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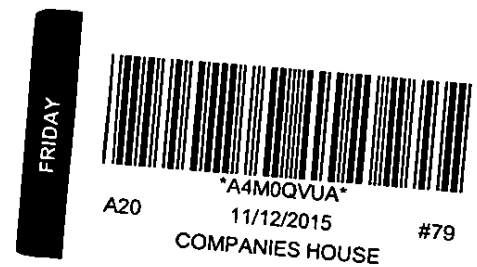
Registration number 08458531

Balance (Support) CIC

Annual Report and Financial Statements

for the Year Ended 31 March 2015

Hallidays
Statutory Auditor
Riverside House
Kings Reach Business Park
Yew Street
Stockport
SK4 2HD



Balance (Support) CIC
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The following pages do not form part of the statutory financial statements

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Balance (Support) CIC
Company Information

Chairman	Mr David Lennie - Non Executive
Chief executive	Miss Andrea Biggs
Directors	Mr Douglas Cresswell - Non Executive Director Mrs Sally Limes - Non Executive Director Ms Jeanette Swan - Non Executive Director Mr Ian Taylor - Non Executive
Company secretary	Mr Ian Taylor
Registered office	Hollyfield House 22 Hollyfield Road Surbiton KT5 9AL
Bankers	Co-operative Bank Plc Balloon St Manchester
Auditors	Hallidays Statutory Auditor Riverside House Kings Reach Business Park Yew Street Stockport SK4 2HD

Balance (Support) CIC

Directors' Report for the Year Ended 31 March 2015

The directors present their report and the financial statements for the year ended 31 March 2015

Incorporation

The company was incorporated on 22 March 2013 and commenced trading on 1 May 2013

Structure, Governance and Management

Governing Documents

The company is a social enterprise set up as a Community Interest Company under the regulations governing this type of organisation. It was incorporated under the name Balance Innovations CIC on 22 March 2013 and changed its name on 9 April 2013 to Balance (Support) CIC. The Company has been established under a Memorandum and Articles of Association approved by the CIC regulator. These documents were updated on 16 August 2012.

Recruitment and Appointment of Directors

The members of the Board of Directors are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. Details of the directors who held office during the year are shown below.

Miss Andrea Biggs - Chief executive

Mr Douglas Cresswell - Non Executive Director

Mr David Lennie - Chairman and Non Executive director

Mrs Sally Lines - Non Executive Director

Ms Jeanette Swan - Non Executive Director

Mr Ian Taylor - Company secretary and Non Executive director

An extensive range of business and caring skills are well represented on the Board.

Director Induction and Training

The Directors are already familiar with the practical work of the CIC.

Additionally, new Directors are invited and encouraged to attend a series of short training sessions to familiarise themselves with the CIC and the context within which it operates. The training sessions cover

- The obligations of Directors
- The main documents which set out the operational framework for the CIC including the Memorandum and Articles
- Resourcing and the current financial position as set out in the latest financial information
- Future plans and objectives

Balance (Support) CIC

Directors' Report for the Year Ended 31 March 2015

..... *continued*

Risk Management

The Executive Management Team has conducted a review of the major risks to which the company is exposed. These reviews will be updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the company faces. External risks to funding have led to the development of a strategic plan which will allow for the diversification of funding and activities. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the company. The contracts and service level agreements with the company's partners provide for regular review of the quality of service delivered. Quality standards have been established that meet or exceed the contractual commitments.

Organisational Structure

The Board comprises six members who meet every two months, or more frequently if necessary, and are responsible for the strategic direction and policy of the company.

A scheme of delegation is in place and day to day responsibility for the provision of the services rest with the Chief Executive along with the other members of the Executive Management Team. The Chief Executive is responsible for ensuring that the CIC delivers the services specified and that key performance indicators are met. The Chief Executive also has responsibility for the day to day operational management of the company, individual supervision of the Executive Management team and also ensuring that the team continues to develop their skills and working practices in line with good practice.

Objectives

The objects of the Company, as stated in the Articles of Association, are to carry on activities which benefit the community and in particular (without limitation) to plan or provide health, social care and related services and preserve, protect and promote Improvements to health.

The overall aim is to promote independence, increase choice and provide more appropriate support to people to make the most of their capacity and potential.

Activities

The activities of the company commenced on 1st May 2013 providing employment services to clients with disability under contracts or grants provided by the Royal Borough of Kingston upon Thames and via ESF. On 1st July 2014, the company secured contracts to a value of approximately £2.5m to provide Care and Community activities to clients with learning disabilities across the Royal Borough of Kingston upon Thames. The new services include running a Care Home and Respite Care, Supported Living and Work Activities and also a Transport service for a number of the clients. Other smaller contracts for the provision of similar services have also been secured during the year.

Financial Review

Financial performance was in line with the budgetary expectations giving rise to a small surplus.

