

REGISTERED COMPANY NUMBER: 02337961 (England and Wales)

REGISTERED CHARITY NUMBER: 801035

HOUSING NUMBER: H3858

REPORT OF THE MANAGEMENT BOARD AND

AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

FOR

IMPAKT HOUSING & SUPPORT LTD

(A COMPANY LIMITED BY GUARANTEE)

**IMPAKT HOUSING & SUPPORT LTD**

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**FOR THE YEAR ENDED 31 MARCH 2025**

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**IMPAKT HOUSING & SUPPORT LTD (REGISTERED COMPANY NUMBER: 02337961)**

**REPORT OF THE MANAGEMENT BOARD**

**FOR THE YEAR ENDED 31 MARCH 2025**

The Management Board present their report, including the strategic report, and audited financial statements for the year ended 31 March 2025.

**Reference and Administrative Information**

Charity Name:	IMPAKT Housing & Support
Charity registration number:	801035
Company registration number:	2337961 (England & Wales)
Housing number:	H3858
Registered office:	118 Bromham Road, Bedford, Beds, MK40 2QN

**Management Board**

The directors shown below have held office during the whole of the period from 1 April 2024, other than indicated below, to the date of this report.

Miss D Maggs \* - Chair

Mr A McKean

Mrs L J Hunt \*

Ms S Bean \*

Mr P Hunt

Mr S M Kearney \* - resigned 29 September 2025

Mr M A Lymer \*

Mr D Kohler\* - appointed 29 September 2025

\* Directors of the company who are also Trustees of the charity.

**Company Secretary & Chief Executive Officer**

Mr P Hunt

**Auditors**

Rawlinson Pryde Ltd.  
Argent House  
5 Goldington Rd  
Bedford, Bedfordshire  
MK40 3JY

**Bankers**

CAF Bank Ltd.  
25 Kings Hill Avenue  
Kings Hill  
West Malling, Kent  
ME19 4JQ

Handelsbanken plc  
2<sup>nd</sup> Floor, Clifton House  
4a Goldington Road  
Bedford  
MK40 3NK

**IMPAKT HOUSING & SUPPORT LTD (REGISTERED COMPANY NUMBER: 02337961)**  
**REPORT OF THE MANAGEMENT BOARD**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Our Aims and Objectives**

**Purposes and Aims:**

The Organisational purposes as set out in the objects contained in the company's Memorandum of Association are to:

- To provide or assist in the provision in the interests of social welfare of facilities for recreation and other leisure time occupation for all persons with the object of improving their conditions of life;
- To provide housing, including social housing, and assistance to help house people and associated facilities, amenities, and services for people of limited means or for the relief of aged, disabled (whether physically or mentally), or chronically sick people;
- To carry out any other charitable object that may be carried out from time to time by a charitable company which is also registered as a provider of social housing with the Regulator.

IMPAKT Housing & Support aims to help all people of all ages, particularly at times of need, regardless of gender, race, ability, or faith. The charitable company aims to work in partnership to help build communities within its projects, characterised by inclusiveness, diversity, and mutual respect. Our aims fully reflect the purposes the charitable company was set up to further.

**Ensuring our work delivers our aims:**

We review our aims, objectives and activities each year. This review looks at what we have achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we have set out to help. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

**The focus of our work:**

Our main objectives for the year continued to be the provision of accommodation within our housing projects: Weaver House, Cornerstone House, The Foyer, Linden House, Midland House, and Number 10.

We deliver a Domestic Abuse Outreach Resettlement Project focused on women, families, and men fleeing domestic violence. The project delivers 1-to-1 support, guidance on housing, 12 weeks' resettlement aftercare, signposting, safety plan, support in relocating, and providing household goods that support successful resettlement. This project is being delivered in Bedford, Cambridgeshire, and Peterborough.

We have a contract with Bedford Borough Council to provide 35 supported residential places for disadvantaged people aged between 16 and 65 years old, which is funded through the Supporting People fund. The individuals referred come from a wide range of backgrounds and with differing abilities.

Bedford Borough Council also funds 5-bed spaces within the Supported Lodgings Scheme.

**REPORT OF THE MANAGEMENT BOARD**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**The focus of our work (continued):**

We offer low-level needs housing to 189 individuals at Weaver House, The Foyer, Cornerstone House, Linden House, Midland House, and Number 10, with the eligibility criteria being the requirement to be involved in education, training, or volunteering.

We also provide 15 'Stage 2' one-bedroom flats in Luton, along with 3 three-bedroom houses used as temporary accommodation for families fleeing domestic violence.

Supported Lodgings provides 5 placements for young people who are leaving the care system. Supported Lodgings schemes involve the recruitment of individuals, couples, and families from the local community to become 'Hosts' and provide a spare bedroom to a young person aged 16+. The Crash Pad scheme provides emergency accommodation for those young people aged 16/17 who present as homeless to the local authority.

IMPAKT skills is very simply about empowering individuals with the knowledge and expertise they require to move forward and thrive. The staff of IMPAKT skills support those both leaving and entering our accommodation. All courses are flexible in their bespoke approach to each learner's needs and our tutor can be creative in their approach so that everyone learns and leaves stronger.

IMPAKT Food, known as the Community Larder, distributes food that is nearing its sell-by date and provides a vital service to families and individuals experiencing hardship.

IMPAKT Interiors is a destination home interiors and gifts boutique and IMPAKT Preloved offers furniture and white goods.

**IMPAKT HOUSING & SUPPORT LTD (REGISTERED COMPANY NUMBER:  
02337961)**

**REPORT OF THE MANAGEMENT BOARD  
FOR THE YEAR ENDED 31 MARCH 2025**

**Our Values:**

In order to meet our mission and purpose, a new set of values was rolled out throughout the organisation.

<b>Value</b>	<b>Belief</b>	<b>Behaviour</b>
Aspirational	We believe everyone can be the best they can be and dream big dreams.	Believe in the good in everyone. Support every person to focus on their strengths. Support every person to achieve positive outcomes. Support every person to reach their full potential. Lead by example.
Caring	We believe everyone should be cared for.	Show kindness. Be empathetic. Show an interest. Be forgiving. Give encouragement. Listen. Be patient.
Empowering	We believe we should support and encourage people to take ownership of their issues to enable them to achieve positive change.	Tolerant. Positive. Persevere. Provide a safe environment.

**REPORT OF THE MANAGEMENT BOARD**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Public Benefit:**

Our mission is to end the revolving door of homelessness through our supported accommodation services and to support victims fleeing domestic abuse to become survivors. We are also committed to helping people in hardship, reducing food waste, and improving food security through our retail shops and community food larder.

**Housing**

We are committed to supporting people to recover from trauma and the devastating impact of homelessness in a safe and aspirational environment. We are ahead of the field in our commitment to deliver services in a psychologically informed (PIE) way to maximise successful outcomes for our residents.

We provide a safe home for over 200 people aged 16-65 in a range of quality settings in Bedfordshire, offering varying levels of support. Focusing on strengths and aspirations, we recognise that each person's journey is different, and support is tailored to suit individual requirements. Our housing coaches encourage and inspire residents to evaluate their circumstances and lifestyle choices and to take control of their lives. Skills coaches provide therapeutic workshops and educational programs to develop the life skills that will enable successful move-on and financial independence.

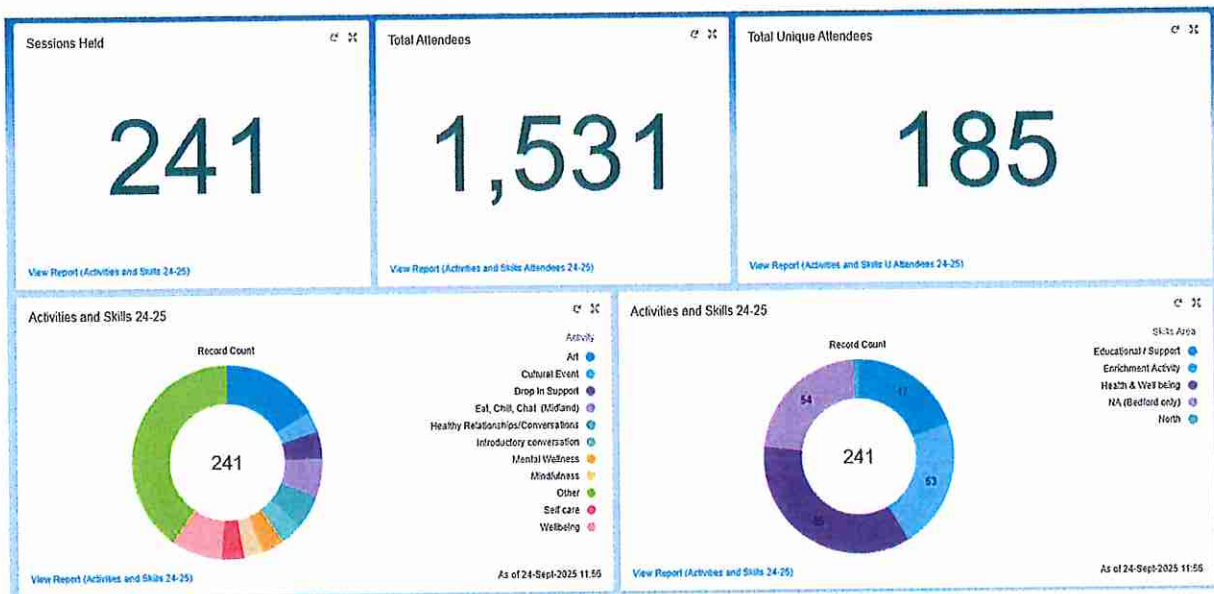
Overall, the accommodation projects continue to deliver over 30% of temporary accommodation across Bedfordshire together with two properties in Cambridgeshire.

<b>Stage 1</b>	<b>Stage 2</b>	<b>Supported Lodgings</b>	<b>Houses for Domestic Abuse Support Services</b>
Weaver House – 29	Linden House - 16	Residents supported in homes in Bedford - 5	Bedford – 3 bedroom house
Cornerstone House - 25	Number 10 - 7		Peterborough – Two 3 bedroom houses
The Foyer -34	Flats in Luton - 15		
Midland House - 78			

**REPORT OF THE MANAGEMENT BOARD  
FOR THE YEAR ENDED 31 MARCH 2025**

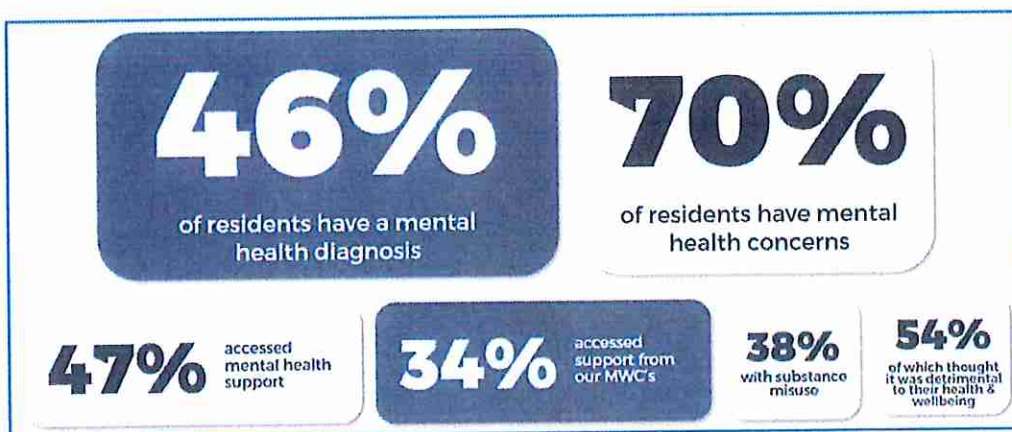
**Development and Training opportunities for Young People:**

IMPAKT skills focuses on teaching basic life skills. This has now been embedded in our Housing Projects as it is integral to the overall support of our residents. Below is an overview of what we have achieved in the year.



