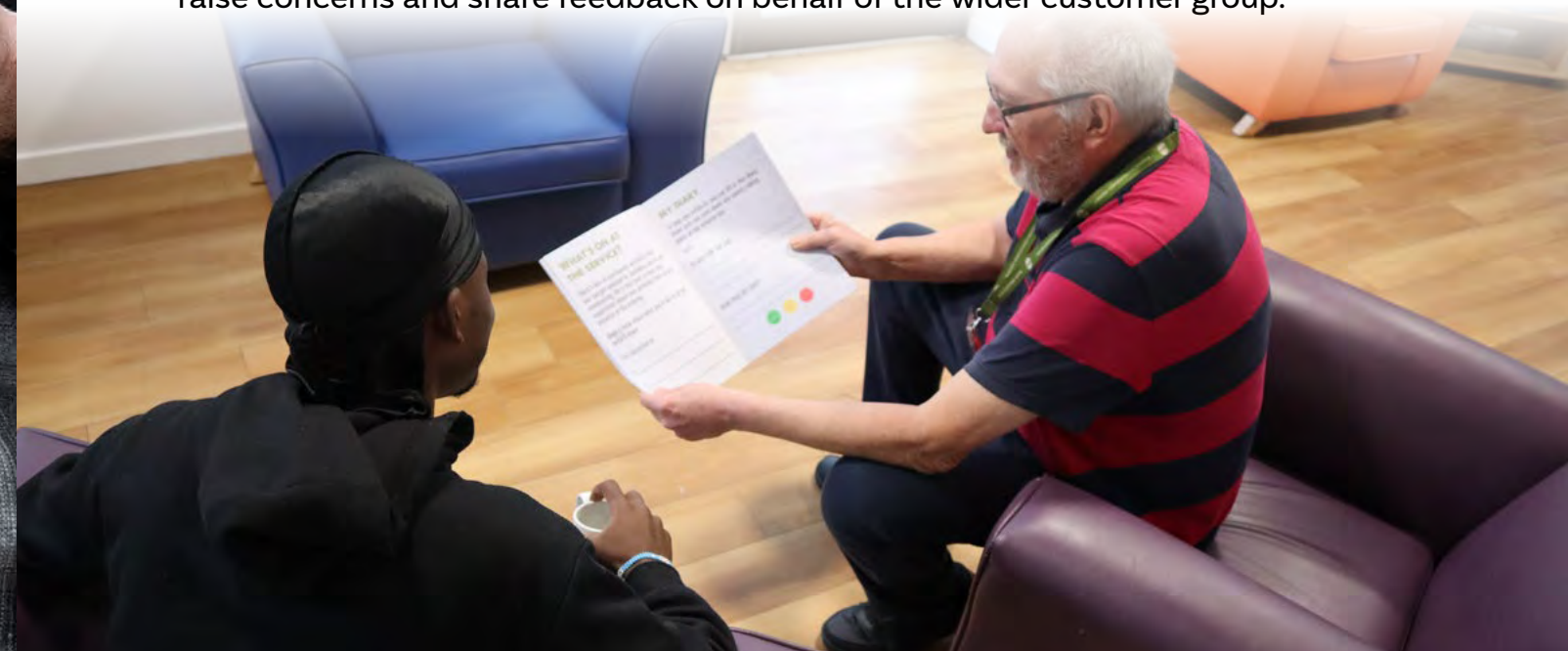
The pantry has been supported well in 24/25, with £1,500 worth of donations received and approximately 20 customers being supported by the pantry each month.



The voice of our customers

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

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





Performance



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

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

Service Quality Reviews (SRQs)

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

Volunteers & Peer Mentors

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

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

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

Efficiency: using our resources well

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

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

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

Effectiveness: the impact we have created with our resources

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

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

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



Glow: 216 surveys returned, compared to 160 last year

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



Concrete: 142 surveys returned, compared to 140 last year

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

External Accreditations

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

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

Internal Oversight

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

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

This year we conducted SQRs across the following services:

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

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

Across the Group we have also...

