

**Report of the Director and
Financial Statements
for the Year Ended 31st March 2010
for
Pembrokeshire Care Society
Charity Number 1048218**

Ashmole & Co
Chartered Certified Accountants
Registered Auditors
Williamston House
7 Goat Street
Haverfordwest
Pembrokeshire
SA61 1PX



Pembrokeshire Care Society
Charity Number 1048218

Contents of the Financial Statements
for the Year Ended 31st March 2010

	Page
Council of Management's Report	1
Statement of Council of Managements' responsibilities	17
Report of the Independent Auditors	18
Statement of Financial Activities (including the Income and Expenditure Account)	19
Balance Sheet	20
Notes to the Financial Statements	21
Analysis of Incoming Resources	Appendix 1
The following page does not form part of the statutory accounts	
Restricted Fund Analysis	Appendix 2

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

The Council of Management present their report with the financial statements of the society for the year ended 31st March 2010 which have been prepared in accordance with the Charities Act 1993, the Companies Act 1989 and the requirements of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2005) issued in March 2005

Pembrokeshire Care Society is a company limited by guarantee no 3062605 and not having any share capital It is a registered charity no 1048218

Reference and Administrative Information

Charity Name Pembrokeshire Care Society

Charity Registration number 1048218

Company Registration number 3062605

Registered Office 1 Corner House
Barn Street
Haverfordwest
SA61 1BW

Operational Address 1 Corner House
Barn Street
Haverfordwest
SA61 1BW

Council of Management

Mr P Osborne - President

Mr T Lewis-Bowen – resigned June 2009

Dr E Perry – Vice President

Mrs C Phillips – Vice President

Mrs G Morgan - Chairperson

Mr I Jones – resigned September 2009

Mrs M Jones – resigned April 2009

Mr R Sinnett

Mrs J Davies – Vice Chairperson

Mrs C Hayward

Mrs J Houton

Mrs H Scourfield - Treasurer

Mr C Sheridan

Mrs A Symons

Company Secretary Dylan Williams-Evans

Senior Management	Carol Crowther	Managing Director
	Dylan Williams-Evans	Finance and Resource Director

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

Auditors

Ashmole & Co
7 Goat Street
Haverfordwest

Bankers

Lloyds Bank PLC
Victoria Place
Haverfordwest

Cater Allen Private Bank
Sovereign House
16-22 Western Road
Romford

Solicitors

Bismire Fudge and Co
19 Market Street
Haverfordwest

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

Structure, Governance and Management

Governing Document:

PCS is a charitable company limited by guarantee which was founded in 1979. The company was established under a Memorandum of Association which established the objectives and powers of the charitable company. The Memorandum of Association, in the year 2000 was reviewed, amended and agreed by the charity commission therefore enabling the company to change its services to suit the changing needs of the homeless or threatened with homelessness in Pembrokeshire.

The Company's objectives are to educate and train and relieve poverty and homelessness amongst

- (a) Persons in Pembrokeshire who are suffering or who have suffered a legal restriction on their liberty in the community, or any penal establishment or institution
- (b) Persons whose circumstances may create tendencies that they are likely to commit an offence and thereby suffer legal restriction of their liberty
- (c) Families of the above persons who are in conditions of need, hardship or distress

Areas of Expertise:

PCS provide advice, assistance and advocacy on housing, homeless rights, evictions, welfare and housing benefits and debt. We also administer bond guarantees and rent in advance payments in partnership with client specific organisations and local private landlords. We are also operating two supporting people schemes both of which operate across any tenure. We have developed formal and informal partnerships with local education and training organisations who assist us to meet our aims.

Client Groups Served:

PCS provides services for anyone over the age of 15 resources permitting. PCS also have specialist services available for ex-offenders, young people and families. The charity also, with the aim of continuation of future services, provides advice for Private Sector Landlords on tenancy law and other related issues. We are also in the process of developing a Social Letting Agency with the emphasis on sustainable tenancies supporting both landlord and tenant.

Recruitment and appointment of Council of Management members:

There are 11 members of the Council all of which are trustees. Three of the trustees are also directors of the Company. Under the Memorandum of Association, the members of the Council are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

At the 2007 Annual General Meeting three members of the Council were re-elected.

The Council has agreed the necessity of the use of a Management Committee for issues that may arise between the full meetings. Management Committee members are selected from the full Council of Management and one or both of either the Managing Director or the Finance & Resource Director.