**Extent of the needs and support provided to residents with mental health and substance misuse**

Our Mental Wellness Coaches provide support to residents directly and indirectly through working alongside our Housing Coaches who are assigned on a one-to-one basis with residents.



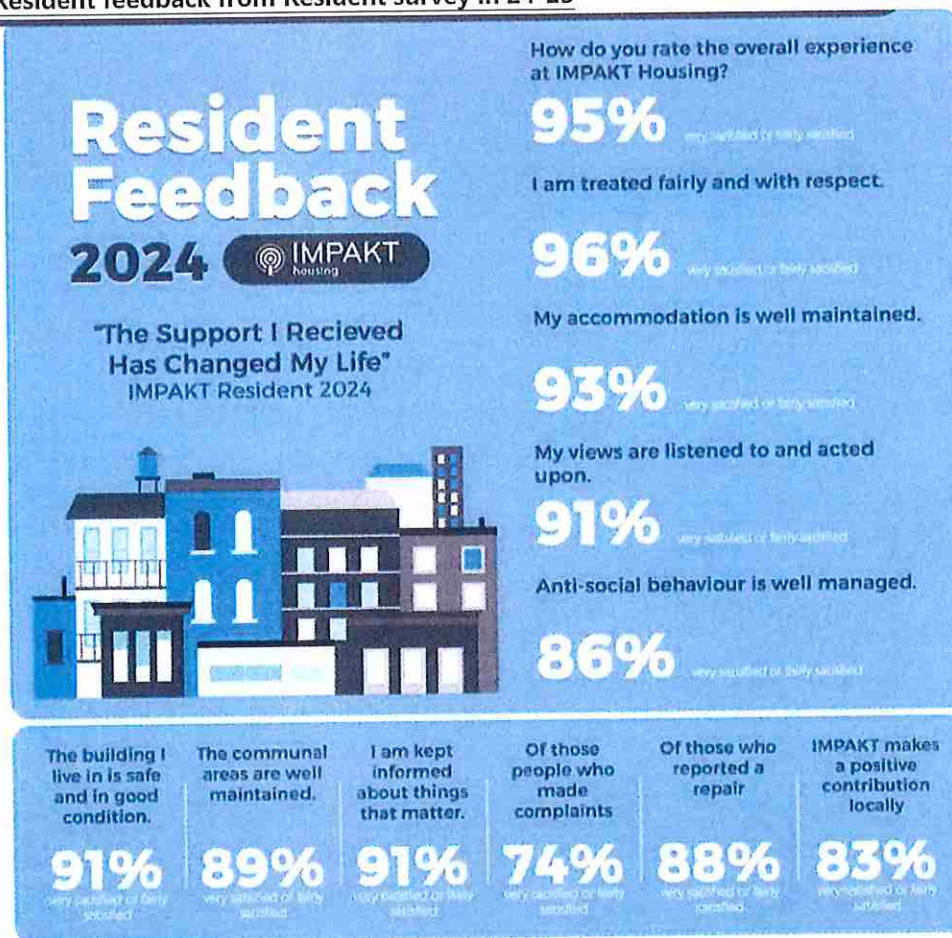


**REPORT OF THE MANAGEMENT BOARD  
FOR THE YEAR ENDED 31 MARCH 2025**

**Who has benefited from our Housing services?**

- In 2024/25 we supported 345 residents – 191 in Bedford and 154 in Luton.
- Received 1,469 referrals for 168 vacancies. Before accessing our housing, 23.2% were rough sleeping, 22.6% were sofa surfing or staying with friends and 6.5% were in B&B.
- Occupancy was 99% against budgeted 96.7%. Rent arrears were 0.4% against a budget of 1%.

**Resident feedback from Resident survey in 24-25**



Some quotes from some of our residents, which echo comments received from many other residents:

*“Your Midland House accommodation completely changed my life, and I wish there were more places like it. Midland house for me is a vertical village, where there is a genuine sense of community and mutual respect between residents and staff.”*

*“My Housing Coach was extremely beneficial to me as she supported me throughout my journey, she is very knowledgeable in signposting to outside agencies as well as in house support. The staff team have been very supportive and helped me grow as a person.*

*“IMPAKT has made me become an independent person. The funding will help me to have somewhere to sleep. I have become very independent and feel like I can manage my own tenancy.”*

**REPORT OF THE MANAGEMENT BOARD**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Domestic abuse**

We deliver a range of outreach support services across Bedfordshire, Cambridgeshire, and North Hertfordshire, helping women, men, and children to escape from abuse at the earliest opportunity, and providing the emotional and practical help needed for a smooth transition. Along with two safe houses in Cambridgeshire providing a sanctuary for families, we also administer the Flexi-fund to provide a range of goods and services for resettlement and to enable people to move on to a life free from fear.

**Who has benefited from our Domestic Abuse Services?**

- Supported 1,308 clients across 3 counties – 466 Bedfordshire, 590 Cambridgeshire & 252 Hertfordshire. This included 982 children – 453 Bedfordshire, 314 Cambridgeshire & 215 Hertfordshire. 20.1% of clients had a mental health diagnosis & 17.4% had concerns about their mental health
- Average length of time supported was 89 days
- 76% positive outcomes and 587 safety plans completed

**Client feedback**

Some quotes from some of our client's, which echo comments received from many other clients:

*"Your support was amazing and helped me in so many ways! So grateful for your staff and everything they have done for me"*

*"I got more help and support from your team than I ever had from other organisations. Its finally given me confidence and given me hope for the future."*

*"Thank you for helping me get alternative housing and to connect me with the Freedom Program and for being a regular steady check-in and for being with me in Court. It really meant a lot to me."*

*"The service really helped me feel I was ok to be feeling how I was. I can't think of any negatives"*

**Maintenance and repairs**

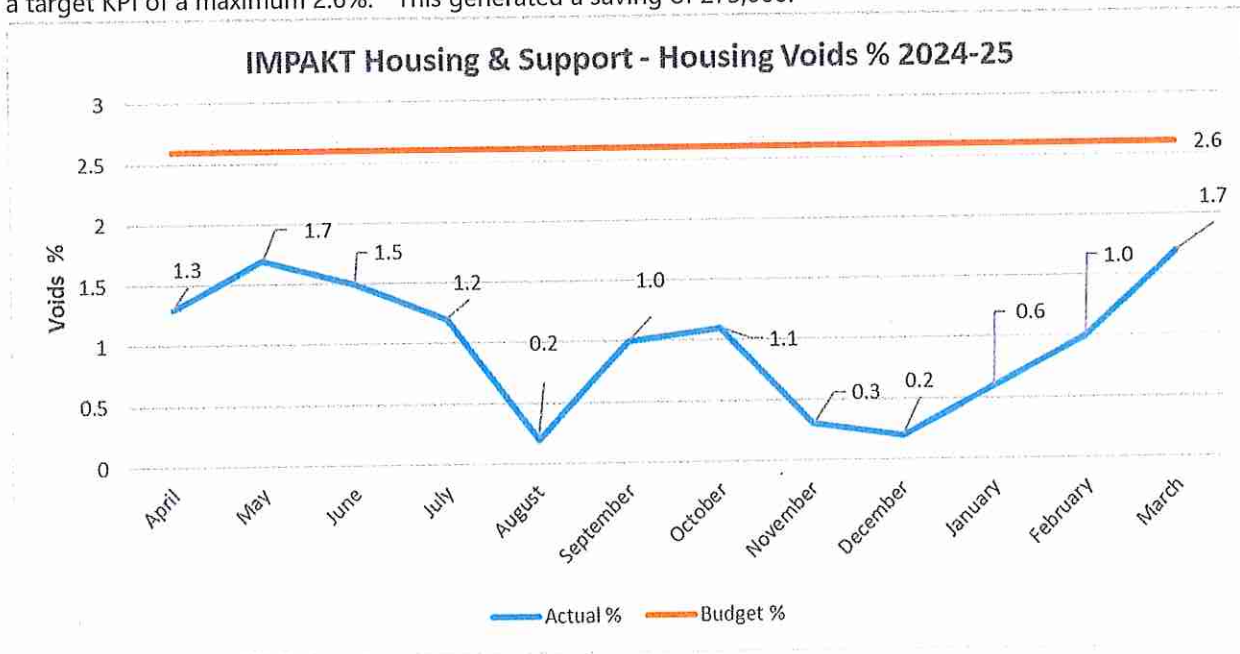
Our maintenance team is a vital part of IMPAKT ensuring that the necessary repairs and improvement works are carried out to a high quality whilst ensuring affordability for the relevant projects. The team works closely with both the Housing team and Domestic Abuse teams to ensure that the accommodation provided feels 'like a home'. Some of the details of their work is as follows:

- The maintenance team continued to provide maintenance support for all the housing projects working closely with the housing team to respond to voids. The team conducts cyclical and compliance work
- Major repairs are funded through revenue on a planned, cyclical basis.
- During the year 867 maintenance jobs were completed including 104 void rooms with 90% being completed within the planned timescale.
- Some of the key projects completed during the year were: Foyer – complete refurbishment of resident lounge, cyber-cafe & reception areas and the completion of a music studio; Foyer – redecoration of all upstairs corridors and replaced training kitchen used by residents; Midland House – redecoration of gym used by residents.

**REPORT OF THE MANAGEMENT BOARD  
FOR THE YEAR ENDED 31 MARCH 2025**

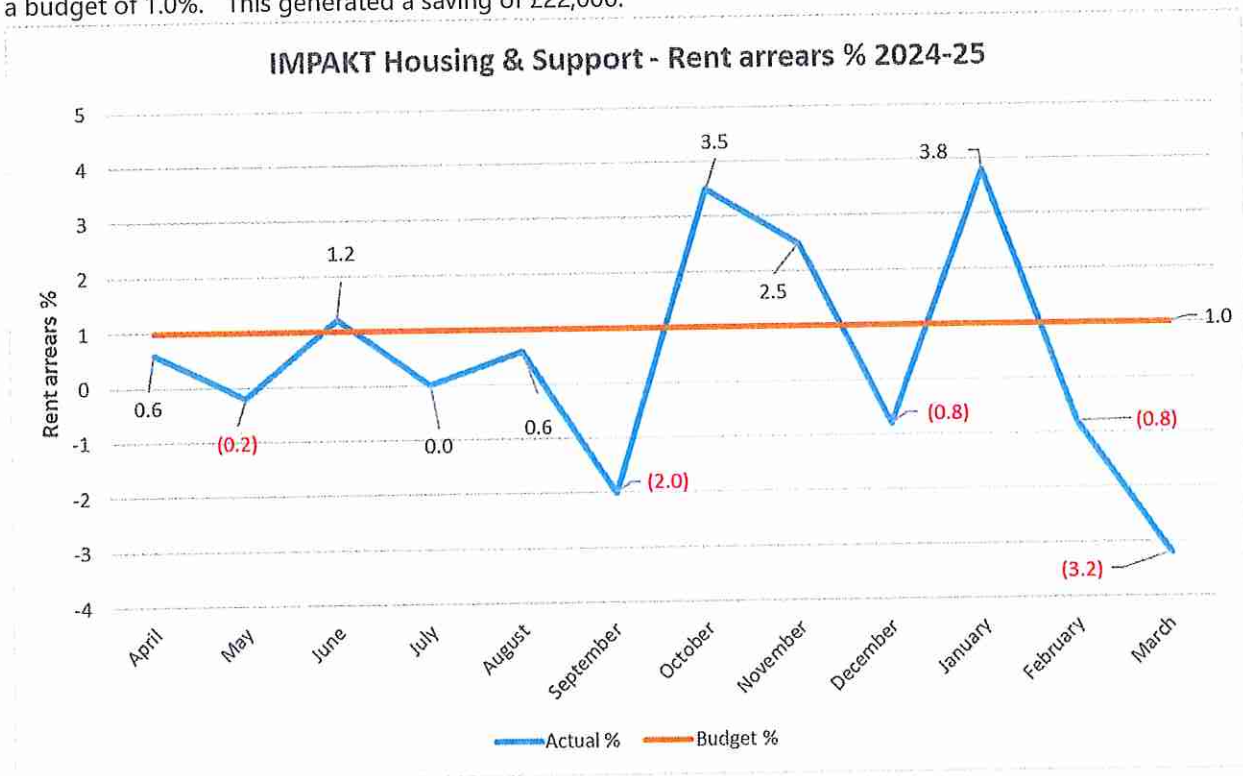
**Housing Voids Analysis:**

Once again, performance on voids, maintenance, and lettable, across all projects was strong – being 1% against a target KPI of a maximum 2.6%. This generated a saving of £75,000.