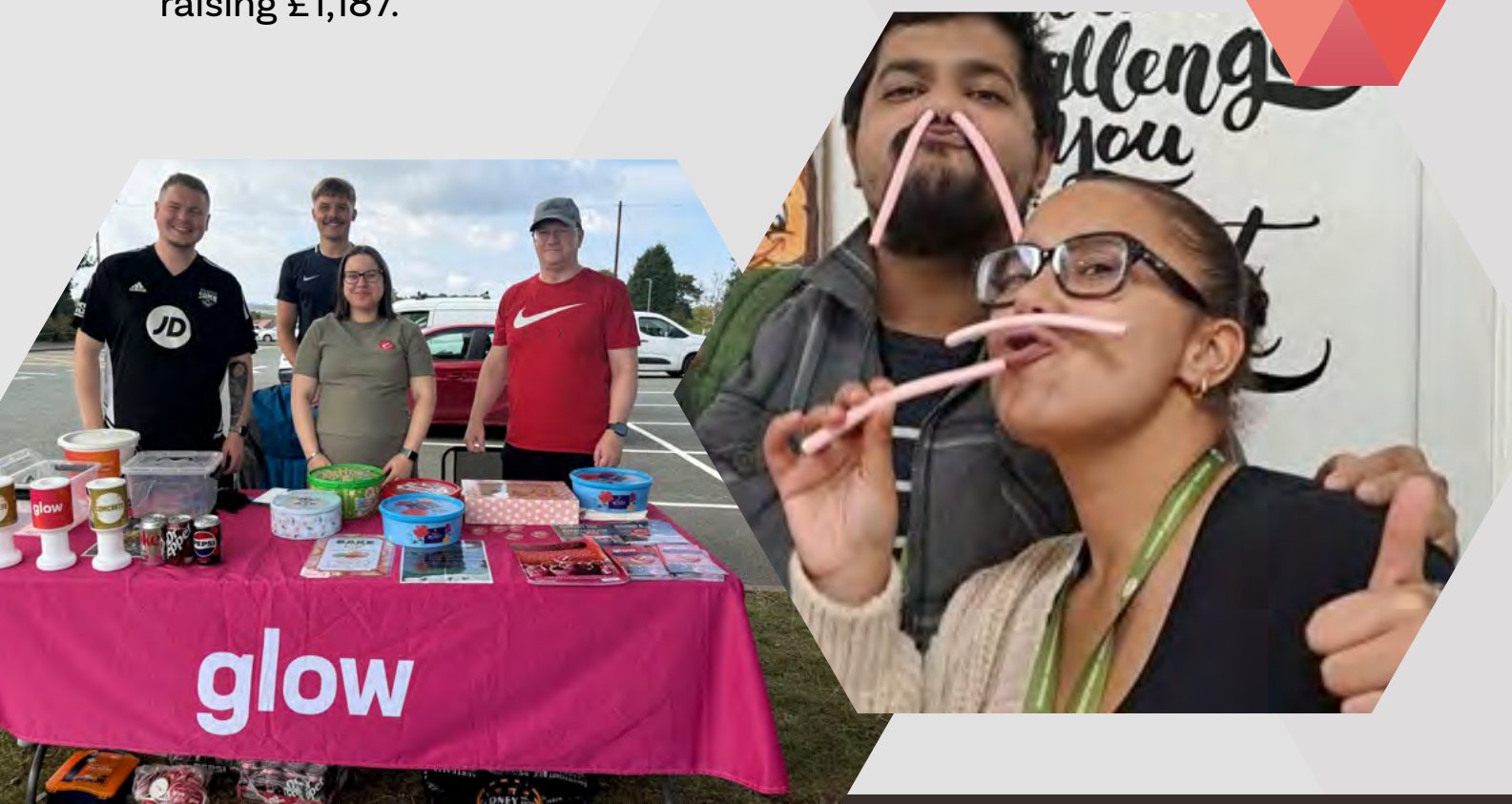
- Created our future workplace strategy by offering flexible and hybrid working to staff
- Delivered individual thank you gifts for all staff to recognise the work that has been done and the customers we have supported over the last 12 months
- Developed our Group newsletter to include personal news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