Due to the diversity of the client group and the varied services that the charity provides it is important that the Council consists of members with varied backgrounds and expertise. In an effort to maintain a broad skill mix, or in the event of particular skills being lost to retirements, individuals with the identified required skills are approached to offer themselves for election to the Council.

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

Trustee Induction and Training:

Prior to election possible new trustees are invited to attend a meeting at the main office to view the work of the charity. They are then invited to attend a Council meeting in an observatory capacity. After election trustees are provided with a trustee handbook and offered trustee training.

Risk Management:

The charity has and continues to develop policies & procedures which reduce the risks that the charity faces. The charity holds the Quality Mark which ensures the working policies, procedures and ongoing employee training provides as low a risk as is possible for employees, committee and clients. The risk management policy is reviewed annually and presented to the Council for full approval at the AGM.

Organisational Structure:

The charity has a Council of Management who meet on average six times per year and are responsible for agreeing the strategic direction and policy of the charity. The Finance & Resource Director and the Managing Director attend the Council of Management meetings upon request.

For matters of urgency which fall between Council of Management meetings the Management Committee will arrange to meet with the Managing Director and/or Finance and Resource Director.

Staff meetings are held weekly. The Managing Director refers problems that require Council approval back to the Council.

A three year business plan is in place and a review is undertaken annually.

Policies and procedures are reviewed on an annual basis and individual schemes are monitored and evaluated for effectiveness on an ongoing basis.

Reports are provided for funders and partners at agreed times.

For additional support and in order to safeguard PCS' committee and employees PCS subscribe to Peninsula Employment Specialists for legal and practical advice on employment issues.

Public Benefit

In accordance with our aims and objectives, in providing our services to some of the most vulnerable people in society we have a positive affect on the reduction in crime, anti social behaviour, utility and other public debt re-payments, development of sustainable tenancies and assist with the integration into the community of those who are marginalised.

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

Objectives and Activities

Overview:

We celebrated our 30th founders Anniversary this year Pembrokeshire Care Society (PCS), which now incorporates both Pembrokeshire Action for the Homeless (PATH) and our newly developing Social Letting Agency PATHWAY LETTINGS (PL), continues to provide services for many of the most marginalised people in our Local Authority (LA) area. As a local organisation our local knowledge, experience and innovative thinking allow us to provide, what we feel, is the most cost effective method of meeting the increasing demands for our services.

Our services include housing and homeless advice assistance and advocacy both practical and legal, welfare and debt advice, administration of bond schemes and tenancy support. We are also in the process of developing our new project PATHWAY LETTINGS. Although we work with all client groups we continue to provide the majority of our services to the non priority homeless.

Established in 1979 Pembrokeshire Care Society strives to help the most marginalised people in Pembrokeshire. As a local homeless charity we work closely with other agencies to accomplish our aim of reducing homelessness and provide ongoing support to assist in sustainable tenancies. Pembrokeshire is a large rural area with a number of large towns surrounded by villages and small rural communities. Due to the large area to be covered and the lack of public transport, a PCS presence is needed in various towns within Pembrokeshire to allow the homeless and those threatened with homelessness easy access to our services.

We have again this year surpassed all targets. Unfortunately, as discussed in previous years, we could no longer, within existing resources, provide services to the ever increasing number of new customers who approached us for assistance. Our planned change to service delivery was implemented at the beginning of the year, this and the close working relationship with the LA housing department has, we feel, ensured that the transition and change has been successful. We are quite confident that anyone who experiences a housing or homeless problem is able to access either our own Housing Advice Services Team or the LA Prevention/Homeless Team. After initial interview signposting and appointments are made with the alternative team if this is more appropriate.

We were, this year, audited by the Legal Services Commission in relation to our Quality Mark Standard. This independent audit process resulted in our retaining the Quality Mark Standard and receiving additional praise regarding our continued commitment to quality and easily evidenced work practices.

Our Generic Support Service (GSS) was also this year audited by the LA Supporting People Team the funders of the service. Again this independent audit was a positive experience which resulted in excellent feedback from the auditors and mutual agreement that this new service is providing not only a valued support service it is also excellent value for money.

