

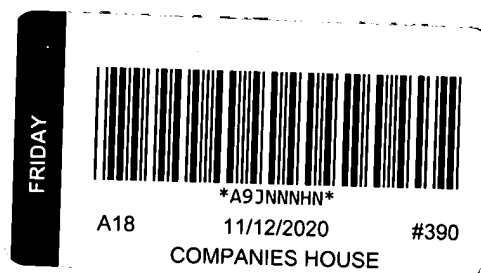
REGISTERED COMPANY NUMBER: 02504171 (England & Wales)

REGISTERED CHARITY NUMBER: 1000830

HCA REGISTERED PROVIDER NUMBER: 4738

**Report of the Trustees and
Financial Statements for the year ended 31st March 2020
for**

**St Richard of Chichester Christian Care Association Ltd
Known as "Stonepillow"**



St Richard of Chichester Christian Care Association Ltd

**Contents of the Financial Statements
for the year ended 31st March 2020**

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St Richard of Chichester Christian Care Association Ltd

Legal and Administrative Information for the year ended 31st March 2020

Mission Statement

STONEPILLOW offers shelter, information and support to empower homeless and vulnerable individuals to make positive changes in their lives.

It aims to create a safer environment that promotes social inclusion with practical assistance and without prejudice for all.

LEGAL AND ADMINISTRATIVE INFORMATION

Constitution

St Richard of Chichester Christian Care Association is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. The company was incorporated on 21 May 1990 (company number 2504171) and was registered as a charity (number 1000830), as defined by the Charities Act, on 9th November 1990.

The company trading name is **STONEPILLOW**.

Directors and Trustees

The directors of the charitable company are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. Trustees are appointed at the AGM by the members in accordance with Article 35 or by the trustees under Article 36.

The trustees serving during the year and since the year end were as follows:

Chair of Trustees

Shelagh Legrave OBE DL

Vice Chair

Yvonne Thomson

Trustees

Clare Apel

Martyn Bell

David Coulthard - Appointed 28 November 2019

Anthony Fawcett

Iain Macleod - Resigned 6 February 2020

Greg Mahon

Peter Stevens

Hannah Worricker - Co-opted 6 February 2020

Chief Executive

Hilary Bartle

Company Secretary

Tim O'Reilly

Principal and Registered Office

Old Glassworks

St Cyriacs

Chichester

West Sussex

PO19 1AJ

St Richard of Chichester Christian Care Association Ltd

**Legal and Administrative Information
for the year ended 31st March 2020**

LEGAL AND ADMINISTRATIVE INFORMATION

Auditors

Sheen Stickland
Chartered Accountants and Registered Auditors
7 East Pallant
Chichester
West Sussex
PO19 1TR

Solicitors

Irwin Mitchell LLP
Thomas Eggar House
Friary Lane
Chichester
West Sussex
PO19 1UF

Bankers

Barclays Bank plc
74/75 East Street
Chichester
West Sussex
PO19 1HT

**Report of the Chair
for the year ended 31st March 2020**

Stonepillow has completed another very successful year, albeit with a difficult final month, continuing to deliver its mission of offering shelter, information and support to empower homeless and vulnerable people to make positive changes in their lives through the provision of hubs, hostels, move-on accommodation and work skills training.

The impact of Covid-19 in March 2020 has been very challenging for the homeless sector. It has limited Stonepillow's fundraising opportunities and its social enterprise. The day hubs have also had to close. However, it has offered opportunities to support the most vulnerable who were moved into hotel accommodation at the start of lockdown. The support provided by Chichester and Arun District Councils in finding appropriate rooms and their partnership working with Stonepillow has been much appreciated.

Stonepillow continues to provide hostels and day hubs in Chichester and Bognor Regis. Move-on accommodation is still at a premium and the Supported Accommodation team continue to source new private rented accommodation. The Recovery Service, which provides support for those needing help to make the journey from sleeping rough to permanent housing has been fully occupied and has delivered amazing outcomes for its clients. The process to register this part of Stonepillow's operation with the Care Quality Commission (CQC) was started during this financial year.

The new Bognor hostel at Ellasdale Road was opened in 2018 and this year, with the help of capital support of £188,465 from Public Health England and £90,000 from private trust funds, a new Resource Hub was opened to provide targeted support to our vulnerable clients who have substance addictions. Unfortunately, its use has been limited due to Covid-19 but it will significantly enhance the help we can offer to individuals.

Restore, the social enterprise which sells furniture, electrical goods and bicycles has continued to flourish in Chichester and operates a shop in Bognor Regis. It was closed at the end of March 2020 due to Covid-19 restrictions for a period of three months.

Stonepillow could not continue to operate without the extremely generous donations we receive from local churches and private individuals. Fundraising events this year included an incredibly successful Big Sleep Out in Chichester. The Harvest Festival giving of food is hugely appreciated and there are a number of shops and restaurants who directly support the Charity through donations of food at regular intervals, which is enormously helpful.

Financially Stonepillow has achieved another stable financial position, taking into account difficult economic conditions, Covid-19 and the uncertainty of future funding. It made a surplus of £159,387 (2019: £158,584).

Hilary Bartle, the Chief Executive, has led collaborative projects across organisations in West Sussex which support homelessness very effectively. This has enabled successful bids for funds from Public Health England and Ministry of Communities and Local Government. West Sussex County Council have continued to support Stonepillow through its Supporting People funding but there is an ever present risk of further funding cuts in the future.

Stonepillow could not be successful in helping vulnerable people without the extraordinary support of its excellent staff who work extremely hard with passion and professionalism, sometimes in very challenging circumstances and particularly as the Covid-19 pandemic unfolded at the end of the financial year. I also want to thank my fellow Trustees and all our volunteers who give their time and expertise to support the charity.

Shelagh Legrave OBE DL, Chair of the Trustees of Stonepillow

**Chief Executive Report
for the year ended 31st March 2020**

2019/20 has been a year of developing and strengthening partnerships, building our service offering to our clients and implementing our 5-year strategy for Stonepillow.

We have developed a number of new models of working with those who are rough sleeping. In partnership with Arun and Chichester District Council we are providing stronger support to this cohort which includes some of the most entrenched rough sleepers using our Homelessness Navigators. The Supported Lettings Officers provide advice, support and guidance to those who are at risk of losing their homes in order to prevent homelessness. We have seen for several years an increase in those with co-occurring mental health and substance misuse needs (dual diagnosis). This group often falls through the net. Thanks to the Rough Sleeper Initiative we have been able to appoint two new dual diagnosis workers who are working with this group.

Across West Sussex we were successful in gaining funding from Public Health England (PHE) and the Ministry of Housing, Communities and Local Government (MHCLG) for the planned West Sussex HARP Project (Hospital Admissions Reduction Pathway). Stonepillow led the multi-agency bid which was submitted in the summer of 2019 with the purpose of addressing the health inequalities and unnecessary hospital admissions suffered. This project was due to start at the end of March but due to Covid-19 will now commence in mid-September. It will see a Homelessness Navigator in the hospitals, nurses working with the outreach teams and peer coaches providing the handholding services to health and wellbeing appointments with clients.

One of our biggest challenges during the year has been our application for CQC (Care Quality Commission) registration of the Recovery Service in Bognor Regis. This has been a huge learning exercise to enter the realms of regulated activity, but we are now registered and working towards our first inspection. This valuable service provides a psychosocial treatment service to those who are recovering from addictions and is based on an abstinence treatment model. Our clients embrace and value this service as it gives them back a chance to rebuild their lives. Over 80% of clients who have been through this service are still abstinent 12 months after leaving the service.

We also opened our Unaccompanied Asylum Seeker Children's service in January 2020 under a contract with WSCC (West Sussex County Council) Children's Services.

Our harm reduction Resource Hub opened in January 2020 only to be closed temporarily because of Covid-19 guidance. The Resource Hub is now slowly reopening as groups start to meet virtually.

The final two months of the financial year were hit by Covid-19 and all the changes that the pandemic brought. Without the commitment of staff (and their families), volunteers, local government, and the community we would not have been able to keep our services running. The flexibility of staff to cover services, the volume of food that was donated, the sourcing of huge amounts of PPE as well as financial grants and donations really enabled us to step up and respond throughout this challenging time.

The Government's 'Everyone In' initiative enabled us for the first time to offer all those rough sleeping or vulnerably housed a safe place to stay for the duration of lockdown. Arun and Chichester District Councils sourced Butlins and the Travelodge as providers for this exercise along with some other smaller private housing providers. Stonepillow hub staff were deployed to support these clients in their new homes along with a weekly supply of food which had been kindly donated by some of the many businesses and individuals, feeding more than 150 people per day.

