Registered number: 02440093 Charity numbers: 802384 & SC049244

DEPAUL UK (A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020



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REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 DECEMBER 2020

Trustees

Suzanne McCarthy, Chair

Will Arnold-Baker (left the Board 31 December 2020)

Rt. Rev Mark Bryant

Fr. Eugene Curran (joined the Board 21 October 2020)

John Dunn (joined the Board 21 October 2020)

Monique Green (left the Board 26 September 2020)

Anthony Harris

Anthony Ian Hellawell (joined the Board 21 October 2020)

Ben Jackson

Michael Jones

Katy Porter

Fr. Paul Roche (left the Board 31 December 2020)

Helen O'Shea, Vice-Chair

Edward Tait

Sr. Mary Timmons DC

Michael Wells FCA

Company registered number

02440093

Charity registered numbers

802384 and SC049244

Registered and principal office

Sherborne House, 34 Decima Street, London, SE1 4QQ

Company secretary

Judith Rowland-Hill

Chief executive officer

Mike Thiedke

Auditor

Crowe U.K. LLP, 55 Ludgate Hill, London, EC4M 7JW

Bankers

Barclays Bank, 1 Churchill Place, London, E14 5HP

REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Solicitors

Russell-Cook Solicitors, 8 Bedford Row, London, WC1R 4BX

SA Law, 91 Wimpole Street, Marylebone, London, W1G 0EF

Investment Advisors

Seven Investment Management, PO Box 3733, Royal Wootton Bassett, Swindon, SN4 4BG

CHAIR'S AND CHIEF EXECUTIVE'S STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2020

Like other charities, 2020 was a very challenging year for Depaul UK. The pandemic severely impacted our clients, our staff and our volunteers, and has deeply influenced the way we will run the charity going forwards. Throughout the pandemic Depaul UK stayed true to its values seeing opportunities and not just problems.

Local Authorities and charities are struggling to deal with the increase in homelessness. Losing work and being unable to stay with friends and families have pushed many young people onto the streets, made it harder for them to meet their basic needs and increased the likelihood of them suffering from mental health problems. Between July and September 2020, for example, almost 400 people aged under 26 slept rough in London, an increase of 47% over the same period last year.

Despite the personal impact the pandemic also had on many of Depaul UK's staff, they met the intense challenges faced by our clients with unwavering commitment. We also warmly recognise the invaluable contribution made by our many supporters, including our donors and volunteers.

Thus, notwithstanding the intense problems and difficulties, we ensured that the majority of our services and programmes remained available and accessible as well as providing new facilities such as the emergency hotels we ran in London and Manchester for rough sleepers which accommodated almost 725 vulnerable people.

As described in this report, during this period of the pandemic we were able to:

- Expand the use of the Youth Homelessness Outcomes Tracker (YHOT), a new outcomes measurement framework;
- Launch the third part of our Danger Zones and Stepping Stones Research and the digital tools developed as part of that research for supporting young people and helping professionals assess and measure the risks young people face when living in unsuitable temporary accommodation;
- Review our approach to client involvement and developed plans that fundamentally changed how the client's voice can influence Depaul's work;
- Continue to grow our political influence which led to us being asked by Government to contribute to the 'Everyone In' rough sleeping initiative during the pandemic;
- Provide support to more than 4,000 clients in accommodation services, in the community and in prisons
- Through our schools and education programmes we provided support to around 2,700 young people
- Our family mediation services supported almost 350 families;
- Provided over 7,000 safe beds for a night, for more than 500 people through our Nightstop emergency accommodation network;
- Exceeded our fundraising targets; and
- Developed a new six-year organisational strategy.

The past year has shown that we can deliver our mission even under the most precarious circumstances and that we can count on the commitment and passion of our staff and volunteers. We also sincerely appreciated the backing of many donors and supporters. None of their respective contributions are taken for granted. It is this open hearted support that makes us confident we will continue to be able adequately and compassionately to respond to those, particularly the young, who are in danger of becoming homeless or are homeless.

Suzanne McCarthy Chair

Mike Thiedke Chief Executive

TRUSTEES' REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

The Trustees present their annual report together with the audited financial statements of the company for the 1 January 2020 to 31 December 2020. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Learning from Covid-19

We have reflected on our efforts to protect our clients and staff and safeguard our financial sustainability throughout the pandemic. We are proud to have kept the majority of our services fully operational during 2020, to have maintained positive outcomes for our clients and to have protected our resources.

Our attention is now turning to adapting our organisation to one which can thrive in the new environment. We are doing this by introducing 'plan ahead' teams which are working to design our response to the complex and everchanging nature of homelessness. We are using the learning from our experience of operating under C-19 in developing these responses.

Our new 2021-2026 strategy has identified two building blocks that we are uncompromisingly committed to and which we believe will help us successfully to navigate through the challenges of Covid-19's legacy. These are:

- A sound organisational culture and identity that is based on strong values and is committed to excellence and agility, and;
- A set of four interlinked crosscutting themes equality, diversity and inclusion; mental health and wellbeing; social value; and sustainability.

This strategy is supported by several functional strategies: People, Services & Programmes; Fundraising; and a Financial Strategy. Our strategy will enable us continuously to evolve our offer to clients, develop a strong, resilient and confident workforce, diversify our income and ensure that we finance our strategic objectives and manage risks in the most effective way possible. We will do this through the creation of a diverse and agile business model and a solid organisational performance framework.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Objectives and activities

Strategic report

Achievements and performance

a. Depaul's Vision, Mission, Values and Public Benefit

Depaul's Vision is that everyone should have a place to call home and a stake in their community. Our work is guided by our Vincentian values, and these are the basis of everything we do. Our Mission is to offer homeless and disadvantaged people, particularly the young, the opportunity to fulfil their potential and move towards an independent and positive future.

Our core values are that we:

- celebrate the potential of people;
- put our words into action;
- take a wider role in civil society; and
- believe in rights and responsibilities.

Depaul offers supported accommodation, learning and development opportunities and a variety of information, mediation and resettlement services mainly to young people who are homeless or who are at risk of becoming homeless. We aim to do this in ways that are environmentally sustainable and which promote community cohesion. Our services are available to anyone who is assessed as needing them, within the limits of our resources and the constraints of any statutory or contractual requirements. We believe in potential, not problems, and we encourage young people to see past their current situation and work towards a successful future.

The Trustees have a very strong regard for the public benefit guidance published by the Charity Commission and is in compliance with its duties under Section 17 of the Charities Act 2011.

That guidance sets out two key principles:

- the organisation must have an identifiable benefit; and
- the benefit must be open to the public or a section of the public.

This report covers Year Three of our 2017-20 Organisational Strategy which set out our objectives for the growth and development of Depaul. Our focus over the period of that strategy was to:

- work with young people to prevent them becoming homeless;
- build the resilience of those young people living in our supported accommodation provision; and
- energise the communities around the young people we work with to ensure local support is developed around every young person with whom we work.

The provision of accommodation and support fully meets the Charity Commission's public benefit test. The Trustees have approved a new six-year strategy which will start in 2021.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Strategic report (continued)

Achievements and performance (continued)

b. ACHIEVEMENTS AND PERFORMANCE

Depaul works with some of the most disadvantaged people in the UK. We specialise in working with young people and in communities where poverty and long-term unemployment have resulted in generations of social exclusion and high rates of homelessness.

We believe no-one should have to sleep in an unsafe place and, while we work to provide the accommodation response that offers an immediate answer to homelessness, it is also a vital part of our work to prevent people from becoming homeless in the first place and to help them escape it.

For more than 30 years, we have grown as an organisation and now deliver a range of services across the UK. In 2020, Depaul provided support to 4,072 clients in accommodation services, in the community and in prisons (4,191 in 2019). We worked with a further 2,709 young people through our schools and education programmes delivered in education establishments. This was a significantly reduced number on the previous year (6,593 in 2019) due to the closure of schools and colleges because of the national lockdown.

Whilst no Depaul UK service closed during the pandemic, our operations were severely impacted by the Government's restrictions. As so many of our partner and referral agencies moved away from working at physical locations to online delivery, young people were left with few immediate points of access to services. Additionally, the support services that our teams work with normally were reduced, leaving Depaul staff with fewer options and less help in providing support and opportunities to our clients. Further, our experience was that many young people arrived in services at a far later stage than usual having already experienced more negative effects of homelessness and family breakdown than we would usually see

c. Supported Accommodation and Community-based Support

Depaul directly provides supported accommodation and/or community-based support services in the London boroughs of Brent, Camden, Greenwich, Islington, Lewisham, Southwark, Wandsworth and in Westminster, as well as in North Kent. In the North of England, we work in Sheffield, Newcastle, North Tyneside, South Tyneside and Teeside, In Greater Manchester, we work in Manchester, Oldham, Rochdale, Stockport, Salford and Bolton.

Our accommodation largely consists of small shared homes where support staff work alongside young people to help them achieve independence and prevent their future homelessness. These homes are modelled on a family home, wherever possible, with a lounge and a large kitchen for cooking, eating and working together.

In addition to our core housing and support work, we provide support in refuge accommodation for women and their children leaving domestic abuse, provide shelter and support for rough sleepers and run a number of young parents' services.

In 2020, 722 people received support in a Depaul-supported accommodation service (868 in 2019). A further 675 received floating or community-based support service (588 in 2019), being support that is provided to clients who are living independently of Depaul managed accommodation, including, for example support with issues such as budgeting, life skills, drug or alcohol misuse or avoiding offending. Because of the requirements of the pandemic restrictions, we were unable to move clients on from our accommodation services due to the ban on households moving home. We therefore experienced fewer clients positively moving on during the year.

During the year we initiated new floating support services in Southwark and Wandsworth and our iAspire service (a four-year programme, where we work with 16-25 year old care leavers on Education, Training and Employment, ETE) achieved its capacity client caseload during the year.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Strategic report (continued)

Achievements and performance (continued)

d. Prison Resettlement

Depaul continues to work in the criminal justice system. We work with offenders because we recognise they are among the most marginalised and chaotic members of society. We know that individuals lacking suitable accommodation on release are significantly more likely to return to patterns of offending behavior and homelessness.