Principal Funding Sources

The principal funding sources for the company are currently by way of grant and service level contracts agreed with the Royal Borough of Kingston upon Thames and through grant provision from ESF through the London partnership.

Balance (Support) CIC
Directors' Report for the Year Ended 31 March 2015

..... continued

Plans for Future Periods

As the new service is substantial in relation to the activities undertaken during 2013-14, it is working hard to embed the new learning disability service into its operational processes

Directors' responsibilities

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that year. In preparing these financial statements, the directors are required to

- select suitable accounting policies and apply them consistently,
- make judgements and accounting estimates that are reasonable and prudent, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

In addition, Company law also includes a requirement for directors of all companies to include a statement in the directors' report about the disclosure of information to the auditors. The Board confirms that

- So far as each director is aware, there is no relevant information of which the company's auditors are unaware and
- Each director has taken all the steps that he ought to have taken as a director to make himself aware of any relevant audit information to establish that the company's auditors are aware of

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditors

In accordance with section 485 of Companies Act 2006, a resolution for the re-appointment of Hallidays as auditors of the company is to be proposed at the forthcoming Annual General Meeting.

- This report has been prepared in accordance with the relevant Statements of Recommended Practice and in accordance with the special provisions of the small company regime Section 419 (2) of Companies Act 2006.

Balance (Support) CIC
Directors' Report for the Year Ended 31 March 2015

..... continued

Approved by the Board on 3/12/15 and signed on its behalf by


Mr David Lennie
Chairman


Mr Ian Taylor
Company secretary and director

Independent Auditor's Report to the Members of Balance (Support) CIC

We have audited the financial statements of Balance (Support) CIC for the year ended 31 March 2015, set out on pages 8 to 16. 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).

This report is made solely to the 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 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of directors and auditor

The directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the directors, and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Annual Report and Financial Statements to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on the financial statements

In our opinion the financial statements

- give a true and fair view of the state of the company's affairs as at 31 March 2015 and of its profit 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.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

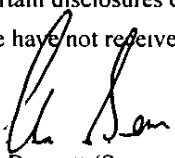
**Independent Auditor's Report to the Members of
Balance (Support) CIC**

..... continued

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 directors' remuneration specified by law are not made, or
- we have not received all the information and explanations we require for our audit


Ania Bennett (Senior Statutory Auditor)
For and on behalf of Hallidays, Statutory Auditor

Riverside House
Kings Reach Business Park
Yew Street
Stockport
SK4 2HD

Date

08/12/15

Balance (Support) CIC
Profit and Loss Account for the Year Ended 31 March 2015

	Note	Year ended 31 March 2015 £	22 March 2013 to 31 March 2014 £
Turnover		2,405,981	438,743
Cost of sales		<u>(11,828)</u>	<u>-</u>
Gross profit		2,394,153	438,743
Administrative expenses		<u>(2,393,228)</u>	<u>(414,780)</u>
Operating profit	2	<u>925</u>	<u>23,963</u>
Profit on ordinary activities before taxation		925	23,963
Tax on profit on ordinary activities	6	<u>204</u>	<u>(5,000)</u>
Profit for the financial year	11	<u><u>1,129</u></u>	<u><u>18,963</u></u>

Turnover and operating profit derive wholly from continuing operations

The company has no recognised gains or losses for the year other than the results above


Balance (Support) CIC
(Registration number: 08458531)
Balance Sheet at 31 March 2015

	Note	31 March 2015 £	31 March 2014 £
Fixed assets			
Tangible fixed assets	7	<u>16,917</u>	<u>1,111</u>
Current assets			
Debtors	8	380,097	63,301
Cash at bank and in hand		<u>27,922</u>	<u>76,247</u>
		408,019	139,548
Creditors Amounts falling due within one year	9	<u>(404,842)</u>	<u>(121,694)</u>
Net current assets		<u>3,177</u>	<u>17,854</u>
Net assets		<u><u>20,094</u></u>	<u><u>18,965</u></u>
Capital and reserves			
Called up share capital	10	2	2
Profit and loss account	11	<u>20,092</u>	<u>18,963</u>
Shareholders' funds	12	<u><u>20,094</u></u>	<u><u>18,965</u></u>

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime

Approved and authorised for issue by the Board on 3/12/15 and signed on its behalf by


Mr David Lennie
Chairman


Mr Ian Taylor
Company secretary and director

Balance (Support) CIC

Notes to the Financial Statements for the Year Ended 31 March 2015

1 Accounting policies

Basis of preparation

The financial statements have been prepared under the historical cost convention

Turnover

All income is included in the statement of income and expenditure as and when the company is entitled to the income and the amount can be quantified with reasonable accuracy

The following specific policies are applied to particular categories of income

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Income and Expenditure when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the company, are recognised when the company becomes unconditionally entitled to the grant