We have during this year, as an addition to the GSS ran a pilot scheme for those with substance misuse and tenancy support issues. This has been very successful with regards to bridging the gap between the specialist providers and those who have not engaged. Although the steering group are very enthusiastic for this pilot to be continued funding has not yet been confirmed. At the end of this financial year we are, with the financial assistance from the LA supporting people team, continuing this service whilst we await

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

clarification from the substance misuse specialist providers about the possibility and level of funding that may be available for the forthcoming year

With the exception of the LA Housing Department local funding support for our new Social Letting Agency PATHWAY LETTINGS has been disappointing. We had envisaged that local agencies, whose customer groups are in need of housing, would welcome the opportunity to be involved. Despite this lack of local funding which has restricted our original plans to have a high profile launch we have begun the development stage. We will initially concentrate our efforts on non priority homeless and priority homeless referred direct from LA housing department. We hope eventually to increase the number of properties available and at this time give the opportunity for other agencies to access the service by way of agency fees and other related costs as in line with independent letting agencies.

This year the Pembrokeshire Housing Forum had identified the need for a separate Homeless Forum. The suggestion that our existing PATH forum took over this role was not a practical solution as the terms of reference and large membership of this forum would not lend itself to the needs of the new forum. It was felt that a smaller group whose core work is homelessness would be more focused. We will be actively involved in this new forum taking a lead in the organisation and membership. The terms of reference have been agreed and the group are at present undertaking investigation work which will be fed back to the Homeless Forum for integration into future planning.

A freeze on funding streams has been a challenge this year but we have been fortunate to be able to secure additional small contracts which have meant there have been no redundancies. Salary levels have been frozen this year to enable us to ensure that our other outgoings which have increased can be met.

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

Achievements and Performance

We did at the beginning of this year implement our planned new service delivery policy. We had to reduce the number of new cases approaching us for assistance and after careful analysis of our work and the time spent etc. the solution was quite simple. We discussed with LA housing department the need for them to decide prior to referring a priority client to us if they would be willing to assist financially. This instantly reduced the time we historically spent trying to secure financial commitment. It also reduced the number of new cases the LA housing referred to us as they assessed at an early stage the financial commitment they were prepared to provide.

Even with the changes we still had 850 new customers approaching us for assistance in addition we had 490 customers, already receiving our core services, from the previous year. We also began the year with 86 people being provided with a support package and we were managing over 300 bond recipients. This total of over 1700 customers does not include our private landlords who received our services during 09/10.

Advice Assistance and Advocacy:

Of the 850 new customers 547 - 64% are non priority single homeless or threatened with homelessness, 288 - 34% are priority groups and 15 are not yet categorised. The majority of the new cases continue to have had either debt or affordability issues which is the main reason for them requiring housing advice. Due to the continued improvement in our joint working arrangements between LA housing and ourselves it has now been three years since we have needed to assist a client to review a homeless decision. This continues to benefit both agencies with regard to resources, it is also far less stressful for the client.

Historic and continuing trends show that white/Welsh-British remain the predominate ethnic group of our clients. Pembrokeshire has a high percentage of white welsh/British residents in comparison to other Local Authority areas and this high white/British trend continues throughout the majority of all Pembrokeshire's services.

Customer statistical data remains relatively constant with regard to age groups. The majority of our customers are aged between 18 and 25.

In comparison to last year there has been an increase in the ratio of male to female client 484-366. Over the last seven years the trend has been a gradual increase in the number of females approaching us for assistance and in 2008/09 for the first time we had a higher number of female customers than male. At this time we cannot specify a reason for this change and will endeavour to monitor during the forthcoming year to try to identify if the trend is reverting.

We have continued to provide services for specific customer groups through our Service Level Agreements (SLA's). As previously identified we have had to make major changes to access services for these specific customer groups because of the low level of funding we receive from some agencies and for those who chose not to enter into any form of SLA. We will continue with this method of working until we have a reduction in the overall number of customers who approach us for assistance which will free up resources to deliver services to more groups or we receive some or additional funding from the specific customer group.

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

agencies to enable us to provide a full service for their customer We have during this year, as in other years, requested increases to existing SLA and we have approached those with no SLA to consider the need. unfortunately to date there has been no increases or new SLA proposals offered

Debt Advice:

Due to the higher than expected demand for this service we negotiated a change to our original targets to enable us to provide our services to a higher number of people The Welsh Assembly, who have funded this service for the last three years, agreed to these changes This year they also entered the service into the continuous funding stream We had 566 referrals for debt advice of these we provided 359 with our low level service which would include e.g. checking and maximising income, pre tenancy budgeting, existing tenancy budgeting to maintain tenancy We also provided intermediate level debt service to 75 of the referrals and tried to access other services for those with very complex debt needs

Supporting People:

Supporting People Grant Scheme (SPG) Generic Support Service (GSS)

