

REGISTERED COMPANY NUMBER: 02504171 (England & Wales)
REGISTERED CHARITY NUMBER: 1000830
HOMES ENGLAND REGISTERED PROVIDER NUMBER: 4738

**Report of the Trustees and
Financial Statements for the year ended 31st March 2023
for**

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



St Richard of Chichester Christian Care Association Ltd

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for the year ended 31st March 2023**

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St Richard of Chichester Christian Care Association Ltd

Legal and Administrative Information for the year ended 31st March 2023

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 CBE DL	To 28 January 2023
Angela Wormald	From 28 January 2023 to 13 June 2023
David Coulthard	Interim from 13 June 2023

Vice Chair

Yvonne Thomson	Resigned 12 June 2023
Anthony Fawcett	From 12 June 2023

Trustees

Clare Apel	
Martyn Bell	Resigned 26 April 2023
David Coulthard	
Philip Day	Appointed 23 November 2022
Anthony Fawcett	
Andrew Harrop	
Shelagh Legrave CBE.DL	
Greg Mahon	Resigned 30 May 2023
Peter Stevens	
Angela Wormald	Appointed 28 January 2023 and resigned 13 June 2023
Amanda Worne	Resigned 7 June 2023
Hannah Worricker	Resigned 23 November 2022

Chief Executive

Hilary Bartle

Company Secretary

Tim O'Reilly

Principal and Registered Office

39 Southgate
Chichester
West Sussex
PO19 1DP

St Richard of Chichester Christian Care Association Ltd

**Legal and Administrative Information
for the year ended 31st March 2023**

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 2023**

Stonepillow is reviewing its strategy and has established a value proposition of five pillars against which it can measure its performance. These are Prevention, Relief, Recovery, Resettlement and Restoration. All its services focus on one or more of these pillars, and the charity has continued to deliver its mission to prevent and relieve homelessness in our communities and empower homeless and vulnerable people to make positive changes in their lives.

The difficulty in recruiting staff in a tight labour market has resulted in some challenges in delivery. In addition, the cost-of-living crisis, rising inflation and the reduction in individuals' disposable income has increased costs and limited fundraising. There are also fewer funds available to the public sector to support homelessness.

In April 2022, Stonepillow took over a contract to support older looked after care leavers on behalf of West Sussex County Council. This has led to the acquisition and refurbishment of a house in Chichester which was opened in April 2023 and has provided an excellent base for these young people to thrive. A further three additional properties have been leased providing eight additional beds for supported accommodation.

Restore, the social enterprise which offers employment opportunities for clients, has expanded and in January a new shop was opened on the site of the old 'Feather & Black' store in Terminus Road. It has also converted the original shop into a donations hub, having vacated a previous site in Rustington which was gifted to the charity for many years. The expansion has enabled a growth in volunteer and employment opportunities for clients which they have very much welcomed.

The partnership with Chichester and Arun District Councils remains strong and both have supported Stonepillow in providing long-term homes. The rise in the number of those who are homeless has resulted in an increase in those waiting for space in the hostels at Bognor Regis and Chichester and both day hubs are extremely busy. The charity has delivered overnight severe weather emergency provision using both Hubs during some of winter's coldest nights.

The Recovery Service, which provides support for those needing to recover from rough sleeping and drug or alcohol dependence to permanent housing, has been fully occupied and has delivered amazing outcomes for its clients. It was inspected by the Care Quality Commission (CQC) in Autumn 2022 and was judged to be 'Good' in all areas.

Stonepillow could not continue to operate without the extremely generous donations from local churches and private individuals including some very large legacies. The Big Sleepout was held in the Cathedral in October 2022 and raised awareness of the plight of homeless people as well as over £14,000 in income.

Financially Stonepillow has made a deficit, primarily due to its reliance on agency staff to cover unfilled vacancies.

Hilary Bartle, the Chief Executive, has led collaborative projects across organisations in West Sussex who support homelessness. West Sussex County Council has continued to support Stonepillow through its supported accommodation and public health funding. But there is still a risk of further funding cuts in the future.

Stonepillow's staff have again been heroes this year, covering long shifts when some had to step away due to Covid or where there were staff vacancies. Their passion and professionalism, sometimes in very challenging circumstances, is hugely valued by trustees and our community. I also want to thank my fellow trustees and all our volunteers who give their time and expertise to support the charity.

I have taken the decision to stand down as Chair of Trustees after ten years although retain a role as trustee. We are now undertaking a recruitment exercise to appoint my successor and additional trustees with some specific skills. We are very grateful that David Coulthard has stood in as the interim chair whilst this process is completed.

Shelagh Legrave CBE DL, Chair of the Trustees of Stonepillow (to January 2023)

David Coulthard, Interim Chair of Trustees

Chief Executive Report
for the year ended 31st March 2023

Stonepillow started the year with a flurry of activity. We started delivery of our young persons commissioned services and following purchase and refurbishment opened a new property in Chichester. The primary aim of this was to increase prevention activities with those who are most vulnerable to becoming homeless in the future.

We have begun a review of our strategic intentions in preparation for the delivery of a new 3-year strategy which will launch in April 2024. The result of this initial review has enabled us to develop a clear value proposition known as our Five Pillars of Support. These enables us to articulate not only the clients' pathway but provide a strategic framework to deliver our mission and vision. The 5 pillars are Prevent, Relieve, Recover, Resettle and Restore.

Achievements during 2022/3 which strengthen this framework:

Prevent: In April 2022 we launched our Older Looked After Care leavers service – prevention work concentrating on those most at risk of not having a home when they reach 18. Many adult clients have experienced adverse childhood experiences which have contributed to their homelessness and mental ill health; and a disproportionate number were in care as children. Evidence shows that psychologically informed environments and support can offer improved outcomes and wellbeing for these young people. We have also begun delivering a Pathways Home service, supporting households at risk of losing their tenancies to stay in their homes. We have expanded across the county our work to support ex-offenders who would be homeless at point of release; highly successful with 36 being placed into their own tenancies with a substantially reduced likelihood of reoffending.

Relieve: Investment from trusts and grants, in particular the Henry Smith Charity, have enabled us to extend our opening hours in our day hub services in Bognor Regis and Chichester. The hubs are critical in providing that first step away from street homelessness and into a supportive and holistic pathway. Street homelessness has nearly doubled over the last 12 months, and on an average day we are seeing up to 80 people accessing our hubs for basic hygiene services, food, and support. We can then engage with them to access the further support they need – from us and from our partner agencies.

Recover: We continue to extend and expand our mental health and dual diagnosis support; critical as we rise to meet the challenge of increasing needs. Our abstinence-based Recovery Service underwent CQC inspection for the first time, achieving a good overall outcome.

Resettle: Resettlement is an ongoing challenge due to the chronic shortage of affordable 1 bed accommodation available to our clients. We have however successfully moved 74 clients on from homelessness into private rental accommodation.

Restore: Hope and restoration of confidence and self-esteem is critical to ensure clients remain motivated during their journey with Stonepillow. We continue to champion the opportunities to support clients to engage in both vocational and non-vocational learning. Adversity to University continues to be a huge success, down to the excellent partnership with Chichester University.

We have 180 committed volunteers who provide a wide range of roles and services which benefit our clients and communities. The partnership with Ford Prison, Community Payback, and our own local communities provides us with cooks, hairdressers, clothes sorters, van drivers and food transporters. Without their selflessly donated time we couldn't do what we do; a huge thank you to all of you. You know who you are.