In 2020, Depaul worked in three prisons and Youth Offender Institutes in London (Thameside medium security prison, Isis remand prison, Feltham Young Offenders Institution). Across all our prison-based services we provided 991 offenders with essential housing advice, helping them to secure suitable and stable housing or to access help. This was a decrease from the 1,251 helped in 2019 due to the pandemic when prisons were closed completely to civilian staff.

e. Family Mediation

Many of the young people served by Depaul find that their relationships with their families have broken down and they require our support to help them rebuild their family ties. In 2020, we saw families put under intolerable pressure during the series of national lockdowns coupled with unemployment, shortages of basic living supplies and the tensions of home schooling. Our Family Mediation teams moved from providing face-to- face mediation, to supporting families with shopping, providing equipment for home schooling and holding online support sessions. Every child in the 328 families supported by a Depaul Family Mediation service in 2020 (347 in 2019) either secured a school place throughout lockdown or was provided with the equipment they needed to access online schooling.

f. Depaul UK's Nightstop Network

During 2020, Depaul led a network of 31 active Nightstop services from Glasgow to Guernsey. We believe that no young person should sleep in an unsafe place — ever. Nightstop prevents this by placing young people in the homes of trained volunteer hosts while we try to find them long-term accommodation.

Last year, 987 people volunteered to be involved with Nightstop in a range of roles, from drivers and chaperones to hosts and mentors. During that year, we provided 7,174 safe bed-nights for 531 young people across the UK who had nowhere else to go because 414 homes opened their spare room for someone in need. This was a reduction from 8,967 in 2019. Our Nightstop offer is heavily dependent upon our valued network of Nightstop volunteer hosts whom were disproportionately affected in the first part of the pandemic by restrictions on household visitors, travel and shielding on grounds of age and health.

Depaul directly runs Nightstop services in South Yorkshire, London, Greater Manchester, Hertfordshire, the North East and Cumbria. In 2020 these services provided 1,537 bed-nights to 113 young persons in 123 volunteer homes. We are pleased to announce the launch of a new Depaul-run Nightstop in Milton Keynes in 2021.

We could not have done any of this work without the generous support of the Garfield Weston Foundation and players of People's Postcode Lottery whom we particularly wish to thank.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Strategic report (continued)

Achievements and performance (continued)

g. Rough Sleeping Services

In 2020, Depaul provided over 23,000 bed nights as part of a national effort to get 'Everyone In' during the Covid 19 pandemic. These services were delivered from hotels and youth hostels that are normally open to the public. Our guests had all been sleeping rough or were at immediate risk of sleeping rough in the pandemic. The hotels were commissioned by the respective Mayors of London and Greater Manchester, with funding from central government.

This represented a very significant increase in the scale of the charity's rough sleeping work. Staff from across the organisation stepped up into demanding new roles, ensuring that hundreds of people were kept safe and able to access the support they needed to move on from homelessness.

The strong performance of these services has been recognised by commissioners and other funders. We are planning to continue to build on this work in order to make an even greater contribution to ending rough sleeping in the future.

h. Data, Evaluation and Research

At Depaul, we pride ourselves in our ability to use information and data to understand better — and to meet the needs of — the people we work with.

In 2020, we continued to expand the use of the Youth Homelessness Outcomes Tracker (YHOT), a new outcomes measurement framework that Depaul UK has created and that we are using in our work with young people and as part of our reporting to our service commissioners. Our ambition is that the information it collects will help us to appreciate how change happens for young people and how we and others can use that learningto provide more effective support.

In 2020 we also launched the third part of our Danger Zones and Stepping Stones Research, presenting the findings of the third and final phase of our research project investigating how to better protect and support young people experiencing homelessness. The digital tools developed as part of that research for supporting young people will assist professionals assess and measure the risks young people face when living in temporary accommodation.

By recording how and when people begin their journey with us we can record the needs they identify and the key events that indicate how they change while they are with us. For example, a young person might say they have problems with their mood when they first become involved with Depaul and, subsequently, report that they have stopped self-harming. This would be recorded as a positive change. The percentages outlined in this report show the proportion of people, with an identified need in each area, who have experienced a recorded positive change.

The results below are based on outcomes data recorded in relation to the young people who lived in Depaul accommodation or received support from us during last year.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Strategic report (continued)

Achievements and performance (continued)

i. 2020 Organisational Strategy

In 2020, we delivered the final year of our existing strategic plan. The headline objectives for the strategy were achieved.

PREVENT HOMELESSNESS:

To be achieved by:

- The Nightstop Network expanding its capacity so that more young people with nowhere else to turn have a bed available to them when they need one.
- Our SAFE@LAST and Reconnect Family Mediation Services supporting families each year to prevent future homelessness.
- Our SAFE@LAST education programme reaching schoolchildren with important prevention messages about the dangers of running away, sleeping rough and how to find help in a crisis.

INCREASE RESILIENCE:

To be achieved by:

- Improving our understanding and ability to provide effective psychological and trauma-informed care.
 We will connect our work with young people who are experiencing homelessness, and facing problems with their emotional and mental wellbeing, to proven therapeutic responses.
- Training and empowering our staff and volunteers to provide an Endeavour response, recognising young
 people's assets and their potential as well as creating opportunities for them to realise their potential at
 home, in relationships and at work.

ENERGISE COMMUNITIES:

To be achieved by:

- Increasing the number of Endeavour Centres where young people will find a safe and inspiring place to discover more about their potential from local experts and their peers.
- Delivering community-based programmes that support young people into work, volunteering and to live
 as contributing and thriving members of society. Our community teams will support volunteers, local
 companies and community organisations to make and sustain these offers.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Strategic report (continued)

Achievements and performance (continued)

j. 2020 In Focus: Targets and Results

People supported

We said 2,750 clients would receive housing support, and 89% leaving supported accommodation would move on in a planned way. Furthermore, 85% would improve their independent living skills whilst being supported by Depaul, and 85% would go into education, training or employment opportunities.

We delivered housing support to 2,643 people who either stayed in Depaul accommodation or were supported in the community by Depaul staff. This represents a 1% decrease on the 2,668 people who received housing support with Depaul in 2019. 83% of those leaving supported accommodation, moved out in a planned way.

We said that 2,850 bed-nights would be provided through Depaul's directly run Nightstop services and more than 12,000 bed-nights through the entire Nightstop Network. Further, we said, 75 percent of young people who used Nightstop to move positively into somewhere safe and sustainable.

We delivered 1,537 bed-nights through our directly run Nightstop services and 7,174 bed-nights through the entire Network, falling short of our targets for 2020. The pandemic heavily impacted Nightstop, a model reliant on ordinary people opening up and sharing their homes. Volunteer availability reduced, so we turned to alternative ways to provide safe accommodation. We moved towards delivering a wider prevention model in all our regions meaning Nightstop clients could access family mediation and housing advice, addressing the root causes of homelessness. This means that we can offer young people a more bespoke, comprehensive support, resulting in having to place fewer individuals for shorter lengths of time in our emergency Nightstop provision. In 2020, 72% of Nightstop clients moved on to somewhere safe and sustainable after their stay in a Depaul run Nightstop. This reflects our emphasis on increasing positive move-on from Nightstop placements and thereby decreasing the need for young people to return to Nightstop as an emergency solution.

However, we also continue to review opportunities to expand and improve our Nightstop offer in response to the need of young people who do need to use the service for longer periods of time.

Family Mediation

We said that we would support 350 families in 4 regions, through our mediation services.

We provided family support and mediation in all 4 regions to 328 young people and their families, just shy of our target of 350 families. This service aims to strengthen family relationships and support families to work through conflict and crisis and to improve communication. We support young people to remain or return to the family home, and when not appropriate or possible, to ensure they have solid support networks to help them in the transition to independent living.

Independent living

We said at least 85 percent of the people we worked with would be more able to look after themselves independently. More specifically, we wanted 70 percent to have improved their ability to cook for themselves.

84% of those who needed help to look after themselves showed evidence of improvement in practical life skills such as cooking, cleaning or using transport and/or were better able to manage their own finances after working with a Depaul service. 86% of our clients with an expressed need around personal money management

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Strategic report (continued)

Achievements and performance (continued)

showed an improvement in this area.

We fell short of our aim in relation to cooking skills, as 54% were better able to cook for themselves when they left a Depaul service. Cooking skills are essential if young people are to be able to maintain a healthy lifestyle, and we are optimistic that our efforts to improve performance in this area, such as redesigning the physical layouts of our large services to put the kitchen back at the heart of the home, is assisting us to meet this target. With limitations on our access to client's homes and on our staff's ability to travel during the pandemic, this is one area that we have not been able to progress with young people as much as we would have wished.

Mental health and substance use

We said that 90 percent of those who entered our services with a mental health need would have made steps towards improving their mental health. We wanted at least 20 percent of these clients to have reduced their substance misuse.

We have made significant progress on our Mental Health and Wellbeing approach over recent years. In 2020, we recorded that 87 percent of those with an identified mental health support need had engaged with such support and/or saw improvements in their mental health compared to 95% in 2019. This will be unsurprising to many given the disproportionate impact the pandemic has had on young people's mental health, finances, employment and relationships as recorded in our quantitative research, "Everything Stopped". Of those clients with an identified need relating to substance use and alcohol at the start of their support, 67% had fewer issues in this area when they left our support.

We continue to put positive mental health and wellbeing at the heart of our approach to working with our clients.

Relationships

We said half of the people we worked with in 2020 would have "improved relationships".

We substantially beat this target with 80 percent of the people we worked with reporting positive change in their existing relationships. Our focus on this area reflects our belief that strong relationships play a critical role in increasing young people's resilience.