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the company earns the right to consideration by its performance

Depreciation

Depreciation is provided on tangible fixed assets so as to write off the cost, less any estimated residual value, over their expected useful economic life as follows

Asset class	Depreciation method and rate
Fixtures and Fittings	25% straight line
Computer equipment	25% straight line
Office equipment	25% straight line

Hire purchase and leasing

Rentals payable under operating leases are charged on a straight line basis over the life of the lease

Pensions

The company participates in the Local Government Pension Scheme, a multi-employer defined benefit pension scheme whose assets are managed independently from the company. The company is unable to identify its share of the assets and liabilities of the scheme and consequently pension costs are treated as those of a defined contribution scheme. Contributions are recognised in the profit and loss account in the period in which they become payable, in accordance with the rules of the scheme

2 Operating profit

Operating profit is stated after charging

	Year ended 31 March 2015 £	22 March 2013 to 31 March 2014 £
Auditor's remuneration - The audit of the company's annual accounts	8,775	3,000
Depreciation of owned assets	<u>2,621</u>	<u>160</u>

Balance (Support) CIC

Notes to the Financial Statements for the Year Ended 31 March 2015

..... *continued*

3 Particulars of employees

The average number of persons employed by the company (including directors) during the year, analysed by category was as follows

	Year ended 31 March 2015 No.	22 March 2013 to 31 March 2014 No.
Total employees	<u>57</u>	<u>13</u>

The aggregate payroll costs were as follows

	Year ended 31 March 2015 £	22 March 2013 to 31 March 2014 £
Wages and salaries	1,446,052	279,095
Social security costs	105,395	19,184
Staff pensions	<u>166,173</u>	<u>33,155</u>
	<u>1,717,620</u>	<u>331,434</u>

Three Non- Executive Directors receive £300 for each meeting they attend

Balance (Support) CIC

Notes to the Financial Statements for the Year Ended 31 March 2015

..... *continued*

4 Resources expended

	Year ended 31 March 2015 £	22 March 2013 to 31 March 2014 £
Staff costs	1,946,032	341,806
Premises costs	210,648	36,560
Telephone and fax	18,769	4,915
Unrecoverable VAT	48,518	-
Catering provisions	25,572	-
Printing, postage and stationery	12,857	2,842
Sundry expenses	25,055	7,026
Cleaning	8,806	-
Travel and subsistence	29,129	9,623
Marketing	1,786	1,318
Legal and professional costs	61,344	9,906
Bank charges	1,032	624
Depreciation of tangible fixed assets	2,621	160
Repairs and maintenance	1,059	-
	<u>2,393,228</u>	<u>414,780</u>

5 Directors' remuneration

The directors' remuneration for the year was as follows

	Year ended 31 March 2015 £	22 March 2013 to 31 March 2014 £
Remuneration of executive director	<u>71,927</u>	<u>56,652</u>

Balance (Support) CIC

Notes to the Financial Statements for the Year Ended 31 March 2015

..... continued

6 Taxation

Tax on profit on ordinary activities

	Year ended 31 March 2015 £	22 March 2013 to 31 March 2014 £
Current tax		
Corporation tax charge	-	5,000
Adjustments in respect of previous years	(204)	-
UK Corporation tax	<u>(204)</u>	<u>5,000</u>

7 Tangible fixed assets

	Fixtures and fittings £	Office equipment £	Other tangibles £	Total £
Cost or valuation				
At 1 April 2014	903	62	306	1,271
Additions	<u>-</u>	<u>93</u>	<u>18,334</u>	<u>18,427</u>
At 31 March 2015	<u>903</u>	<u>155</u>	<u>18,640</u>	<u>19,698</u>
Depreciation				
At 1 April 2014	114	8	38	160
Charge for the year	<u>114</u>	<u>31</u>	<u>2,476</u>	<u>2,621</u>
At 31 March 2015	<u>228</u>	<u>39</u>	<u>2,514</u>	<u>2,781</u>
Net book value				
At 31 March 2015	<u>675</u>	<u>116</u>	<u>16,126</u>	<u>16,917</u>
At 31 March 2014	<u>789</u>	<u>54</u>	<u>268</u>	<u>1,111</u>

8 Debtors

	31 March 2015 £	31 March 2014 £
Trade debtors	154,502	43,599
Amounts owed by group undertakings	4,920	-
Prepayments and Accrued Income	<u>220,675</u>	<u>19,702</u>
	<u>380,097</u>	<u>63,301</u>

Balance (Support) CIC

Notes to the Financial Statements for the Year Ended 31 March 2015

..... *continued*

9 Creditors: Amounts falling due within one year

	31 March 2015 £	31 March 2014 £
Trade creditors	113,736	1,728
Corporation tax	-	5,000
Other taxes and social security	39,905	16,628
Other creditors	26,933	4,006
Accruals and deferred income	224,268	94,332
	<u>404,842</u>	<u>121,694</u>