Over the past 12 months we have supported 440 in our day hubs. 169 of these people were referred to our hostels, and 50% (85 people) have been moved on in a planned way from our hostels and 30% (50 people) from our supported shared houses or the Recovery Service to independent accommodation. This is a credit to the staff and volunteers in the hostels and hubs, who have empowered and engaged with our clients and enabled them to remain on their pathway to independence despite Covid-19.

Hilary Bartle, CEO of Stonepillow

**Report of the Trustees
for the year ended 31st March 2020**

The trustees are pleased to present their report together with the financial statements for the year ended 31st March 2020.

Legal and administrative information set out on page 1 forms part of this report. The financial statements have been prepared in accordance with applicable accounting standards including 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 the Accounting Direction for private registered providers of social housing in England 2015.

STRUCTURE, GOVERNANCE AND MANAGEMENT

St. Richard of Chichester Christian Care Association trading as STONEPILLOW is a company limited by guarantee. The members of the company appoint trustees at the AGM with one third of the existing Trustee Board coming up for reappointment each year. The number of trustees is flexible. The Trustee Board may co-opt new trustees during the year but such persons have to present themselves for appointment by the members at the next AGM. Trustees elect their own officers annually and appoint a Company Secretary. There are written statements outlining the roles and responsibilities of the Chair of the Trustee Board and of individual trustees, standing orders governing Trustee Board procedures and a Trustee Code of Conduct. All members of the board give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 5 of the accounts. There is a formal induction process for new trustees which aims to provide them with an understanding of the organisation and Trustees are encouraged to undertake any training course relevant to the performance of their duties.

The trustees have joint corporate responsibility for all the activities of Stonepillow but, apart from the statutory obligations that fall directly upon them as a Board, exercise much of that responsibility through controlled delegation. This involves setting policies, arranging for them to be carried out with agreed resources and then monitoring operational and financial performance. Implementation of agreed policies involving day-by-day management of the staff and work of Stonepillow is the responsibility of the Chief Executive, appointed by the trustees and answerable to them. Long term strategic development and the yearly update of the Business Plan are discussed jointly by the Trustee Board and the Chief Executive. There is a joint commitment between the Trustee Board and the Chief Executive to carry out the agreed Business Plan. Implementation of project and service development set out in the Business plan is primarily the responsibility of the Chief Executive, monitored through regular progress reports. A Finance and Internal Audit sub-committee acts on behalf of the Board in relation to the regular monitoring of the Association's finances and the preliminary appraisal of other financial matters, including internal procedures.

The trustees confirm that they have complied with their duty under section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission in deciding what activities the charity should undertake.

Risk management

The charity's activities are subject to a variety of regulations and legal compliance. By applying appropriate governance and management structures, risk is adequately managed. The Board of Trustees acknowledges its ultimate responsibility for monitoring and reviewing the risks Stonepillow faces through a risk register which is scrutinised and updated by the Finance & Audit Committee on behalf of the trustees. The CEO and the management team are responsible for implementing all practical measures that can be taken to reduce or eliminate the risks identified at that time. The system of internal control is designed to provide reasonable assurance that key business objectives will be achieved and the charity's assets safeguarded.

Stonepillow identifies the key risks, the likelihood of those risks occurring, their potential impact and the actions being taken to reduce and mitigate the risks. Risks are prioritised using a consistent scoring system.

Report of the Trustees
for the year ended 31st March 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

Key	
E	Extreme risk, immediate action. Escalate as an issue.
H	High risk, action should be taken to compensate.
M	Moderate risk, action should be taken to monitor.
L	Low risk, routine acceptance of risk.

STONEPILLOW RISK REGISTER		IMPACT	MITIGATION
Governance			
1	The charity lacks direction, strategy and forward planning.	E	H
2	Board of Trustees fail to have the right skills, knowledge and understanding of the governance structures in place, preventing effective accountability and oversight of regulatory obligations which include the Care Quality Commission (CQC) and Charity Commission.	H	L
3	Inadequate or inaccurate information is reported to Trustees, resulting in poor quality decision making.	H	M
4	Negative PR and/or media coverage.	E	M
5	Failure to achieve registration under the CQC regulatory framework. Failure to secure a Registered Manager.	E	H
Financial			
6	Finance and resources dependent upon a limited number of contracts.	E	H
7	Poor contract delivery and service provision.	H	M
8	Inaccurate financial reporting and ineffective budgetary control.	H	M
9	Failure to deliver on fundraising ambitions due to lack of coherent fundraising strategy and loss of community commitment.	H	M
Operational			
10	Lack of clear management structure, leading to uncertainty amongst staff of roles and duties.	H	M
11	Failure to adhere to Health and Safety regulations, policies and regulatory requirements. Poor security of staff, arising from lack of knowledge of procedures and policies. Action being taken without proper authority, caused by lack of induction/training.	E	H
12	Failure to adhere to regulatory framework of CQC.	H	M
13	Employment issues arising from a failure to follow effective policies and procedures to regulate staff and volunteers' activities. Lack of managerial oversight and monitoring of work, conduct and performance. Non-compliance by staff and volunteers with CQC requirements, H&S legislation and regulations.	E	H
14	Poor disaster recovery and business continuity planning, leading to computer system failures or loss of data, the destruction of property, equipment, records through fire, flood, Covid 19 or similar.	H	M
15	Failure to comply with GDPR requirements for clients, staff and donors.	H	L

Remuneration policy

Salaries are reviewed on an annual basis and bench marked against the National Joint Council (NJC) scales. There is no commitment to match the latest scale value, increases are only applied after consideration of financial viability.

Stonepillow- What we do and how we do it

Stonepillow provides vital support to homeless and vulnerable people, empowering them to rebuild their lives and achieve sustainable independence and wellbeing. We accommodate 96 people on any given night, and we have supported 601 people over the past year across our range of services. Our aim is to end rough sleeping in the areas where we work and to support individuals to overcome barriers and to take the first step towards living independent lives and achieving their potential.

**Report of the Trustees
for the year ended 31st March 2020**

ACHIEVEMENTS AND PERFORMANCE

The Stonepillow Board adopted and signed off our 5 year strategy in 2019 – 2020

The 5 year Strategy 2019-2024 provided us with a clear direction of travel and a set of objectives which could be appropriately monitored by the Board within our governance structures.

It provides a clear delivery programme and a framework which sets out how we work and our commitment to ending rough sleeping and homelessness.

Stonepillow - who we are

Clients

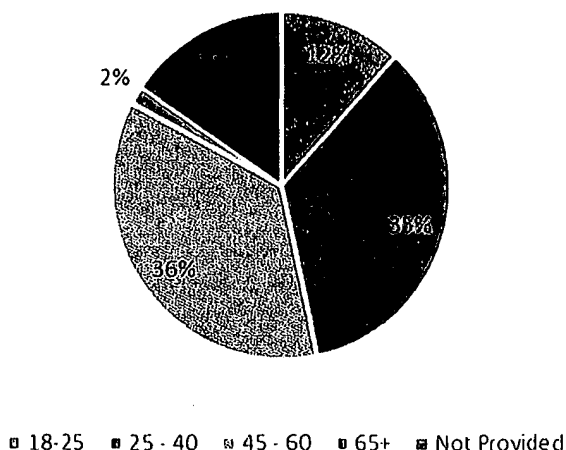
Homelessness services are essential to providing a safety net for those in the community who are vulnerable and do not have a secure place to reside due to a variety of reasons. Stonepillow places all our clients at the heart of what we do. The services we deliver focus on support planning, which is co-produced with the clients. The partnerships we establish aim to make wider service provision more accessible and more integrated to enable clients to have a smoother journey navigating through the complexity of services. The quote often used is 'it is not me who is complex but the services around me'. Stonepillow is committed to an enabling and empowering model of service, which always puts clients at the centre. Staff are trained and skilled with this approach of working. The values of the organisation reinforce this approach by expecting all staff to live the core values set out.

However, we can always improve, and a key objective within the 5-year strategy is to improve how clients can be meaningfully involved at all levels of the organisation. In particular, we are reviewing how they are actively participating in the governance of the charity. Funding has been received for us to appoint a Client Engagement Coordinator (with lived experience) to help develop a clear and transparent approach co-produced with present and past clients. This will provide us with a road map to achieve full engagement and involvement across the charity's activities.

2019 saw us implement our new client and volunteer database InForm. This provides us with a safe and secure system onto which we can store all client information whilst conforming to data protection regulations. It also provides a wealth of data which both demonstrates the outcomes to clients of their progress and achievements, and enables us by collating and interrogating this data to produce a wealth of strategic information to evidence our successes and ensure a clear understanding of collective needs.