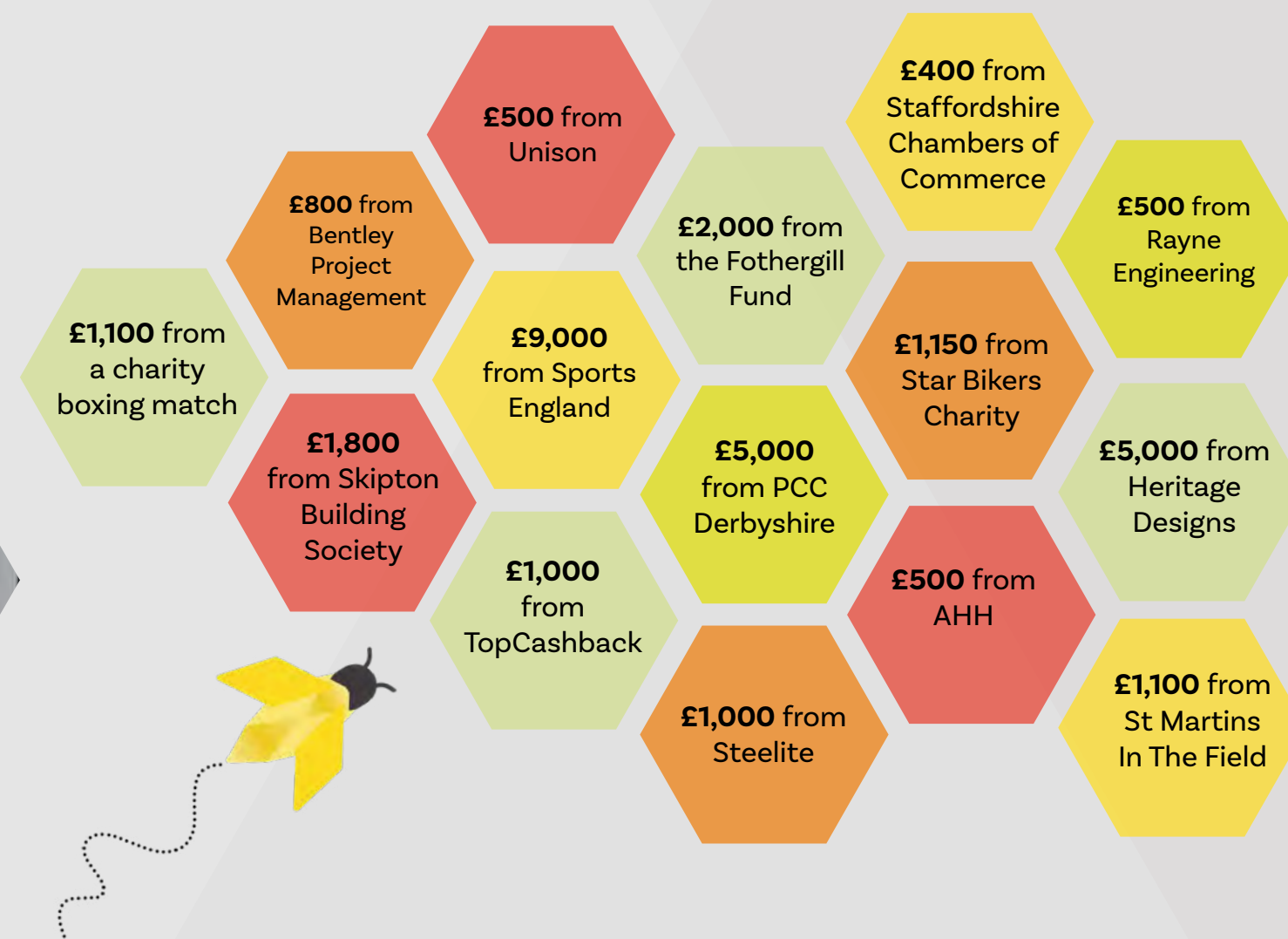
Fundraising

Fundraising highlights

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



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





Looking ahead

Plans for the future

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

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

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

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

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

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

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

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



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

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

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

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

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



Financial review



Going concern

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

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

Investment policy and performance

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

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

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

Funds

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

Reserves policy

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

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

Material investments policy

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





Governance

We're proud to
be part of



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

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

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

secure, connected, and confident.

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

Our Vision:

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

Our Mission:

Breaking barriers, building people, bettering homes.



Our Honeycomb Group values

BE DEAD GENUINE

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

NEVER SHUT THE DOOR

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



CHASE CURIOSITY AND AMBITION

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



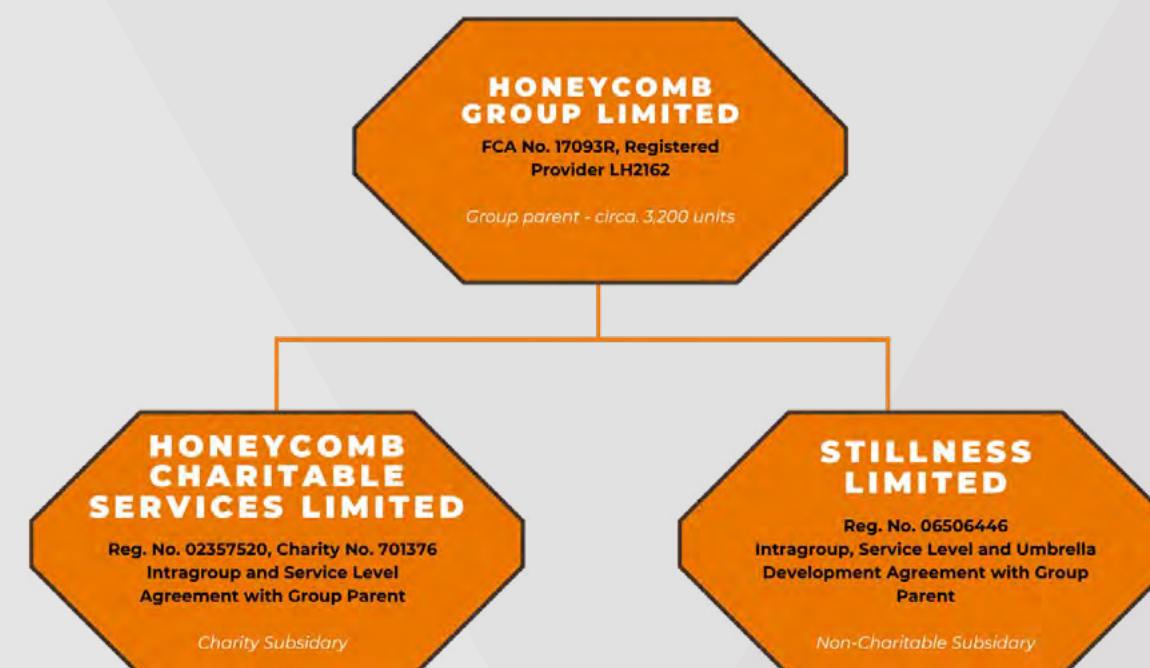
BE A LEADER IN THE FIELD

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

COME TOGETHER

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

Legal Structure



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

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

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

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

Meet the trustees

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

Alice Hemsley-Myers (Chair)

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



Andrew Davies

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



Tim Edwards (appointed 13th January 2025)

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



Georgina Patel

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



Karl Dean (resigned 1st November 2024)

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



Risk management

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

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

Current business critical risks

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

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

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

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

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

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





Board diversity

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

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

Support from Honeycomb Group

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

Finance and Payroll and, Communications.