10 Share capital

Allotted, called up and fully paid shares

	31 March 2015		31 March 2014	
	No	£	No.	£
Ordinary shares of £1 each	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>

11 Reserves

	Profit and loss account £	Total £
At 1 April 2014	18,963	18,963
Profit for the year	<u>1,129</u>	<u>1,129</u>
At 31 March 2015	<u>20,092</u>	<u>20,092</u>

12 Reconciliation of movement in shareholders' funds

	Year ended 31 March 2015 £	22 March 2013 to 31 March 2014 £
Profit attributable to the members of the company	1,129	18,963
New share capital subscribed	<u>-</u>	<u>2</u>
Net addition to shareholders' funds	1,129	18,965
Shareholders' funds at start of period	<u>18,965</u>	<u>-</u>
Shareholders' funds at end of period	<u>20,094</u>	<u>18,965</u>

Balance (Support) CIC

Notes to the Financial Statements for the Year Ended 31 March 2015

..... *continued*

13 Pension schemes

Defined contribution pension scheme

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £166,173 (2014 - £33,155)

14 Commitments

Operating lease commitments

As at 31 March 2015 the company had annual commitments under non-cancellable operating leases as follows

Operating leases which expire

	31 March 2015 £	31 March 2014 £
Land and buildings		
Within two and five years	<u>228,302</u>	<u>33,302</u>

15 Section 37 Statement

Net Grant aid of £133,618 was receivable in 2014-15 from London Councils for the "Kingston Workstart" Project in which Balance CIC is the lead partner. During this period expenditure was incurred for the purpose of the project amounting to £149,833. A balance of funding received in 2013-14 was carried forward into 2014-15 amounting to £99,874 leaving a balance of £83,659 to carry forward into 2015-16.

The reason that such funds were carried forward into the following period is due to the funding structure for this project. The structure provided for 15% (£102,600) of the possible grant receivable over the three year duration of the project to be paid at the commencement of the contract. This advance receipt of £102,600 has subsequently been recouped from outcome receipts in three quarterly instalments during 2014-15 amounting to £61,560 leaving a further £41,040 to be recouped in 2015-16. In addition, a further amount of £36,289 has been carried forward to cover payroll and other ancillary costs during the grant close down process.

The Grant has been used for the purposes that it was awarded.

16 Related party transactions

The company has taken advantage of the exemption in FRS8 "Related Party Disclosures" from disclosing transactions with other members of the group.

Balance (Support) CIC

Notes to the Financial Statements for the Year Ended 31 March 2015

..... continued

17 Control

The company is controlled by Pure Innovations Limited The company is controlled by the direct involvement of Pure Innovations Limited in its economic structure Pure Innovations Ltd owns 50% of the share capital

Balance (Support) CIC
Detailed Profit and Loss Account for the Year Ended 31 March 2015

	Year ended 31 March 2015		22 March 2013 to 31 March 2014	
	£	£	£	£
Turnover (analysed below)		2,405,981		438,743
Cost of sales (analysed below)		<u>(11,828)</u>		<u>-</u>
Gross profit		<u>2,394,153</u>		<u>438,743</u>
Gross profit (%)		99.51%		100.00%
Administrative expenses				
Employment costs (analysed below)	(1,946,032)		(341,806)	
Establishment costs (analysed below)	(211,707)		(36,560)	
General administrative expenses (analysed below)	(231,836)		(35,630)	
Finance charges (analysed below)	(1,032)		(624)	
Depreciation costs (analysed below)	<u>(2,621)</u>		<u>(160)</u>	
		<u>(2,393,228)</u>		<u>(414,780)</u>
Profit on ordinary activities before taxation		<u>925</u>		<u>23,963</u>

Balance (Support) CIC
Detailed Profit and Loss Account for the Year Ended 31 March 2015

	31 March 2015 £	31 March 2014 £
Turnover		
Grants	277,977	255,787
Service level agreement	1,945,599	70,161
Miscellaneous income	182,405	112,795
	<u>2,405,981</u>	<u>438,743</u>
Cost of sales		
Direct costs	11,828	-
	<u>11,828</u>	<u>-</u>
Employment costs		
Wages and salaries	1,374,125	222,443
Staff NIC (Employers)	105,395	19,184
Directors remuneration	71,927	56,652
Staff pensions	166,173	33,155
Agency staff	210,322	-
Other staff costs	18,090	10,372
	<u>1,946,032</u>	<u>341,806</u>
Establishment costs		
Rent and rates	184,181	33,332
Light, heat and power	14,467	-
Insurance	12,000	3,228
Repairs and maintenance	1,059	-
	<u>211,707</u>	<u>36,560</u>
General administrative expenses		
Telephone and fax	18,769	4,915
Unrecoverable VAT	48,518	-
Catering provisions	25,572	-
Printing, postage and stationery	12,857	2,842
Sundry expenses	25,055	7,026
Cleaning	8,806	-
Auditor's remuneration - The audit of the company's annual accounts	8,775	3,000
Legal and professional fees	52,569	6,906
Advertising	1,786	1,318
Travel and subsistence	29,129	9,623
	<u>231,836</u>	<u>35,630</u>
Finance charges		
Bank charges	1,032	624