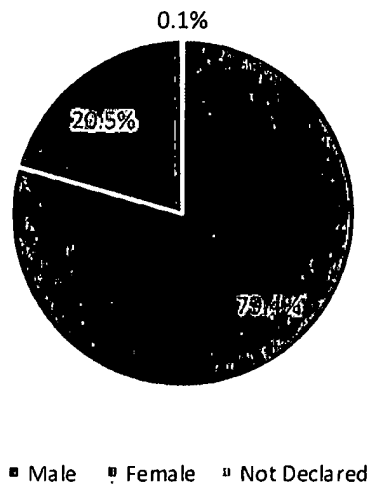
Demographics - our clients in 2019/20

Age of clients supported in 19/20

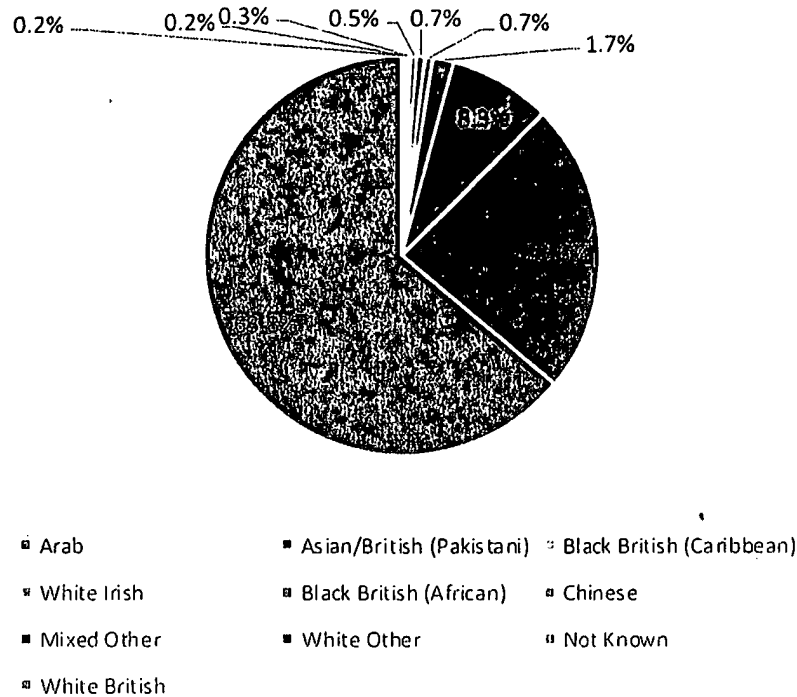


ACHIEVEMENTS AND PERFORMANCE

Gender of clients supported in 19/20



Ethnic origin of clients supported in 19/20



**Report of the Trustees
for the year ended 31st March 2020**

ACHIEVEMENTS AND PERFORMANCE

Staff

On average, Stonepillow employs 52 staff, plus the equivalent 9 full time staff who provide essential cover for staff sickness and holiday. During 2019/20 we introduced a Volunteer Coordinator into the staffing structure, and a new team of staff to work specifically with those rough sleeping in Arun and Chichester. This Rapid Rehousing team also provided a preventative response to those who were most at risk of losing their homes.

Stonepillow continues to strengthen our training programme for all staff and volunteers to ensure that the training we offer provides staff with the essential skills to undertake their roles in a safe, appropriate, supportive and caring manner.

Volunteers

Our Volunteer Coordinator started during the year and has spent a great deal of time getting to know all our volunteers and building a think tank of volunteers to expand the volunteer offer. We now have weekly newsletters for volunteers, on-site support for volunteers and much more regular contact with all those who so kindly and effectively provide their time and resources free to Stonepillow.

Stonepillow have 170 active volunteers working alongside our staff, giving 21,167 hours of support per annum. Over 90% of the hours are provided at our social enterprise Restore, ranging from those who work with paid staff on the vans delivering and collecting furniture, within the retail outlets to sort, check, repair and refurbish donations; to those who provide additional customer services. A core set of our volunteers are providing amazing cooking services in our residential and day services. This enables donated food to be prepared into healthy and wholesome food. We on average feed around 130 people per day across the services; without the continued support of our volunteers this would not be possible.

As part of our commitment to enhance the volunteer experience we produce a weekly volunteer newsletter, keeping our volunteers up to-date on Stonepillow and further volunteer opportunities. In addition we have introduced a Volunteer Pathway, which records how individuals came to volunteer for Stonepillow as well as what they achieve and views on their volunteer experience. This enables us to expand and enhance the volunteer experience and offer; and this year we have been successful in accessing further grants to provide wider opportunities for our volunteers.

Covid-19 has meant that volunteer opportunities have become more restrictive as our fundraising events have not been able to go ahead and with the need for infection control procedures at our hubs and hostels we have had to look at how we limit site volunteers and non-essential staff. Although we are slowly rebuilding, Covid-19 has had a significant impact on those who are now able to continue to volunteer due to their health and other vulnerabilities; and this has had a definite impact on clients who had welcomed the expanded offer volunteers provide. Over the year we welcomed specialist volunteers which included dentists, therapists, translators, teachers of literacy, numeracy, and computer skills. We have also focused on growing the number of volunteers who can support a programme of health and wellbeing; including personal trainers, mindfulness tutors and yoga practitioners. These have been the most affected by Covid-19 restrictions, but we hope they will return as soon as the restrictions ease.

We continue to look at providing our client volunteer opportunities either within our Social Enterprise (two shop outlets) or working with our maintenance coordinator to improve and maintain buildings and gardens. This gives our clients valuable skills and experience to prepare them for employment and time for learning in a secure environment.

A dedicated group of volunteers now collect and deliver surplus food to our hostels and hubs, collecting from a variety of shops and supermarkets in the local area. We also have several chefs from local restaurants running cooking classes for our clients in the hostels.

We are very grateful to our volunteers for the invaluable support they provide.

**Report of the Trustees
for the year ended 31st March 2020**

ACHIEVEMENTS AND PERFORMANCE

Stonepillow Hubs

Stonepillow day centres (known as hubs) provide support and advice for people who are rough sleeping, homeless or vulnerably housed. We operate two hubs, one in Chichester city centre and one in Bognor Regis town centre. They are the first point of contact for people accessing Stonepillow services.

The hubs offer a range of facilities including breakfast, lunch, hot drinks, GP surgery, needle exchange, shower and laundry facilities. Support staff facilitate the coordination of clients' cases which may include working with other agencies such as GPs, Housing Options teams, substance misuse and mental health support services. Staff can also provide the first point of contact for those who find themselves homeless or threatened with homelessness.

This year, 440 (previous year 300) people accessed our hubs in Chichester and Bognor Regis. On average, we provide 230 meals a week (breakfast and lunch). Chichester District Council (CDC) and Arun District Council (ADC) provide housing advice and assistance with benefits out of the hubs. We also a partner within the Mental Health Pathfinder Alliance providing quick access to mental health services.

In **Stonepillow Chichester Hub**, we have supported 265 clients (previous year 178).

We built on the range of group sessions we delivered which included yoga, art therapy and music workshops. We saw an increased number of clients accessing our counselling service and clients have benefitted from a new drop-in dentist service.

Stonepillow Bognor Regis Hub is our day service in the centre of Bognor Regis. This year, 215 clients (Previous year 112) accessed the hub. The Hub remains open three days per week (Monday, Wednesday and Friday).

In the colder months, Bognor Regis Hub acts as Arun District Council's Severe Weather Emergency Provision (SWEP). When temperatures are predicted to drop below zero degrees for three consecutive nights, the Hub provides emergency accommodation overnight to rough sleepers across Arun. From January 20 to March 20 the SWEP provision was activated on 6 nights (previous year 54).

In addition to SWEP provision, extra cold weather funding was agreed in partnership with Arun District Council and MHCLG to extend the provision at the Bognor Hub to facilitate a night provision over the winter months until 31st March 2020, known as the Winter Beds Scheme. This provision was the primary factor in the reduction in need for SWEP compared to the previous year.

Stonepillow Hostels

Stonepillow has two hostels in Chichester and Bognor Regis that provide short-term accommodation and offer 1-2-1 personal support to address individuals' issues and develop support plans, empowering them to move out of homelessness.

In 2017, we committed to improving the hostel provision in both Chichester and Arun districts, in line with national best practice and to better meet our clients' needs. 2019-20 was our first full year running on a 24 hour a day accessibility basis, and our clients have benefited from the wider ranging models of support we are able to offer.

Our **Stonepillow Bognor Hostel** provides short-term accommodation and support in a safe and stable environment to 16 residents, providing each with an en-suite bedroom, shared kitchen and communal areas and a large garden. We successfully gained funding for outdoor gym equipment for all clients to use. This refurbished building has enabled us to support three clients with mobility issues over the last year and we have also housed within the hostel 4 dogs to prevent separation from their owners who had become homeless.

**Report of the Trustees
for the year ended 31st March 2020**

ACHIEVEMENTS AND PERFORMANCE

The **Stonepillow Chichester Hostel** also incorporates the building known as the Lodge and provides 17 bed spaces; 6 small studio flats, and 11 rooms with access to shared kitchen, bathroom and other communal facilities. Chichester Hostel also operated SWEP for the Chichester District, providing emergency overnight accommodation when temperatures drop below freezing; this was activated on 19 nights, supporting 13 clients in total.