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

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

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

Trustees' Responsibilities

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

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

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

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

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and accounting estimates that are reasonable and prudent.

- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.
- State whether appropriate accounting standards have been followed subject to any material departures disclosed and explained in the financial statements.

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

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.



Governance statement

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

Policies adopted for the induction and training of Trustees

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

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

Organisational structure and decision making

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

Serious incidents

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

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



Disclosure of information to the auditor

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

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

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

Alice Hemsley-Myers Andrew Davies

Georgina Patel Tim Edwards



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

Year Ended 31st March 2025

Opinion

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

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company’s affairs as at 31 March 2025 and of its result for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees (who are also the directors of the charitable company for the purposes of company law) use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company’s ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

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



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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' annual report (which includes the directors' report and the strategic report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' annual report.

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

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

Responsibilities of directors

As explained more fully in the Trustees' Responsibilities Statement set out on page 57, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

Due to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing fraud or non-compliance with laws and regulations and cannot be expected to detect all fraud and non-compliance with laws and regulations.

Use of our report

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



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

Date: 26 September 2025



Financial statements

Honeycomb Charitable Services Limited (a company limited by guarantee)

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

Year Ended 31st March 2025

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

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

Honeycomb Charitable Services Limited (a company limited by guarantee)

Statement of Financial Position

Year Ended 31st March 2025

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

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



Alice Hemsley-Myers, Trustee



Tim Edwards, Trustee

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

Company registration number: 235752

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

1 Summary of significant accounting policies

(a) General information and basis of preparation

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

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

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

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

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

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

(b) Funds

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

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

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

(c) Income recognition

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

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity, and it is probable that they will be fulfilled.

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

(c) Income recognition continued

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

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

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

(d) Expenditure recognition

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

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

(e) Support costs allocation

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

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

The analysis of these costs is included in note 8.

(f) Tangible fixed assets

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

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

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

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

(g) Investments

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

(h) Stocks

No stocks are held.

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

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

(j) Impairment

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

(k) Provisions

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

(l) Leases

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

(m) Employee benefits

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

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

(n) Tax

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

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

(o) Going concern

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

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

(p) Judgements and key sources of estimation uncertainty

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

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

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

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

2 Income from donations and legacies

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

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

3 Income from charitable activities

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

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

4 Income from other trading activities

	2025 £	2024 £
Other	7,955	2,621
	<u>7,955</u>	<u>2,621</u>

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

5 Income from investments

	2025 £	2024 £
Interest – deposits	50,926	29,936
	<u>50,926</u>	<u>29,936</u>

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

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

6 Other income

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

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

7 Analysis of expenditure on charitable activities

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

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

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

8 Allocation of support costs

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

9 Net income for the year

Net income is stated after charging:

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

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

10 Staff costs and employee benefits

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

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

The total staff costs and employee benefits were as follows:

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

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

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

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

11 Tangible fixed assets

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

The net book value of land and buildings comprised:

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

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

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

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

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

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

12 Debtors

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

13 Current asset investments

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

Short term deposits an average interest rate of 2.50%.

14 Creditors: amounts falling due within one year

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

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

15 Creditors: amounts falling due after more than one year

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

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

16 Leases

Operating leases - lessee

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

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

17 Deferred income

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

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

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

18 Fund reconciliation

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

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

Fund descriptions

a) Unrestricted funds

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

b) Designated funds

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

c) Restricted funds

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

Honeycomb Charitable Services Limited (a company limited by guarantee)

Notes to the financial statements

Year Ended 31st March 2025

19 Analysis of net assets between funds

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

20 Events after the end of the year

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

21 Related party transactions

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

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

Transactions with registered and non-registered elements of the business

The Charity receives management services from Honeycomb Group Limited.

22 Financial instruments

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

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