Balance (Support) CIC

Detailed Profit and Loss Account for the Year Ended 31 March 2015

..... continued

	31 March 2015	31 March 2014
	£	£
Depreciation costs		
Depreciation of fixtures and fittings	114	114
Depreciation of office equipment	31	8
Depreciation of other tangible assets	<u>2,476</u>	<u>38</u>
	<u>2,621</u>	<u>160</u>

2617/15

CIC 34

Community Interest Company Report

For official use
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Please
complete in
typescript, or
in bold black
capitals.

Company Name in
full

Company Number

Year Ending

Balance (Support) CIC

8458531

31 March 2015

This template illustrates what the Regulator of Community Interest Companies considers to be best practice for completing a community interest company report. All such reports must be delivered in accordance with section 34 of the Companies (Audit, Investigations and Community Enterprise) Act 2004 and contain the information required by Part 7 of the Community Interest Company Regulations 2005. For further guidance see chapter 8 of the Regulator's information and guidance notes.

Please note that you must give details in this report of transfer of assets for less than full consideration e.g. donations to outside bodies, or paid directors at less than market value.

PART 1 – GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT

In the space provided below, please insert a general account of the company's activities in the financial year to which the report relates, including a fair and accurate description of how they have benefited the community or section of the community which the company is intended to serve.

The company was established in 2013 to provide a range of support services to local authority clients as well as to individuals who fund care from their own personal budgets and resources. Initially these services were provided to assist clients with a variety of disability to gain employment and to support them in employment.

On 1 July 2014, the company was contracted by Royal Borough of Kingston upon Thames to provide a wide range of care and support services to clients with Learning Disabilities. These services include running a residential care home, supported living and project based work activities.

The impact of the work performed by Balance enables its clients to retain a meaningful, and an independent existence in their own homes and communities.

(Please continue on separate continuation sheet if necessary.)

Company Number 8458531

Year Ending 31 March 2015

PART 2 – CONSULTATION WITH STAKEHOLDERS

A "stakeholder" is any person or organisation affected by the company's activities. Indicate what steps the company has taken during the financial year to which the report relates to consult its stakeholders, whether formally or informally. If there has been no consultation, this should be made clear.

Please indicate who the company's stakeholders are

The company's stakeholders comprise its service users, service commissioners including local authorities, parents and carers, CQC as the regulator, employees, finance providers and the shareholders in the company.

Please indicate how the stakeholders have been consulted

Consultation is performed on a number of levels to ensure that-

- operational activity is 'personalised' to the requirements of the service user
- operational activity is monitored to ensure that it complies with the service level agreements with the commissioners
- staff terms and conditions are subject to regular review and consultation to ensure that they provide an effective working environment for both staff and service users
- Finance providers are provided with regular management information and progress reports
- Shareholders and the Board set the overall strategic plans for the company after taking into account stakeholder resources

What action, if any, has the company taken in response to feedback from its consultations? If there has been no consultation, this should be made clear.

Actions are taken as a result of feedback from stakeholders to improve the level of performance of the company. In particular the strategic direction of the company has moved, over time, to include a wider range of personal support services that give assistance, to enable people to retain a meaningful, and wherever possible, an Independent existence in their own homes and communities.

(Please continue on separate continuation sheet if necessary)

Company Number 8458531

Year Ending 31 March 2015

PART 3 –DIRECTORS’ REMUNERATION (See Appendix A)

All community interest companies are required to report certain information about their directors’ remuneration

The information required is specified in Schedule 3 to the Small Companies and Groups (Accounts and Directors’ Report) Regulations 2008, for companies which are subject to the “small companies regime” under Part 15 of the Companies Act 2006

All companies are required to provide some of this information in the notes to their annual accounts. If you have provided all of this information in your accounts, you need not reproduce it here, but you must state where that information can be found.