Across both hostels we have supported 169 individual clients (previous year 168). The hostels act as the primary relief accommodation in response to a person's homelessness. We no longer operate as a night shelter and provide a 28 day licence to those who live within the hostels to enable them to stabilise their lives and work with their keyworker to build a strong and effective support package. The keyworker will then work with the client to enable them to seek and move into suitable and longer term accommodation. Clients often have multiple and co-occurring needs and have often lived chaotic lifestyles - they may have alcohol or drug issues, mental health issues or offending backgrounds. We continue to see an increasing number of women accessing our services, who have similar complex needs but also have additional issues relating to domestic abuse.

Each client has a dedicated keyworker to assist them with identifying areas in which they need support. The outcomes and achievements they make are recorded and tracked to enable clients to see their progress along the pathway to independence, and to enable reporting to funders.

Both hostels are now able to accommodate dogs alongside their owners as we developed a partnership with the Dogs Trust. This partnership enables the client's dog to be microchipped, receive appropriate vaccinations, veterinary care and insurance. The policies we have adopted from the Dogs Trust provide a clear framework for staff and clients to agree expectations on how dogs are managed whilst in the hostels.

Stonepillow Resource Hub

In February 2020 the refurbishment of our new Resource Hub in Bognor Regis was completed and the building officially opened. Stonepillow received capital funding from Public Health England (PHE), the Albert Hunt Trust, the Bernard Sunley Foundation, the Clothworkers Trust, the Ernest Kleinwort Charitable Trust and the Garfield Weston Foundation. We also received other private support which contributed towards the initial set up. The Resource Hub is located at our Bognor Regis Hostel and will provide a clear pathway for homeless people to directly access medical and therapeutic interventions. The 2 Rotary Clubs in Bognor Regis (Hotham and Bognor Regis) donated significant funding to furnish an IT suite with 5 computers and printers. This provides an amazing resource to those using the Resource Hub to improve their IT skills and do online training. Throughout Covid-19 they were able to continue to access online meetings with other support providers over video conferencing facilities.

The **Resource Hub** enables people to access and engage in activity that will positively improve their health and wellbeing, plus improving their chances of securing accommodation, maintaining a tenancy and positively engaging with the community. It is focused on those with substance misuse issues by using a harm reduction model and through therapeutic group work.

Often health services are not set up to respond to the needs of homeless people. Although many homeless people are registered with healthcare services, many will not use them. This could be for a variety of reasons such as fear of stigma or bad experiences. A substantial number of homeless people use hospital A+E departments for primary care services. We expanded our primary health offer in partnership with West Sussex NHS Trust, WSCC Drug and Alcohol Team, Change Grow Live, Emerging Futures, West Sussex Public Health team and the 2 other homelessness providers across West Sussex. The partnership successfully bid for funding to Public Health England and the Rough Sleeper Team at MHCLG for funding to deliver a Hospital Admissions Reduction Pathway (HARP). This was due to start in March 2020 but was paused due to Covid-19. It will restart in September 2020.

**Report of the Trustees
for the year ended 31st March 2020**

ACHIEVEMENTS AND PERFORMANCE

Rapid Rehousing Pathway

The Rapid Rehousing Pathway was established across Arun and Chichester District Council in July 2019. The funding for this came from WSCC to support the districts with their delivery of front focused work with rough sleepers. It had two main component parts – proactive approach to working with the most entrenched and complex rough sleepers in each area and prevention of people losing their accommodation and drifting onto the streets. We had a Homelessness Navigator covering both Arun and Chichester and 2 Supported Lettings workers linking with landlords to identify those who were most at risk of losing their homes. This was a proactive service. Between July 2019 to March 2020 we supported 83 people who were already rough sleeping – 27 of these were moved into accommodation. We supported 7 to maintain their own homes and prevent homelessness.

Stonepillow Recovery

Stonepillow Recovery Service is located in Bognor Regis and uses a psychosocial abstinence-based model of accommodation and support for people who are addressing their substance misuse and addiction. It consists of a 12 bed, 24-hour service where residents take part in a recovery programme. The service includes three move-on houses to allow residents to move to the next stage of independence, whilst remaining supported by staff. In order to support clients on their recovery pathway clients are encouraged to access Change Grow Live (CGL), Narcotics Anonymous (NA) and Alcoholics Anonymous (AA).

During 2019, work was focused on preparing for a registration submission to the Care Quality Commission to become a regulated service. This has been a time consuming but extremely worthwhile exercise as it has improved our delivery model and using the 5 KLOES it has enhanced our service offer to our clients to ensure that our services are Safe, Effective, Caring Responsive and Well-Led.

The Recovery Service is a leading example of partnership working. We work closely with other local organisations to ensure our clients receive the best support, including:

- **Emerging Futures** attend regularly to work with clients toward becoming Recovery Coaches and to facilitate groups at the recovery service.
- **Change Grow Live (CGL)** make referrals and our staff will work together with clients who come through to the Recovery Service.
- **My Sisters' House** work closely with all our female clients accessing the recovery service, referrals are made by recovery service support staff and 3-way meetings are held.
- **Bedale Mental Health Team** support many recovery clients with their mental health issues and staff will accompany them to their appointments and work alongside the mental health team to achieve best outcomes.
- **Chichester University** work closely with clients in a tailored manner to improve and achieve access to education via the Bridging Course.
- **Aspire** provide education opportunities for all our clients.

We work with a number of other local and national services including Crawley Open House, ANA Treatment Centre, Recovery Lighthouse Worthing, West Sussex Probation Service and Pathfinder. In the financial year 19/20, we had 28 (previous year 31) successful completions within the recovery service and seven relapses.

ACHIEVEMENTS AND PERFORMANCE

Stonepillow Supported Accommodation

Stonepillow has established move-on housing in Chichester, Bognor Regis, Barnham and Littlehampton. We have 9 properties that accommodate 41 clients moving on from hostel accommodation towards more independence. This enables clients to prepare for total independent living, providing a stable transition particularly for those leaving higher support services.

Our **Supported Accommodation** team work with clients to achieve positive, sustainable and appropriate move-on accommodation. Specifically, we support clients with:

- Managing and sustaining a license or tenancy agreement.
- Personal budgeting.
- Securing employment, training, education or volunteering opportunities.
- Addressing and preventing anti-social behaviour.
- Getting involved with workshops and community activities.
- Accessing and directing to other relevant professionals to achieve positive personal outcomes.
- Linking into housing options.
- Supporting them to engage with health and wellbeing services in the community.
- Follow up tenancy support once they move into their own permanent home

This year we have supported 49 (previous year 65) individuals in our supported accommodation service. Clients have taken part in various activities in the local community such as litter picking. Many have also volunteered to regenerate the gardens in some of the properties, including creating a thriving vegetable garden and producing homegrown vegetables.

With effect from 1st January 2020 two properties (10 bed spaces) have been allocated to WSCC for their Unaccompanied Asylum-Seeker Children (UASC). The age range that will reside in this project will be mainly 18 to 21 years old who are awaiting the decision on their immigration status to remain in the country. The service is focused on getting the young people into education helping them build life skills to aid independence and ensuring that they are safe and supported throughout their stay within the service.

Stonepillow Social Enterprise (Restore)

Stonepillow has two charity shops located in Bognor Regis and Chichester that receive donations of furniture/household goods to provide a funding stream to support the delivery of Stonepillow services and help furnish our properties. Over the past year there has been fantastic sales revenue, excellent volunteer input and a friendly environment at the shops. It required a lot of effort, teamwork and passion by both our staff and our diverse team of volunteers. Both outlets were open 7 days per week until lockdown began on the 23rd March 2020. The stores remained shut until 15th June in line with Government Guidance.

We could not keep **Stonepillow Restore** running without our volunteers. This year they have given over 20,000 hours of their time in our charity shops. Not only do we have volunteers from the local community, our clients also volunteer to gain valuable work experience and build their confidence. They learn new skills such as furniture restoration, retail, admin and PAT testing. Many clients who have moved on from our service and now live independently continue to volunteer with us as a way of maintaining a link with Stonepillow and 'giving something back'.

Stonepillow Restore provides a practical learning environment for Stonepillow clients, people who are long-term unemployed and those with history of offending in order for them to gain valuable work experience. This helps increase their confidence and self-esteem and has contributed to 22 individuals' return to permanent employment.

Stonepillow provides a 20% discount on essential items over £10 for those on jobseekers' allowance, employment and support allowance, housing benefit and pension credit benefits. This enables Stonepillow to provide good quality household items at excellent prices to those on a low income.

Combined, the Bognor Regis and Chichester outlets have raised over £400,000 (Previous year £300,000) in sales, a 35% increase on the previous year, and prevented many tons of waste going to landfill. This remaining surplus provides invaluable funding which supports running of Stonepillow front line services.