Education, Training and Employment

We said we would support three-quarters of those with an Education, Training and Employment (ETE) need to take steps towards becoming ready for employment.

Despite the effect of the pandemic on young people's employment opportunities, 86% of our clients who identified this as an area of need saw positive change. For some it involved engaging in discussion around ETE goal-setting for the first time, which is a huge step for those who have completely withdrawn from education or employment. Others produced CVs or started jobs while being supported by Depaul.

Health

We said that at least 80 percent of those with a health-related issue needed to improve their health and wellbeing.

88% of clients who said health and wellbeing was an area of concern for them experienced positive change in

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Strategic report (continued)

Achievements and performance (continued)

at least one of these areas, demonstrating strong performance by Depaul in supporting young people to live healthy lifestyles.

Changed Lives

This is Justin's story:

"Living at home was all right. I was living with my brother and my mother. I was working, I was doing what I needed to do in the house. Couldn't really complain.

I was working in construction. The thing I enjoyed the most was working inside of the penthouses. I went into a couple, top floor, nice with nice views. When we got the news about Covid spreading, my manager told me: "I can't allow you to work in flats". He said there was no work available for me at that time. The last day of work was actually on my birthday.

After two months of not working, I started to feel really down. I didn't feel motivated to do anything. It affected my relationship with my family quite dramatically. It used to be that after work I'd come in, I'd cook, socialize, play some card games. But I didn't feel like talking to anyone because I didn't feel like anyone would understand that I was going through.

I had a fight with my brother and went to my friend's place. I got a call from my mum, at about eight o'clock, saying that she doesn't want me to come back. The next morning I went home and the locks were changed. Sol just picked up a couple of my things and went straight down to the council. They said they couldn't help me because, due to Covid, there was no one in the building. That's when I knew that I was on my own.

I was a week or two sleeping on a park bench. I had no money. I went to my friend's place and he said I could stay there once in a while. In the flat it was him and his girlfriend, and his sister was living there too, with her new baby. So I had to be sleeping on the floor, and most nights I would be wandering the streets.

I was doing that for about three months. One night I went to sleep on a bench for maybe an hour. When I woke up there was someone next to me. They ran off with one of my bags. I could never really forget that experience. I was scared for my life. He could have done anything to me. It's kind of rough out there.

Eventually, the Council put me in touch with Depaul UK. I got a viewing and on the same day I said: "Yeah, this is the home for me." The day before I moved in, I was excited and relieved, especially when I saw the bed. When I first moved in, I didn't even pack away my clothes. I just went straight to bed. Probably the best sleepI'd had in months, to be fair.

Depaul UK has helped me to find work. They helped me get my uniform for my new job. They helped me sort out my CV. If it wasn't for them doing that, I wouldn't have got this job that I have now. It's warehouse work, which I'm already used to. I'm enjoying it. I'm enjoying the work and I'm enjoying where I'm staying, too.

I see that as my lowest I've ever been in my life so far. But I can't give up. I have to keep on trying. Keep on moving forward. My hopes and goals for next year are being able to get back into construction work. To start being happy. To start living life again."

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Strategic report (continued)

Achievements and performance (continued)

Client involvement

At Depaul UK we have reviewed our approach to client involvement and we plan to change how the client's voice is not just heard, but fundamentally influences what happens in the charity. Our clients are the experts of their own situations, and we aim to harness their experiences and their potential, enabling them to take ownership of their support and to co-design and deliver their services.

A three-year client strategy, agreed by the Board of Trustees, starts in 2021 with the objectives of ensuring that clients have influence over decision making, that services are co-produced and co delivered and that Depaul UK has a consistent culture of meaningful client involvement.

Communications

In 2020, we continued to invest in communications to ensure that the stories of the young people with whom we work are heard and that Depaul UK's work becomes better known.

We completed a review of our brand guidelines which have been developed over a period of two years. This will allow us to communicate more effectively with our supporters and with far greater Depaul UK brand clarity in the areas of service delivery such as Nightstop. We also worked with the rest of the Depaul family to deliver a new website which went live in June 2020. This is vital if we are to grow our fundraising and raise our profile. Agencies working with us have helped us understand more about the motivations and needs of current and future supporters, and we are using these insights to develop new Depaul UK products.

In respect of Depaul UK's digital media, we had 223,000 unique visitors to our 'old' website in 2020, which was a 68.9% increase on 2019. In the first six months of 2020 we had 75,000 visitors, a 4.7% increase on the same period in 2019. The new website was launched in early July, and the second six months of the year saw 149,000 visitors, an increase of 96.1% on the same period in 2019.

This demonstrates the value that the new website has already brought to the organisation. In addition, as of October 2020, we have been able to accurately track donations for the first time, allowing us to take a much more data-led approach to fundraising.

Our Facebook engagement rate for 2020 was 4.48% (2% is sector average). We also launched various digital campaigns including our Winter 'Share Hope' appeal helping to engage a wider audience, plus a joint Nightstop host recruitment and fundraising appeal. We continue to work to develop our capacity to reach interested audiences through the most cost-effective methods, focusing on taking a targeted approach to digital channels.

Policy and Public Affairs

Our political influence continued to grow in 2020. Our political work in this year and previous years helped ensure that government called on us to contribute to the 'Everyone In' rough sleeping initiative, where the majority of rough sleepers were provided with emergency accommodation during the height of the pandemic.

The Homelessness Minister, Luke Hall, visited Sherborne House in February 2020. He met with staff and young people, with whom he had an open and engaging discussion. In March 2021 Depaul UK staff met the Minister for Welfare Delivery, Will Quince, on the morning of the Government's announcement that housing benefits would become more generous to young people affected by homelessness. This was in direct response to political campaigning by Depaul and our partners.

As the second wave of the pandemic struck towards the end of 2020, Depaul UK reached out to the respective

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Strategic report (continued)

Achievements and performance (continued)

Mayors of London and Greater Manchester making it clear that Depaul stood ready and able to do more. In response we were asked to reopen two hotels that had closed.

Value for Money

The year 2020 was a good test for our Value for Money strategy which was written during 2019. Whilst we were forced to change our expectation around cost savings derived from placing tighter controls around procurement due to supply issues early in the pandemic, we achieved Value for Money by maintaining our commitment to the four core principles of economy, efficiency, effectiveness and equity. We did this through improved policies and procedures pertaining to the selection of suppliers, the commissioning process and the evaluation of the service provided.

We also introduced a Business Excellence function, driving our commitment to quality management including rigorous performance monitoring.

Avoiding voids and arrears remains a key priority for us, and is considered both when budget-setting and in the review of financial performance by the Finance, Audit and Compliance Committee and the Council. We collected 96 percent of rent due in 2020. At the end of the year the percentage of rent owed against that due from rent arrears owed by our current residents was 9.7 percent.

iAspire

iAspire, a Social Impact Bond-funded service managed by Depaul UK, worked intensively during 2020 with over 250 young care leavers across the London boroughs of Lewisham, Bromley and Royal Borough of Greenwich.

Commissioned by the Department for Education, the performance of Depaul's iAspire service is measured by the achievement of a series of short and long-term outcomes centering on achieving and sustaining education, training and employment placements, as well as a series of self-reported softer wellbeing outcomes by the young people signed up to it.

Role of Volunteers

Volunteers play a vital role in the work of Depaul across Nightstop UK, services and programmes.

Depaul's Nightstop service provides young people with emergency accommodation in the homes of volunteer hosts, who are fully trained and vetted. They are the backbone of the service as they open their homes to young people in crisis, providing them with a room, a hot meal, shower and someone to listen.

Young people stay with hosts for anywhere between a night and three weeks, while Depaul works to find them more permanent accommodation. Depaul directly delivers Nightstop services in the North East and Cumbria, South Yorkshire, Greater Manchester, Hertfordshire and London. In these areas we had 123 active hosting households, ready to provide a young person with somewhere to stay in 2020.

Hosts aren't the only volunteers that Nightstop relies on. For the service to run smoothly, we also have volunteer drivers and chaperones to support the young people to get to the host's home, as well as volunteers who support with administrative work, promoting the service and mentoring young people. In total, 462 individual volunteers supported Depaul-run Nightstops in 2020.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Strategic report (continued)

Achievements and performance (continued)

Volunteering

2020 brought many changes to the way we are supported by volunteers. As an organization we were overwhelmed by the number of community members that offered their support in these unprecedented times. Overall, we recruited 150 new volunteers into various roles.

The pandemic brought new volunteering opportunities to Depaul and volunteers supported the setup of emergency accommodation hotels. We also received support from Deloitte staff volunteering to produce welcome packs.

Sadly, but understandably, four of our European Solidarity Corps (ESC) volunteers chose to return home early. However, in Sheffield two ESC volunteers chose to stay and fed back that by doing so they gained many new experiences and that they found the programme fulfilling. We hope to welcome eight more ESC volunteerslater in 2021.

Students continued to offer their volunteering support in all regions.

Volunteering policy and Standard Operating Procedures are now in use, and the volunteering and mentoring programme has been developed in line with government guidelines. From March 2020 volunteer recruitment transferred to remote protocols, with continued safe recruitment for document, background and DBS checks. The volunteer induction programme was re-designed to be delivered remotely and we also introduced a calendar in order for more regular induction to be delivered and to welcome volunteers from all areas. This has enabled us to provide a faster, more efficient recruitment process.

We introduced new risk management information for remote mentoring so there were no gaps in service delivery. Although this style was not accessible to all due to technology restriction, feedback has been exceptional and we will include remote mentoring as a future option along with face- to -face mentoring when permitted. Last year there was 74 mentoring matches, an increase of 19 from 2019.

Volunteering data recording was moved to our HR System (Cascade). This system is now used to record all volunteers nationally with data entered by regional Volunteer and Mentor Coordinators. This makes storage of volunteer data more secure and allows us to be able to generate accurate reports. In February 2020 we also nationalised data entry for mentoring on our client data system, Inform, so all mentoring matches and outcomes are now standardized. This again enables us to produce more efficient reporting of outputs and outcomes for those who access Depaul services.