1. Total amount of directors’ remuneration etc	
(a)	<p>The overall total amount of remuneration paid to or receivable by directors in respect of qualifying services £7,192.27</p> <p>Details of remuneration payable to one director £59,218 and three non-executive directors were in receipt of attendance expenses of £300 for each meeting attended</p>
(b)	<p>The overall total amount of money paid to or receivable by directors, and the net value of assets (other than money, share options or shares) received or receivable by directors, under long term incentive schemes in respect of qualifying services</p> <p>N/A</p>
(c)	<p>The overall total value of any company contributions—</p> <p>(i) paid, or treated as paid, to a pension scheme in respect of directors’ qualifying services, and</p> <p>(ii) by reference to which the rate or amount of any money purchase benefits that may become payable will be calculated</p> <p>£9,362 to a defined benefit scheme</p>
(d)	<p>The number of directors (if any) to whom retirement benefits are accruing in respect of qualifying services—</p>

	<p>(i) under money purchase schemes, and</p> <p>(ii) under defined benefit schemes</p> <p>One - defined benefit scheme</p>
<p><i>NB For the purposes of section 1 above, any reference to a "subsidiary undertaking" of the company, is to an undertaking which is a subsidiary undertaking at the time the services were rendered</i></p>	
<p>2. Compensation to directors for loss of office</p>	
	<p>The aggregate amount of any payments made to directors, or past directors, for loss of office</p> <p>N/A</p> <p><i>NB For the purposes of this paragraph, any reference to a "subsidiary undertaking" of the company, is to an undertaking which is a subsidiary undertaking immediately before the loss of office as director</i></p>
<p>3. Sums paid to third parties in respect of directors' services</p>	
	<p>The aggregate amount, and nature, of any consideration (including benefits otherwise than in cash) paid to or receivable by third parties for making available the services of any person—</p> <p>(i) as a director of the company, or</p> <p>(ii) while director of the company—</p> <p style="padding-left: 40px;">(a) as director of any of its subsidiary undertakings, or</p> <p style="padding-left: 40px;">(b) otherwise in connection with the management of the affairs of the company or any of its subsidiary undertakings</p> <p>N/A</p> <p><i>NB For consideration otherwise than in cash, the reference to its amount is to the estimated money value of the benefit</i></p> <p><i>NB "Third party" means a person other than</i></p> <p style="padding-left: 20px;"><i>(a) the director himself or a person connected with him or body corporate controlled by him, or</i></p> <p style="padding-left: 20px;"><i>(b) the company or any of its subsidiary undertakings</i></p>

(Please continue on separate continuation sheet if necessary)

NOTES

General nature of obligations

- (1) Information has to be given only so far as it is contained in the company's books and papers, or the company has the right to obtain it from the persons concerned
- (2) Any information is treated as shown if it is capable of being readily ascertained from other information which is shown

Provisions as to amounts to be shown

- (1) The amount in each case includes all relevant sums, whether paid by or receivable from the company, any of the company's subsidiary undertakings or any other person
- (2) References to amounts paid to or receivable by a person include amounts paid to or receivable by a person connected with him or a body corporate controlled by him (but not so as to require an amount to be counted twice)
- (3) Except as otherwise provided, the amounts to be shown for any financial year are—
 - (a) the sums receivable in respect of that year (whenever paid) or,
 - (b) in the case of sums not receivable in respect of a period, the sums paid during that year
- (4) Sums paid by way of expenses allowance that are charged to United Kingdom income tax after the end of the relevant financial year must be shown in a note to the first accounts in which it is practicable to show them and must be distinguished from the amounts to be shown apart from this provision
- (5) Where it is necessary to do so for the purpose of making any distinction required in complying with this Schedule, the directors may apportion payments between the matters in respect of which they have been paid or are receivable in such manner as they think appropriate

Exclusion of sums liable to be accounted for to company etc

- (1) The amounts to be shown do not include any sums that are to be accounted for—
 - (a) to the company or any of its subsidiary undertakings, or
 - (b) by virtue of sections 219 and 222(3) of the Companies Act 2006 (payments in connection with share transfers duty to account), to persons who sold their shares as a result of the offer made
- (2) Where—
 - (a) any such sums are not shown in a note to the accounts for the relevant financial year on the ground that the person receiving them is liable to account for them, and
 - (b) the liability is afterwards wholly or partly released or is not enforced within a period of two years,

those sums, to the extent to which the liability is released or not enforced, must be shown in a note to the first accounts in which it is practicable to show them and must be distinguished from the amounts to be shown apart from this provision

Money purchase benefits and defined benefits

Where a pension scheme provides for any benefits that may become payable to or in respect of any director to be whichever are the greater of—

- (a) money purchase benefits as determined by or under the scheme, and
- (b) defined benefits as so determined,

the company may assume for the purposes of this paragraph that those benefits will be money purchase benefits, or defined benefits, according to whichever appears more likely at the end of the financial year

For the purpose of determining whether a pension scheme is a money purchase or defined benefit scheme, any death in service benefits provided for by the scheme are to be disregarded

Remuneration

Remuneration paid or receivable or share options granted in respect of a person's accepting office as a director are treated as emoluments paid or receivable or share options granted in respect of his services as a director