**Report of the Trustees
for the year ended 31st March 2020**

ACHIEVEMENTS AND PERFORMANCE

Total Sales (Chichester and Bognor Regis)

2019/20	2018/19	Increase on last year
£406,272	£300,555	£105,717

Local Assistance Network (LAN) - Now Crisis Grant

This was a hardship support scheme for both individuals and families and was run by Stonepillow on behalf of WSCC for many years. The scheme ceased on 31st March 2019 as a casualty of the WSCC funding cuts.

This has left a gap in providing furniture and crisis funds for those who are most financially vulnerable across all communities in West Sussex. To go some way toward mitigating these cuts, Stonepillow has worked this year with CDC to provide another way of providing crisis packs of furniture for those moving into social housing but with no way of funding essential items themselves. The Crisis Furniture arrangements will start in the spring of 2020.

Fundraising and Communications

Fundraising continues to provide vital income for Stonepillow; we could not run our services without generous donations from the local community. The running of these events is supported by our team of volunteers.

We again increased the number of community events with great success. Our annual "Big Sleep Out" held in Chichester raised over £9,000 and we launched our first Bognor Regis "Sleep Out" raising over £10,000. We organised a skydive which contributed £3,000 and through the local Rotary Clubs a sponsored Isle of Wight cycle ride raised £2,000. The success of our fundraising events saw an income increase of £30,000, which provided valuable funding for our projects.

We are grateful for the contributions from churches throughout the years, their continued support is so important for Stonepillow. During Harvest Festival, we received hundreds of boxes of donations from churches, schools, youth groups and individuals. The food we receive from Harvest and Christmas donations stock us up and helps us get through the year. We continue to go out and give talks to churches, schools, scout groups, rotary clubs etc. to raise awareness of homelessness and the work we do.

We really appreciate the support from local businesses who adopt us as their chosen charity, fundraise for us, sponsor events and get involved with corporate volunteering days. We held eight bucket collections over the year and increased the number of static collection tins in organisations across the areas which we serve.

Fundraising events is an area of concern following the onset of Covid-19 and we are looking at how we adapt our approach and type of events in light of the ever changing social distancing rules.

ACHIEVEMENTS AND PERFORMANCE

Partnerships/Collaborative working

The nature of the service we deliver at Stonepillow requires us to work in partnership with a variety of organisations, both locally and nationally. This involves strategic partnerships and operational day-to-day work to ensure clients have the support they need to achieve their pathway to recovery and independence.

We provide in the region of 150 meals per day across our hostels and day services. We would not be able to do this without the commitment from organisations who donate their surplus food to us, both fresh and dry goods. Providing meals is a critical part of the day hubs' services as many of the clients attending these services do not have access to food or cooking facilities. Without our food-giving partners and volunteers undertaking the cooking we would not be able to provide this.

Stonepillow is the only homelessness specific organisation which is a member of the Pathfinder West Sussex Alliance. We work closely with all the partners to ensure that those who require support and access to mental health provision can access it quickly in a smooth and seamless manner.

A major success for our clients and staff is the continued strengthening of our partnership with the University of Chichester. Our clients attended some resilience training at the University and spoke to the lecturers about their aspirations for continuing with education but explaining that their previous experience had been poor or limited by circumstance. The University developed a 13-week bridging module for our clients which would give them the necessary qualifications to apply for degree courses upon completion. In 2019 8 clients successfully completed the Bridging Course and of that group 4 were able to start their undergraduate degree courses in September 2019. This was an amazing achievement; the course continues to run and new success stories continue into 2020.

FUTURE PLANS

Five-year strategy

2018 saw the start of producing a 5-year strategy for Stonepillow, which is essential in moving forward to meet the ever-growing needs of those who are homeless, rough sleeping or vulnerably housed. The nature of funding and commissioning of services has radically changed due to constraints of central and local funding. It is essential that those who fund our services whether it be statutory partners or communities understand what our purpose is, what our priorities are and how we are using their funding to achieve our aims and objectives. Therefore, we have reviewed our mission, vision and values and put in place key objectives we will be delivering over the next 5 years.

This work engaged clients, partners, staff, community, and the Board of Trustees. It was launched at our AGM in November 2019 and provides a clear steer for all our activities with a comprehensive set of key performance indicators (KPIs) that the Board of Trustees will monitor.

2019/20 financial year will provide the baseline statistical evidence against which KPIs will be reported. We have a clear strategic framework, strong governance, and a robust set of KPIs against which delivery of our key objectives will be monitored over the next 5 years. The government's Rough Sleeping Strategy sets out a challenge to halve rough sleeping by 2022 and end it by 2027. Working effectively with our partners to deliver our strategy, we are committed to playing our part in meeting this challenge in the geographical areas in which we work.

Our Mission Statement

Stonepillow support and empower homeless and vulnerable people to achieve sustainable independence and wellbeing.

Our vision

Working in collaboration with our clients, communities and stakeholders, we will end rough sleeping and support people from homelessness to home. We will do this by:

- Providing wraparound services which put the client at the heart of what we do.
- Providing safe, secure, high-quality accommodation and support.
- Strengthening the client pathway by understanding the gaps in provision and proactively responding to them.
- Enabling clients to achieve their journey to recovery, wellbeing and sustainable independence.

Our core values

As an organisation, we are committed to:

- **Being client focused** - putting clients at the heart of what we do and engaging with them to actively participate at all levels of the charity.
- **Working collaboratively** - working with clients, local communities, stakeholders and partners to reduce homelessness and end rough sleeping.
- **Valuing diversity** - in our clients, staff, volunteers, trustees and communities.
- **Innovation and quality** - delivering high-quality services which evidence value for money and positive outcomes of clients.
- **Being professional, respectful and kind** - when delivering services to clients, when working with our communities and in our behaviour towards each other.

**Report of the Trustees
for the year ended 31st March 2020**

FUTURE PLANS

Our Objectives

To enable, empower and effectively respond to the needs of present and future clients by building them into our strategic planning process. We will do this by:

1. Delivering a high-quality, outcome-focused client pathway which enables successful recovery and independence for all.
2. Demonstrating strong organisational governance, accountability and leadership which drives forward the Stonepillow vision.
3. Having a skilled and motivated workforce.
4. Expanding and developing our Social Enterprise opportunities.
5. Strengthening partnerships and positive relationships with communities, voluntary and statutory agencies to deliver a wider wellbeing agenda to the vulnerable and those in need.
6. Being financially viable.
7. Delivering effective Fundraising and Communications strategies.
8. Delivering our Volunteering strategy which engages, supports and values all volunteers.

FINANCIAL REVIEW

The financial result for the year was a surplus of £159,387.

Financial management policies

The main financial management policies applied by the Charity are to:

- Enter each financial year with a balanced budget or sufficient cash in reserves to cover any projected deficiency.
- Monitor the monthly out-turn against that budget through detailed management accounts.
- Monitor the monthly cash flow position.
- Ensure that any new projects are adequately funded before being implemented.
- Ensure that any contract work makes an adequate contribution to the administrative and managerial overheads.
- Find replacement funding for grants before their cessation date.

Policy on reserves

The policy of the trustees is to aim to build liquid reserves to meet up to 6 month's total expenditure. It is recognised that this is important to help ensure service continuity in the event of any income stream being changed.

The unrestricted reserves of the Charity are held to meet deficiencies in the provision of services between one year and another and to even out cash flow variations within the year. Reserves may also be used to support activities which are inadequately funded on a temporary basis pending the receipt of fresh funding. The major financial risk faced by the Charity is the loss of a major funding stream. At 31st March 2020 our liquid reserves after allowing for designated capital funding of £500,000 would cover 2.5 month's expenditure (See future plans and concerns).

**Report of the Trustees
for the year ended 31st March 2020**

FINANCIAL REVIEW

Asset cover for funds

Note 13 sets out an analysis of the assets attributable to the various funds and Note 14 a description of the restricted funds. The assets are sufficient to meet the charity's obligations on a fund by fund basis.

Future Plans & Income Concerns

The financial impact of the Covid-19 virus on both future Government and our own income generating streams are unknown, in particular our concerns are:-

- The immediate financial impact of the Covid-19 virus is an estimated reduction of income of £193,900 for the financial year 2020/21. The income streams affected are: -

Social Enterprise sales - following the lockdown period £110,900.

Fundraising - due to not being able to organise events £41,000.

Grant Income – unable to commence new initiatives as planned £35,860.

Other Income – donations and room hire £6,140.