**Rent arrears:**

Another strong year of managing debts that have outperformed targets, being a very satisfactory 0.4% against a budget of 1.0%. This generated a saving of £22,000.



**REPORT OF THE MANAGEMENT BOARD**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**IMPAKT Food:**

IMPAKT Food's aim is twofold:

- To provide fresh and non-perishable food to those in need in the community on a 'no criteria' basis
- To help minimise the level of food which ends in landfill thereby playing our part in protecting the environment.

All this is possible due to our partnership with our suppliers who come from a broad cross-section of supermarkets and other food agencies.

**Who has benefited from our Community Food Larder?**

- During the year over 43,000kg of food was prevented from going to waste.
- We served 7,000 people and supported over 14,000 people given that each person served was providing food for an average of over 2 people in each household.
- On 24 December 2024 we opened the Community Food Larder and provided customers with a 'Christmas meal' and trimmings to take home. We also served hot drinks. 110 families benefitted from this service.

**IMPAKT Interiors/Preloved:**

Our main focus is the supply of used or returned furniture and domestic appliances, everything from chairs, tables, and lounge suites to beds, wardrobes, washing machines, and cookers, preventing such items from ending up in landfills needlessly. These items are donated directly to us by the public and via the "Re-Use Network" brokering high street big brand stores donating returned items.

The service also provides a range of affordable new beds, white goods, and flat-pack furniture to meet an increasing demand from our customers. Part of this service also supplies the furniture element of the 'local welfare provision' and other vouchers provided by other charities.

**Financial Review:**

There was a reported overall net surplus of £159,148 during the year, compared to the prior year's figure of £63,919, an increase of 150% over 23-24.

The Housing Projects, covering 4 Bedford locations, 2 Luton projects, and a Supported Lodgings scheme, generated a surplus of £421,309 (2024: £462,100) enabling the continued investment for the upgrading of our housing projects.

The charitable company's finances will support the necessary replacement of furniture and fittings in existing accommodation projects, and refurbishment of all accommodation projects to ensure the environment over the next four years (subject to funding) will continue to be PIE (Psychologically Informed Environment) friendly.

**REPORT OF THE MANAGEMENT BOARD**  
**FOR THE YEAR ENDED 31 MARCH 2025**

We wish to thank the following individuals and organisations for their support during the past twelve months. With their support, we have been able to reach out far and wide into the communities where our services are most needed.

**Funders**

- The Arc
- The Harpur Trust
- The Gale Trust
- The Bedford Charity
- The Eaton Fund
- Arnold Clarke Community Fund
- Tesco
- Bedford Academy
- Bedford Heights
- Bedford Park Rotary Club
- Bedford School
- Bedford Swan Hotel and Thermal Spa
- Bedford Welfare Community Fund
- Casella
- Havercon
- Homes England
- House of Industry
- Neighbourly
- StreetSmart
- St Andrews Masonic Lodge

**Corporate Partners**

- John Lewis & Partners
- Watton Recruitment
- Bedfordia
- The Co-op
- Sharmans Law
- Wadys Electrical

**Gifts in kind**

- Handelsbanken
- Merryck & Co. Limited (CEO mentoring)

A favourable surplus was achieved which will be reinvested in future developments. This would not have been possible without the tremendous hard work and continued commitment of our staff.

Our challenge moving forward is developing move-on accommodation at affordable, social rent or local housing allowance levels. However, it is an organisational priority and is included in our Strategic Plan for 2024 to 2034. We also wish to ensure IMPAKT Housing & Support continues to be a secure and sustainable business for the future as the demand for our services continues to increase.

**REPORT OF THE MANAGEMENT BOARD**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Principal Funding Sources:**

In 2024-25 the principal funding was derived from:

- 68% Rental Income
- 2% Personal Service Charge
- 3% Local Authority Contract (Supporting People)
- 13% Local Authority Contracts (Domestic Abuse Outreach)
- 7% Restricted Grants
- 7% Other income.

**Investment Policy:**

It is the policy of IMPAKT Housing & Support to invest those funds that are surplus to those required for the day-to-day management of the charitable company, but nevertheless required under our Reserves Policy, in low-risk UK investment accounts that provide the most favourable rate of return for acceptable risk.

Selected UK Investment accounts (i.e., those not pertaining to or connected with IMPAKT's primary banking service provider) must be covered by the UK Financial Services Compensation Scheme. Amounts invested with each bank should not exceed the Financial Conduct Authority (FCA) limit of £85,000 (If the firm failed after 1 January 2017) unless specifically approved by a Board resolution.

Investment funds should be committed for a period which will produce the most favourable interest rate, but not exceeding a two-year fixed maturity term and the total level of investment committed to a two-year maturity term and should not exceed 33% of the General reserves reported in the latest published statutory accounts, unless specifically approved by a Board resolution.

**Reserves Policy:**

The Management Board has examined the charity's requirements for reserves in light of the main risks to the organisation. The Board's reserves policy is to build up general reserves by £50k to £100k per year, subject to year-end budget performance to cover three months operating costs.

IMPAKT Housing & Support reserves position:

Fund Description	Current Year	Previous Year	%
	<b>2024-25</b>	<b>2023-24</b>	<b>Inc/(Dec)</b>
General Fund	£1,029,004	£1,017,853	1%
Designated-building fund-leased properties	£656,442	£544,158	21%
Other Designated funds	£0	£0	
<b>Total Unrestricted Funds (Reserves)</b>	<b>£1,685,446</b>	<b>£1,562,011</b>	<b>8%</b>
Restricted funds	£129,279	£93,566	38%
<b>Total Funds</b>	<b>£1,814,725</b>	<b>£1,655,577</b>	<b>10%</b>
<b>Annual Operating Expenditure</b>	<b>£5,856,473</b>	<b>£5,465,370</b>	<b>7%</b>
<b>Percentage of Unrestricted Reserves to Annual Operating Expenditure</b>	<b>29%</b>	<b>29%</b>	<b>0%</b>



**REPORT OF THE MANAGEMENT BOARD**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Reserves Policy (continued):**

The reserves that IMPAKT Housing & Support set aside provide financial stability and the means for the development of our charitable activities. The policy of IMPAKT Housing & Support is to establish minimum reserves at a level which is equivalent to 25% of its annual operating expenditure, equivalent to 3-months spend. The months cover achieved for 24-25 was 3.5 months.

It is also the intention of the Management Board to build an unrestricted major repairs/sinking fund of at least £70,000 per year less any spend budgeted for. This is for the purpose of maintaining and upgrading the buildings as and when necessary, either owned or leased.

The Board of trustees review the reserves on a quarterly basis to ensure that they are adequate to fulfil IMPAKT Housing & Support's continuing obligations.

**Plans for Future Periods:**

**Service Delivery:**

- Improve delivery of housing services
  - *PIE (Psychologically Informed Environment) continues to be at the forefront of our services and investment in PIE will be ongoing.*
  - *Housing Coaches have a continuous skills and training matrix in place so all receive updates with Trauma Informed Care and Strengths Based training.*
  - *We will continue to expand our Domestic Abuse service into other parts of the Country via Local Authority tender opportunities.*
- Refurbish our accommodation projects over the next ten years
  - *Continue with the refurbishment of all of our housing projects.*
- Move-on accommodation
  - *The aspiration remains to increase the number of housing units over the next ten years.*

**Investment/Purchase:**

- *Our objective is to, where possible, purchase existing leased properties.*

**Other Activities:**

- *Continue to apply for grants/trust funds to support IMPAKT Food and IMPAKT Preloved.*
- *Develop new collaborative working methods with non-registered providers.*

**REPORT OF THE MANAGEMENT BOARD**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Update on Previous Years Plans and Plans for Future Periods (continued):**

**Branding:**

- Branding:
  - *We continue with raising our profile through various business and marketing events.*
- Increase our links with corporate businesses
  - *New corporate partners have come onboard but we will still explore ways to increase links with corporate business through various initiatives.*

**Achievements:**

- *Corporate Partners; Harbour Housing and Greenbridge Housing with further housing associations working with IMPAKT Housing & Support Limited post year end following relationships and discussions which took place during the financial year.*
- *Completed a significant refurbishment of the ground floor accommodation at The Foyer, one of our Bedford Housing projects. This has included; refurbished lounge, cyber-café, training kitchen and a dedicated music room, all for the use of our Bedford residents.*
- *Successful transition to our own office space in Bedford providing support to the various front line projects across the organisation. The facility includes a large training room which has been used to deliver training courses to staff and also host networking events for those in the local business community.*

**Strategic Plan:**

The Strategic Plan 2024 to 2034, 'Our Future Our IMPAKT', was approved by the Board of Trustees on 5th August 2024. By the end of 2024, the new Strategic Plan was communicated to all staff through 'road shows', led by the Chief Executive. During 2025 the Executive and the wider leadership team continue to develop operational plans to help achieve the strategic objectives.

**Value for money:**

IMPAKT Housing & Support's objective is to provide social housing accommodation and support services to meet the needs of its residents. The key driver is to achieve a balance between reasonable cost and good quality.

**Value for money means:**

- Ensuring effective business planning by setting out at the beginning of each financial year what will be achieved with money prior to it being spent.
- Effectively managing performance to ensure plans are delivered.

IMPAKT Housing & Support measures its value for money in terms of cash and outputs/outcomes in various ways such as:

- Financial returns.
- Key performance indicators and benchmarking.
- Quality of service delivery.
- Social benefits to individuals and communities.
- Benefits to the organisation and its people.

IMPAKT Housing & Support's value for money strategy is to:

- Generate surpluses to maintain a viable organisation, fund the capital programme and to continue to provide and develop services for service users, both present and future;
- Ensure that high levels of service user satisfaction are achieved;
- Live up to IMPAKT Housing & Support's values in the delivery of services and value.



**IMPAKT HOUSING & SUPPORT LTD (REGISTERED COMPANY NUMBER: 02337961)**

**REPORT OF THE MANAGEMENT BOARD  
FOR THE YEAR ENDED 31 MARCH 2025**

**Value for money (continued):**

As a registered provider of social housing, the priority for value for money objectives over the next three years is to:

- Increase the value and effectiveness of the social housing services provided.
- Consistently deliver the funding framework to ensure that viable social and non-social housing activities are undertaken.
- Work in partnership with other housing providers and City investors to develop funding models, secure efficiencies and/or take on additional supported housing units under management agreements.
- Use volunteers to broaden the range of services available.
- In consultation with residents, improve housing services to meet their needs.

Over the last year, IMPAKT Housing & Support has continued in its drive to deliver value for money.