Thank you to everyone who has been inspired to give to Stonepillow over the last 12 months, with their time, money, and goods. Our partnership campaigns that amplify the voice of organisations working on the front line, strategic review, and our ongoing commitment to delivering sustainable and effective services will continue to empower Stonepillow in preventing homelessness and restoring lives.

Hilary Bartle, ClO of Stonepillow

**Report of the Trustees
for the year ended 31st March 2023**

The trustees are pleased to present their report together with the financial statements for the year ended 31st March 2023.

Legal and administrative information set out on pages 1 and 2 forms part of this report. The financial statements have been prepared in accordance with applicable accounting standards including Financial 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 2019.

STRUCTURE, GOVERNANCE AND MANAGEMENT

St. Richard of Chichester Christian Care Association (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 organization. Trustees are encouraged to undertake training courses 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 the 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 appraisal of other financial matters, including internal procedures.

The trustees confirm that they have complied with their duty under section 4 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 requirements. 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 systems of internal control are 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 2023**

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 a satisfactory compliance for OFSTED	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	H
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	E
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 or similar damage.	H	M
15	Failure to comply with GDPR requirements for clients, staff and donors.	H	L
16	Nationwide Pandemic.	E	M
17	Cyber Security.	E	M

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.

ACHIEVEMENTS AND PERFORMANCE

Stonepillow - who we are

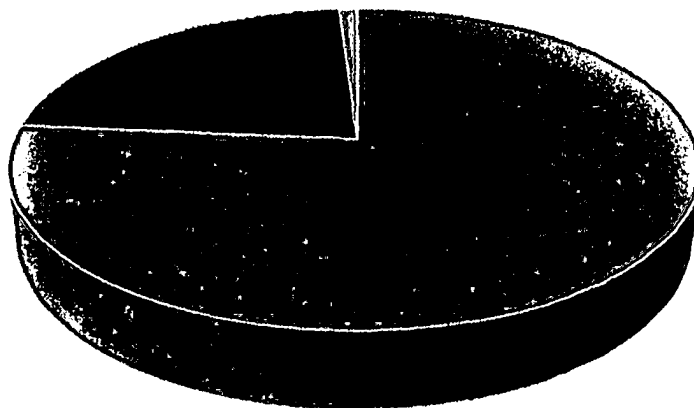
Clients

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 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 integrated to enable a smoother journey for individual clients navigating through complex services. A client once said *'It's not me who is complex, but the services around me'*. Stonepillow are committed to an enabling and empowering person-centered model of service. Staff are trained and skilled in this approach to working. The values of the organisation reinforce this approach by expecting all staff to live the values to which we adhere.

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 taking huge steps in regard to their involvement in the governance of the charity, with an ex-client soon to be appointed to the board and the position of lived experience coordinator under review and development. This will provide us with a roadmap to achieve full client engagement and involvement throughout governance, strategic and operation approaches.

Demographics - our clients in 2022/23

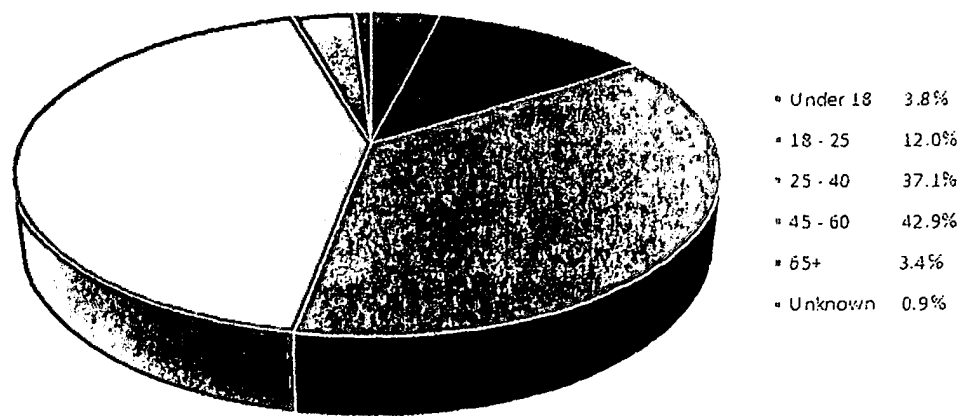
Gender of Clients Supported in 2022-23



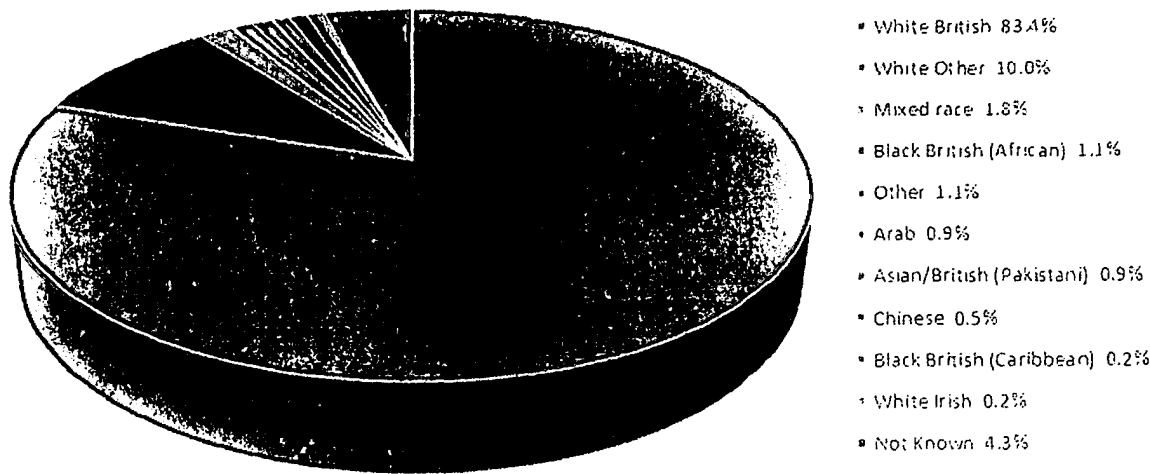
■ Male 76.4% ■ Female 22.6% ■ Other 1.0%

ACHIEVEMENTS AND PERFORMANCE

Age of Clients Supported in 2022-23



Ethnic Origin of Clients Supported in 2022-23



ACHIEVEMENTS AND PERFORMANCE

Staff

In the past year Stonepillow, together with the rest of the social care sector, has experienced significant challenges relating to the recruitment and retention of staff. This comes in the wake of events such as COVID-19 and the ending of the freedom of movement following Brexit, which resulted in half a million potential applicants becoming economically inactive.

The impact has been a sharp increase of vacancy rates in the sector; putting pressures on organisations, their workers, and service users. There has been increasing competition in recruitment within other sectors such as hospitality and retail, which can be more appealing offering higher wages and a less challenging working environment. The skills shortages in the adult social care workforce have increased reliance on expensive agency workers.