- Staff absence is likely to increase due to Covid-19 and the requirement to self-isolate for individual or family reasons. This will increase our staff cover cost as we strive to keep all of our services open. The impact could be in the region of £25,000.
- Keeping our projects safe (infection control) and sanitised together with the increased provision of personal protective equipment will also add to our outgoings and impact our budget.
- Housing Benefit – This is our largest income stream and remains a concern as it could be an area our Government could again target. Should a cap be introduced a 25% decrease would amount to a reduction of £277,950 per annum.
- Drug and Alcohol Team (DAAT) Grant – This is provided via West Sussex County Council (WSCC) and helps support the running of our drug and alcohol rehabilitation recovery service, annual income £175,460. This contract runs until the 30th September 2021 and the continuation thereafter will be subject to a tender process. We await further information from WSCC DAAT commissioners regarding the service specification against which tenders will be submitted.

Capital expenditure during 2020-21.

£500,000 has been designated for the funding of capital projects, these include: -

- Purchase a property in Chichester. – Currently we rent a house which is an important fit in our property portfolio and client journey, our Landlord would like to sell this property, total purchase cost £300,000.
- Extend the Lodge to create an additional 6 self-contained bed-sits. This would help with our most vulnerable clients. Anticipated total project cost is £497,000.

Stonepillow are actively pursuing grant applications to support the delivery of these 2 capital projects to extend the offer of accommodation and support for those who find themselves homeless, vulnerably housed or rough sleeping.

**Report of the Trustees
for the year ended 31st March 2020**

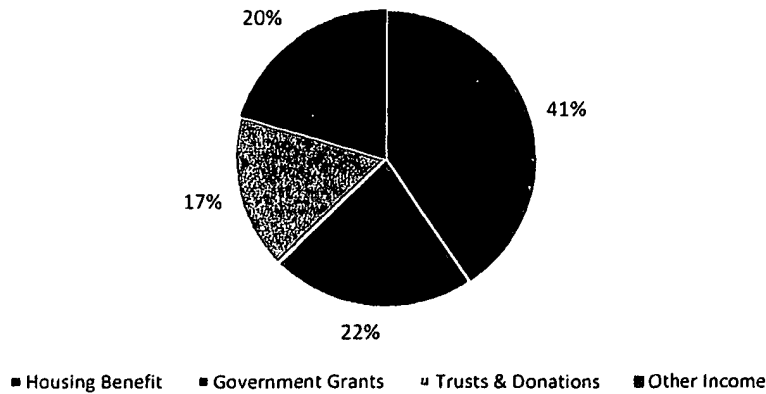
FINANCIAL REVIEW

Sources of Funds and their Deployment

Our principal funding sources in the year were as follows:

Housing Benefit	£1,101,732
Government Grants	£599,698
Trusts and Donations*	£461,574
Other Income	£552,408

Source of Funds

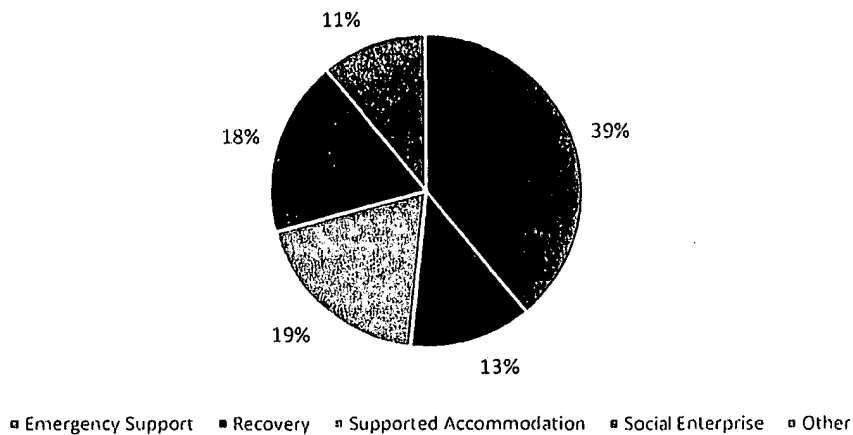


* **Note:** Trusts and Donations includes Fund Raising.

Our expenditure in support of our key objectives was as follows:

Emergency Support	£999,099
Recovery	£322,192
Supported Accommodation	£488,772
Social Enterprise	£465,783
Other	£280,179

Expenditure Deployment



St Richard of Chichester Christian Care Association Ltd

**Report of the Trustees
for the year ended 31st March 2020**

FINANCIAL REVIEW

Trusts Support

We gratefully acknowledge financial support received either in the year to 31 March 2020, or before or after the year but relating to our work for that year, from the following Trusts and Businesses:

Trust or Business	Amount
Garfield Weston Foundation	£30,000
The Clothworkers Fund	£30,000
Sussex Community Fund	£30,000
Hospital of the Blessed St Mary	£25,000
The Albert Hunt Trust	£15,000
The Bernard Sunley Foundation	£15,000
The Friarsgate Trust	£5,500
Highfield Park Charitable Trust	£5,000
The Jacaranda Trust	£5,000
Bassil Shippam & Alsford Trust	£4,000
Ernest Kleinwort Charitable Trust	£3,500
Bognor Hotham Rotary Trust	£3,000
Ralf Family Trust	£3,000
The Patricia Routledge Trust	£3,000
Cherry Family Charitable Trust	£2,000
Dennis Curry Charitable Trust	£2,000
Mrs F B Laurence Charitable Trust	£1,500
The Bernadette Charitable Trust	£1,000
Groundwork UK	£500
National Air Traffic Service	£500
Police Commission for Sussex	£500
Stella Symonds Charitable Trust	£250

**Report of the Trustees
for the year ended 31st March 2020**

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of St Richard of Chichester Christian Care Association for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

DISCLOSURE TO AUDITORS

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

AUDITORS

Sheen Stickland were appointed auditors to the company during the year. A resolution proposing that they be reappointed will be put to the Annual General Meeting.

This report has been prepared in accordance with the provisions relating to small companies within Part 15 of the Companies Act 2006.

Approved by the Trustees and signed on their behalf by:



Shelagh Legrave OBE DL - Chair of Stonepillow Trustees

Date: 20th October 2020

Opinion

We have audited the financial statements of St Richard of Chichester Christian Care Association for the year ended 31st March 2020 on pages 24 to 35. 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 31st March 2020 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

Other information

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

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

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

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

**Report of the Independent Auditors to the Members of
St Richard of Chichester Christian Care Association Ltd**

Matters on which we are required to report by exception

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

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

Responsibilities of Trustees

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

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

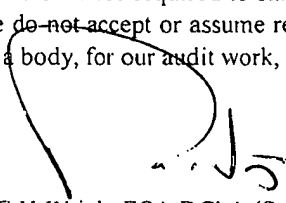
Our responsibilities for the audit of the financial statements

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

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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.



P E H Wright FCA DChA (Senior Statutory Auditor)
for and on behalf of Sheen Stickland
Chartered Accountants and Registered Auditors
7 East Pallant
Chichester
West Sussex
PO19 1TR

Date: 24 October 2020

St Richard of Chichester Christian Care Association Ltd

Statement of Comprehensive Income
for the year ended 31st March 2020

		2020	2019
	Notes	£	£
Turnover		2,712,443	2,440,315
Operating expenditure		(2,556,025)	(2,283,888)
Operating surplus	3	156,418	156,427
Interest receivable and similar income	4	2,969	2,127
Total Comprehensive Income for the year		159,387	158,554

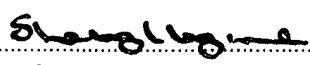
Statement of Changes in Reserves

	Income and Expenditure Reserve	Total
Balance at 1 April 2019	2,105,626	2,105,626
Surplus from Statement of Comprehensive Income	159,387	159,387
Transfers	-	-
Balance as at 31 March 2020	2,265,013	2,265,013

All income and expenditure arise from continuing activities.

The notes on pages 27 to 34 form part of these financial statements.