This scheme has been operating for over three years The LA having identified the need for the continuation of this service will be putting it out for re tender in November this year We will obviously be tendering and hope to retain the scheme We are confident that we are providing a good service and this has been confirmed by the audit conducted by the LA Supporting People Team During this year we received 362 Referrals all of which were offered an assessment within three working days of receipt of referral We arranged and booked 362 first appointment assessments we also booked a number of second and third assessments for those who did not initially attend Of the assessment appointments 290 assessments were carried out Of those assessed 290 were offered support and 204 accepted the support package A number of the 204 supported customers who were identified to have substance misuse and tenancy issues were supported through the pilot GSS substance misuse service which allowed us to remain with the customer for periods of non engagement

Supporting People Revenue Grant Scheme (SPRG)

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

Our longstanding specialist floating support scheme continues to provide a high level of support for those who are assessed as requiring long term support. All SPRG referrals are now taken from our GSS clients as we are able to provide GSS low level support until a vacancy in SPRG arises.

Our Main Office:

Our first full year in our new offices has been beneficial to both customers and employees. We now have kitchen facilities and our own car parking this in itself has reduced the time spent trying to find parking places when caseworkers return from visits or surgeries. We continue to provide the majority of our services direct from our Haverfordwest office where we now have two advice interview rooms, one supporting people interview room and one letting agency room where we can display our letting properties. This year we held 1620 arranged interviews, answered over 8000 phone queries and dealt with 349 customers who used our drop in and to access our duty worker.

Appointment Times:

We firmly believe that time is important to both customers and organisations. At our main office and our outreach services we continue with our service delivery commitment to our customers, anyone who has a booked appointment would not have to wait longer than 15 minutes to see their caseworker. We have been 100% successful in achieving our goal and only a minimal number of people have waited longer than 10 minutes. We are unable to make this commitment for those without appointments who drop in and access our duty worker as demand dictates waiting time.

Outreach Advice Centres:

Our target to provide 120 outreach advice surgeries during the year was again surpassed. We provided 174 outreach advice surgeries during the year. We continue to provide our services in Milford Haven, Pembroke Dock and Fishguard. We also provide a weekly service for probation customers in the local probation office. This enables probation officers, ex-offenders and PCS housing advisors to work closely together.

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

Duty Worker:

We continue to provide a duty worker during our core opening times. Although we encourage appointments whenever possible we are fully aware that housing and homeless issues can arise and require immediate advice and interventions. This is more apparent with the non priority homeless as they have no safety net with regard to temporary accommodation. We were able to provide a duty worker for 97% of our core opening hours.

Bond Scheme and RIA:

This year we administered a total of 215 bonds our highest ever. Although we have increased the number of bonds issued we have dramatically reduced PCS's bond liability. This has been achieved by changes in our delivery strategy and many of the bonds have been administered using cash payments or the standing of the liability from those agencies with a duty towards the customer.

This year we administered 110 single homeless bonds, 15 probation bonds, 30 Social Services bonds and 60 extended (priority group) bonds.

PATH forum:

The forum continues to encourage new members to the quarterly meetings such topics as "Needing Confidence or Motivation? Volunteering might be the way forward", "Empowering women who have or are experiencing domestic abuse", "For People with severe mental illness in the criminal justice system" & "Did you know approximately 10% of all homeless persons are forces veterans."

Resettlement Work:

We continue to provide this service which is an integral part of our aim of reducing repeat homelessness. The work is often crisis intervention and often this service is utilised repeatedly by the same tenants. The service is dependant on a quick response and accurate evaluation of the situation. Pembrokeshire Care Society is fortunate that within the existing workforce there is diversity in the skills and knowledge to enable us to provide this service. We have expanded the referral sources to include private landlords. We are fully aware that the landlord is often the first person to be aware of a possible problem and early intervention saves tenancies. We do encourage this client group to engage with either our own or a specialist support provider and with some success. Unfortunately this client group, due to their often chaotic lifestyle, do not engage until crisis point.

Crisis Donations:

Our partnership with PATCH (Pembrokeshire Action to Combat Hardship) a local based charity that specialises in the distribution of crisis donations using volunteers continues. The partnership benefits both organisations with PCS being able to reduce the time spent on managing our donations which can now be used to provide our advice services. We continue to raise awareness and fundraise locally for the necessary items required by homeless people and those setting up a new tenancy whilst PATCH prepares the donation pack which we collect and distribute.