At Stonepillow we have experienced the impact of the skills shortages and with declining numbers of qualified and experienced applicants, we have been more reliant on agencies than ever before. It has been imperative for us to find ways to adapt to mitigate this to avoid adversely impacting service delivery or our capacity for growth. This has necessitated a pragmatic approach to seek out applicants with transferable skills. We have modified our recruitment process to increase accessibility; including shortening the online application form and increasing our recruitment outreach by using an increased number of job boards. We have also developed a partnership with the Job Centre to engage with applicants who have been out of the job market for a while. In addition, we have adapted to the need to seek out applicants using digital means and collaborated with a specialist social media company using targeted social media outreach techniques to sell our organisation and vacancies to inspire applicants to apply for our jobs. This has also amplified our own social media campaigns.

Stonepillow is continuing to develop a comprehensive training programme for all staff, and each job role has a tailored training profile to ensure staff have the skills and knowledge required to provide a safe, supportive, and effective service.

Mental health needs have increased amongst our clients, with the knock-on effect of staff needing additional support in managing their own mental wellbeing. We introduced an improved Employee Assistance Programme offering up to 8 in-person counselling sessions for each member of staff per issue, provided access to wellbeing sessions from local providers and increased our offering for reflective and clinical supervision to support staff. In addition to help with the cost-of-living crisis, we have introduced a cashback scheme for medical expenses and access to a wide range of discounts.

We have improved employee engagement through staff surveys and a staff engagement forum of staff representatives from our services to improve communication and to understand and address areas of concern.

**Report of the Trustees
for the year ended 31st March 2023**

ACHIEVEMENTS AND PERFORMANCE

Volunteers

Volunteers play a hugely important role in the operation of Stonepillow and key to this is the equality embedded in our culture. This means that everyone is treated the same and their place in the team carries equal standing and respect. Stonepillow has 180 active volunteers who during the financial year 2022-23 provided over 26,000 hours of their time.

Our Social Enterprise would not be able to provide the service it does without the commitment and hard work of our volunteer team, who assisted with:

- Shop sales.
- Manning our donation hotline.
- Providing support on our vans for both deliveries and collections.
- Greeting donators at our donation hub
- Stock rotation.
- Sorting donations for sale via the best income stream. This includes spotting treasures for sale on eBay, allocating donations for crisis grant provision, shop or clothes bank.
- Supporting and mentoring other volunteers.

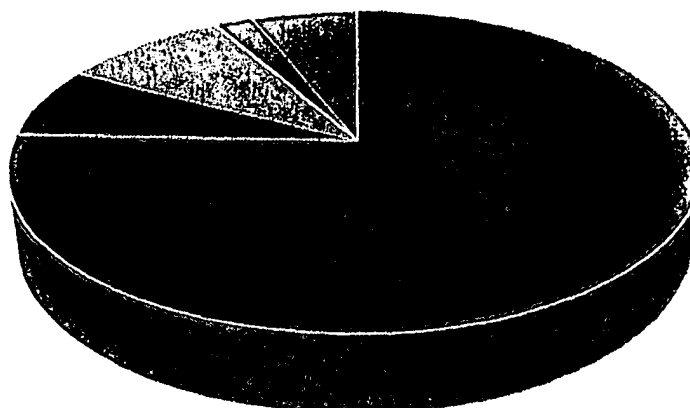
In our hubs and hostels volunteers:

- Cook for our clients, using their imagination to create meals from donated food. Often this is done working alongside clients, either giving guidance to improve their cooking skills or assisting them with their own creation.
- Support our clients by helping to create a safe and welcoming environment.
- Bring differing skillsets, such as hairdressing and providing haircuts for our clients.

Individual volunteers make a valuable contribution to our fundraising and food donations. This can include shaking buckets in all types of weather, assisting at fundraising events, collecting donated food from local shops in the evenings, gardening, and decorating. In addition, we benefit from corporate volunteers, who help with maintenance projects in our services and provide a valuable resource in our warehouse.

Our volunteers come with a commitment and enthusiasm to Stonepillow, which we appreciate and thank them for.

Volunteer Time Analysis - Total Hours 26,058



• Restore 75.7% • Food Collectors 7.2% Hubs 9.1% • Hostels 2.1% Other 5.9%

**Report of the Trustees
for the year ended 31st March 2023**

ACHIEVEMENTS AND PERFORMANCE

Operations

Following the ongoing strategic review that Stonepillow's senior leadership team have been undertaking in collaboration with our board of trustees, all operations at Stonepillow now fall under one or more of these five pillars of support: we

- **Prevent** homelessness and rough sleeping through supporting people early to retain their homes or make positive and planned moves.
- **Relieve** the suffering of those who find themselves homeless or with nowhere stable to live through provision of basic needs e.g., showers, laundry, food, and crisis support, as well emergency or temporary accommodation.
- **Recover** our client's health, wellbeing and independence through focused casework addressing the root causes of a person's homelessness or insecure housing.
- **Resettle** into new, sustainable supported or independent housing.
- **Restore** lives; preparing clients to be tenancy ready, with the skills they need to live independently, and equipped to reintegrate into the community.

These pillars enable us to focus on and communicate the breadth and depth of the work that we undertake with some of the most vulnerable people in our community.

Highlights and Challenges

In the last year Stonepillow has continued to provide vital support to homeless adults, those at risk of homelessness and looked after young people, to empower them to build their lives and achieve sustainable independence and wellbeing. We accommodate up to 116 people on any given night within our range of accommodation services that meet the varying multiple and complex needs of the people we support.

Across all of our services we supported over 800 people in the past year. This encompasses both accommodation support services and our wider outreach and specialist support teams. Across all services, frontline staff strive to end rough sleeping in the areas where we work, and to support individuals to overcome barriers to take steps towards living independent lives and achieving their potential.

Stonepillow has identified the need to increase our emphasis upon our first pillar: the prevention of homelessness. National statistics suggest that around 25% of those experiencing homelessness have at some point been in care. We are committed to significantly lowering this statistic by providing holistic assessment, and wrap around, individualised support, creating effective pathways for young people. For this purpose, in 2021 we successfully bid for two West Sussex County Council accommodation and support services for age 16-17 older looked after children and care leavers; and in April 2022 opened both new services in Chichester. These provisions are in addition to our already established Young People's service in Littlehampton, which supports unaccompanied asylum-seeking children aged 16-18.

The focus on prevention has also led us to establish Our Pathways Home team, commissioned by Chichester District Council and supporting households who are struggling with rent, mortgages, tenancies and debts, many due to the cost of living, that could result in their eviction. Over the last 12 months our Pathways home team have supported 60 households in the community to manage debt and avoid evictions.

Another focus of the last year has included strengthening our client engagement. Stonepillow places all clients at the heart of what we do, and we are committed to the continual improvement of clients' meaningful involvement at all levels of the organisation. To this end, in addition to appointing a trustee with lived experience of homelessness to participate in the governance of our charity, we have also appointed a lived experience co-ordinator, to support the development of a clear and transparent approach coproduced with present and past clients.

We strive to support every individual with their journey to independence and positive wellbeing in a way that is meaningful for them. No journey is the same and the voice of the person is always at the heart of what we do. Our lived experience co-ordinator will utilise their own lived experience to engage with the people we support, developing models of feedback and informing all areas across our organisation, to promote and develop meaningful client engagement and co-production.