The financial statements were approved by the Board of Trustees and authorised for issue on 20th October 2020 and were signed on its behalf by:


Mrs S J Legrave OBE DL
Trustee


Mr A C F Fawcett FCA
Trustee

St Richard of Chichester Christian Care Association Ltd

**Statement of Financial Position
as at 31st March 2020**

		2020	2019
	Notes	£	£
FIXED ASSETS			
Housing properties - depreciated cost	7	2,830,451	2,690,606
Other tangible assets	8	52,465	73,682
		<u>2,882,916</u>	<u>2,764,288</u>
CURRENT ASSETS			
Debtors	9	176,386	218,708
Cash at bank and in hand		1,116,030	842,444
		<u>1,292,416</u>	<u>1,061,152</u>
CREDITORS			
Amounts falling due within one year	10	(322,320)	(224,845)
		<u>970,096</u>	<u>836,307</u>
NET CURRENT ASSETS			
		<u>3,853,012</u>	<u>3,600,595</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>3,853,012</u>	<u>3,600,595</u>
CREDITORS			
Amounts falling due after more than one year	11	(1,587,999)	(1,494,969)
		<u>2,265,013</u>	<u>2,105,626</u>
NET ASSETS			
		<u>2,265,013</u>	<u>2,105,626</u>
RESERVES			
Unrestricted general reserve	14	1,105,006	975,703
Unrestricted property reserve	14	1,160,007	1,129,923
Restricted reserves	14	-	-
		<u>2,265,013</u>	<u>2,105,626</u>


The notes on pages 27 to 34 form part of these financial statements.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees and authorised for issue on 26th October 2020 and were signed on its behalf by:



Mrs S J Legrave OBE DL
Trustee



Mr A C F Fawcett FCA
Trustee

• **St Richard of Chichester Christian Care Association Ltd**

**Cash Flow Statement
for the Year Ended 31st March 2020**

	2020	2019
	£	£
Cash flows from operating activities:		
Cash generated from operations (see below)	555,606	237,530
Net cash provided by (used in) operating activities	<u>555,606</u>	<u>237,530</u>
Cash flows from investing activities:		
Purchase of tangible fixed assets	(284,989)	(121,740)
Disposal of tangible fixed asset	-	-
Interest received	2,969	2,127
Net cash provided by (used in) investing activities	<u>(282,020)</u>	<u>(119,613)</u>
Change in cash and cash equivalents in the reporting period	273,586	117,917
Cash and cash equivalents at the beginning of the reporting period	842,444	724,527
Cash and cash equivalents at the end of the reporting period	<u><u>1,116,030</u></u>	<u><u>842,444</u></u>

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

	2020	2019
	£	£
Net income/(expenditure) for the reporting period (as per the statement of comprehensive income)	159,387	158,554
Adjustments for:		
Depreciation charges	166,362	160,563
Interest received	(2,969)	(2,127)
Decrease in debtors	42,322	51,686
Increase/(decrease) in creditors	190,505	(131,146)
Net cash provided by (used in) operating activities	<u><u>555,606</u></u>	<u><u>237,530</u></u>

1. ACCOUNTING POLICIES

Accounting convention

St Richard of Chichester Christian Care Association Ltd is a company limited by guarantee, incorporated in England and Wales, a registered charity and a private registered provider of social housing in the United Kingdom. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are detailed in the Trustees' Annual Report.

The charity 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 the Accounting Direction for Private Registered Providers of Social Housing in England 2015. The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling, which is the functional currency of the charity, and rounded to the nearest £.

Turnover

Turnover is accounted for in the statement of comprehensive income when the company becomes legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants receivable and local authority fees are credited to the statement of comprehensive income in the year for which they are due. Other voluntary income sources are credited to the statement of comprehensive income in the year in which the charity becomes legally entitled to the income.

Operating costs

Operating costs are accounted for on an accruals basis and have been classified under headings that aggregate all costs relating to that category.

Tangible fixed assets

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its useful economic life, as follows:

Housing properties	4% straight line
Fixtures, fittings and equipment	25% and 33.3% straight line

Assets costing less than £1,000 are written off to expenditure.

As the estimated useful economic life of the building is greater than 50 years, the trustees undertake an annual impairment review. They have concluded that no adjustment is required in the current accounting period.

Social housing grant and deferred income

Social housing grants are grants made to the charity towards the cost of development of housing properties. They are repayable under certain circumstances but will normally be restricted to net proceeds of sale. Housing grants are recognised in the statement of comprehensive income over their estimated useful economic life of 25 years. Grants which have been received but have not been recognised as income are credited to deferred income.

Notes to the Financial Statements
for the year ended 31st March 2020

1. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The company operates a defined contribution pension scheme. Contributions payable to the company's pension scheme are charged to the statement of comprehensive income in the period to which they relate.

Operating lease commitments

Rentals payable under operating leases are charged against the statement of comprehensive income on a straight line basis over the period of the lease.

Taxation

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

Restricted Reserves

Restricted Reserves are those reserves which are only expendable in accordance with the wishes of the funder or regulatory body. Restricted reserves include funds raised in response to a specific appeal. Revenue and expenditure cannot be directly set against restricted reserves but is taken through the statement of comprehensive income and then a transfer to restricted reserves is made as appropriate.

2. ACCOMMODATION IN MANAGEMENT

	2020	2019
Number of units managed by the charity at the end of the year:		
Recovery Service	22	22
Hostels	33	33
Supported Accommodation	41	41
	<u>96</u>	<u>96</u>

3. OPERATING SURPLUS

Operating surplus is stated after charging/(crediting):	2020	2019
	£	£
Auditors' remuneration	6,600	6,600
Depreciation - housing properties	132,808	103,248
Depreciation - other tangible assets	43,727	38,659
	<u>183,135</u>	<u>148,507</u>

4. INTEREST RECEIVABLE AND SIMILAR INCOME

	2020	2019
	£	£
Deposit account interest	<u>2,969</u>	<u>2,127</u>

Notes to the Financial Statements
for the year ended 31st March 2020

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2020 nor for the year ended 31st March 2019.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31st March 2020 nor for the year ended 31st March 2019.

6. STAFF COSTS

	2020	2019
	£	£
Wages and salaries	1,366,681	1,192,828
Social security costs	107,054	92,729
Other pension costs	52,850	28,607
	<u>1,526,585</u>	<u>1,314,164</u>

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

	2020	2019
Project workers	45	44
Administration and publicity	8	8
	<u>53</u>	<u>52</u>

No employee received emoluments in excess of £60,000 (2019 - nil).

The total value of employee benefits received by key management personnel during the year was £149,687 (2019 - £153,529).

Notes to the Financial Statements
for the year ended 31st March 2020

7. TANGIBLE FIXED ASSETS - HOUSING PROPERTIES

	Freehold Housing Property £
COST	
At 1st April 2019	3,047,603
Additions	272,652
Disposals	-
At 31st March 2020	<u>3,320,255</u>
DEPRECIATION	
At 1st April 2019	356,996
Charge for year	132,808
Depreciation on disposal	-
At 31st March 2020	<u>489,804</u>
NET BOOK VALUE	
At 31st March 2020	<u>2,830,451</u>
At 31st March 2019	<u>2,690,607</u>

8. TANGIBLE FIXED ASSETS - OTHER

	Fixtures & Fittings £
COST	
At 1st April 2019	229,604
Additions	12,337
Disposals	-
At 31st March 2020	<u>241,941</u>
DEPRECIATION	
At 1st April 2019	155,922
Charge for year	33,554
Depreciation on disposal	-
At 31st March 2020	<u>189,476</u>
NET BOOK VALUE	
At 31st March 2020	<u>52,465</u>
At 31st March 2019	<u>73,682</u>

Notes to the Financial Statements
for the year ended 31st March 2020

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020	2019
	£	£
Trade debtors	78,905	55,681
Other debtors	39,206	31,679
Prepayments and accrued income	58,274	131,348
	<u>176,386</u>	<u>218,708</u>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020	2019
	£	£
Bank loans	25,847	17,810
Social security and other taxes	27,586	28,906
Other creditors	23,920	17,513
Accruals, dilapidations and deferred income	244,966	160,615
	<u>322,320</u>	<u>224,845</u>

Included within the Accruals, dilapidations and deferred income figure of £244,966 is grants received in advance for 2020-21 amounting to £56,598 (2019: £47,903).

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

	2020	2019
	£	£
Bank loans	571,899	597,657
Deferred income	1,016,100	897,312
	<u>1,587,999</u>	<u>1,494,969</u>

An analysis of the maturity of loans is given below:

	2020	2019
	£	£
Amounts falling due within one year on demand	<u>25,847</u>	<u>17,810</u>
Amounts falling due between one and two years	<u>27,098</u>	<u>25,694</u>
Amounts falling due between two and five years	<u>60,371</u>	<u>59,562</u>
Amounts falling due in more than five years	<u>484,430</u>	<u>512,401</u>

There is a legal charge over St Joseph's, Whyke Lane and Ellasdale Road as security for the long term bank loan.

The bank loan on St Joseph's and Whyke Lane is payable by instalments at an interest rate of 5.85% per annum, with the final repayment date being December 2036.

During the year ended 31 March 2019 two new bank loans were taken out against the purchase and refurbishment of Ellasdale Road. The first bank loan is payable by instalments at an interest rate of 2.69%. The second bank loan is payable by instalments at an interest rate of 4.46%. The final repayment dates for these loans are both November 2034.

Notes to the Financial Statements
for the year ended 31st March 2020

12. DEFERRED INCOME

	2020	2019
	£	£
Brought forward	945,214	994,906
New grants	188,465	-
Release of capital grant	(60,981)	(49,692)
Carried forward	<u>1,072,698</u>	<u>945,214</u>

Deferred income represents social housing grants made to the charity towards the cost of development of housing properties, which are released to the income and expenditure account over their estimated useful lives.