Activities that develop the effectiveness of IMPAKT Housing & Support have embraced both governance and operational improvement, including:

**Metric Summary:**

The Value for Money metrics (2024-25)				
Metric 1	Reinvestment %		5%	Cost Chain Efficiency
Metric 2	A: New supply delivered % -	(Social housing units)	3%	Cost Chain Effectiveness
	B: New supply delivered % -	(Non-social housing units)	n/a	Cost Chain Effectiveness
Metric 3	Gearing %		30%	Cost Chain Efficiency
Metric 4	EBITDA MRI Interest Cover		222%	Cost Chain Efficiency
Metric 5	Headline social housing cost per unit		£ 21,217	Cost Chain Economy
Metric 6	A: Operating Margin %	(social housing lettings only)	9%	Cost Chain Efficiency
	B: Operating Margin %	(overall)	1%	Cost Chain Efficiency

**Metric 1 Reinvestment:**

**Measurement of VfM Cost Chain - Efficiency**

2024-25

Development of New properties (Total housing properties)  
+Newly built properties acquired (Total housing properties)  
+Works to Existing (Total housing properties)  
+capitalised interest (Total housing properties)  
+schemes completed (Total housing properties)

£	-
£	-
£	233,783
£	-
£	-

Divided by:

Tangible fixed assets: Housing properties at cost (Current period)  
Tangible fixed assets: Housing properties at valuation (Current period)

£	4,790,618
£	-

**Metric 1 - Reinvestment %**

**4.9%**

**REPORT OF THE MANAGEMENT BOARD  
FOR THE YEAR ENDED 31 MARCH 2025**

**Metric 2 New Supply Delivered:**

A. New supply delivered (Social housing units)%	2024-25	B. New supply delivered (Non-social housing units)%	
Social rent general needs housing (ex Affordable Rent)		Social rent general needs housing (ex Affordable Rent)	
Affordable Rent general needs housing	2	Affordable Rent general needs housing	
Social rent supported housing		Social rent supported housing	
Housing for older people		Housing for older people	
Low Cost Home Ownership		Low Cost Home Ownership	
Care homes		Care homes	
Other social housing units (exempt accommodation)		Other social housing units	0
Social Leasehold		Social Leasehold	
Total social housing units owned at period end	68	Total social housing units owned at period end	0
% of New Supply delivered (Social housing)	3%	% of New Supply delivered (Social housing)	0%

**Metric 3 Gearing:**

Measurement of VfM Cost Chain - Efficiency	2024-25
Short-term loans	£ -
Long-term loans	£ 2,390,046
less cash & cash equivalents	-£ 982,503
Amounts owed to group undertakings	£ -
Finance Lease obligations	£ 6,760
Tangible fixed assets : Housing properties at cost (current period)	£ 4,790,618
Tangible fixed assets : Housing properties at valuation (current period)	£ -
Gearing %	30%

**Metric 4 - Earnings before Interest, Tax, Depreciation, Amortisation, Major Repairs**

Metric 4 - Earnings before Interest, Tax, Depreciation, Amortisation, Major Repairs	
Operating Surplus / (deficit)	£159,148
less gain / (loss) on disposal of fixed assets (housing properties)	-
add Amortised government grant	£45,732
less Government grants taken to income	(£45,732)
add interest receivable	£20,238
less capitalised major repairs expenditure for period	-
add total depreciation charge for period	£251,739
Interest capitalised (in period)	-
interest payable (in period)	£201,144
financing costs (in period)	(£6,756)
EBITDA MRI Interest cover %	222%

**IMPAKT HOUSING & SUPPORT LTD (REGISTERED COMPANY NUMBER: 02337961)**

**REPORT OF THE MANAGEMENT BOARD  
FOR THE YEAR ENDED 31 MARCH 2025**

**Metric 5 Social Housing Cost:**

Measurement of VfM Cost Chain-Economy	£'000
Management costs	£1,105
Service Charge costs	£12
Routine Maintenance costs	£350
Planned Maintenance Costs	
Major Repairs Expenditure	£196
Capitalised Major Repairs Expenditure	-
Other (social housing letting) costs	£1,518
Development services (operating expenditure)	
Community/neighbourhood services (operating expenditure)	
Other social housing activities: charges for support services (op exp)	£1,275
Weaver House (units)	29
Cornerstone House (units)	25
The Foyer (units)	34
Linden House (units)	16
St.Georges House (units)	7
Midland House (units)	78
Supported Lodgings	5
Peterborough Houses	2
Luton STAGE2 flats	5
Luton MYPP Flats	10
Total Units	211
Headline Social Housing Cost/unit	£21,117

**Metric 6 Operating Margin:**

Measurement of VfM Cost Chain - Efficiency - 2024-25	
A. Operating Margin (social housing lettings only)%	B. Operating Margin (overall)
Operating surplus /(deficit) from social housing lettings	Operating surplus/deficit (overall)
7%	2%

**IMPAKT HOUSING & SUPPORT LTD (REGISTERED COMPANY NUMBER: 02337961)**  
**REPORT OF THE MANAGEMENT BOARD**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Value for money (continued):**

IMPAKT Housing & Support's on-going commitment to value for money and continuous improvement will remain a key priority given the challenges to income revenue that every social housing provider faces and the requirement to keep service users at the heart of the decision making.

Specific on-going activities include:

- Performance management of outcomes and costs.
- Responding to services users need.
- Sustaining high occupancy with good rent collection levels.
- Responding to reduced commissioner funding levels.
- Investing in the culture and values to maximise IMPAKT Housing & Support's potential, value for money and continuous improvement.

In conjunction with IMPAKT Housing & Support's strategic objectives, we will build our foundation on value for money, continuous improvement together with efficiency developments.

**REPORT OF THE MANAGEMENT BOARD**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**External Influences:**

We are a charity delivering community services; IMPAKT Housing & Support is influenced by Government policies towards social housing, welfare and voluntary sectors. We are regulated by the Regulator of Social Housing which takes precedence for all areas of our operation over the Charity Commission, which monitors its charitable activity. The Trustee Board agreed its strategic objectives with a view to maintaining the financial health, on-going relevance and viability of each area as well as ensuring IMPAKT Housing & Support's community impact.

The charitable company certifies compliance with the Governance and Financial Viability Standard during the course of the year under review, and up to the date of approval of the financial statements. Trusted Charity Mark was re-accredited in 2023 and continues to be an integral part of our internal Quality Management system, thus ensuring funders, stakeholders and the wider community that as an organisation we have sound governance, robust policies and effective monitoring in place, which gives confidence we are a well-run organisation.

**Structure, Governance and Management**

**Governing Document:**

IMPAKT Housing & Support is a charitable company limited by guarantee, incorporated in January 1989 and registered as a charity in January 1989. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its revised Articles of Association of January 2020. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

**Recruitment and Appointment of the Management Board:**

The directors of the company are also charity trustees (except as indicated on page 1) for the purposes of charity law and under the Company's Articles of Association and are known as members of the Management Board. Under the requirements of the Memorandum and Articles of Association the members are elected to serve a period of three years, after which they must be re-elected at the next Annual General Meeting for a further period of three years.

All members of the Management Board give their time voluntarily and receive no benefits from the charitable company.

**REPORT OF THE MANAGEMENT BOARD  
FOR THE YEAR ENDED 31 MARCH 2025**

**Trustee Induction and Training:**

Trustees/directors are already familiar with the work of the charitable company. New trustees/directors are required to attend an induction meeting to familiarise themselves with the charitable company and the context within which it operates. This meeting is jointly led by the Chair of the trustees and the Chief Executive Officer and covers:

- Trustee/Director obligations;
- The constitutional and organisational structure;
- Financial review;
- Current operations;
- Future plans and objectives;

In addition, the charitable company has a commitment to ensure that trustees/directors are supported in their roles and responsibilities, and they are advised in current best practice and legislation

**Risk Management:**

The Management Board has conducted a review of the major risks to which the charitable company is exposed. A risk matrix has been established and services are reviewed on an ongoing basis with the risk matrix being regularly updated. The Management Board has identified the following key risks and the appropriate management and mitigation.

<b>Key Risk</b>	<b>Key Management and Mitigation</b>
<b>Economic conditions</b> Adverse macroeconomic circumstances that may result in significant loss of income, increase in costs or our failure to achieve our objectives.	Sufficient reserves are maintained to contend with possible financial shocks or deterioration in the macro-economic climate. Financial budgets and plans are reviewed against adverse scenarios to assess the potential impact on cash flows.
<b>Environmental and Zero Carbon Challenge</b> Failure to meet emerging environmental and zero carbon challenges in line with sector standards.	There is a range of activity to ensure our new properties and existing stock continue to satisfy both the regulatory standards and the requirements of our residents.
<b>Government policies</b> Changes to social housing regulatory standards and welfare policies impact our income, our costs and our resident's ability to pay.	We are kept informed of the relevant Government policies and requirements along with emerging sector standards. We have effective income management processes and systems to monitor performance.
<b>Health &amp; Safety</b> Failure to comply with legislation results in death, serious injury, regulatory investigation and penalties.	Robust health and safety procedures and systems are in place. Appropriate staff are trained on a regular basis. Health & Safety policies and implementation is overseen by a dedicated specialist.



**IMPAKT HOUSING & SUPPORT LTD (REGISTERED COMPANY NUMBER: 02337961)**

**REPORT OF THE MANAGEMENT BOARD**  
**FOR THE YEAR ENDED 31 MARCH 2025**

<b>Key Risk</b>	<b>Key Management and Mitigation</b>
<b>Financial viability</b> Ineffective financial planning and management results in a failure or inability to react to adverse financial events and a breach of a loan covenant.	Robust approach to the governance of budget setting and financial planning for projects. Comprehensive financial policies and procedures are in place with appropriate staff trained so that potential issues are highlighted early.

As and when we take on new service delivery, they will also be added to the risk matrix. The management of the charitable company have active risk assessment and internal controls procedures and have taken all mitigating actions that have been identified to limit exposure to fraud and other risks. These procedures are periodically reviewed to ensure they meet the needs of the charitable company.

**Organisational Structure:**

IMPAKT Housing & Support Management Board meets quarterly and is responsible for the strategic direction and policy of the charitable company. At present the Board has five members from a variety of professional backgrounds relevant to the work of the charitable company. The members of the Management Board are also the trustees and are appointed by unanimous agreement of the Board.

The Secretary also sits on the Board, but has no voting rights.

A scheme of delegation is in place and day to day responsibility for the provision of IMPAKT Housing & Support services rests with the Chief Executive.

The Chief Executive is responsible for ensuring that the organisation delivers the services specified and that key performance indicators are met.

**Contribution of Volunteers:**

During the year the organisation had 5 volunteers that worked in different departments within the organisation who all donated their time and expertise. The trustees acknowledge the valuable contribution made by all its volunteers. Furthermore, the trustees appreciate any monetary donations given by many organisations, trusts and individuals.

**Members of the Management Board:**

Members of the Management Board, who are directors for the purposes of company law and trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 1.

**REPORT OF THE MANAGEMENT BOARD**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Statement of the Board of Trustees' responsibilities in respect of**  
**the Report of the Management Board and the financial statements:**

The Management Board are responsible for preparing the Management Report and the financial statements in accordance with applicable law and regulations.

Company law requires directors to prepare financial statements for each financial year. Under that law, the Management Board 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 Management Board must not approve the financial statements unless they are satisfied that they gave a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charitable company for that period.

In preparing these financial statements, the Management Board are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Management Board is 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 to enable them to ensure that the financial statements comply with the Companies Act 2006, the Housing and Regeneration Act 2008 and the Accounting Direction for Private Registered Provider of Social Housing 2022. The Management Board 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.

Each of the persons who is a director of IMPAKT Housing & Support Ltd at the date of approval of this report confirms that:

1. So far as the director is aware, there is no relevant audit information of which the charitable company's auditors are unaware; and
2. The director has taken all the steps that he/she ought to have taken as a director in order to make themselves aware of any relevant audit information and establish the charitable company's auditors are aware of that information.



**IMPAKT HOUSING & SUPPORT LTD (REGISTERED COMPANY NUMBER: 02337961)**

**REPORT OF THE MANAGEMENT BOARD**

**FOR THE YEAR ENDED 31 MARCH 2025**

**Auditors:**

A proposal to appoint Rawlinson Pryde Ltd as auditors to the charitable company will be put forward at the forthcoming Annual General Meeting.

Approved by the Management Board on 29 September 2025 and signed on its behalf by:

A handwritten signature in black ink, appearing to read 'P. C. Hunt'.

**Paul Hunt**

**Company Secretary**

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF**  
**IMPAKT HOUSING & SUPPORT LTD**

**Opinion**

We have audited the financial statements of IMPAKT Housing & Support Ltd (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Comprehensive Income, the Statement of Changes in Reserves, the Statement of Financial Position, the Statement of Cash Flows and Notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (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 incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006, the Housing and regeneration Act 2008 and the Accounting Direction for Private registered providers of Social Housing 2022.