Volunteer support continues. An online forum was developed and has been well attended on a regular basis. We also held two online celebration events for volunteers, one in National Volunteers week and one at Christmas.

6,772 hours of volunteering were kindly donated in 2020. This is a phenomenal amount demonstrating community spirit at a time of extreme adversity.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Strategic report (continued)

Achievements and performance (continued)

Looking ahead: Future Plans 2021-2026

2021 will be the first year of our new 2021-2026 organisational strategy, "End Homelessness for Good – The Depaul Way". Our strategy recognises the need for personalised solutions to the great and increasing needs of those who are homeless or at risk of homelessness, delivered through innovative and effective local, national and international solutions.

We have identified two building blocks to our strategy that we uncompromisingly commit to:

- A sound organisational culture and identity, demonstrated towards clients, staff and partners alike, that is based on strong, lived values, and that commits to excellence in what we do and a built-in agility to respond effectively to the complexity and dynamic nature of homelessness. This is what we call The Depaul Way (WHO WE ARE)
- 2. A set of crosscutting, interlinked themes which shape and direct everything we do at Depaul UK. These themes reflect what we consider essential, overarching concepts that allow us to remain relevant and sound as an organisation "inside out". These crosscutting themes are Equality, Diversity & Inclusion; Mental Health & Wellbeing; Social Value; and Sustainability (HOW WE DO IT)

These building blocks are paired with:

- A holistic, evidence-based approach to our services and programmes (WHAT WE DO)
- A set of tangible organisational objectives across our core functional areas (HOW WE FOCUS ACTIVITY); and
- A series of milestones and linked performance measures to ensure that all we do is geared towards increasing our organisational impact (HOW WE MONITOR PROGRESS)

We believe that this approach puts Depaul UK in the best possible position to enable the change we want to see as the organisation that we want to be – for and with our clients, our staff, our key partners and stakeholders, the communities we engage with and the wider society.

Our work will be limited only by the capacities and capabilities across the organisation that are available to us. We will further develop those by maximising the resilience and confidence of our workforce that allow us to provide effective, innovative and agile services and programmes to our clients. This will be supported by further strengthening a diverse, solid funding portfolio and by developing a sound financial strategy. In 2021 specifically, we will position ourselves to be able to deliver our long-term outcomes whilst continuing to support those who need our help through, and ultimately out of, the Covid pandemic. This will include the ongoing delivery of emergency and move-on services for rough sleepers linked to the 'Everyone In' initiative, increased investment in mental health and wellbeing support and a programme to enable us to stay abreast of our short and mid-term response planning which we have called Back4good.

Although our more detailed plans will emerge from the business planning that will accompany our strategy, we will prioritise the development of an effective organisation-wide performance measurement framework to ensure that we can make the right decisions to increase our overall effectiveness and ultimately impact.

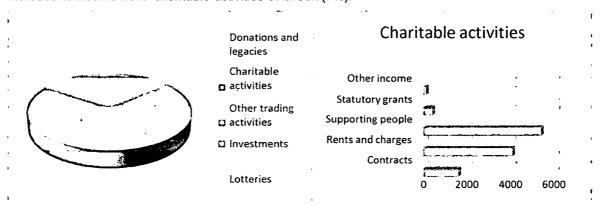
TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Strategic report (continued)

Financial review

a. 2020 Review

Total income for the year ended 31 December 2020 amounted to £16,452k (2019: £16,086k). Despite an expected fall in voluntary income due to the pandemic, the charity was able to secure unplanned funding relating to the Covid-19 response which maintained total income from donations and legacies at levels similar to 2019. Although income from the People's Postcode Lottery fell slightly, income from charitable activities increased, mostly due to the contracts awarded as part of the Government's 'Everyone In' initiative (providing emergency accommodation for rough sleepers in hotels unused during lockdown). Rental income from individuals was negatively impacted by factors linked to the pandemic, including an evictions ban and less employment opportunities especially for young people. This, however, was offset by increased income from housing and support contracts, resulting in an overall increase in income from charitable activities of £739k (7%).



Total expenditure on charitable activities was comparable with the previous year at £14,896k (2019: £14,613k), which represented 88% of total expenditure (2019: 90%).

The fundraising return on investment fell from 3.1:1 in 2019 to 2.5:1 in 2020 due a planned increase in fundraising expenditure to diversify and grow voluntary income over a number of years. Although this resource was significantly diverted to securing Covid funding in the year, the strategy to invest in building fundraising capacity remains relevant to delivery of the organisation's 2021-2026 strategy.

The result for the year was a net deficit of £406k, £300k of which was a planned donation to the Depaul Housing Services subsidiary as a contribution towards the renovation of Safestop, Manchester, which is run under a support contract by Depaul UK.

A decrease in debtors in the year, mostly resulting from fewer grant invoices outstanding at the year end, and an increase in creditors relating to new provisions made in the year for dilapidations and rental income, contributed to an increase in cash held to £4.7m from £3.5m.

Governance costs in 2020 amounted to £44k (2019: £43k).

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

b. Reserves policy

Depaul UK's reserves policy is based on a risk analysis approach and it is recommended that the Charitý maintain reserves to manage risks such as:

- funding shortfalls;
- cost overruns on major projects and planned working capital needs;
- extraordinary costs which could arise from risks such as major systems failures;
- one-off items such as feasibility studies for development funding for new projects; and
- additional finance risks that could arise from current borrowing.

The Trustees have decided that the general reserves level should be in the range of £1.6m to £2.4m. Under the policy, a review must be conducted each year. The latest review was conducted in May 2020 and a further review will be carried out in 2021.

General funds held at 31 December 2020 were £3.566m (2019: £1.482m). This is above the target range due to the release of a designated fund for property development in the year. Further designations will be made during 2021 based on the funding needs of the 2021-2026 organisational strategy.

Reserves held at the end of the year were:

	£000		
	2020	2019	
Fixed Asset Designated Fund	3,419	3,650	
Maintenance Designated Fund	-	90	
Depaul Housing Services Designated Fund	•	132	
Property development fund	-	1,500	
Endeavour fund	-	53	
Restricted funds	807	1,291	
General funds	3,566	1,482	
Total funds	7,792	8,198	

Depaul UK continues to operate on a going-concern basis. The Trustees regularly review detailed financial projections which continue to include a realistic estimate of the effect of Covid-19 on the Charity's income and expenditure. 2021 budgets and initial three-year forecasts anticipate ongoing surpluses and positive cash flows. The charity is building an agile model which will allow for expenditure to be curtailed or deferred in the event of unexpected fluctuations in income and therefore protect its financial sustainability.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

c. Fundraising Activities

Around 30 percent of Depaul UK's income comes from voluntary donations from our kind and committed supporters. Thanks to the fundraising and donations of volunteers, supporters, trusts and corporate partners, large and small, we are able to raise the funds we need to help deliver existing services - and create new ones - that aim to end homelessness for young people in the UK.

In the year ending 31 December 2020, voluntary income from donations, lotteries and events amounted to £4,880k, which was a £500k improvement on the 2020 COVID revised budget. This is largely due to a strong performance from the charitable trusts team, with around £300k in COVID emergency grants secured, a significant unexpected donation from a major donor, and consistently high levels of income from People's Postcode Lottery. During the first wave of the global pandemic, the fundraising and communications team worked in project focused 'squads' to ensure they were still able to maximise the impact they could have, and this work has continued into 2021.

A team restructure took place at the end of 2020 with the purpose of ensuring the fundraising and communications teams were working as effectively as possible. This produced a new team called the Public Engagement team, which encompassed all of our communications with the public fundraising and mass engagement team. Alongside this, there was also a change in the way our community fundraising team worked, to become Regional Engagement Officers, with a focus on being able to adapt to fundraising opportunities across traditional community fundraising, local grants, and SME's.

This income in 2020 included:

- £2.593m (53 percent) which came from the proceeds of People's Postcode Lottery draws. Players of People's Postcode Lottery have enabled transformational change for Depaul UK, for which we continue to be hugely grateful.
- £1.266m (26 percent) of our income from Trusts and Foundations which have supported a range of key areas of Depaul's work, ensuring that we can directly support projects across the UK and innovate to ensure the people we support get the right support for them at the right time.
- £585k (12 percent) of our support comes from individuals. This income includes regular givers, major donors and legacy gifts. People who give generously from their own pocket to make real change in their communities.
- £295k (six percent) of income comes from our Corporate Partners, companies who continue to be
 dedicated to the work of our Charity, not only by raising funds but through pro bono and volunteering
 support.
- £141k (three percent) comes from Community fundraising and events.

Overall, expenditure on fundraising in the year was £1.963m. This compared with £1.687m in 2019. With a lowered income and higher expenditure, our fundraising return on investment has reduced. However, our continued focus on the future of fundraising is to ensure we can diversify our income streams to create greater sustainability in the Charity's funding.

Without the support of all of these wonderful individuals and organisations we could not deliver the work that is needed to help the thousands of people who face homelessness every year. We absolutely recognise and appreciate that we must be transparent in how we work with donors, be open in our communications and ensure that we build a trusting relationship that can change young people's lives for the better. We must continue to inform and inspire current and future donors with the reality of issues associated with homelessness facing this country and what they can do to make a real difference.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

In 2020, we continued to keep in touch with our current donors through key communications such as the Safe & Sound newsletter and reached out to new supporters through insert campaigns in selected national newspapers and magazines and a range of digital channels. In 2021, we plan to continue to invest in our fundraising and strengthen our marketing through increased direct and digital marketing activity. We will work with a range of agencies which will support us in the delivery of these key projects, and we will monitor all activity through our fundraising performance targets, individual objectives and KPIs.