13. ANALYSIS OF NET ASSETS BETWEEN RESERVES

	Unrestricted reserves	Restricted reserves	2020 Total reserves	2019 Total reserves
	£	£	£	£
Fixed assets	2,882,916	-	2,882,916	2,764,288
Current assets	1,292,416	-	1,292,416	1,061,152
Current liabilities	(322,320)	-	(322,320)	(224,845)
Long term liabilities	(1,587,999)	-	(1,587,999)	(1,494,969)
	<u>2,265,013</u>	<u>-</u>	<u>2,265,013</u>	<u>2,105,626</u>

14. RESERVES

	At 1.4.19 £	Surplus/ (deficit) £	Transfers £	At 31.3.20 £
Unrestricted reserves				
General reserve	975,703	1,777,535	(1,648,232)	1,105,006
Property reserve	1,129,923	-	30,084	1,160,007
Designated Capital reserve	-	-	500,000	500,000
Restricted reserves				
Chichester Hub (Old Glassworks)	-	(2,030)	2,030	-
Restore - Social Enterprise Chichester	-	(346,589)	346,589	-
Restore - Social Enterprise Bognor Regis	-	(109,194)	109,194	-
Recovery Service (Sands)	-	(131,139)	131,139	-
Chichester Hostel (St Joseph's Hostel + The Lodge)	-	(272,939)	272,939	-
Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road)	-	(315,601)	315,601	-
Supported Accommodation (Move-on)	-	(440,656)	440,656	-
	<u>-</u>	<u>(1,618,148)</u>	<u>1,618,148</u>	<u>-</u>
TOTAL RESERVES	<u>2,105,626</u>	<u>159,387</u>	<u>-</u>	<u>2,265,013</u>

During the year ended 31st March 2019 the trustees decided to create a new Property reserve. This reserve is made up of the book value of freehold properties owned by the Charity less associated bank debt and deferred capital grants relating to these properties.

During the year 31st March 2020 the trustees decided to create a new Capital reserve and in the year designated £500,000 for the funding of capital projects.

**Notes to the Financial Statements
for the year ended 31st March 2020**

14. RESERVES - continued

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

	Total income £	Total expenditure £	Surplus/ (deficit) £
Unrestricted reserves			
General reserve	2,057,713	(280,179)	1,777,535
Restricted reserves			
Chichester Hub (Old Glassworks)	207,370	(209,400)	(2,030)
Restore - Social Enterprise Chichester	10,000	(356,589)	(346,589)
Restore - Social Enterprise Bognor Regis	-	(109,194)	(109,194)
Recovery Service (Sands)	191,053	(322,192)	(131,139)
Chichester Hostel (St Joseph's Hostel + The Lodge)	95,252	(368,191)	(272,939)
Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road)	105,907	(421,508)	(315,601)
Supported Accommodation (Move-on)	48,116	(488,772)	(440,656)
	<u>657,698</u>	<u>(2,275,846)</u>	<u>(1,618,148)</u>
	<u>2,715,411</u>	<u>(2,556,025)</u>	<u>159,387</u>

Comparatives for movement in funds

	At 1.4.18 £	Surplus/ (deficit) £	Transfers £	At 31.3.19 £
Unrestricted reserves				
General reserve	1,902,072	1,519,128	(2,445,497)	975,703
Property reserve	-	-	1,129,923	1,129,923
Restricted reserves				
Chichester Hub (Old Glassworks)	-	(71,812)	71,812	-
Restore - Social Enterprise Chichester	-	(237,136)	237,136	-
Restore - Social Enterprise Bognor Regis	-	(69,602)	69,602	-
Recovery Service (Sands)	-	(149,149)	149,149	-
Chichester Hostel (St Joseph's Hostel + The Lodge)	-	(272,569)	272,569	-
Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road)	45,000	(169,921)	124,921	-
Supported Accommodation (Move-on)	-	(390,385)	390,385	-
	<u>45,000</u>	<u>(1,360,574)</u>	<u>1,315,574</u>	<u>-</u>
TOTAL RESERVES	<u>1,947,072</u>	<u>158,554</u>	<u>-</u>	<u>2,105,626</u>

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

	Total income £	Total expenditure £	Surplus/ (deficit) £
Unrestricted reserves			
General reserve	1,728,640	(209,512)	1,519,128
Restricted reserves			
Chichester Hub (Old Glassworks)	173,308	(245,120)	(71,812)
Restore - Social Enterprise Chichester	130,000	(367,136)	(237,136)
Restore - Social Enterprise Bognor Regis	41,121	(110,723)	(69,602)
Recovery Service (Sands)	160,346	(309,495)	(149,149)
Chichester Hostel (St Joseph's Hostel + The Lodge)	61,950	(334,519)	(272,569)
Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road)	131,227	(301,148)	(169,921)
Supported Accommodation (Move-on)	15,850	(406,235)	(390,385)
	<u>713,802</u>	<u>(2,074,376)</u>	<u>(1,360,574)</u>
	<u>2,442,442</u>	<u>(2,283,888)</u>	<u>158,554</u>

St Richard of Chichester Christian Care Association Ltd

Notes to the Financial Statements for the year ended 31st March 2020

14. RESERVES - continued

Restricted reserves

The Chichester Hub reserve was set up to fund the operations of the day centre located at the Old Glassworks.

The Chichester Hostel reserve is held for the St Joseph's hostel and the Lodge in Chichester.

The Restore reserve is for use in the Social Enterprise project. Donated furniture is recycled and trainees are taught the skills required to gain employment, one based in Chichester, the other in Bognor Regis.

The Recovery Service reserve is held for use at the Sands residential recovery project which provides a rehabilitation service for people with drug and alcohol problems.

The Bognor Regis Hostel/Hub covers the hostel at Ellasdale Road and the day centre at Glenlogie.

The Supported Accommodation reserve is for our accommodation, excluding the hostels, previously known as move-on accommodation.

15. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year:

	Land and buildings		Other operating leases	
	2020	2019	2020	2019
	£	£	£	£
Expiring:				
Within one year	179,302	190,565	6,140	11,581
Between one and five years	47,089	149,489	5,209	11,349
In more than five years	-	-	-	-
	<u>226,391</u>	<u>340,054</u>	<u>11,349</u>	<u>22,930</u>

16. RELATED PARTY DISCLOSURES

Shelagh Legrave, a trustee of the charity, is also the Principal and Chief Executive of Chichester College. During the year the charity received donations from Chichester College of £nil (2019: £nil) and incurred expenditure of £645 (2019: £2,550) on holding meetings at the College and £18,000 (2019: £18,000) on the lease of a property from the College.

Iain Macleod, a trustee of the charity until February 2020, is also a Partner in Irwin Mitchell LLP. During the year the charity incurred £8,220 (2019: £2,982) on professional fees from Irwin Mitchell LLP.

The Jull Housing Trust is a charity under the control of St Richard of Chichester Christian Care Association. During the year a management charge of £15,175 (2019: £14,359) was charged to the Jull Housing Trust and at the year end the charity owed £9,994 (2019: £7,819) to the Jull Housing Trust.

Clare Apel and Martyn Bell, trustees of the charity are also Councillors of Chichester District Council. During the year the charity received grants and benefits from Chichester District Council of £476,767 (2019: £356,906), and incurred expenditure of £72,282 (2019: £38,464). All transactions were conducted on an arms length basis and neither trustee was directly involved in decisions relating to the charity and its funding.

St Richard of Chichester Christian Care Association Ltd

**Detailed Income and Expenditure Account
for the year ended 31st March 2020**

	2020	2019
	£	£
Turnover		
Voluntary income		
Church donations	24,554	21,356
Private and other donations	118,808	147,849
Trust funds	185,250	72,130
Local authority grants	359,098	224,073
	<u>687,710</u>	<u>465,408</u>
Activities for generating funds		
Fundraising income	110,121	65,273
Income from charitable activities		
Housing benefit	1,101,732	1,006,291
Grants	240,600	424,108
Release of capital grant	60,981	49,692
Client contributions	60,468	53,961
Restore sales	406,272	300,555
Other income	43,959	74,397
Membership subscriptions	600	630
	<u>1,914,612</u>	<u>1,909,635</u>
Total turnover	<u>2,712,443</u>	<u>2,440,315</u>
Operating costs		
Wages and salaries	1,366,681	1,192,828
Social security	107,054	92,729
Pensions	52,850	28,607
Insurance	22,111	20,904
Postage and stationary	15,515	15,933
Other costs	244,514	172,315
Property costs	500,418	451,205
Staff related costs	22,441	22,709
Auditors' remuneration	6,600	6,600
Legal and professional fees	51,479	119,496
Depreciation of tangible fixed assets	166,362	160,563
	<u>2,556,025</u>	<u>2,283,888</u>
Operating surplus	<u>156,418</u>	<u>156,427</u>
Interest receivable and similar income	2,969	2,127
Surplus for the financial year	<u><u>159,387</u></u>	<u><u>158,554</u></u>