**Report of the Trustees
for the year ended 31st March 2023**

ACHIEVEMENTS AND PERFORMANCE

The nature of the service we deliver at Stonepillow requires us to work in partnership with a range of local and national organisations. Collaboration ensures wider support is integrated into our pathway and accessible to our clients. This means clients experience a smoother journey when navigating through the complexity of often many different service providers, which they have often told us they find huge barrier to successful recovery. Regular services/groups are provided in our hubs include CDC/ ADC Housing Options, NA/ AA, Change Grow Live, Confide Counselling, Samaritans, GPs, and Hepatitis C Trust clinics. Haircuts are also offered monthly to clients by Haircuts for Homeless.

The past year has not been without challenges, with an over 14% increase in the number of people needing to access our support. The increasing need for homelessness support within our local community, coincides with a nationally recognised rise in general health and mental health needs, and at a time when statutory services are also under increased pressure.

In preparation and response to these challenges, we at Stonepillow have developed our health offer, including recruiting an Integrated Homelessness Mental Health Practitioner, to strengthen our mental health support for clients, facilitate with statutory services, and support our staff teams who are increasingly at risk of vicarious trauma.

We also delivered a project funded by Sussex Health and Care Partnership (SHCP) which has supported clients to access digital healthcare from our day hubs and residential services. 1:1 sessions were provided to support clients through online registration processes, to access video appointments and to access NHS digital tools and apps to improve and quicken the access to primary care needs. This has been hugely successful, enabling 319 individual clients to achieve improved access to health care.

Following receiving funding from Changing Futures Sussex (CF), part of the national Changing Futures programme funded by The Department of Levelling Up, Housing and Communities (DLUCH) and The National Lottery Community Fund, we have successfully recruited a CF Homelessness Navigator, and a Homelessness and Domestic Abuse Navigator. Our Changing Futures Navigator works in partnership across our communities to deliver meeting the needs of the most vulnerable people, experiencing multiple disadvantage: defined as people who experience three or more of homelessness, current or historical offending, substance misuse, domestic abuse, and mental ill health.

To improve food efficiency in delivery and reducing waste we have moved our food donations to one central location within Restore Donations Hub in Terminus Road, Chichester, from where food is distributed across all our services. Plans are also underway to provide crisis food packs made available to those that are homeless or housed in temporary accommodation and have been referred to our food hub requiring crisis food support. Referral to the Stonepillow food packs will trigger weekly support with key workers to review with clients how they budget and manage food, with the aim of promoting healthy nutrition and sustainable food independence.

Client services and support overview

Day Hubs: Chichester and Bognor Regis

Stonepillow day hubs provide support and advice for people who are rough sleeping, homeless or placed in temporary accommodation. They are the first point of contact for people accessing Stonepillow services. Dedicated support workers are available to give help and advice to those who are homeless or at risk of becoming homeless. The hubs offer a range of facilities including meals, hot drinks, GP surgery, shower, laundry, accommodation referrals, and referrals to other services such as alcohol and substance treatment and mental health services, who operate sessions within our hub.

Our hubs also operate Severe Weather Emergency Provision (SWEP). In partnership with Chichester and Arun District Councils and when the temperature is predicted to drop below zero degrees for three consecutive nights, the Hubs provide emergency accommodation overnight for rough sleepers. From January - March 2023, Stonepillow operated SWEP 22 times in Chichester and Bognor Regis. 26 people accessed this service, many on several occasions, and were given food and a warm and safe place to sleep. 20 of these individuals were also given support with referrals to our hostels, access to our day services and support to access local authority housing options team. This provision is a good opportunity for us to engage with people who may not otherwise be accessing any support services.

ACHIEVEMENTS AND PERFORMANCE

Rough Sleeper Initiative (RSI)

Funded from central government to deliver the DLUHC goal of prevention, in the last year our team of RSI specialist support workers have supported in total across Chichester and Arun districts, 290 individuals. The RSI team provide person centred support to those that are rough sleeping, those with co-occurring mental health and substance misuse, and those who require prevention support to remain within their current home.

Housing First

Housing First is a person-centred, evidence-based approach to supporting homeless people experiencing multiple complex needs who have histories of entrenched or repeat homelessness and rough sleeping, to live in their own homes. It has been widely adopted across the US and Europe and increasingly in the UK. Currently part funded by The Henry Smith charity and Garfield Weston, we provide support through the principles of Housing First; including prioritising access to housing as quickly as possible without waiting until the person has stabilised or progressed through standard homelessness routes. This support offer is for life. Housing First has continued to be successful in providing housing for 15 clients with a history of rough sleeping and multiple complex needs.

The savings to the public purse of one successful Housing First placement are estimated at around over £30,000 per annum.

Accommodation for Ex-Offenders (AFEO)

Last year we continued our commission from CDC and ADC for supporting ex-offenders leaving prison who have no support or accommodation, and no access to local authority housing. Without this support, rough sleeping and reoffending is likely. Our 3 dedicated Stonepillow workers help clients resettle into the community, completing assessments and personal housing plans, and facilitating support for mental health, substance treatment, budgeting, wellbeing, and gaining employment; ultimately to secure private rented sector (PRS) accommodation and sustain a tenancy. Last year the team supported 118 individual prison leavers, 36 were supported to secure PRS tenancies which is a significant achievement in consideration of the rising cost of PRS and limited PRS availability. 68 individuals were supported to access temporary accommodation and 14 returned to live with friends and family, following positive reconnection.

We have built strong partnership with prisons and probation services and continue to build partnerships with private landlords.

Integrated Health Team

Stonepillow Integrated Health Team is led by our Integrated Homelessness Mental Health Practitioner and consists of two substance misuse and wellbeing support workers, funded by the Rough Sleeper and Alcohol Treatment Grant, and two Changing Futures specialist Support workers, including specialist support for those experiencing homelessness and/or domestic violence. Our Changing Futures Support Workers are funded through the Sussex wide Changing Futures programme, awarded to improve the way that local systems and services work for adults experiencing multiple disadvantages. The aim of the programme is to create an environment where these individuals can receive flexible, trauma informed, person-centred support when they need it, leading to increased periods of stability and more opportunities to make positive changes in their lives.

Two 24-hour hostels, Chichester and Bognor Regis

Stonepillow has two 24/7 residential hostels in Chichester and Bognor Regis providing accommodation to a total of 27 residents.

In the last year 71 individuals have accessed their accommodation and support, in a safe and stable environment. We provide intensive support to enable clients to start achieving stability and move on to more suitable accommodation. Clients have often lived chaotic lives - they may have alcohol or drug issues, mental health issues or offending backgrounds. Each client has a dedicated support worker to assist them with identifying areas in which they need support.

Adjacent to our Chichester hostel, Hicks House offers 12 self-contained studios. Hicks House provides accommodation and support that recognises the need for longer term temporary accommodation and intensive wrap around support, typically up to 2 years, for those with multiple and complex needs. Last year Hicks House supported 20 individuals. Sadly 3 clients passed away from health-related conditions and 3 clients were evicted due to significant anti-social behaviour; more positively 4 clients with multiple complex needs gained longer term independence, securing tenancies and moving into their own independent accommodation.

ACHIEVEMENTS AND PERFORMANCE

Supported accommodation

Stonepillow provides move-on accommodation in Chichester, Bognor Regis and Barnham, from 10 properties that accommodate a total of 39 individuals. Our portfolio includes a specialist women's therapeutic project and 4 single person flats.