We are registered with the Fundraising Regulator and adhere to its Code of Fundraising Practice. We will notput undue pressure or unreasonably intrude on anyone to make a gift. We do not currently raise funds through telephone fundraising or work with any agency to do so. If any of our donors do not wish to receive future communications from us, we are clear in our mailings and on our website about how to advise us of this decision. The same is true if a current donor would like to stop donating to Depaul. We are also clear about how complaints can be made and about our plan to deal with these quickly and appropriately. In 2020, we had four fundraising complaints from our donors. We warmly welcome any opportunity to improve the way we work with them. We always aim to respond to any complaints quickly and effectively.

Structure, governance and management

a. Constitution

Depaul UK (The Charity) is registered as a charitable company limited by guarantee. The Charity was founded in 1989 as the Depaul Trust. It is now constituted under a Memorandum and Articles of Association dated 9 June 2009, last amended by a Special Resolution on 22 March 2019, and is a charity registered with the Charity Commission (number 802384) and Office of the Scottish Charity Regulator (number SC049244).

The objects of the Charity are:

- "The prevention of relief and poverty, homelessness and financial hardship.
- The advancement of education.
- Such other exclusively charitable objects or exclusively charitable purposes as the Trustees may from time to time decide can usefully be pursued for the public benefit, nationally and internationally and by such exclusively charitable means as the trustees may determine.
- Nothing in the articles shall authorise an application of the property of the charity for purposes which are not charitable in accordance with section 7 of the Charity and Trustee Investment (Scotland) Act 2005."

Depaul International was established in 2004 and became the parent company of Depaul UK in 2005. The Depaul Group now consists of Depaul International (the parent company), Depaul UK, Depaul Ireland and its subsidiaries Depaul Northern Ireland and Depaul Housing Association, Depaul Slovensko (based in Slovakia), Depaul Ukraine, Depaul USA, Depaul France, Depaul Croatia and Depaul Group Trading Limited. Depaul UK has two subsidiaries, Depaul Housing Services and Depaul UK Trading CIC.

Depaul UK is a subsidiary of Depaul International by virtue of the rights conferred on Depaul International in the Articles of Association. Depaul UK's governance structure is in three parts: the Council of Trustees, the Committees of the Council and the Executive and Leadership Teams. This arrangement facilitates effective strategic focus and decision making.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Structure, governance and management (continued)

b. The Council of Trustees, the Committees and the Executive Team

The Council of Trustees (the Council) consists of up to 15 Trustees, of which currently there are 13 members. They are also the directors of Depaul UK. The Trustees are responsible for, and committed to, leading the Charity in accordance with its charitable objects. The Council agrees the Charity's strategic and business plans and associated financial planning and budgets and monitors their delivery. The Council also manages the process for the recruitment of new Trustees and the appointment of the Chair and Vice-Chair according to agreed policy and procedures. A skills audit of Trustees is undertaken regularly to assist in identifying whatskills and experience are lacking on the Council. This in turn influences the recruitment, selection and appointment process which involves an open and transparent advertising process.

Trustees are recruited for a three-year term and may be re-appointed for a further term of three years.

All Depaul UK Trustees are formally appointed by Depaul International. Depaul International also exercises a number of governance functions including ratification of senior roles, budgets and the strategic plans of the Charity.

The Chief Executive and the Trustees appoint a number of Executive Directors, who, while not being Trustees, may attend Council meetings and support the Council's Committees.

It is the responsibility of the Executive Directors to work with the Chief Executive to ensure that the Council has all the information it needs to exercise its role. All Trustees receive an induction on appointment, and relevant training is made available throughout their period of appointment to ensure they are able to continue to perform their duties as Trustees satisfactorily.

c. The Council's Committees

The Committees are:

The Services and Business Development Committee: This Committee's main role is to recommend to the Council the Services Development Strategy and to monitor the implementation of services and safeguarding across Depaul UK.

The Fundraising and Communications Committee: This Committee's main role is to recommend to the Council the Fundraising and Communications Strategies and to monitor fundraising standards across Depaul UK, including reporting on the maintenance and development of best fundraising practice to the Council.

The Finance, Audit and Compliance Committee: This Committee's main role is to monitor the financial performance of the organisation and to have oversight of all aspects of internal control and audit while making recommendations to the Council on the management of strategic risks.

The People and Remuneration Committee: This Committee's main role is to review and recommend to the Council any changes in the remuneration of staff and their conditions of employment. Depaul UK has adopted the Depaul Group's Policy and Principles for the Determination of Executive Remuneration. This policy reflects the Depaul Group's reward philosophy for senior executive staff and forms the basis on which Depaul International and Depaul Group Subsidiaries are expected to manage executive remuneration.

In addition, the **Chairs' Committee**, which is composed of the chairs of the above Committees, meets to agree Council meeting agendas and to ensure that the work of the committees is coordinated.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Structure, governance and management (continued)

The Executive Team

The Executive Team comprises the paid strategic leaders of the Charity and is supported by the staff below them who form the Leadership Team.

The Executive Team provides the charity's day-to-day executive leadership. The team is led by the Chief Executive and comprises the Executive Directors for Operations; Fundraising and Communications; Finance, IT and Organisational Performance; and People and Organisational Development. The Executive Team meets regularly, with meetings chaired by the Chief Executive.

d. Policies adopted for recruitment of Trustees and Chair and Vice

The Council of Trustees manages the process for the recruitment of new Trustees and the appointment of the Chair and Vice-Chair according to its agreed policy and procedures. A skills audit of Trustees influences the recruitment, selection and appointment process that involves an open and transparent advertising process. All members of the Council receive a thorough induction following appointment.

e. The Charity Governance Code

The Trustees have adopted the updated 2017 Charity Governance Code and carried out an assessment of compliance against its seven principles at their strategy meeting in September 2018. The self-assessment found the charity in general compliance with the Code's recommendations, and the Trustees remain committed to working towards achieving excellence in delivering the Charity's governance arrangements. To this end, an assessment against the refreshed Code, published in 2020, will be undertaken in due course.

f. Public Sector Equality Duty

Depaul UK is working to:

- Eliminate discrimination, harassment, victimisation and other conduct that is prohibited by, or under, the Equality Act 2010;
- Advance equality of opportunity between persons who share relevant protected characteristics and persons who do not share them; and
- Foster good relations between persons who share a relevant protected characteristic and those who do not.

It is committed to being a truly diverse organization, and this is reflected in its ambitious Equality, Diversity and Inclusion Action Plan. Depaul UK measures itself against the highest standards, including those within the Equality Act 2010 and the Public Sector Equality Duty. Depaul UK holds both the Investors in Diversity and the Investors in People accreditations.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Pay Policy for Senior Staff

NB: The Trustees, who are also directors of the charitable company, are not covered here. Our Trustees are volunteers and give their time freely. No Trustee received remuneration for the year.

Details of Trustees' expenses and related party transactions are disclosed in Note 25 to the accounts.

When setting the CEO's remuneration and reviewing it (the CEO's remuneration will be reviewed in 2021), the Chair's Committee considers how a fair salary can be set taking into account:

- the purposes, aims and values of the Charity and its beneficiary needs;
- how these impact on the CEO's pay and including whether a "discount" compared with pay for similar roles in other sectors is appropriate;
- the types of skills, experiences and competencies that the Charity needs from its CEO, the specific scope of these roles in the Charity and the link to pay;
- the Charity's current business plan and how the implementation of this plan may affect the number of senior staff the Charity needs to employ or recruit and the nature of these roles and their link to the CEO;
- the Charity's ability to pay. This includes the cost to the Charity of raising pay, and whether it is
 sustainable, and how appropriate the level of pay and any pay increase is in the context of the Charity,
 as measured against the needs of its charitable purposes and beneficiaries;
- their assessment of the Charity's performance and the CEO's performance against expectations, both short and long term;
- appropriate available information on CEO pay in other organisations that can help make the decision on whether a level of pay is fair and reasonable with explicit reference to the views of the Depaul Group's CEO and Chair;
- the nature of the wider "employment offer" they can make to the CEO where pay is one part of a
 package that includes personal development, personal fulfilment, and association with the public benefit
 delivered:
- the likely impact on, and views of, beneficiaries, donors, funders, volunteers and potential volunteers, where appropriate.

The pay of other senior staff is reviewed regularly and normally adjusted in accordance with a benchmark of similar roles in peer organisations in the sector. The remuneration is set at a median point of the range paid for similar roles.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Risk Management

The Trustees are aware of their obligations regarding the Charity's system of internal controls and reviewing its appropriateness effectiveness. Trustees recognise that the Charity's Risk Management Policy, Procedures and Processes are designed to identify and manage, rather than eliminate, risk.

Trustees are also aware of the overall risk of failure to achieve the Charity's objectives and can only provide reasonable, but not absolute, reassurance against material misstatement or loss.

The Risk Management Framework includes a Risk Management Policy and Procedures which are approved by the Council of Trustees, and regular quarterly reporting of the Charity's Corporate Risk Register is made to Trustees. Risks are grouped by theme for the purpose of additional reporting to Depaul UK Committees and also as part of both Executive and Leadership Group meetings.