Definitions	
Company contributions	means – in relation to a pension scheme and a director, any payments (including insurance premiums) made, or treated as made, to the scheme in respect of the director by a person other than the director
Consideration	includes benefits otherwise than in cash, and in relation to such consideration the reference to its amount is to the estimated money value of the benefit
Defined benefit scheme	means – a pension scheme that is not a money purchase scheme
Defined benefits	means - retirement benefits payable under a pension scheme that are not money purchase benefits
Money purchase benefits	means -

	retirement benefits payable under a pension scheme the rate or amount of which is calculated by reference to payments made, or treated as made, by the director or by any other person in respect of the director and which are not average salary benefits
Money purchase scheme	means - a pension scheme under which all of the benefits that may become payable to or in respect of the director are money purchase benefits
Net value	means – In relation to any assets received or receivable by a director, value after deducting any money paid or other value given by the director in respect of those assets
Payment for loss of office	has the same meaning as in section 215 of the Companies Act 2006
Pension scheme	means – a retirement benefits scheme as defined by section 611 of the Income and Corporation Taxes Act 1988
Qualifying services	means - in relation to any person, that person's services as a director of the company, and that person's services while director of the company— (a) as director of any of its subsidiary undertakings, or (b) otherwise in connection with the management of the affairs of the company or any of its subsidiary undertakings
Remuneration	includes— (a) salary, fees and bonuses, sums paid by way of expenses allowance (so far as they are chargeable to UK income tax), and (b) subject to the exclusion below, the estimated money value of any other benefits received by him otherwise than in cash

	<p>The expression does not include—</p> <p>(a) the value of any share options granted to a director or the amount of any gains made on the exercise of any such options,</p> <p>(b) any company contributions paid, or treated as paid, in respect of him under any pension scheme or any benefits to which he is entitled under any such scheme, or</p> <p>(c) any money or other assets paid to or received or receivable by him under any long term incentive scheme</p>
Retirement benefits	has the meaning given by section 612(1) of that Act
Share option	<p>means -</p> <p>a right to acquire shares</p>
Shares	<p>means -</p> <p>shares (whether allotted or not) in the company, or any undertaking which is a group undertaking in relation to the company, and includes a share warrant as defined by section 779(1) of the Companies Act 2006</p>
Subsidiary undertakings	<p>Any reference to a subsidiary undertaking of the company, in relation to a person who is or was, while a director of the company, a director also, by virtue of the company's nomination (direct or indirect) of any other undertaking, includes that undertaking, whether or not it is or was in fact a subsidiary undertaking of the company</p>

Company Number **8458531**

Year Ending **31 March 2015**

PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION (EXCLUDING DIVIDENDS)

Community interest companies are only permitted to transfer assets other than for full consideration (i.e. at less than market value) if

- (i) the assets in question are transferred to an asset-locked body (a community interest company, charity or equivalent body established outside Great Britain) which is specified in the company's constitution, or where the Regulator has consented to the transfer, or
- (ii) the transfer, although not made to an asset-locked body, is nevertheless made for the benefit of the community

Where transfers of either kind are made, the community interest company report must disclose the amount of the transfer, or, where this cannot be given precisely, a fair estimate of the value of the assets transferred. Please give the following details:

- i) A description of the asset and the amount of the transfer or estimate of its value
Please state 'none', if applicable and move to section 5

None

- ii) Details of the recipient, to which the asset was transferred, including whether or not it is an asset-locked body
- iii) If the recipient is an asset-locked body, whether it is specified in the company's memorandum or articles of association as a recipient of transfers of the company's assets other than for full consideration
- iv) If the recipient is an asset-locked body, but is not so specified, brief details of how the Regulator's consent to the transfer was given
- v) If the recipient is not an asset-locked body, how the transfer will benefit the community

(Please continue on separate continuation sheet if necessary)

Company Number **8458531**

Year Ending **31 March 2015**

PART 5 – DIVIDENDS FOR THE FINANCIAL YEAR TO WHICH THE REPORT RELATES

This part of the template should be completed if the company is limited by shares and has declared or proposed to declare a dividend in respect of the financial year to which the report relates or has declared a dividend in respect of any of the four financial years immediately preceding that financial year. If the company is limited by shares but has not declared or proposed any dividends in respect of the financial year to which the report relates, please indicate this.

Before completing this part you should consult Chapter 6.2 of, and Annex G to, the Regulator's information and guidance notes and regulations 17 to 20 of the Community Interest Company Regulations 2005, which contain the rules on dividend payments.

For all dividends declared or proposed in respect of the financial year to which the report relates, please supply the following information:

- | | |
|-------|--|
| (i) | A description of the class, number and paid up value of the shares on which the dividend has been declared or paid. Please state 'none', if applicable and move to section 6 |
| None | |
| (ii) | The amount of dividend declared or paid per share |
| (iii) | Whether or not the dividend is an exempt dividend (in essence, a dividend paid directly or indirectly to an asset-locked body where the asset-locked body is either specified in the company's constitution as a possible recipient of its assets, or the Regulator has consented to payment of the dividend, but see regulations 17(3) to (5) of the Community Interest Company Regulations 2005) |
| (iv) | If it is an exempt dividend, why it is an exempt dividend |

(Please continue on separate continuation sheet if necessary.)