Supported accommodation is offered to clients moving on from hostel or emergency accommodation towards more independence. Staff prepare clients for total independent living; managing and sustaining a license or tenancy agreement, housing options, personal budgeting, securing employment, training, education or volunteering opportunities and getting involved in community activities. They help clients secure sustainable and appropriate move-on accommodation and achieve positive personal health and wellbeing outcomes.

Clients usually stay in supported accommodation for up to 2 years. In the last year 11 clients have been supported to move onto their own tenancies.

Recovery Service

Stonepillow Recovery Service is a CQC registered service located in Bognor Regis.

The 12 bed Recovery Service is the only abstinence-based provision in West Sussex using an abstinence-based model of accommodation and support for people who are addressing their substance misuse and addiction. Working in close partnership with Turning Tides and Emerging Futures, structured support is provided to maintain abstinence and to rebuild lives through group sessions, volunteering, education, and training. The service includes three move-on houses to allow residents to move to the next stage of independence, whilst remaining supported by staff.

In 22/23, we had 23 successful completions within the Recovery Service. 10 clients relapsed and were offered support through our relapse loop to gain accommodation and support for their needs. In September 2022 the Recovery Service received its first inspection by the Care Quality Commission (CQC), receiving a Good overall inspection outcome, recognising the dedicated support of staff and the safe and effective support the recovery service provides.

Young People

Stonepillow provides 2 separate locations in Chichester that offer accommodation and support to older looked after children and care leavers aged 16-17 who are under the care of WSCC. Adhering to a trauma Informed model of support, the young people's service partners with Child and Adolescent Mental Health Services (CAMHS), CGL, and other providers to offer a fully holistic approach. During the financial year 2022-2023 over 70% of the young people we supported were engaged in education, training, or employment, providing focussed goals to build a life of wellbeing and independence. Those not engaged in education, training and employment are encouraged to identify individual meaningful goals, with person centred support to identify steps to achieve positive outcomes.

In addition to our 2 new young people's services in Chichester, our established unaccompanied asylum-seeking Children (UASC) service in Littlehampton provides support and accommodation for up to 10 individual unaccompanied asylum-seeking children aged 16-18+, also on behalf of WSCC. While their claim for leave to remain is processed, they are cared for by a local authority. Support is provided to settle and engage within the community, access education and support with budgeting and tenancy sustainment. In the last year our UASC service has supported 13 young people to be granted leave to remain and to move onto independent living.

**Report of the Trustees
for the year ended 31st March 2023**

ACHIEVEMENTS AND PERFORMANCE

Operations - Statistics

	2021 - 2022	2022 - 2023	% Increase or decrease
Pathways of interventions and support			
Total number of positive moves	352	375	6.50%
No. of rough sleepers rough sleeping clients supported into hostels, tenancies, Housing First or supported accommodation	65	74	13.80%
Number of clients who Stonepillow connected to Pathfinder mental health services (engagement in Mental health partnerships)	174	197	13.20%
Total individuals supported by our Community Outreach Team (include, RSI for Chichester and Arun, Housing First)	301	364	20.90%
Total number of attendances community led group work at Stonepillow Resource Hub (Re-opened in August 2021)	2841	3467	22%
Number of positive completions of Stonepillow abstinence programme at Recovery	28	33	17.90%
Number of clients accessing support from the Bognor Day Hub	232	339	46.10%
Number of clients accessing support from Chichester Day Hub	255	390	52.90%
Accommodation:			
Total number of support units of accommodation across Stonepillow	101	120	18.80%
Evictions (we only evict due to due to serious violence or serious criminal damage or high rent arrears)	19	17	-10.50%
Clients moving into private rental places	16	74	363%

Restore - Social Enterprise

Restore remains important to the Stonepillow mission, it provides:

- Supported volunteering, upskilling, and work opportunities to our clients.
- Generates an unrestricted revenue stream to help support our core services.
- Offers and interface with the wider community who support us.
- Assistance to clients moving into independence.

In January 2023 we opened the doors to a new shop in Chichester, utilising the original shop as a donation hub and testing area. The change has seen efficiencies in stock movement / rotation, plus a saving on staff time that has enabled us to focus on our customers, donors and providing client support.

The social enterprise depends on a mixture of paid employees and volunteers – including clients - all playing a vital part in keeping the shops open, accepting donations, collecting donations, and delivering sold items with our two vans. Restore also offers crucial work and volunteer opportunities to not only our clients, but also external volunteers paying back to the community or seeking work experience when others may not be willing or able to provide the opportunity. Restore has engaged volunteers from those furthest from employment and coming from Ford Open Prison, from community payback, or referred by the Job Centre, helping to build confidence in individuals and their ability to socially interact. Volunteers have contributed over 20,000 hours at Restore over the course of the financial year 2022-23.

An important role of the Restore provision is providing furniture to other Stonepillow services and clients, often helping clients move into their own independent property. In addition, we provide crisis grant furniture on behalf of both Arun and Chichester District Councils. This is an emergency provision for both individuals and families. From July 2023 this provision will be extended to Adur & Worthing Borough Council.

In 2022-23 Restore again generated sales of:

- Shop & Online £491,189 (previous year £490,340).
- Crisis Grant income £58,555 (previous year £26,319).

These valuable outcomes, achieved despite a 3 week shop closure to move to new premises, contribute to our mission and vision as well as aligning with the purpose of Restore; to increase Stonepillow's own unrestricted income.

ACHIEVEMENTS AND PERFORMANCE

Fundraising and Communications

This year kicked off with Stonepillow joining in local celebrations including Chichester Pride and the Jubilee, raising both awareness and funds for the charity. Our fashion show at Chichester Rugby club was well received, and we hosted a football match at Bognor Regis Town Football Club which provided a wonderful opportunity to involve staff, clients, and supporters together and will be repeated as a bigger and better event next year. And of course, the Big Sleep Out took place in October at Chichester Cathedral; as always, an inspiring event in which 80 sleepers participated and raised £14,000 for our charity. The Sleep Out is a strong brand for Stonepillow, and ideas have been actioned to maximise its potential through drawing in a wider net of supporters than those able to attend the Cathedral event; with a Big School Sleep Out campaign planned.

We are hugely grateful to all our supporters who use their time, skills and networks to fundraise for us – these are too many to mention all, but particular thanks this year to Naomi Dekker, who hosted an evening with the South Downs Soloists in July, Jonathan Callow who in September hosted a party in his garden where Chichester University's Sleepy Lagoon orchestra entertained through storms and high winds, and Chris Merrien who rallied his church group to carol sing at Chichester Festival Theatre, raising over £3,000. We would also like to thank all the businesses in our local area whose sponsorship and support in other ways has been invaluable; with special mentions this year to Dexam, Barratt Homes, Secure Construct and Wiley.

This fiscal year saw the repercussions of the pandemic and the start of cost-of-living crisis kick in, and individual giving has suffered as a result with fewer people giving regularly – a pattern echoed across the sector. However, those that do give, give more – and this has cemented our commitment to focussing growth potential on our major donor strategy. August saw a restructure in the fundraising and communications team, with the new position of Fundraising Manager created which will concentrate on the development and implementation of our major donor and corporate relationships.

Stonepillow has also made strides forward in better communicating what we do and our impact. Our social media following has increased, and according to Meta Insights our reach in the last quarter this year compared to the same period in the previous year was improved by 212% on Facebook and 475% on Instagram.

FUTURE PLANS

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.

**Report of the Trustees
for the year ended 31st March 2023**

FUTURE PLANS

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.