**Basis for opinion**

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

**Conclusions relating to going concern**

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

**Other information**

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

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.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF**  
**IMPAKT HOUSING & SUPPORT LTD**

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 themselves 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 Report of the Management Board, including the Strategic Report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Management Board, including the Strategic Report, has been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**

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

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

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

**Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities, set out on page 21, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**Auditor's responsibilities for the audit of the financial statements**

We have been appointed under the Companies Act 2006, section 144 of the Charities Act 2011 and section 136 of the Housing and Regeneration Act 2008, and report in accordance with those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF**  
**IMPAKT HOUSING & SUPPORT LTD**

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.

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

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

As part of designing our audit, we determined materiality and assessed the risks of material misstatement in the financial statements, including how fraud may occur, by enquiring of management of its own consideration of fraud. In particular, we looked at where management made subjective judgements, for example in respect of significant accounting estimates that involved making assumptions and considering future events that are inherently uncertain. We also considered potential financial or other pressures, opportunity and motivations for fraud. As part of this discussion, we identified the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations and how management monitor these processes. Appropriate procedures included the review and testing of manual journals and key estimates and judgements made by management.

We gained an understanding of the legal and regulatory framework applicable to the charitable company and the environment in which it operates, drawing on our broad sector experience, and considered the risk of acts by the charitable company that were contrary to these laws and regulations, including fraud. We focused on laws and regulations that could have a direct impact and give rise to a material misstatement in the financial statements, including, but not limited to, the Companies Act 2006, Charities Act 2011, the Housing and Regeneration Act 2008, the Accounting Direction for private registered Providers of Social Housing 2022 and equivalent local laws and regulations, including tax compliance regulations. Significant laws and regulations that have an indirect impact on the financial statements, include, but are not limited to, the Health and Safety at Work Act 1974 and the Regulator of Social Housing regulatory standards (both Consumer and Economic standards).

We made enquiries of management with regards to compliance with the above laws and regulations and corroborated any necessary evidence to relevant information, for example, minutes of the Management Board meetings, legal reports provided to the Management Board and correspondence between the charitable company and its solicitors.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the charitable company's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

We completed audit test sample reviews with a focus on the income, expenditure and bank balances throughout the period to ensure that activities were supported, and were in line with the charitable company's rules, policies and procedures. Any unusual findings were raised with the Management Board for further investigation.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF**  
**IMPAKT HOUSING & SUPPORT LTD**

Our tests included agreeing the financial statements disclosures to underlying supporting documentation and enquiries with management.

We did not identify any key audit matters relating to irregularities, including fraud. As in all of our audits, we also addressed the risk of management override of internal controls and completeness of revenue as these are areas where the financial statements can be most susceptible to material misstatements due to fraud. Audit procedures performed included, but were not limited to, testing journal and other adjustments, evaluating the business rationale in relation to any significant, unusual transactions and any transactions entered into outside the normal course of business and performing tests of detail on revenue recognised in the financial year and subsequent to the financial year end. Our audit engagement team also performed an evaluation as to whether there was evidence of bias by the Management Board that represented a risk of material misstatement due to fraud.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 137 of the Housing and Regeneration Act 2008. 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.



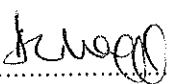
David Rawlinson FCA FCCA (Senior Statutory Auditor)  
Rawlinson Pryde Limited  
Chartered Accountants and Statutory Auditors  
Argent House  
5 Goldington Road  
Bedford  
Bedfordshire  
MK40 3JY


Date: 29 September 2025

**IMPAKT HOUSING & SUPPORT LTD**  
**STATEMENT OF COMPREHENSIVE INCOME**  
**(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	31.3.25 £	31.3.24 £
Turnover	16	6,404,143	5,708,666
Operating costs	8	(6,062,795)	(5,273,936)
Other operating income	2	-	-
<b>Operating Surplus</b>		<b>341,348</b>	<b>434,730</b>
Donations	3	3,982	439
Interest receivable	5	20,238	20,969
Loss on disposal of fixed assets	10	(12,032)	(200,785)
Interest payable	8	(194,388)	(191,434)
<b>Surplus for the year</b>		<b>159,148</b>	<b>63,919</b>
<b>Total comprehensive income for the year</b>	27	<b>159,148</b>	<b>63,919</b>

The financial statements were approved and authorised for issue by the Board on 29 September 2025 and were signed on its behalf by: -

  
 D Maggs – Trustee

  
 S Bean - Trustee

The notes form part of these financial statements

**IMPAKT HOUSING & SUPPORT LTD**  
**STATEMENT OF CHANGES IN RESERVES**  
**AT 31 MARCH 2025**

	Income & Expenditure Reserve £	Restricted Reserve £	<b>TOTAL</b> £
<b>At 1 April 2023</b>	1,469,859	121,799	<b>1,591,658</b>
Surplus/Deficit from Statement of Comprehensive Income	<u>92,152</u>	<u>(28,233)</u>	<u><b>63,919</b></u>
<b>Total Comprehensive Income</b>	1,562,011	93,566	<b>1,655,577</b>
Transfers	<u>-</u>	<u>-</u>	<u>-</u>
<b>At 31 March 2024</b>	1,562,011	93,566	<b>1,655,577</b>
Surplus/(Deficit) from Statement of Comprehensive Income	<u>123,435</u>	<u>35,713</u>	<u><b>159,148</b></u>
<b>Total Comprehensive Income</b>	1,685,446	129,729	<b>1,814,725</b>
Transfers	<u>-</u>	<u>-</u>	<u>-</u>
<b>At 31 March 2025</b>	<u><b>1,685,446</b></u>	<u><b>129,729</b></u>	<u><b>1,814,725</b></u>

The notes form part of these financial statements

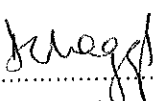
**IMPAKT HOUSING & SUPPORT LTD (REGISTERED COMPANY NUMBER: 02337961)**

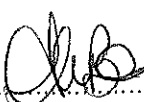
**STATEMENT OF FINANCIAL POSITION**

**31 MARCH 2025**

	Notes	31.3.25 £	31.3.24 £
<b>FIXED ASSETS</b>			
Tangible assets	18	4,790,618	4,786,917
<b>CURRENT ASSETS</b>			
Stocks	19	45,164	33,042
Debtors: amounts falling due within one year	20	527,468	489,857
Debtors: amounts falling due after more than one year	20	10,100	4,275
Cash at bank and in hand		<u>982,503</u>	<u>1,055,153</u>
		1,565,235	1,582,327
<b>CREDITORS</b>			
Amounts falling due within one year	21	(704,971)	(721,237)
		<u>860,264</u>	<u>861,090</u>
<b>NET CURRENT ASSETS</b>			
		5,650,882	5,648,007
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			
<b>CREDITORS</b>			
Amounts falling due after more than one year	22	(3,836,157)	(3,992,430)
<b>NET ASSETS</b>		<u>1,814,725</u>	<u>1,655,577</u>
<b>FUNDS</b>	27		
Unrestricted funds		1,685,446	1,562,011
Restricted funds		<u>129,279</u>	<u>93,566</u>
<b>TOTAL FUNDS</b>		<u>1,814,725</u>	<u>1,655,577</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 29 September 2025 and were signed on its behalf by:

  
.....  
D Maggs – Trustee

  
.....  
S Bean – Trustee

The notes form part of these financial statements



**IMPAKT HOUSING & SUPPORT LTD**

**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

		31.3.25	31.3.24
	Notes	£	£
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	487,459	520,391
Interest paid		(201,144)	(195,652)
Finance costs paid		<u>(6,756)</u>	<u>(4,218)</u>
Net cash provided by operating activities		<u>279,559</u>	<u>320,521</u>
 <b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		(267,473)	(823,284)
Sale of tangible fixed assets		-	-
Interest received		<u>20,238</u>	<u>20,969</u>
Net cash used in investing activities		<u>(247,235)</u>	<u>(802,315)</u>
 <b>Cash flows from financing activities</b>			
Bank loan repayments in year		(103,785)	(49,095)
New bank loans		-	400,000
Loans redeemed		-	-
Capital repayments on finance leases		<u>(1,189)</u>	<u>(9,151)</u>
Net cash (used in)/provided by financing activities		<u>(104,974)</u>	<u>341,754</u>
 <b>Change in cash and cash equivalents in the reporting period</b>		<b>(72,650)</b>	<b>(140,040)</b>
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<b><u>1,055,153</u></b>	<b><u>1,195,193</u></b>
 <b>Cash and cash equivalents at the end of the reporting period</b>		<b><u>982,503</u></b>	<b><u>1,055,153</u></b>

The notes form part of these financial statements

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2025**

**1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	<b>31.3.25</b>	<b>31.3.24</b>
	<b>£</b>	<b>£</b>
<b>Net income for the reporting period (as per the Statement of Financial Activities)</b>	<b>159,148</b>	<b>63,919</b>
<b>Adjustments for:</b>		
Depreciation charges	<b>251,740</b>	<b>206,718</b>
Loss on disposal of fixed assets	<b>12,032</b>	<b>200,785</b>
Interest received	<b>(20,238)</b>	<b>(20,969)</b>
Interest paid	<b>201,144</b>	<b>195,652</b>
Finance costs	<b>6,756</b>	<b>4,218</b>
Government grants utilised in the year	<b>(45,473)</b>	<b>(45,473)</b>
Increase in stocks	<b>(12,122)</b>	<b>(4,793)</b>
Increase in debtors	<b>(43,436)</b>	<b>(121,524)</b>
(Decrease)/Increase in creditors	<b>(22,092)</b>	<b>41,858</b>
<b>Net cash provided by/ (used in) operations</b>	<b><u>487,459</u></b>	<b><u>520,391</u></b>

**2. ANALYSIS OF CHANGES IN NET DEBT**

	<b>At 1.4.24</b>	<b>Cash flows</b>	<b>Non-cash</b>	<b>At 31.3.25</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cash and cash equivalents</b>				
Cash at bank and in hand	<b>1,055,153</b>	<b>(72,650)</b>	<b>-</b>	<b>982,503</b>
Cash equivalents	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b><u>1,055,153</u></b>	<b><u>(72,650)</u></b>	<b><u>-</u></b>	<b><u>982,503</u></b>
<b>Borrowings</b>				
Finance leases	<b>(9,151)</b>	<b>2,391</b>	<b>-</b>	<b>(6,760)</b>
Debts falling due within one year	<b>(112,928)</b>	<b>-</b>	<b>-</b>	<b>(112,928)</b>
Debts falling due after one year	<b>(2,380,903)</b>	<b>103,785</b>	<b>-</b>	<b>(2,277,118)</b>
	<b><u>(2,502,982)</u></b>	<b><u>106,176</u></b>	<b><u>-</u></b>	<b><u>(2,396,806)</u></b>
<b>Total</b>	<b><u>(1,447,829)</u></b>	<b><u>33,526</u></b>	<b><u>-</u></b>	<b><u>(1,414,303)</u></b>

## **IMPAKT HOUSING & SUPPORT LTD**

### **NOTES TO THE FINANCIAL STATEMENTS** **FOR THE YEAR ENDED 31 MARCH 2025**

#### **1. ACCOUNTING POLICIES**

##### **General information and basis of preparing the financial statements**

IMPAKT Housing & Support Ltd is a company limited by guarantee incorporated in England and Wales, a registered charity and a Registered Provider of Social Housing in UK. The company's registered number and registered office address can be found in the Report of the Management Board.

The nature of IMPAKT Housing & Support Ltd 's operations and principal activities can also be found in the Report of the Management Board.

IMPAKT Housing & Support Ltd, constitutes a public benefit entity as defined by FRS 102.

The financial statements have been prepared in accordance with applicable accounting standards including Financial Reporting Standard 102 The Financial Reporting Standard Applicable in the UK and Republic of Ireland (FRS 102), the Statement of Recommended Practice for Social Housing Providers 2018, and with Accounting Direction for private providers of social housing in England 2022. The financial statements are also prepared under the requirements of the Housing and Regeneration Act 2008 and the Companies Act 2006 and also in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1st January 2019) where it is not superseded by the Housing SORP 2018.