During 2020, Depaul UK Trustees gave consideration to the major risks to which the Charity is exposed and were satisfied that the control systems required have been established in order to manage those risks. The major risks which have a significant impact and a probable or highly probable likelihood of occurring include;

- Government Policy As a charity, a substantial portion of our work is linked to the Government's own statutory responsibilities in relation to homelessness and the provision of housing and support. Depaul UK is therefore exposed to changes in Government policy in this area. This risk is managed through a commitment to maintaining an agile business model which enables us to respond swiftly to changes in government policy.
- Income -- Like most charities, our work depends on generous contributions from our donors and grant funders. Uncertainties in the economic climate are likely to impact on changes to Government-funded priorities or availability of funds. In turn, this introduces uncertainty into our income streams, which we respond to by maintaining a focus on income diversity in our strategic and business planning.
- Contract Terms With increased pressure on our operational contracts we are required to deliver more, at a high standard and often for less. Our mitigating actions have meant we have continued to deliver our planned activities whilst also responding to urgent Government requests for the provision and delivery of accommodation and support for rough sleepers who are self-isolating. In response to taking on new and short-term contracts, our approach to mobilise and de-mobilise services is embedded in Policies and Procedures and overseen by a new cross-departmental mobilisation team. We have also continued to undertake internal inspections and monitor quality and service delivery through a new Monthly Performance Monitoring Framework and scrutiny of KPIs. We will continue to actively pursue efficient ways of working while not compromising on the quality of the services which we deliver. In addition, our new financial strategy in 2021 will look to manage the competing priorities between cost and quality.
- Technology Using Information Communication Technology (ICT) is inevitable in all of our work, and
 during the pandemic, Depaul UK has had to increase its dependency on ICT digital solutions. We have
 recognised that with increased usage there is an increased risk of cyber-crime. Our mitigating
 interventions have included reviewing our Data Protection and Confidentiality Policies, and making
 significant advances in achieving Cyber-Essentials certification, an externally verified accreditation.
 - Safeguarding We work with some of the most vulnerable and marginalised people in mainstream society, and issues of their safety, health, mental health and wellbeing as well as providing safe environments for our employees and volunteers are central to the work we do. This is achieved in a number of ways through: our organisational commitment to Safeguarding training for all staff at all levels (including Trustees); an annual review of our Safeguarding policies; DBS and reference take up for prospective candidates for employment; provision of health and safety and professional boundaries

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

training; safeguarding as a core element in new staff induction; a robust incident reporting system; and regular reporting of themes and trends of incidents to Committee. During 2020, our entire Safeguarding Framework was externally reviewed. Our Safeguarding related controls and mitigation actions all ensure we are up-to-date and compliant with the recommendations which came out of the Charity Commission Inquiry Report (RNIB 2020).

Covid-19 – The impacts of the Covid-19 pandemic have been identified and include Depaul UK's ability to maintain the health and well-being of its staff and clients, delivering the Charity's objectives overall and ability to raise funds in order to achieve its objectives. The mitigating actions have safeguarded the Charity's reserves and future sustainability in the short to medium-term. Meanwhile, the learnings from the pandemic are being used to inform our future financial strategy to ensure that we remain sustainable and impactful into the long term despite the extreme uncertainty of the external operating environment. This has translated into rigorous planning to support resilient business plans and budgets for 2021 and beyond. Operationally, we continue to maintain up to date business continuity plans including Covid-19 corporate risk assessment and an entire suite of Covid-19 related protocols for the safe delivery of our operations.

During 2021 we will be launching a fundamental review of our entire approach to Risk Management to ensure it continues to be relevant and effective and is agile in response to the eternal environment in which we operate. Our review will address how our practices can be improved with the use of smart digital solutions to create a new "dynamic live and more engaging" environment for risk management, as well as a more traditional strategic approach.

Statement of Trustees' responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees 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.

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

Provision of information to the Auditor

Crowe U.K. LLP has indicated its willingness to be reappointed as statutory auditor.

So far as each of the Trustees are aware, there is no relevant audit information of which the company's auditors are unaware, and each of the Trustees have taken all the steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

The Trustees' Strategic Report, prepared under the Charities Act 2011 and the Companies Act 2006, was approved by the Trustees, in their capacity as company directors and signed on their behalf by:

Suzanne McCarthy Chair

Date:

30th June 2021

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF DEPAUL UK

Opinion

We have audited the financial statements of Depaul UK the charitable company') for the year ended 31 December 2020 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2020 and of 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, the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF DEPAUL UK (CONTINUED)

Other information

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

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

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; 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.

'INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF DEPAUL UK (CONTINUED)

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF DEPAUL UK (CONTINUED)

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, the Charities Act 2011 and The Charities and Trustee Investment (Scotland) Act 2005 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud. The laws and regulations we considered in this context for the UK operations were health and safety legislation, employment legislation, General Data Protection Regulation (GDPR) and taxation legislation.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, and the Finance, Audit and Compliance Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF DEPAUL UK (CONTINUED)

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, in accordance with regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and Trustees 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Tim Redwood (Senior statutory auditor) for and on behalf of Crowe U.K. LLP Statutory Auditor London

Date:

· Crowe U.K. LLP are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 DECEMBER 2020

		Unrestricted	Restricted	Total	Total
		funds 2020	funds 2020	funds 2020	• funds 2019
	Note	£000	£000	£000	£000
Income from:					,
Donations and legacies	4	1,355	931	2,286	2,227
Charitable activities	6	11,156	413	11,569	10,830
Other trading activities	O	11,156	413	11,505	10,830
•	5		_	4	
Investments	5 7	2.502	-	•	6
Lotteries	/	2,593	-	2,593	2,903
Total income		15,108	1,344	16,452	. 16,068
Expenditure on:					
Charitable activities		13,068	1,828	14,896	14,613
Raising funds		1,963	-	1,963	1,687
•					-
Total expenditure		15,031	1,828	16,859	16,300
Net income/(expenditure) before net					
gains on investments		77	(484)	(407)	(232)
Net gains on investments	12	1	-	1	5
Net movement in funds		78	(484)	(406)	(227)
Reconciliation of funds:				-	
Total funds brought forward		6,907	1,291	8,198	8,425
Total funds carried forward		6,985	807	7,792	8,198
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The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 35 to 56 form part of these financial statements.

DEPAUL UK

(A company limited by guarantee) REGISTERED NUMBER: 02440093

BALANCE SHEET AS AT 31 DECEMBER 2020

	Note		2020 £000		2019 £000
Fixed assets	14010		2000	٠.	2000
Tangible assets	11		3,419		3,650
Investments	12		93	•	92
Social investments	13	•	47	•	47
		_	3,559	<u></u>	3,789
Current assets		ı	i		
Debtors	14	2,011		3,010	
Cash at bank and in hand		4,759		3,569	
	_	6,770		6,579	
Creditors: amounts falling due within one year	15	(2,060)		(1,641)	
Net current assets	***************************************		4,710	<u></u>	4,938
Total assets less current liabilities		_	8,269	_	8,727
Creditors: amounts falling due after more than one year	16		(477)		(529)
Total net assets			7,792	_	8,198
Charity funds					
Restricted funds	17		807		1,291
Unrestricted funds	17		6,985		6,907
Total funds		_	7,792		8,198
		_			

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Suzanne McCarthy

Date: 30 June 2021

The notes on pages 35 to 56 form part of these financial statements.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 DECEMBER 2020

•	2020	2019
	£000	£000
Cash flows from operating activities		
Net cash used in operating activities	1,186	(109)
Cash flows from investing activities		
Dividends, interests and rents from investments	4	6
Purchase of tangible fixed assets	•	(50)
Net cash provided by/(used in) investing activities	4 .	(44)
Change in cash and cash equivalents in the year	1,190	(153)
Cash and cash equivalents at the beginning of the year	3,569	3,722
Cash and cash equivalents at the end of the year	4,759	3,569
•		

The notes on pages 35 to 56 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

1. General information

Depaul UK is a company limited by guarantee and Registered Charity. Registered company No. 02440093 registered in England and Wales and Registered Charity No. 802384. The Registered Principal office is 34 Decima Street, London, SE1 4QQ. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Depaul UK meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

In response to Covid-19, we reviewed our budgets and forecasts for 2020, 2021 and, tentatively, 2022 and identified a possible fall in voluntary income and increase in resource required to keep services open and safe. By quickly adopting new ways of working and introducing contingency plans, significant cost increases were avoided and all services kept operational where possible to do so. Voluntary income shortfalls were mitigated through the contribution from new contracts, savings arising from remote working and use of the furlough scheme with the balance met/expected to bemet from designated reserves, thereby protecting other unrestricted reserves which are in the target range. Whilst the redirection of designated reserves will delay the property development plans made before the pandemic, our financial strength and long term strategic ambition will not be affected.

Management has therefore determined that it is appropriate to prepare the accounts on a going concern basis.

2.3 Income

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make adistribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Donated services or facilities are recognised when the charity has control over the item, any

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

2. Accounting policies (continued)

2.3 Income (continued)

conditions associated with the donated item have been met, the receipt of economic benefit from the use of the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised and refer to the Trustees' report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Income from government and other grants is recognised in the financial statements when receivable unless they are performance related. Performance related grants and contracts for services, including rental income, are recognised in income to the extent that entitlement has been earned through delivery of the underlying service.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party. It is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated to the applicable expenditure headings.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and have been allocated in proportion to the level of direct costs attributable to the relevant projects. Governance costs are those incurred in connection with administration and compliance with constitutional and statutory requirements.

Grants payable are charged in the year when the offer is made except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions which have not been met at the year end are noted as a commitment, but not accrued as expenditure.

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

DEPAUL UK

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

2. Accounting policies (continued)

2.6 Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities incorporating income and expenditure account.

Tangible fixed assets are carried at cost or their value at the time of acquisition, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost or their value at the time of acquisition of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Depreciation is provided on the following bases:

Land - Not depreciated

Freehold property - 50 to 100 years Straight line
Property refurbishment - 5% to 20% Straight line
Fixtures and fittings - 20 - 25% Straight line
Computer equipment - 25 - 33% Straight line

2.7 Investments

Current asset investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The Statement of Financial Activities includes the net gains and losses arising on revaluation and disposals throughout the year.

2.8 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.9 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.10 Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

2. Accounting policies (continued)

2.11 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.12 Operating leases

Rentals paid under operating leases are charged to the Statement of financial activities on a straight line basis over the lease term.