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 deficit of £121,623.

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.

**Report of the Trustees
for the year ended 31st March 2023**

FINANCIAL REVIEW

Policy on reserves

The policy of the Trustees is to hold liquid reserves, of a minimum of three months and a maximum of six months' 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 disruption to its cash flow by a major funder being unable to make payments when due. On 31st March 2023 our liquid reserves would cover 3.5 month's expenditure.

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 current cost of living climate and associated inflation is making our income generation challenging. This together with local authorities and central government looking to make savings is a cause of apprehension. In particular our concerns are: -

- Future government grants may be reduced as the government and local authorities need to fund their own increased running costs.
- Income from individuals, together with fundraising event income will continue to be lower than pre COVID-19 levels and following a peak during the pandemic. All charities are experiencing this trend, and this has made fundraising difficult and is likely to continue as individuals are impacted by the cost-of-living crisis, including high inflation, all of which will affect the level of individual giving.
- The impact of increasing inflation will result in higher expenditure. In particular energy costs and staff remuneration are a concern.
- Staff recruitment and retention is proving costly, in particular for roles that are worked on a rota.
- Staff absence is likely to still be high as it is anticipated that COVID-19 will continue to cause absence. In addition, other viruses such as flu may be an issue.
- Housing Benefit – This is our largest income stream and remains a concern. The Government are reviewing the structure / criteria for payments; it is not known whether this will impact us.. Should a cap or reduction occur, a 10% decrease would amount to a reduction in income of £169,000 per annum.

Capital expenditure during 2023-24

£37,000 has been designated for the funding of capital projects, these include:-

- Design and implementation of a new website.
- New flooring for our Recovery Service.
- Replacement of fire doors.

Report of the Trustees
for the year ended 31st March 2023

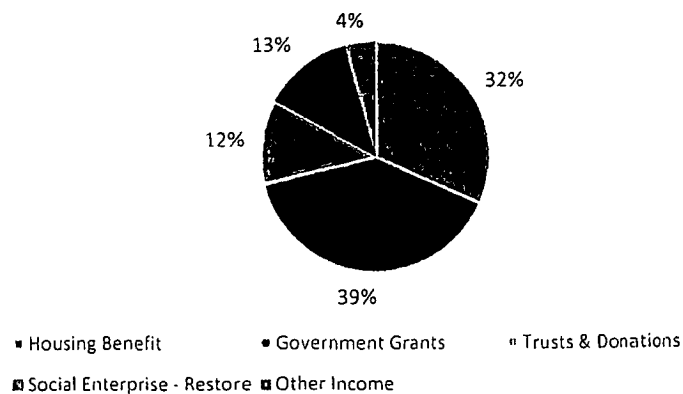
FINANCIAL REVIEW

Sources of Funds and their Deployment

Our principal funding sources in the year were as follows:

Housing Benefit	£1,367,112
Government Grants	£1,703,772
Trusts and Donations*	£512,009
Social Enterprise - Restore	£549,744
Other Income	£184,141

Source of Funds

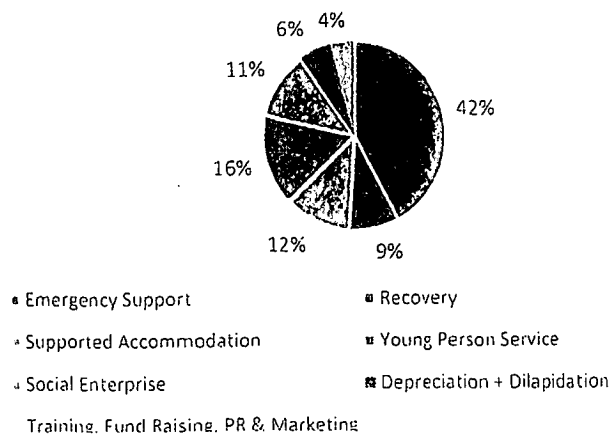


* Note: Trusts and Donations includes Fund Raising.

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

Emergency Support	£1,878,088
Recovery	£389,268
Supported Accommodation	£523,017
Young Person Service	£697,401
Social Enterprise	£513,076
Depreciation and dilapidations	£248,808
Training, Fundraising, PR & Marketing	£188,743

Expenditure Deployment



St Richard of Chichester Christian Care Association Ltd

**Report of the Trustees
for the year ended 31st March 2023**

FINANCIAL REVIEW

Trusts and Grants support

We gratefully acknowledge financial support received either in the year to 31 March 2023, or before or after the year but relating to our work for that year, from the following Trusts and Businesses:

Trust or Business	Amount
National Lottery	£75,065
Henry Smith Charity	£58,550
Hospital of the Blessed Mary	£30,000
West Sussex County Council	£22,621
The Morrisons Foundation	£19,371
NHS West Sussex PCT	£15,098
Garfield Weston Foundation	£15,000
The Boltini Trust	£10,000
Albert Hunt Trust	£7,000
Patricia Routledge	£5,000
David Cover & Sons	£4,500
Sussex Community Fund	£2,609
The Robson Charitable Trust	£2,330
Chichester Welfare Trust	£2,187
Arthur Williams Trust	£2,000
Penningtons Manche Cherry Family	£1,750
Neighbourly Fund M & S Fund	£1,000
Bassill Shippam Trust	£1,000
The VLM Foundation	£1,000
The Jacaranda Trust	£1,000
Bernadette Trust	£1,000
Below £500	£2,677

**Report of the Trustees
for the year ended 31st March 2023**

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:



David Coulthard - Interim Chair of Stonepillow Trustees

Date: 7th November 2023

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

Opinion

We have audited the financial statements of St Richard of Chichester Christian Care Association for the year ended 31st March 2022 on pages 24 to 34. 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 2022 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 and the Accounting Direction for private registered providers of social housing in England 2019.

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 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.

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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

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

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.

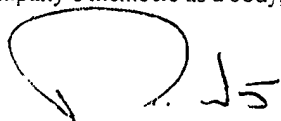
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting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

- Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims.
- Reviewing minutes of meetings of those charged with governance.
- Auditing the risk of management override of controls including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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.



Paul 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: 7 November 2023

**Statement of Comprehensive Income
for the year ended 31st March 2023**

		2023	2022
	Notes	£	£
Turnover	2	4,315,951	3,856,179
Operating expenditure		(4,438,401)	(3,537,392)
Operating (deficit)/surplus	4	(122,450)	318,788
Interest receivable and similar income	5	827	54
Total Comprehensive (Deficit)/Income for the year		(121,623)	318,841


Statement of Changes in Reserves

	2023 Income and Expenditure Reserve	2022 Income and Expenditure Reserve
Balance at 1 April 2022	3,104,199	2,785,358
(Deficit)/surplus from Statement of Comprehensive Income	(121,623)	318,841
Transfers	-	-
Balance as at 31 March 2023	2,982,576	3,104,199

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 7th November 2023 and were signed on its behalf by:


Mr D Coulthard
Trustee


Mr A C F Fawcett FCA
Trustee

St Richard of Chichester Christian Care Association Ltd

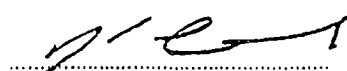
Statement of Financial Position
as at 31st March 2023