The financial statements have been prepared on a going concern basis under the historical cost convention.

The financial statements have been prepared in pound sterling (£) which is the functional currency of the charity and rounded to the nearest pound.

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.

##### **Going concern**

The Board has reviewed the charity's activities and financial position, together with factors likely to affect the future development. The budgets and cash flow forecasts for future activities were reviewed and along with the charitable company's existing free reserves it is reasonable to expect the charitable company to have adequate resources to continue in operation for the foreseeable future. Accordingly, the trustees consider it appropriate for the financial statements to be prepared on the going concern basis of accounting.

## **IMPAKT HOUSING & SUPPORT LTD**

### **NOTES TO THE FINANCIAL STATEMENTS - continued** **FOR THE YEAR ENDED 31 MARCH 2025**

#### **1. ACCOUNTING POLICIES - continued**

##### **Income**

Income is recognised on a receivable basis.

Income includes housing rental (including lodgings) and support services, income training contracts, together with grants, hire charges, fund raising activities and income from sale of upcycled items.

Rental and service charge income receivable in the year is net of losses from voids.

Income from support and training contracts is recognised by reference to the date at which the service was fully executed.

Grants are recognised when the charity becomes entitled to the funds and it is probable that the income will be received and the amount can be measured reliably. Where there is uncertainty as to whether all the terms and conditions can be met is deferred as a liability until it is probable that terms and conditions can be met.

##### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs:

Central costs have been allocated to activities and/or projects on a usage basis determined by the trustees.

##### **Taxation**

The charity is exempt from corporation tax on its charitable activities.

##### **Estimation uncertainty**

The management board is of the opinion that there are no areas of material estimation uncertainty in preparing the accounts which would be likely to give rise to a material adjustment to the carrying value of the assets and liabilities within the next financial year.

##### **Judgements**

No judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies.

## IMPAKT HOUSING & SUPPORT LTD

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

#### **1. ACCOUNTING POLICIES - continued**

##### **Tangible fixed assets**

Tangible fixed assets (including social housing properties) are stated at cost less accumulated depreciation. Cost includes costs directly attributable to making the asset capable of operating as intended such as the cost of acquiring land and buildings, development costs, interest charges on loans during the development period and expenditure on improvements. Expenditure on improvements will only be capitalised when it results in incremental future benefits such as increasing rental income, reducing maintenance costs or resulting in significant extension of the useful economic life of the property.

##### Housing properties:

Housing properties are available for rent and are stated at cost. The cost of these properties including identified components of the properties includes the following:

- directly attributable development costs and
- expenditure incurred in replacing identified components of the properties.

No depreciation is provided on freehold land.

##### Other tangible fixed assets:

Depreciation is calculated to write off other tangible fixed assets over their estimated useful lives as follows:

Freehold property	2% per annum on cost
Improvements to freehold property	20% per annum on cost
Improvements to short leasehold property	20% per annum on cost
Fixtures and Fittings	10-33% per annum on cost
Motor Vehicles	20% per annum on cost or over the period of the lease

##### **Stocks**

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow-moving items.

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**1. ACCOUNTING POLICIES - continued**

**Fund accounting**

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

Major Repairs and Development Fund:

The charity appropriates funds to a major repairs reserve to cover future major repairs expenditure on housing properties in so far as the major repairs' expenditure is not eligible for grants from Homes England or local authorities.

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

Designated funds are set up when specific projects are identified and the board wishes to set aside monies for their completion or where the board wishes to identify expenditure against monies raised through certain fund-raising events.

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

**Hire purchase and leasing commitments**

Assets obtained under hire purchase contracts or finance leases are capitalised in the Statement of Financial Position. Those held under hire purchase contracts are depreciated over their estimated useful lives. Those held under finance leases are depreciated over their estimated useful lives or the lease term, whichever is shorter.

The interest element of these obligations is charged to the Statement of Financial Activities over the relevant period. The capital element of the future payments is treated as a liability.

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and the expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of the future finance charges, are included in creditors.

Rentals payable and receivable under operating leases are charged to the Statement of Financial Activities over the period of the lease.

## **IMPAKT HOUSING & SUPPORT LTD**

### **NOTES TO THE FINANCIAL STATEMENTS - continued** **FOR THE YEAR ENDED 31 MARCH 2025**

#### **1. ACCOUNTING POLICIES - continued**

##### **Pension costs and other post-retirement benefits**

A defined contribution scheme is in place for some employees of the charitable company which is provided by Scottish Life. The majority of employees, and most new employees, are offered membership of a Royal Guardian Exchange managed workplace pension scheme. Contributions are charged to the income and expenditure account in line with salary payment recognition.

##### **Gifts and non-exchange transactions**

Acquisitions that are in substance a gift of one business to another where the substance of the transaction is gifting the control of one entity to another are accounted for as non-exchange transactions in accordance with the SORP. The fair value of the gifted recognised assets and liabilities are recognised as a gain or loss in the statement of financial activities in the year of the transaction.

##### **Donated land**

Donated land which is unconnected with any intended development is measured at current value and recognised in turnover with other donations, where the donation is from a non-public body and as a government grant where it is from a public body.

Where land is donated or transferred at a price less than its open market value, or where it has been donated as part of a development scheme, it is included at its current value on the date it is received. The difference between the current value and the transfer price of land transferred from central or local government or other public authorities is treated as a government grant. Where land is donated or transferred by a non-public body the difference is recognised in turnover.

##### **Donated goods and volunteer services**

IMPAKT Housing & Support Ltd receives donated goods for the following purposes:

- 1) Sale in our charity shop for the purpose of raising charitable funds;
- 2) Use in the production of upcycled goods for sale in our shop, for the purpose of raising charitable funds;
- 3) Food supplies which are distributed to beneficiaries at no cost.

Donated goods are not valued on receipt, or held as "stock" in the financial statements. Costs incurred in bringing the donated goods to sale are charged to operating costs in the Statement of Comprehensive Income, as incurred.

The value of services provided by volunteers is not incorporated into these financial statements.

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**1. ACCOUNTING POLICIES - continued**

**Works to existing housing properties**

Expenditure on existing housing properties is capitalised when it is either capable of generating increased future rents, extends their useful economic lives or significantly reduces future maintenance costs. All other expenditure in respect of general repairs to the housing stock is charged to the income and expenditure accounts as it is incurred.

**Government grants**

Grants are recognised at the fair value of the asset received or receivable. Government grants are accounted for using the accruals model. The difference between the fair value of the grant and the consideration is recognised as a liability and amortised over the useful economic life of the grant. The amortisation is recognised within income.

Government grants received as a contribution to revenue expenditure are recognised in the statement of comprehensive income on a systematic basis over the period in which the landlord recognises the related costs of which the grant is intended to compensate. The related expenditure is included under operating costs. Grants are recognised in the same period as the related expenditure provided the conditions for receipt have been satisfied and there is reasonable assurance that the grant will be received.

**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 the Statement of Financial Activities unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

**Financial Instruments**

Financial instruments are classified and accounted for according to the substance of the contractual arrangement, as either financial assets or equity. An equity instrument is any contract which evidences residual interest in the assets of the company after deduction of any liabilities.

Basic financial instruments are initially recognised at the transaction price unless the arrangement constitutes a financing transaction. Transaction price should also include transaction costs: transaction costs are those costs that are directly attributable to the acquisition of the debt instrument.

If an arrangement constitutes a financing transaction it is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument. The present value of a financial asset or financial liability that is repayable on demand is equal to the undiscounted cash amount expected to be paid or received.

On subsequent measurement basic financial instruments are recognised at amortised cost. Amortised cost is calculated at the undiscounted amount expected to be paid or received for basic financial instruments payable or receivable within one year.



**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**2. STATEMENT OF FINANCIAL ACTIVITIES**

		Unrestricted funds	Restricted funds	31.3.25 Total funds	31.3.24 Total funds
	Notes	£	£	£	£
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	3	3,982	-	3,982	439
<b>Charitable activities</b>	6				
Housing and supported costs		5,755,967	179,307	5,935,274	5,275,747
Trading		209,778	-	209,778	162,623
Non-housing		1,075	257,116	258,191	268,801
Other trading activities	4	900	-	900	1,495
Investment income	5	20,238	-	20,238	20,969
<b>Total</b>		<b>5,991,940</b>	<b>436,423</b>	<b>6,428,363</b>	<b>5,730,074</b>
<b>EXPENDITURE ON</b>					
Raising funds	7	3,584	-	3,584	-
<b>Charitable activities</b>	8				
Housing and supported costs		5,425,280	359,359	5,784,639	5,150,060
Trading		363,166	-	363,166	397,622
Non-housing		76,475	41,351	117,826	118,473
<b>Total</b>		<b>5,868,505</b>	<b>400,710</b>	<b>6,269,215</b>	<b>5,666,155</b>
<b>NET INCOME</b>		<b>123,435</b>	<b>35,713</b>	<b>159,148</b>	<b>63,919</b>
Internal transfer of funds	27	-	-	-	-
Net movement in funds		<u>123,435</u>	<u>35,713</u>	<u>159,147</u>	<u>63,919</u>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		<u>1,562,011</u>	<u>93,566</u>	<u>1,655,577</u>	<u>1,591,658</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><b>1,685,446</b></u>	<u><b>129,279</b></u>	<u><b>1,814,725</b></u>	<u><b>1,655,577</b></u>

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**2. STATEMENT OF FINANCIAL ACTIVITIES – continued**

**Comparatives for the Statement of Financial Activities**

	<b>Unrestricted funds £</b>	<b>Restricted funds £</b>	<b>Total funds £</b>
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	439	-	439
<b>Charitable activities</b>			
Housing and supported costs	5,113,104	162,643	5,275,747
Trading	135,686	26,937	162,623
Non-housing	-	268,801	268,801
Other trading activities	1,495	-	1,495
Investment income	20,969	-	20,969
<b>Total</b>	5,271,693	458,381	5,730,074
<b>EXPENDITURE ON</b>			
Raising funds	-	-	-
<b>Charitable activities</b>			
Housing and supported costs	4,815,142	334,918	5,150,060
Trading	357,456	40,166	397,622
Non-housing	6,943	111,530	118,473
<b>Total</b>	5,179,541	486,614	5,666,155
<b>NET INCOME</b>	92,152	(28,233)	63,919
Internal Transfer between funds	-	-	-
<b>Net movement in funds</b>	92,152	(28,233)	63,919
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	1,469,859	121,799	1,591,658
<b>TOTAL FUNDS CARRIED FORWARD</b>	1,562,011	93,566	1,655,577

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**3. DONATIONS AND LEGACIES**

31.3.25	31.3.24
£	£
<b>3,982</b>	<b>439</b>

Donations

**4. OTHER TRADING ACTIVITIES**

31.3.25	31.3.24
£	£
-	-
244	445
78	90
-	-
<b>578</b>	<b>960</b>
<b>900</b>	<b>1,495</b>

Fundraising events

Electricity and laundry income

Key token income

Government Apprentice scheme income

Other income and trading activities

**5. INVESTMENT INCOME**

31.3.25	31.3.24
£	£
<b>20,238</b>	<b>20,969</b>

Deposit account interest

**6. INCOME FROM CHARITABLE ACTIVITIES**

31.3.25	31.3.24
£	£
<b>4,530,153</b>	<b>4,187,251</b>
<b>60,696</b>	<b>52,985</b>
<b>178,210</b>	<b>178,780</b>
<b>29,953</b>	<b>29,953</b>
<b>179,307</b>	<b>162,643</b>
<b>45,732</b>	<b>45,473</b>
<b>821,638</b>	<b>618,662</b>
<b>89,585</b>	<b>-</b>
<b>-</b>	<b>26,937</b>
<b>68,840</b>	<b>68,840</b>
<b>102,159</b>	<b>66,846</b>
<b>295,895</b>	<b>268,801</b>
<b>1,075</b>	<b>-</b>
<b>900</b>	<b>1,495</b>
<b>20,238</b>	<b>20,969</b>
<b>6,424,381</b>	<b>5,729,635</b>