2.13 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

2.14 Fund accounting

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

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

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

3. Critical accounting estimates and areas of judgment

Preparation of financial statements requires management to make significant judgements and estimates. The items in the financial statements where these judgements and estimates have been made include:

- (i) Useful economic lives of tangible assets. The annual depreciation charges for the tangible assets are sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are amended when necessary to reflect current estimates based on future investments and physical condition of the assets. For freehold properties, a valuation is conducted every five years. In addition, impairment reviews are carried out every year.
- (ii) Bad debts provision: As part of the charity's rental income arrangements with tenants and local authorities, all rental income is received in arrears and there is always a risk of some debts becoming irrecoverable. An appropriate provision is made in the accounts to take account of that risk.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

4.	Income from donations and legacies				
		Unrestricted funds 2020 £000	Restricted funds 2020 £000	Total funds 2020 £000	Totai funds 2019 £000
	Donations [.]	661	228	889	836
	Legacies	131	1	132	237
	Grants	563	702	1,265	1,154
	Total 2020	1,355	931	2,286	2,227
5.	Investment income				
			Unrestricted funds 2020 £000	Total funds 2020 £000	Total funds 2019 £000
	Income from local listed investments		1	1	1
	Investment income - bank interest		3	3	. 5
	Total 2020		4	4	6
6.	Income from charitable activities				
		Unrestricted funds 2020 £000	Restricted funds 2020 £000	Total funds 2020 £000	Total funds 2019 £000
	Safe Choices	755	. 20	775	591
	Safe Places	10,316	368	10,684	10,125
	Other	85	25	110	114
	Total 2020	11,156	413	11,569	10,830

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

Income from charitable activities is made up of:

	Unrestricted funds 2020 £000	Restricted funds 2020 £000	Total funds 2020 £000	Total funds 2019 £000
Contracts	1,606	-	1,606	1,449
Rents and charges	4,065	-	4,065	4,674
Supporting People	5,376	-	5,376	4,128
Statutory grants	24	388	412	465
Other income	85	25	110	114
Total 2020	11,156	413	11,569	10,830
Total 2019	10,432	398	10,830	

The restricted income above includes £388k (2019: £359k) received from central and local government for the provision of housing services. There are no unfunded commitments.

7. Income from Lotteries

The People's Postcode Lottery was appointed as Depaul's external lottery manager to run lotteries on our behalf. Only the net proceeds of these lotteries are included in the statutory accounts as income in this better reflects the impact of the income on our operations.

	Unrestricted funds 2020 £000	Total funds 2020 £000	Total funds 2019 £000
Gross proceeds	8,104	8,104	9,073
Expenses	(2,269)	(2,269)	(2,540)
Prize fund	(3,242)	(3,242)	(3,630)
Net proceeds received by the charity 2020	2,593	2,593	2,903
Total 2019	2,903	2,903	

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

Direct costs					
	Fundraising expenses 2020 £000	Safe Choices 2020 £000	Safe Places 2020 £000	Total funds 2020 £000	Tota funds 2019 £000
Direct Staff	. 810	1,079	7,363	9,252	8,670
Other	814	390	3,896	5,100	5,007
Total 2020	1,624	1,469	11,259	14,352	13,677
Total 2019	1,325	1,691	10,661	13,677	
Support costs			,		
	Fundraising expenses 2020 £000	Safe Choices 2020 £000	Safe Places 2020 £000	Total funds 2020 £000	Revised Tota funds 2019 £000
Staff	148	203	1,450	1,801	2,038
Other	191	63	452	706	585
Total 2020	339	266	1,902	2,507	2,623
Total 2019	362	303	1,958	2,623	
Governance Costs					
			Unrestricted funds 2020 £000	Total funds 2020 £000	Revised Total funds 2019 £000
Auditors' remuneration			28	28	31
Board costs			-	-	1
Total 2020			28	28	32
Total 2019			32	32	

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

Revised		Auditor's remuneration	9.
2019	2020		
£000	£000		
31	28	Fees payable to the company's auditor for the audit of the company's annual accounts	
		Fees payable to the company's auditor in respect of:	
1	-	All taxation advisory services not included above	
6	3	All non-audit services not included above	
		Staff costs	10.
2019	2020		
£00C	£000	•	
		Staff and Volunteer costs	
7,283	7,585	Salaries and wages	
634	661	Social security costs	
380	422	Pension contributions	
558	334	Training, travel, insurance and recruitment	
131	74	Volunteer expenses	
894	863	Agency staff	
9,880	9,939	•	

Volunteer expenses include payments made to Supported Lodgings hosts and Depaul UK Nightstop hosts, and costs of travel, accommodation and allowances paid to European volunteers. In 2019 we involved 612 volunteers (2019: 483) in our work. Volunteers are involved in providing accommodation in our Nightstop service and in providing support and mentoring to our young people through our Get Up and Go programme.

The average number of persons employed by the company during the year was as follows:

	2020 No.	2019 No.
Safe Choices	27	29
Safe Places	193	177
Cost of Generating funds	23	21
Support and administration	36	38
	279	265
		

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

10. Staff costs (continued)

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

		2020 No.	2019 No.
In the band £60,001 - £70,000		· •	2
In the band £70,001 - £80,000		· 3	2
In the band £90,001 - £100,000	-	1	1

The remuneration paid to key management personnel amounted to £471,807 (2019: £446,563)

Employer contributions made to the Depaul pension scheme for the employees who earned over £60,000 during the year amounted to £23,910 (2019: £21,546). The remuneration policy is set out in detail in the Trustees' Strategic Report.

During the year £26,684 (2019: £32,017) was paid out in redundancy payments. This was in relation to restructuring of central services teams as well at payments in relation to TUPE staff. All obligations in relation to redundancy are recognised in the year in which the redundancy is agreed.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

11. Tangible fixed assets

	Freehold property £000	Leasehold improvements £000	Fixtures and fittings £000	Computer software £000	Total £000
Cost or valuation					
At 1 January 2020	2,485	852	586	218	4,141
Transfers between classes	-	184	(439)	255	-
At 31 December 2020	2,485	1,036	147	473	4,141
Depreciation			•		
At 1 January 2020	105	94	170	122	491
Charge for the year	19	58	8	146	231
Transfers between classes	-	4	(58)	54	-
At 31 December 2020	124	156	120	322	722
Net book value					
At 31 December 2020	2,361	. 880	27	151	3,419
At 31 December 2019	2,380	758	416	96	3,650

Transfers between classes have been made during the year to correct the opening allocation of balances as at 31 December 2019.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

12. Fixed asset investments

13.

	Listed investments £000
Cost or valuation	
At 1 January 2020 Revaluations	92 1
At 31 December 2020	93
Net book value	
At 31 December 2020	93
At 31 December 2019	92
All the fixed asset investments are held in the UK.	•
Programme related investments	
	Programme related investments £000
Market value	2000
At 1 January 2020 and 31 December 2020	47
At 31 December 2020	47

During the year ended 31 March 1999, Depaul UK contributed £47,000 towards the refurbishment of a property in Newcastle owned by Home Housing and occupied by the Simonside project, which Depaul UK manages and funds. Depaul UK has a charge on the building and, in the event of the termination of the project, will recover either the amount of £47,000 of 20% of the proceeds from a sale of the property, whichever is higher. Programme related investments are recognised at amortised cost.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

14.	Debtors		
		2020	2019
		£000	£000
	Due after more than one year		
	Amounts owed by group undertakings	124	93
		124	93
	Due within one year		
	Amounts owed by group undertakings	271	219
	Other debtors	228	306
	Prepayments and accrued income	597	646
	Grants receivable	791	1,746
		2,011	3,010
15.	Creditors: Amounts falling due within one year		
		2020 £000	2019 £000
	Trade creditors		
	Trade creditors Amounts owed to group undertakings	£000	£000
		£000 679	£000 818
	Amounts owed to group undertakings	£000 679 22	£000 818 2
	Amounts owed to group undertakings Other taxation and social security	£000 679 22 170	£000 818 2 161
	Amounts owed to group undertakings Other taxation and social security Other creditors	£000 679 22 170 95	£000 818 2 161 54
	Amounts owed to group undertakings Other taxation and social security Other creditors	£000 679 22 170 95 1,094	£000 818 2 161 54 606
	Amounts owed to group undertakings Other taxation and social security Other creditors Accruals and deferred income	£000 679 22 170 95 1,094 2,060	£000 818 2 161 54 606 1,641 2019 £000
	Amounts owed to group undertakings Other taxation and social security Other creditors Accruals and deferred income Deferred income at 1 January 2020	£000 679 22 170 95 1,094 ————————————————————————————————————	£000 818 2 161 54 606 1,641
	Amounts owed to group undertakings Other taxation and social security Other creditors Accruals and deferred income	£000 679 22 170 95 1,094 2,060 2020 £000 323	£000 818 2 161 54 606 1,641 2019 £000 206

Income is deferred where there are outstanding performance conditions that are required to be met before the charity is entitled to recognise income received or where time restrictions on the use ofmonies have been imposed by the funder.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

16.	Creditors:	Amounts	falling	due aft	ter more	than one y	year
-----	------------	----------------	---------	---------	----------	------------	------

Other loans

2020	2019
£000	£000
477	529

The aggregate amount of liabilities payable or repayable wholly or in part more than five years after the reporting date is:

	2020 £000	2019 £000
Payable or repayable by instalments	232	285

In 2016, Depaul UK entered into a loan arrangement with London Housing Foundation. This loan is repayable on semi-annual installments from 30 June 2018. Interest is charged at 4% per annum.