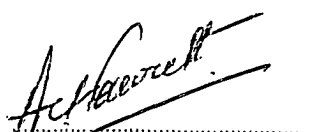
		2023	2022
	Notes	£	£
FIXED ASSETS			
Housing properties - depreciated cost	8	3,843,016	3,397,961
Other tangible assets	9	108,716	58,424
		<u>3,951,732</u>	<u>3,456,385</u>
CURRENT ASSETS			
Debtors	10	597,952	812,408
Cash at bank and in hand		837,692	1,045,932
		<u>1,435,644</u>	<u>1,858,340</u>
CREDITORS			
Amounts falling due within one year	11	(353,285)	(343,705)
NET CURRENT ASSETS		<u>1,082,359</u>	<u>1,514,635</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		5,034,091	4,971,020
CREDITORS			
Amounts falling due after more than one year	12	(2,051,515)	(1,866,821)
NET ASSETS		<u><u>2,982,576</u></u>	<u><u>3,104,199</u></u>
RESERVES			
Unrestricted reserves			
General reserve	15	1,297,816	1,066,890
Property reserve	15	1,684,760	1,437,309
Capital reserves	15	-	600,000
		<u>2,982,576</u>	<u>3,104,199</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 7th November 2023 and were signed on its behalf by:


Mr D Coulthard
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 2023**

	2023	2022
	£	£
Cash flows from operating activities:		
Cash generated from operations (see below)	534,088	(39,769)
Net cash provided by operating activities	<u>534,088</u>	<u>(39,769)</u>
Cash flows from investing activities:		
Purchase of tangible fixed assets	(743,155)	(180,982)
Interest received	827	54
Net cash used in investing activities	<u>(742,328)</u>	<u>(180,928)</u>
Change in cash and cash equivalents in the reporting period	(208,240)	(220,697)
Cash and cash equivalents at the beginning of the reporting period	1,045,932	1,266,629
Cash and cash equivalents at the end of the reporting period	<u><u>837,692</u></u>	<u><u>1,045,932</u></u>

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

	2023	2022
	£	£
Net (deficit)/income for the reporting period (as per the statement of comprehensive income)	(121,623)	318,841
Adjustments for:		
Depreciation charges	247,808	215,559
Interest received	(827)	(54)
Decrease in debtors	214,457	(497,190)
Increase/(decrease) in creditors	194,273	(76,925)
Net cash provided by operating activities	<u><u>534,088</u></u>	<u><u>(39,769)</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 2019, 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 buildings are 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 2023

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. TURNOVER

	2023	2022
	£	£
Donations	354,133	301,674
Fundraising income	42,412	41,318
Housing benefit	1,367,112	1,155,263
Grants	1,877,777	1,307,563
Release of capital grant	70,674	76,973
Client contributions	70,238	58,800
Restore sales	491,189	490,340
Legacies	20,921	399,254
Other income	21,495	24,994
	<u>4,315,951</u>	<u>3,856,179</u>

3. ACCOMMODATION IN MANAGEMENT

	2023	2022
Number of units managed by the charity at the end of the year:		
Recovery Service	22	22
Hostels	61	60
Supported Accommodation	38	36
	<u>121</u>	<u>118</u>

**Notes to the Financial Statements
for the year ended 31st March 2023**

4. OPERATING SURPLUS

Operating surplus is stated after charging/(crediting):	2023	2022
	£	£
Auditors' remuneration	6,900	9,839
Depreciation - housing properties	193,844	168,289
Depreciation - other tangible assets	53,964	47,270
	<u>254,708</u>	<u>225,398</u>

5. INTEREST RECEIVABLE AND SIMILAR INCOME

	2023	2022
	£	£
Deposit account interest	827	54
	<u>827</u>	<u>54</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2023 nor for the year ended 31st March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31st March 2023 nor for the year ended 31st March 2022.

7. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	2,646,113	1,940,833
Social security costs	202,788	156,221
Other pension costs	79,957	78,741
	<u>2,928,858</u>	<u>2,175,795</u>

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

	2023	2022
Project workers	74	64
Administration and publicity	14	13
	<u>88</u>	<u>77</u>

One employee received emoluments in excess of £60,000 (2022 - one).

The total value of employee benefits received by key management personnel during the year was £345,579 (2022 - £260,151).

Notes to the Financial Statements
for the year ended 31st March 2023

8. TANGIBLE FIXED ASSETS - HOUSING PROPERTIES

	Freehold Housing Property 2023 £	Freehold Housing Property 2022 £
COST		
At 1st April 2022	4,207,201	4,058,493
Additions	638,899	148,708
Disposals	-	-
At 31st March 2023	4,846,100	4,207,201
DEPRECIATION		
At 1st April 2022	809,240	640,951
Charge for year	193,844	168,289
Depreciation on disposal	-	-
At 31st March 2023	1,003,084	809,240
NET BOOK VALUE		
At 31st March 2023	3,843,016	3,397,961
At 31st March 2022	3,397,961	3,417,542

9. TANGIBLE FIXED ASSETS - OTHER

	Fixtures & Fittings 2023 £	Fixtures & Fittings 2022 £
COST		
At 1st April 2022	337,324	305,050
Additions	104,256	32,274
Disposals	-	-
At 31st March 2023	441,580	337,324
DEPRECIATION		
At 1st April 2022	278,900	231,630
Charge for year	53,964	47,270
Depreciation on disposal	-	-
At 31st March 2023	332,864	278,900
NET BOOK VALUE		
At 31st March 2023	108,716	58,424
At 31st March 2022	58,424	73,420

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade debtors	343,741	162,774
Other debtors	105,244	568,287
Prepayments and accrued income	148,967	81,347
	597,952	812,408

Notes to the Financial Statements
for the year ended 31st March 2023

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Bank loans	36,068	28,058
Social security and other taxes	50,233	44,317
Other creditors	49,668	41,223
Accruals, dilapidations and deferred income	217,315	230,107
	<u>353,285</u>	<u>343,705</u>

Included within the Accruals, dilapidations and deferred income figure of £217,315 (2022: £230,107) are grants received in advance for 2023-24 amounting to £70,674 (2022: £76,973).

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

	2023	2022
	£	£
Bank loans	764,802	515,733
Deferred income	1,286,713	1,351,088
	<u>2,051,515</u>	<u>1,866,821</u>

An analysis of the maturity of loans is given below:

	2023	2022
	£	£
Amounts falling due within one year on demand	<u>36,068</u>	<u>28,058</u>
Amounts falling due between one and two years	<u>38,041</u>	<u>29,436</u>
Amounts falling due between two and five years	<u>127,171</u>	<u>97,328</u>
Amounts falling due in more than five years	<u>599,590</u>	<u>388,969</u>

There is a legal charge over St Joseph's, Whyke Lane, Ellasdale Road and Westhampnett 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.

During the year ended 31 March 2023 a new bank loan was taken out against the purchase of Westhampnett Road. The bank loan is repayable by instalments at an interest rate of 4.83%. The final repayment date for this loan is November 2038.

**Notes to the Financial Statements
for the year ended 31st March 2023**

13. DEFERRED INCOME

	2023	2022
	£	£
Brought forward	1,428,060	1,492,993
New grants	-	12,040
Release of capital grant	(70,674)	(76,973)
Carried forward	<u>1,357,386</u>	<u>1,428,060</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.