**Activity**

Room charges

Housing and supported costs

Rent - Supported lodgings

Housing and supported costs

General counselling and support:

- Supporting People

Housing and supported costs

- Lodgings

Housing and supported costs

Grants

Housing and supported costs

Social Housing Grant

Housing and supported costs

Local Authority support contracts - other

Housing and supported costs

Income from non-registered providers

Housing and supported costs

Grants

Trading activities

Sale of donated goods

Trading activities

Interiors/Pre-loved sales & services

Trading activities

Grants

Non-housing

Other training income

Non-housing

Other trading income (Note 4)

Other trading activities

Investment income (Note 5)

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**6. INCOME FROM CHARITABLE ACTIVITIES – continued**

Included in the figures for “Grants”, above, are amounts received under both national and local government initiatives, as follows:

	<b>31.3.25</b>	<b>31.3.24</b>
	<b>£</b>	<b>£</b>
National government	<b>108,555</b>	123,404
Local government	<b>144,794</b>	198,582
	<b><u>253,349</u></b>	<b><u>321,986</u></b>

**7. RAISING FUNDS**

**Raising donations and legacies**

	<b>31.3.25</b>	<b>31.3.24</b>
	<b>£</b>	<b>£</b>
Fundraising event costs	<b><u>3,584</u></b>	<u>-</u>

**8. CHARITABLE ACTIVITIES COSTS**

	<b>Direct costs</b>	<b>Support costs</b>	<b>Totals</b>
	<b>£</b>	<b>(See note 9)</b>	<b>£</b>
Housing and supported costs	5,404,276	21,004	5,425,280
Trading activities	361,232	1,934	363,166
Non-housing	<u>75,143</u>	<u>1,332</u>	<u>76,475</u>
	<b><u>5,840,651</u></b>	<b><u>24,270</u></b>	<b><u>5,864,921</u></b>

Included in the above are charges for Interest payable, as follows:

	<b>31.3.25</b>	<b>31.3.24</b>
	<b>£</b>	<b>£</b>
Mortgage interest	201,144	195,652
Finance charges (NPV) vehicles	<b><u>(6,756)</u></b>	<b><u>(4,218)</u></b>
	<b><u>194,388</u></b>	<b><u>191,434</u></b>

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**9. SUPPORT COSTS**

**Governance costs**

	<b>31.3.25</b>	31.3.24
	£	£
Housing and supported costs	<b>21,004</b>	23,799
Trading activities	<b>1,934</b>	1,509
Non-housing	<b>1,332</b>	2,192
	<b><u>24,270</u></b>	<u>27,500</u>

**10. NET INCOME/(EXPENDITURE)**

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

	<b>31.3.25</b>	31.3.24
	£	£
Auditors' remuneration	<b>13,110</b>	15,620
Auditors' remuneration for non-audit work	<b>11,160</b>	11,880
Depreciation - owned assets	<b>251,739</b>	199,828
Depreciation - assets on hire purchase contracts and finance leases	<b>5,906</b>	6,890
Other operating leases	<b>1,086,811</b>	981,353
Loss on disposal of fixed assets	<b>12,032</b>	200,785
Rent arrears	<b><u>20,810</u></b>	<u>16,066</u>

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**11. BOARD AND KEY MANAGEMENT PERSONNEL REMUNERATION AND BENEFITS**

The aggregate remuneration for the key management personnel, which includes the Executive team, charged in the year is:

	<b>31.3.25</b>	31.3.24
	£	£
Key management personnel remuneration	<b>278,614</b>	251,035
Key management personnel pension contributions to money purchase schemes	<b>11,786</b>	5,292
	<hr/>	<hr/>
	<b><u>290,400</u></b>	<b><u>256,327</u></b>

During the year, the aggregate compensation for loss of office of key management personnel was £nil (2024 £nil).

**Board members and Executive Directors**

The Directors of the company, for the purposes of this note, are those appointed under Company Law. This includes the Chief Executive and certain members of the Executive team. Some directors, appointed under Company Law, are also Trustees of the Charity. Trustees' roles are not remunerated.

**Directors' remuneration:**

	<b>31.3.25</b>	31.3.24
	£	£
Aggregate emoluments paid to Directors	<b>204,195</b>	180,855
Social security costs	<b>34,681</b>	22,451
Other pension costs	<b>11,786</b>	1,985
	<hr/>	<hr/>
	<b><u>250,662</u></b>	<b><u>205,291</u></b>
 Total number of paid directors	 <b>2</b>	 <b>2</b>
 Total number of directors in money purchase pension scheme	 <b><u>2</u></b>	 <b><u>1</u></b>

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**11. BOARD AND KEY MANAGEMENT PERSONNEL REMUNERATION AND BENEFITS - continued**

**Trustees' remuneration and expenses**

Some Directors, appointed under Company law, are also Trustees of the charity. Trustee roles are not remunerated, therefore consideration paid to the Trustees for performing their roles during the year was £Nil (2024: £Nil).

	31.3.25	31.3.24
	£	£
Trustees' expenses	-	-

The Chief Executive and the Director of Finance and Resources received expenses in the normal course of their employment.

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**12. STAFF COSTS**

	<b>31.3.25</b>	31.3.24
	£	£
Wages and salaries	<b>2,266,603</b>	1,832,899
Social security costs	<b>212,530</b>	178,775
Other pension costs	<b>60,489</b>	34,182
	<u><b>2,539,622</b></u>	<u>2,045,856</u>

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

	<b>31.3.25</b>	31.3.24
Management	<b>3</b>	3
Administration	<b>10</b>	11
Housing and support	<b>30</b>	24
Domestic Abuse support	<b>20</b>	18
Trading	<b>8</b>	7
Training	<b>2</b>	2
Maintenance	<b>9</b>	10
Fundraising	<b>1</b>	-
Re-cycling	<u><b>4</b></u>	<u>2</u>
	<u><b>87</b></u>	<u>77</u>

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

	<b>31.3.25</b>	31.3.24
£120,001 - £130,000	<b>1</b>	-
£110,001 - £120,000	-	1
£100,001 - £110,000	-	-
£90,001 - £100,00	-	-
£80,001 - £90,000	-	-
£70,001 - £80,000	<b>2</b>	1
£60,001 - £70,000	<u>-</u>	<u>1</u>

The full-time equivalent of employees at 31 March 2025 was 84 (2024: 74). The calculation of full-time equivalent is based on a person working five days a week for a full 12 months.

£64,966 (2024: £49,247) of gross salaries and £nil (2024: £nil) of employees National Insurance has been capitalised, as these costs relate to the internal maintenance department whilst making improvements to properties. The above staff costs are shown Gross of these amounts.



**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**13. INCOME FROM LETTINGS**

	31.3.25	31.3.24
	£	£
Hostel rents receivable excluding service charges	4,499,535	4,158,005
Service charges	<u>135,209</u>	<u>121,958</u>
Total hostel rents receivable	4,634,744	4,279,963
Hostel rent losses - voids	<u>(43,895)</u>	<u>(39,727)</u>
Total hostel rents receivable	4,590,849	4,240,236
Supported lodgings - rents receivable	<u>60,696</u>	<u>52,986</u>
Total rents receivable	<u><u>4,651,545</u></u>	<u><u>4,293,222</u></u>

During the year the charitable company had 211 rooms available (2024: 210 rooms available). It also had 5 supported lodging bed spaces (2024: 5). The total number of Housing properties from which the income is derived is 21 (2024: 21).

**14. SURPLUS/(DEFICIT) ON HOUSING**

	31.3.25	31.3.24
	£	£
<b>INCOME</b>		
Total rents receivable	4,590,849	4,240,236
Support contracts – Housing	178,210	178,780
Support contracts – Domestic Abuse Support	821,638	618,662
Support contracts – Lodgings	<u>29,953</u>	<u>29,953</u>
Total support contracts	1,029,801	827,395
Grants	179,307	162,643
Social housing grant	<u>45,732</u>	<u>45,473</u>
Total charitable income attributable to housing	5,845,689	5,275,747
Other income including donations	<u>900</u>	<u>1,495</u>
Total income attributable to housing	5,846,689	5,277,242
Costs including allocated overheads (Note 8)	<u>5,425,280</u>	<u>4,815,142</u>
Surplus on housing	<u><u>421,309</u></u>	<u><u>462,100</u></u>

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**15. EXPENDITURE ON PROPERTIES**

Direct repairs expenditure to social housing properties of £258,516 (2024: £176,889) was incurred in the year and charged to the Statement of Comprehensive Income. This excludes allocated overheads including the wages and salaries of the maintenance department.

Total labour cost of the maintenance department relating to housing properties amounted to £227,968 (2024: £205,426).

**16. TURNOVER**

	<b>31.3.25</b>	31.3.24
	£	£
Housing and supported activities	<b>5,935,274</b>	5,275,747
Trading activities	<b>209,778</b>	162,623
Non-housing activities	<b>258,191</b>	268,801
Other trading activities	<b>900</b>	1,495
	<hr/>	<hr/>
Total reported turnover	<b><u>6,404,143</u></b>	<b><u>5,708,666</u></b>

**17. SOCIAL HOUSING GRANT**

	<b>31.3.25</b>	31.3.24
	£	£
Social housing grant amortised during the year	<b>45,732</b>	45,743
Total amount amortised at the beginning of the year	<b>624,901</b>	579,428
	<hr/>	<hr/>
Total amortised at the end of the year	<b>670,633</b>	625,171
Deferred social housing grant at the end of the year	<b>1,457,196</b>	1,502,928
	<hr/>	<hr/>
Total amount of social housing grant received	<b><u>2,127,829</u></b>	<b><u>2,128,099</u></b>

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**18. TANGIBLE FIXED ASSETS**

	Freehold property	Fixtures and Fittings	Motor Vehicles	Assets under Construction	Totals
	£	£	£	£	£
<b>COST</b>					
At 1 April 2024	5,634,622	425,821	126,466	12,655	6,199,564
Additions	30,772	24,890	27,569	184,242	267,473
Transfer	89,965	100,414	-	(190,379)	-
Disposals	-	-	(32,262)	(1,428)	(33,690)
	<u>-</u>	<u>-</u>	<u>(32,262)</u>	<u>(1,428)</u>	<u>(33,690)</u>
At 31 March 2025	5,755,359	551,125	121,773	5,090	6,433,347
<b>DEPRECIATION</b>					
At 1 April 2024	995,236	358,758	58,653	-	1,412,687
Charge for year	179,800	48,082	23,858	-	251,740
Disposals	-	-	(21,658)	-	(21,658)
	<u>-</u>	<u>-</u>	<u>(21,658)</u>	<u>-</u>	<u>(21,658)</u>
At 31 March 2025	1,175,036	406,840	60,853	-	1,642,729
<b>NET BOOK VALUE</b>					
At 31 March 2025	<u>4,580,323</u>	<u>144,285</u>	<u>60,920</u>	<u>5,090</u>	<u>4,790,618</u>
At 31 March 2024	<u>4,639,386</u>	<u>67,063</u>	<u>67,813</u>	<u>12,655</u>	<u>4,786,917</u>

Included in cost or valuation of land and buildings is freehold land of £588,500 (2024: £588,500) which is not depreciated. Freehold property relates to 21 housing properties (2024: 20) used for our residents.

Assets under construction relates to costs incurred in relation the existing properties which will be capitalised when the work is completed.

Borrowing costs of £139,084 (2024: £139,084) have been included in the cost of freehold land and buildings.