The above loan is secured against 10 St Stephens Crescent, a property owned by Depaul UK.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

17. Statement of funds

	Balance at 1					Balance at 31
	January 2020 £000	Income £000	Expenditure £000	Transfers in/out £000	Gains/ (Losses) £000	December 2020 £000
Unrestricted funds						
Designated funds						
Fixed Assets	3,650	-	-	(231)	-	3,419
Maintenance	90	-	-	(90)	•	-
Property Development	1,500	-	(303)	(1,197)	<u>-</u>	-
Depaul Housing Services	132	-	-	(132)	-	-
Endeavour Amenities	53	-	-	(53)	-	-
	5,425	-	(303)	(1,703)	-	3,419
General funds						
General Funds	1,482	15,108	(14,728)	1,703	1	3,566
Unrestricted funds	6,907	15,108	(15,031)	<u> </u>	1	6,985
Restricted funds						
Restricted Funds	s 1,291	1,344	(1,828)		•	807
Total of funds	8,198	16,452	(16,859)	-	1	7,792

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

17. Statement of funds (continued)

						Balance at
	Balance at 1 January 2019 £000	Income £000	Expenditure £000	Transfers in/out £000	Gains/ (Losses) £000	31 December 2019 £000
Unrestricted funds					. •	
Designated funds						
Fixed Assets	3,467	-	-	183	•	3,650
Maintenance	92	-	(2)	-	-	90
Property Development	1,500	-	-	-	-	1,500
Depaul Housing Services	139	-	(7)	-	-	132
Endeavour Amenities	53	~	-	-	_ ·	53
Manchester Action Research					•	
Project	21	-	(17)	(4)	-	-
Fundraising CEO Pot -	-	-	(66) ·	66	. - ,	-
Business Improvement	-	-	(33)	33	-	-
	5,272	-	(125)	278	<u> </u>	5,425
General funds						
General Funds	1,743	14,417	(14,405)	(278)	5	1,482
Unrestricted funds	7,015	14,417	(14,530)		5	6,907
Restricted funds						
Restricted Funds	1,410	1,650	(1,769)	<u> </u>	-	1,291
Total of funds	8,425 ====================================	16,067 	(16,299)	s	5	8,198

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

Designated funds:

Fixed asset designated funds represent the amount of reserves tied up in fixed assets.

The trustees undertook a full strategic review during 2020 which has informed the 2021-2026 strategic plan and priorities. Although the strategic priorities are in keeping with the general direction of travel of previous strategies, specific funding needs will be informed by the financial strategy which is being reviewed by trustees. Existing designated funds have therefore been released and new designations, aligned with the financial strategy, will be made at 31 December 2021.

18. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2020 £000	Restricted funds 2020 £000	Total funds 2020 £000
Tangible fixed assets	3,419	~	3,419
Fixed asset investments	93	-	93
Social investments	47	-	47
Debtors due after more than one year	124	-	124
Current assets	5,839	807	6,646
Creditors due within one year	(2,060)	-	(2,060)
Creditors due in more than one year	(477)	-	(477)
Total	6,985	807	7,792
Analysis of net assets between funds - prior period			
	Unrestricted	Restricted	Total
	funds	funds	E
	2019 £000		funds
Tangible fixed assets	£000	2019 £000	2019 £000
Tangible fixed assets	3,650		2019
Fixed asset investments			2019 £000
_	3,650		2019 £000 3,650
Fixed asset investments	3,650 92		2019 £000 3,650 92
Fixed asset investments Social investments	3,650 92 47		2019 £000 3,650 92 47
Fixed asset investments Social investments Debtors due after more than one year	3,650 92 47 93	£000 - - - -	2019 £000 3,650 92 47 93
Fixed asset investments Social investments Debtors due after more than one year Current assets	3,650 92 47 93 5,196	£000 - - - -	2019 £000 3,650 92 47 93 6,487

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

19.	Reconciliation of net movement in funds to	net cash flow	from operatin	g activities	
				2020 £000	2019 £000
	Net expenditure for the period (as per Stateme	ent of Financial	Activities)	(406)	(227)
	Adjustments for:				
	Depreciation charges			231	204
	Losses on investments			(1)	(5)
	Dividends, interests and rents from investmen	ts		(4)	(6)
	Decrease/(increase) in debtors			999	(390)
	Increase in creditors			367	315
	Net cash provided by/(used in) operating a	ctivities		. 1,186	(109)
20.	Analysis of cash and cash equivalents				
	•	•		2020	2019
				£000	£000
	Cash in hand			4,759	3,569
21.	Analysis of changes in net debt				,
		At 1		Other non-	At 31
	•	January		cash	December
	,	2020	Cash flows	changes	2020
		£000	£000	£000	£000
	Cash at bank and in hand	3,569	1,190	-	4,759
	Debt due after 1 year	(529)	53	(1)	(477)
		3,040	1,243	(1)	4,282

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

22. Operating lease commitments

At 31 December 2020 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

		2020 £000	2019 £000
Not later than 1 year		51	59
Later than 1 year and not later than 5 years	v	91	107
Later than 5 years	•	228	225
•	_ 	370	391

23. Ultimate parent undertaking and controlling party

The parent undertaking of Depaul UK is Depaul International, a company incorporated in England & Wales (Company number 5245818, Charity number 1107385).

Depaul UK has not prepared consolidated accounts as it is a wholly controlled subsidiary of Depaul International, which produces full group accounts and is incorporated in England and Wales. Depaul International works to support homeless and marginalised people around the world. Depaul International's registered office is St Vincents Centre, Carlisle Place, London, SW1P 1NL. Consolidated Financial Statements are available from Companies House.

24. Principal subsidiaries

During the year, the company had the following wholly owned subsidiaries all of which are registered in the UK.

Name	Country	Nature of Business	Shareholding
Depaul Housing Services	England & Wales	Registered Social Landlord	100%
Depaul UK Trading CIC	England & Wales	Trading Company	100%

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

25. Related party transactions

No trustees received remuneration (2019: Nil). No trustees received reimbursement of expenses in the current year (2019: One trustee received £342).

During the year, Depaul UK paid purchase invoices totalling £329 (2019: £2k) on behalf of Depaul Trading CIC. As at 31 December 2020, the total outstanding was £92k (2019: £92k).

During the year Depaul UK paid £157k (2019: £140k) to Depaul International as annual subscription to the group. Depaul UK also recharged £9k (2019: £9k) towards the cost of financial administration and incurred another £44k (2019: £44k) in expenses on behalf of Depaul International while Depaul International paid £25k (2019: £11k) of invoices and expenses of Depaul UK and collected donation income of £129k (2019: £Nil) on behalf of Depaul UK. At the end of the year Depaul UK owed Depaul International £21k (2019: Depaul International owed Depaul UK £127k).

In 2014, Depaul UK sold Depaul House to Depaul Housing Services (DHS) for £150,000 on a 30 year loan. During the year, Depaul UK paid invoices and management costs of £713k (2019: £8k) on behalf of Depaul Housing Services and donated a grant to Depaul Housing Services for £403k. DepaulHousing Services charged rental income of £70k (2019: £70k) to Depaul UK. As at 31 December 2020, £300k was owed to Depaul UK.

During the year Depaul UK paid £2,500 to the Fundraising Regulartor in respect of its annual levy. The Chair of Depaul UK's Board of Trustees is a member of the Board of the Fundraising Regulartor.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

26. Restricted funds

The following restricted funds require a seperate disclosure in the accounts. Grants received andapplied as detailed in this note are also included in the restricted funds in Note 28 of the financial statements.

	2020 £000	2019 £000
Safestop Manchester - Landaid Charitable Trust		
Funds b/fwd	-	-
Grant received	100	-
Expenditure	(100)	-
Funds c/fwd	-	-
	2020	2019
	£000	£000
Nightstop Northeast (Big Lottery Fund)		
Funds b/fwd	40	21
Grant received	. 80	80
Expenditure	(67)	(61)
Funds c/fwd	53	40
	2020	2019
	£000	£000
Nightstop Northeast - Cumbria County Council		
Funds b/fwd	1	3
Grant received	24	23
Expenditure	(25)	(25)
Funds c/fwd	-	1

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

27. Restricted Funds

	01/01/2020 £'000	Incoming £'000	Expended £'000	Transfers £'000	31/12/2020 £'000
Alone in London	-	243	(307)	445	381
National Programmes	279	149	(423)	40	45
Nightstop	210	643	(694)	84	243
Safestop	28	156	(120)	• -	64
South Tyneside	9	-	(9)	-	-
Other Restricted Funds	765	153	(275)	(569)	74
Total 2020	1,291	1,344	(1,828)	-	807
Total 2019	1,410	1,650	(1,769)	_	1,291
		1 January 2019 £000	Incoming 2019 £000	Expended 2019 £000	Total funds 2019 £000
National Programmes		376	390	(487)	279
Nightstop		242	406	(438)	210
Safe Stop		3	29	(4)	28
South Tyneside		23	-	(14)	. 9
Other Restricted Funds	-	766	825	(826)	765
Total 2019		1,410	1,650	(1,769)	1,291

Restricted funds represent funds unspent as at 31 December 2020 that have been donated for a specific purpose and include:

Alone in London

Funds donated specifically to provide advice and support to young people who are homeless or at risk of homelessness. Its work includes advice, family mediation, first contact and schools work, complementing the work of Depaul's Nightstop and programmes teams.

National programmes

Programmes which enable us to equip young people with the soft and hard skills to progress into education, training and employment and ultimately move on positively with their lives and in to independent living.

Nightstop

Funds donated specifically to support our work to provide a safe place to sleep for young people in the homes of trained volunteers. These funds help us to ensure that young people are prevented from sleeping in unsafe places or from having to ever need formal housing support and are donated by a

Transfers between funds have been made during the year to correct the opening allocation of balances between restricted funds as at 31 December 2019.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

28. **Prior period Statement of Financial Activities** Unrestricted Restricted Total Total funds funds funds funds 2019 2019 2019 2018 £000 Note £000 £000 £000 Income from: 975 1,252 Donations and legacies 4 2,227 3,342 398 6 10,830 Charitable activities 10,432 10,997 Other trading activities 102 102 28 Investments 5 6 6 7 Lotteries 😜 2,903 2,903 2.865 14,418 1,650 16,068 17,238 **Total income** Expenditure on: Charitable activities 8 12,844 1,769 14,613 13,747 Raising funds 1,687 1,687 1,590 14,531 1,769 16,300 15,337 **Total expenditure** 5 5 Net gains/(losses) on investments (4)(108)(119)(227)1,897 Net movement in funds Reconciliation of funds: Total funds brought forward 7,015 1,410 6,528 8,425 6,097 1,291 8,425 8,198 Total funds carried forward