14. ANALYSIS OF NET ASSETS BETWEEN RESERVES

	Unrestricted reserves	Restricted reserves	2023 Total reserves	2022 Total reserves
	£	£	£	£
Fixed assets	3,951,732	-	3,951,732	3,456,385
Current assets	1,435,644	-	1,435,644	1,858,340
Current liabilities	(353,285)	-	(353,285)	(343,705)
Long term liabilities	(2,051,515)	-	(2,051,515)	(1,866,821)
	<u>2,982,576</u>	<u>-</u>	<u>2,982,576</u>	<u>3,104,199</u>

15. RESERVES

	At 1.4.22 £	Surplus/ (deficit) £	Transfers £	At 31.3.23 £
Unrestricted reserves				
General reserve	1,066,890	1,985,773	(1,754,847)	1,297,816
Property reserve	1,437,309	-	247,451	1,684,760
Designated Capital reserve	600,000	-	(600,000)	-
	<u>3,104,199</u>	<u>1,985,773</u>	<u>(2,107,396)</u>	<u>2,982,576</u>
Restricted reserves				
Chichester Hub (Old Glassworks)	-	(25,844)	25,844	-
Bognor Regis Hub (Glenlogie)	-	(44,198)	44,198	-
Restore - Social Enterprise Chichester	-	(416,840)	416,840	-
Restore - Social Enterprise Bognor Regis	-	(78,823)	78,823	-
Recovery Service (Sands)	-	(293,715)	293,715	-
Chichester Hostel (St Joseph's + Hicks House)	-	(381,199)	381,199	-
Bognor Regis Hostel (Ellasdale Road)	-	(390,809)	390,809	-
Supported Accommodation (Move-on)	-	(287,864)	287,864	-
Outreach	-	(61,271)	61,271	-
Young Person Service	-	(101,934)	101,934	-
Women's Project	-	(24,899)	24,899	-
	<u>-</u>	<u>(2,107,396)</u>	<u>2,107,396</u>	<u>-</u>
TOTAL RESERVES	<u>3,104,199</u>	<u>(121,623)</u>	<u>-</u>	<u>2,982,576</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.

The Capital Reserve designated during the year ended 31 March 2020 has been released following the purchase of Westhampnett Road during the current year.

15. RESERVES - continued

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

	Total income £	Total expenditure £	Surplus/ (deficit) £
Unrestricted reserves			
General reserve	2,414,472	(428,699)	1,985,773
Restricted reserves			
Chichester Hub (Old Glassworks)	123,138	(148,982)	(25,844)
Bognor Regis Hub (Glenlogie)	36,900	(81,098)	(44,198)
Restore - Social Enterprise Chichester	16,554	(433,394)	(416,840)
Restore - Social Enterprise Bognor Regis	-	(78,823)	(78,823)
Recovery Service (Sands)	95,000	(388,715)	(293,715)
Chichester Hostel (St Joseph's + Hicks House)	99,328	(480,527)	(381,199)
Bognor Regis Hostel (Ellasdale Road)	68,209	(459,018)	(390,809)
Supported Accommodation (Move-on)	124,687	(412,551)	(287,864)
Outreach	673,384	(734,655)	(61,271)
Young Person Service	599,521	(701,455)	(101,934)
Women's Project	65,585	(90,484)	(24,899)
	<u>1,902,306</u>	<u>(4,009,702)</u>	<u>(2,107,396)</u>
	<u>4,316,778</u>	<u>(4,438,401)</u>	<u>(121,623)</u>

Comparatives for movement in funds

	At 1.4.21 £	Surplus/ (deficit) £	Transfers £	At 31.3.22 £
Unrestricted reserves				
General reserve	832,172	2,158,930	(1,924,212)	1,066,890
Property reserve	1,353,186	-	84,123	1,437,309
Designated Capital reserve	600,000	-	-	600,000
	<u>2,785,358</u>	<u>2,158,930</u>	<u>(1,840,089)</u>	<u>3,104,199</u>
Restricted reserves				
Chichester Hub (Old Glassworks)	-	(106,145)	106,145	-
Restore - Social Enterprise Chichester	-	(383,009)	383,009	-
Restore - Social Enterprise Bognor Regis	-	(126,875)	126,875	-
Recovery Service (Sands)	-	(193,233)	193,233	-
Chichester Hostel (St Joseph's + Hicks House)	-	(397,858)	397,858	-
Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road)	-	(237,904)	237,904	-
Supported Accommodation (Move-on)	-	(282,837)	282,837	-
Outreach	-	(112,228)	112,228	-
	<u>-</u>	<u>(1,840,089)</u>	<u>1,840,089</u>	<u>-</u>
TOTAL RESERVES	<u>2,785,358</u>	<u>318,841</u>	<u>-</u>	<u>3,104,199</u>

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

	Total income £	Total expenditure £	Surplus/ (deficit) £
Unrestricted reserves			
General reserve	2,553,799	(394,869)	2,158,930
Restricted reserves			
Chichester Hub (Old Glassworks)	140,003	(246,148)	(106,145)
Restore - Social Enterprise Chichester	51,713	(434,722)	(383,009)
Restore - Social Enterprise Bognor Regis	4,000	(130,875)	(126,875)
Recovery Service (Sands)	168,179	(361,412)	(193,233)
Chichester Hostel (St Joseph's + Hicks House)	77,370	(475,228)	(397,858)
Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road)	151,525	(389,429)	(237,904)
Supported Accommodation (Move-on)	331,139	(613,976)	(282,837)
Outreach	378,505	(490,733)	(112,228)
	<u>1,302,434</u>	<u>(3,142,523)</u>	<u>(1,840,089)</u>
	<u>3,856,233</u>	<u>(3,537,392)</u>	<u>318,841</u>

15. 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 Hicks House 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.

16. OPERATING LEASE COMMITMENTS

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

	Land and buildings		Other operating leases	
	2023	2022	2023	2022
	£	£	£	£
Expiring:				
Within one year	206,063	206,063	-	-
Between one and five years	154,182	154,182	-	-
In more than five years	-	-	-	-
	<u>360,245</u>	<u>360,245</u>	<u>-</u>	<u>-</u>

17. RELATED PARTY DISCLOSURES

Peter Stevens, a trustee of the charity, is also a Director of Pure Employment Law Limited. During the year the charity incurred £960 (2022: £480) on professional fees from Pure Employment Law Limited.

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 £17,957 (2022: £16,627) was charged to the Jull Housing Trust and at the year end the charity owed £13,002 (2022: £692) to the Jull Housing Trust.

Clare Apel, a trustee of the charity, and Martyn Bell, a former trustee, are also Councillors of Chichester District Council. During the year the charity received grants and benefits from Chichester District Council of £1,026,715 (2022: £669,505), and incurred expenditure of £336,596 (2022: £38,806). All transactions were conducted on an arms length basis and neither trustee was directly involved in decisions relating to the charity and its funding.

Amanda Worne, a former trustee of the charity, is also a Councillor of Arun District Council. During the year the charity received grants and benefits from Arun District Council of £1,006,603 (2022: £1,073,824), and incurred expenditure of £17,361 (2022: £40,958). All transactions were conducted on an arms length basis and neither trustee was directly involved in decisions relating to the charity and its funding.

David Coulthard, a trustee of the charity, was Clerk to the trustees of the Hospital of the Blessed Mary during the financial year. During the year a donation of £30,000 (2022: £25,000) was received from this Charity.