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**18. TANGIBLE FIXED ASSETS - Continued**

Fixed assets, included in the above, which are held under finance leases are as follows:

	<b>Motor vehicles</b>
	<b>£</b>
<b>COST</b>	
At 1 April 2024 and 31 March 2025	<u><b>45,080</b></u>
<b>DEPRECIATION</b>	
At 1 April 2024	<b>32,020</b>
Charge for year	<u><b>5,906</b></u>
At 31 March 2025	<u><b>37,926</b></u>
<b>NET BOOK VALUE</b>	
At 31 March 2025	<u><u><b>7,154</b></u></u>
At 31 March 2024	<u><u><b>13,060</b></u></u>

**19. STOCKS**

	<b>31.3.25</b>	<b>31.3.24</b>
	<b>£</b>	<b>£</b>
Stocks	<u><u><b>45,164</b></u></u>	<u><u><b>33,042</b></u></u>

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**20. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>31.3.25</b>	<b>31.3.24</b>
	£	£
Trade debtors	<b>227,942</b>	135,517
Rental debtors	<b>187,805</b>	163,687
Other debtors	<b>2,540</b>	2,690
Value Added Tax	<b>915</b>	3,416
Prepayments	<b>108,266</b>	184,447
	<b><u>527,468</u></b>	<b><u>489,857</u></b>
Amounts falling due after more than one year		
Prepayments and accrued income	<b><u>10,100</u></b>	<b><u>4,275</u></b>
Aggregate amounts	<b><u>537,568</u></b>	<b><u>494,132</u></b>

Rental debtors are net of bad debt provision of £70,164 (2024: £61,508).

**21. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>31.3.25</b>	<b>31.3.24</b>
	£	£
Bank loans and overdrafts (see note 23)	<b>112,928</b>	112,928
Finance leases (see note 24)	<b>6,760</b>	7,949
Trade creditors	<b>83,186</b>	159,034
Other creditors	<b>168,573</b>	169,358
Accruals and deferred income	<b>300,579</b>	239,023
Deferred government grants	<b>32,945</b>	32,945
	<b><u>704,971</u></b>	<b><u>721,237</u></b>

**22. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR**

	<b>31.3.25</b>	<b>31.3.24</b>
	£	£
Bank loans (Note 23)	<b>2,277,118</b>	2,380,903
Accruals and deferred income	<b>134,788</b>	141,544
Deferred government grants	<b>1,424,251</b>	1,469,983
	<b><u>3,836,157</u></b>	<b><u>3,992,430</u></b>

Accruals and deferred income include a lease incentive adjustment required under FRS 102 and will be released over the terms of the lease.

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**23. LOANS**

An analysis of the maturity of loans is given below:

	<b>31.3.25</b>	31.3.24
	£	£
Amounts falling due within one year on demand:		
Bank loans	<b><u>112,928</u></b>	<b><u>112,928</u></b>
Amounts falling between one and two years:		
Bank loans - 1-2 years	<b><u>112,928</u></b>	<b><u>112,928</u></b>
Amounts falling due between two and five years:		
Bank loans - 2-5 years	<b><u>2,164,190</u></b>	<b><u>2,267,975</u></b>

Capital repayments of the bank loans are profiled as if the loans are repayable over a 25-year period although the loan agreements are renewable every 5 years.

Interest is charged at 2.95% and 3.25% above Bank of England's Base Rate.

# **IMPAKT HOUSING & SUPPORT LTD**

## **NOTES TO THE FINANCIAL STATEMENTS - continued** **FOR THE YEAR ENDED 31 MARCH 2025**

### **24. LEASING AGREEMENTS**

Minimum lease payments fall due as follows:

	<b>Finance leases</b>	
	<b>31.3.25</b>	<b>31.3.24</b>
	<b>£</b>	<b>£</b>
Net obligations repayable:		
Within one year	<b>6,760</b>	7,949
Between one and five years	<u>-</u>	<u>-</u>
	<b><u>6,760</u></b>	<b><u>7,949</u></b>
	<b>Non-cancellable operating leases</b>	
	<b>31.3.25</b>	<b>31.3.24</b>
	<b>£</b>	<b>£</b>
Within one year	<b>1,052,771</b>	1,061,920
Between one and five years	<b>4,021,641</b>	4,129,968
In more than five years	<b><u>12,623,787</u></b>	<b><u>13,488,232</u></b>
	<b><u>17,698,199</u></b>	<b><u>18,680,120</u></b>

### **25. SECURED DEBTS**

The following secured debts are included within creditors:

	<b>31.3.25</b>	<b>31.3.24</b>
	<b>£</b>	<b>£</b>
Bank loans	<b>2,390,046</b>	2,493,831
Finance leases	<b><u>6,760</u></b>	<u>7,949</u>
	<b><u>2,396,806</u></b>	<b><u>2,501,780</u></b>

The bank loans are secured by way of legal mortgages on the freehold properties of the charitable company.

The Finance leases are secured on the assets to which they relate, which can be seen in Note 18 (Tangible Fixed Assets).

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**26. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Unrestricted funds £	Restricted funds £	<b>31.3.25 Total Funds £</b>	<b>31.3.24 Total Funds £</b>
Fixed assets	4,790,618	-	<b>4,790,618</b>	4,786,917
Current assets	1,435,956	129,279	<b>1,565,235</b>	1,582,327
Current liabilities	(704,971)	-	<b>(704,971)</b>	(721,237)
Long-term liabilities	<u>(3,836,157)</u>	<u>-</u>	<b><u>(3,836,157)</u></b>	<u>(3,992,430)</u>
	<b><u>1,685,446</u></b>	<b><u>129,729</u></b>	<b><u>1,814,725</u></b>	<b><u>1,655,577</u></b>

**27. MOVEMENT IN FUNDS**

	<b>At 1.4.24 £</b>	<b>Net movement in funds £</b>	<b>Transfers between funds £</b>	<b>At 31.3.25 £</b>
<b>Unrestricted funds</b>				
General fund	1,017,853	21,278	(10,127)	<b>1,029,004</b>
Major Property Repairs Reserve	<u>544,158</u>	<u>-</u>	<u>112,284</u>	<b><u>656,442</u></b>
	<b><u>1,562,011</u></b>	<b><u>21,278</u></b>	<b><u>102,157</u></b>	<b><u>1,685,446</u></b>
<b>Restricted funds</b>				
Skills	5,067	5,761	-	<b>10,828</b>
Domestic Abuse Services	44,416	10,896	-	<b>55,312</b>
Community Food Larder	22,207	10,019	-	<b>32,226</b>
Housing	<u>21,876</u>	<u>9,037</u>	<u>-</u>	<b><u>30,913</u></b>
	<b><u>93,566</u></b>	<b><u>35,713</u></b>	<b><u>-</u></b>	<b><u>129,279</u></b>
<b>TOTAL FUNDS</b>	<b><u>1,655,577</u></b>	<b><u>56,991</u></b>	<b><u>102,157</u></b>	<b><u>1,814,725</u></b>



**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**27. MOVEMENT IN FUNDS - continued**

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

	<b>Incoming resources £</b>	<b>Resources expended £</b>	<b>Net Movement in funds £</b>
<b>Unrestricted funds</b>			
General fund	<u>5,991,940</u>	<u>(5,868,505)</u>	<u>123,435</u>
<b>Restricted funds</b>			
Skills4	6,384	(623)	5,761
Interiors/Pre-Loved	-	-	-
Domestic Abuse Support Services	206,369	(195,473)	10,896
Community Food Larder	50,748	(40,729)	10,019
Housing	<u>172,922</u>	<u>(163,885)</u>	<u>9,037</u>
	<u>436,423</u>	<u>(400,710)</u>	<u>35,713</u>
<b>TOTAL FUNDS</b>	<u><u>6,428,363</u></u>	<u><u>(6,269,215)</u></u>	<u><u>159,148</u></u>

Comparative Net movement in funds:

	<b>At 1.4.23 £</b>	<b>Net Movement in funds £</b>	<b>Transfers between funds £</b>	<b>At 31.3.24 £</b>
<b>Unrestricted funds</b>				
General fund	1,026,975	(14,071)	4,949	1,017,853
Major Property Repairs Reserve	<u>442,884</u>	<u>-</u>	<u>101,274</u>	<u>544,158</u>
	<u>1,469,859</u>	<u>(14,071)</u>	<u>106,223</u>	<u>1,562,011</u>

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**27. MOVEMENT IN FUNDS - continued**

	<b>At 1.4.23</b>	<b>Net Movement in funds</b>	<b>Transfers between funds</b>	<b>At 31.3.24</b>
	£	£	£	£
<b>Restricted funds</b>				
Skills4	12,133	(7,066)	-	5,067
4mation-charitable	13,229	(13,229)	-	-
Domestic Abuse projects	39,591	5,303	-	44,894
Community Food Larder	35,663	(13,456)	-	22,207
Housing	21,183	215	-	21,398
	<u>121,799</u>	<u>(28,233)</u>	<u>-</u>	<u>93,566</u>
<b>TOTAL FUNDS</b>	<u>1,591,658</u>	<u>(42,304)</u>	<u>106,223</u>	<u>1,655,577</u>

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

	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Movement in funds</b>
	£	£	£
<b>Unrestricted funds</b>			
General fund	<u>5,271,693</u>	<u>(5,179,541)</u>	<u>92,152</u>
<b>Restricted funds</b>			
Skills4	20,531	(27,597)	(7,066)
Interiors/Pre-Loved	26,937	(40,166)	(13,229)
Domestic Abuse Support Services	198,324	(195,206)	3,118
Community Food Larder	70,477	(83,933)	(13,456)
Housing	<u>142,112</u>	<u>(139,712)</u>	<u>2,400</u>
	<u>458,381</u>	<u>(486,614)</u>	<u>(28,233)</u>
<b>TOTAL FUNDS</b>	<u>5,730,074</u>	<u>(5,666,155)</u>	<u>63,919</u>

## **IMPAKT HOUSING & SUPPORT LTD**

### **NOTES TO THE FINANCIAL STATEMENTS - continued** **FOR THE YEAR ENDED 31 MARCH 2025**

#### **27. MOVEMENT IN FUNDS - continued**

The charitable company maintained designated funds for the future funding of major repairs of its properties. During the year, a net £112,284 (2024: £101,274) after expenditure of £Nil (2024: £5,670) was transferred from the General Fund to increase these designated funds to £656,442 (2024: £544,158).

Restricted Funds are as a result of grants received for specific projects and/or purposes as indicated above.

#### **28. EMPLOYEE BENEFIT OBLIGATIONS**

Employees of IMPAKT Housing & Support Ltd are entitled to participate in a defined contribution pension scheme managed by Royal London. The best estimate of the contributions (Employee and Employer contributions) to be paid to the scheme next year is £58,000 (2024: £55,000).

#### **29. RELATED PARTY DISCLOSURES**

There were no material related party transactions for the year ended 31 March 2025, with either any of the directors, or the trustees of the charitable company.

The key management personnel of the charitable company are considered to be the Board and the Executive Team. Disclosures in relation to key management personnel are included in note 11.

#### **30. POST BALANCE SHEET EVENTS**

On 23 June 2025 two residential properties were purchased in Bedford for £330,000 and £200,000 which were funded via loans from Handelsbanken plc. The properties will be refurbished and will be available to house families that are being supported by our Domestic Abuse Support Services.

On 1 September 2025 we acquired from the Liquidator of NAASH (Northampton Association for the Accommodation of the Single Homeless) the operations of the former charity. On 1 September eleven staff joined IMPAKT Housing & Support Limited and as an organisation we were able to continue to support more than 180 residents without disruption to the services they receive. Once the liquidation process has been completed it is expected that IMPAKT Housing & Support Ltd will acquire two properties in Northampton and any remaining cash following the discharge of the liquidator's liabilities.

There were no other material post balance sheet events.

#### **31. COMPANY LIMITED BY GUARANTEE**

IMPAKT Housing & Support Ltd is a company limited by guarantee and without a share capital. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

**IMPAKT HOUSING & SUPPORT LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**32. FINANCIAL INSTRUMENTS**

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

	<b>31.3.25</b>	<b>31.3.24</b>
	<b>£</b>	<b>£</b>
Financial assets - measured at amortised cost:		
Debt instruments		
Debtors	<b><u>409,202</u></b>	<b><u>305,410</u></b>
Financial liabilities - measured at amortised cost		
Bank loans and overdrafts	<b>2,390,046</b>	<b>2,493,831</b>
Creditors - other	<b><u>251,759</u></b>	<b><u>336,341</u></b>
	<b><u>2,641,805</u></b>	<b><u>2,830,172</u></b>