Company Number 8458531

Year Ending 31 March 2015

Where a dividend which is not an exempt dividend is declared or proposed in respect of the financial year to which the report relates, the report must explain how it complies with regulations 17 to 20 of the Community Interest Company Regulations 2005 by giving details of

- (i) The applicable share dividend cap
- (ii) The maximum dividend per share
- (iii) Whether any unused dividend capacity from previous financial years is included in the dividend (and, if so, how much and from which year)
- (iv) The maximum aggregate dividend
- (v) How each of the above figures has been calculated
- (vi) In addition to the above information, the total amount of (a) all exempt, and (b) all non-exempt dividends declared or proposed in respect of the financial year to which the report relates should be given

(Please continue on separate continuation sheet if necessary)

Company Number **8458531**

Year Ending **31 March 2015**

PART 6 – DIVIDENDS FOR PREVIOUS FINANCIAL YEARS

This part of the template should be completed if the company is limited by shares and has declared or proposed to declare a dividend in respect of the financial year to which the report relates or has declared a dividend in respect of any of the four financial years immediately preceding that financial year. If the company is limited by shares but has not declared any dividends in respect of any of the preceding four financial years, please indicate this.

For each of the previous four financial years, and for all dividends declared or paid in respect of those years, the following information should be supplied

(i)	A description of the class, number and paid up value of the shares on which the dividend has been declared or paid Please state 'None' if applicable and move to section 7.
None	
(ii)	The amount of dividend declared or paid per share
(iii)	Whether or not the dividend is an exempt dividend (in essence, a dividend paid directly or indirectly to an asset-locked body where the asset-locked body is either specified in the company's constitution as a possible recipient of its assets, or the Regulator has consented to payment of the dividend)
(iv)	If it is an exempt dividend, why it is an exempt dividend
(v)	The maximum dividend per share

(Please continue on separate continuation sheet if necessary)

Company Number 8458531

Year Ending 31 March 2015

PART 7 – INTEREST PAID AT A PERFORMANCE-RELATED RATE

This part should only be completed if the company has, at any time during the financial year to which this report relates, had a debt outstanding, or a debenture in issue on which a performance-related rate of interest was payable. A performance-related rate of interest is a rate which varies according to the level of the company's profits or turnover, or any item on its balance sheet. See further Chapter 6.3 of the Regulator's information and guidance notes, and regulation 21 of the Community Interest Company Regulations 2005 (this part is designed to monitor compliance with regulation 21 and Schedule 4 to the Regulations, which set out the interest capping regime and define its key terms).

Under the Regulations, the rate of performance-related interest payable is capped by reference to the Bank of England's base lending rate. However, this cap only applies in respect of agreements to pay a performance-related rate, which were entered into on or after the date on which the company became a community interest company.

In order to demonstrate compliance with the rules on performance-related rates of interest, please give the following details:

- (i) The rates of interest paid on any debt or debenture of the company on which a performance-related rate of interest was payable as calculated over a 12 month period ending with the most recent date on which interest became payable in respect of that debt or debenture during the financial year. Please state 'none', if applicable and move to section 8.

None

- (ii) (If the interest cap applied to that debt or debenture) how any such rates of interest were calculated.

- (iii) Either the interest cap applicable to the debt or debenture concerned (with an explanation of how it has been calculated), or an explanation of why the cap does not apply to it (i.e. because the agreement was entered into before the company became a community interest company)

(Please continue on separate continuation sheet if necessary)

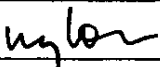
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(N.B. Please enclose a cheque for £15 payable to Companies House)

PART 8 - SIGNATORY

Please ensure that a director or secretary signs the original CIC Report, which should be retained for your records. Please send a copy of the CIC Report to the Registrar of Companies (see below)

Signed



Date

03/12/2015

Office held (delete as appropriate) Director/Secretary

You do not have to give any contact information in the box opposite but if you do, it will help the Registrar of Companies to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record

Tel	
DX Number	DX Exchange

Please send a completed copy to one of the following addresses, with a cheque for £15 (payable to Companies House)

Companies registered in England and Wales Companies House, Crown Way, Cardiff, CF14 3UZ (DX 33050 Cardiff)

Companies registered in Scotland Companies House, 4th Floor, Edinburgh Quay 2, 139 Fountainbridge, Edinburgh EH3 9FF (DX235 Edinburgh)

Companies registered in Northern Ireland Companies House, 2nd Floor, The Linenhall, 32-38 Linenhall Street, Belfast, BT2 8BG