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

Furniture Grant Scheme:

We assisted eight clients move into their unfurnished accommodation with the aid of a furniture grant. Unfortunately due to limited funds this is only to a maximum value of £150 per client. This money was then used to purchase items which allow them a basic living 'standard', this consists of a bed, seating, table and a microwave. We are very fortunate to have an excellent working relationship with Pembrokeshire Frame and this enables us to purchase second hand furniture at a discounted rate enabling us to maximise the money available.

Travel Warrant Scheme:

The Travel Warrant Scheme this year was again acknowledged as an innovative approach to accessing services in a rural area. We continue to provide this service for the Local Authority Social Care and Housing Department, West Wales Careers, Probation Service, Social Services over 15's Team, Drug Intervention Programme, Youth Offending Team, Princes Trust and the Prolific & Priority Offenders all use this scheme and reimburse PCS for the travel costs incurred by their clients.

Freephone:

Our freephone service is available for anyone who is homeless, it is often the only way they can access advice and assistance. It remains a valuable asset and we continue to advertise the number throughout Pembrokeshire. We hope to retain this service in the future but costs may be prohibitive.

Fundraising Events:

Christmas Draw
Easter Draw
Sponsored Walk

Client Database and Intranet:

The Client Database continues to evolve and is an invaluable tool in ensuring caseworkers have instant access to client information and also to provide accurate statistical data for all funders. The intranet also allows for ease of access to all relevant information needed in providing our services.

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

And Finally our thanks to all who have supported our organisation

Without the continued support and funding we receive we would not be in a position to provide any of our services. To funders and individuals who have and continue to support us we thank you on behalf of Pembrokeshire Care Society and all our clients

Special Thanks to

Welsh Assembly Government	For your continued funding and support
Our Landlord Pool	Continued support for our clients
Probation Service	Partnership Agreement
Social Services Department	Partnership Agreement
Housing Department	Partnership Agreement
Careers Office	The use of your offices for outreach centres/ PATH forum meetings and distribution of our Travel Warrants
McDonalds	Meal Vouchers
Bus Companies	Accepting our Travel Warrants Scheme
Frame	Discounts on purchases
Meadow Carpets	Discounts on purchases
Local Churches	Your continued donations and thoughts
The local people of Pembrokeshire	Continuation of your donations of food and Items which assist our clients to set up home

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

Training Courses Conferences and Meetings Attended:

Meetings

Cymorth
DWP Forum
Generic Support Service Meeting (PCC)
Homeless Law Update
Homelessness and Mental Health Forum
Mental Health Awareness
PPO
Probation
Rough Sleepers Cymru
SMAT
Substance Misuse Local Forum
Supporting People (PCC)
Supporting People Forum
Welsh Assembly Consultation

Training

Health and Safety Training
Introduction on Homelessness
CRB-New ISA regulations
Housing Benefit
Managing Difficult People
Mental Capacity Act
Human Rights
Mortgage Possession
Child Protection

ESA Benefits
NTQ and Housing Legislation
Introduction to Cognitive Behavioural Therapy
Young People and Housing
Communicating with Adult Service Users

Conferences

DWP
FEANTSA

Steering and Development

Choice Based Letting Meetings
Cymorth Cymru Meetings
Housing Forum Meetings
PATH forums
PCS Committee Meetings
Substance Misuse Meetings
Youth Forum
Argorfa

Talks Given

Soroptomists (talk)
PROBUS
Quakers
Presentation for Care Leavers

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

Financial Review

Reserves Policy - In order that the Society can continue to operate if grant aid is not forthcoming in the future, designated funds are being allocated in order to allow time to identify alternative sources of funds and/or meet any resulting redundancy costs. The Council of Management aims to build this reserve up to a level equivalent to one year's running costs. The balance at 31st March 2010 amounts to £55,097.

The organisation also has a bond reserve allowing for the issuing of Bond Guarantees to landlords on behalf of the homeless clients Pembrokeshire Care Society serves. As of 31st March 2010 the Society has a bond liability of £51,557.50 and a bond reserve of £50,455.

The principal funding source for the work of Pembrokeshire Care Society is that of the Welsh Assembly Government to the value of £202,277. This money was exhausted in fulfilling the aims and objectives of the organisation as set out in its Governing document and as described in the Achievements and Performance section of this report.

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

Plans for the Future

Due to our success in securing funding for the development of a Social Letting Agency our priority objective for this year will be to develop and establish this Social Enterprise. During the later part of the financial year we have been able to begin development and expect to take on the management of a number of properties early in this new financial year. This Social Enterprise aims to provide of a self financing service which will complement our existing services by increasing the number of properties available in the private sector, providing private landlords with a good management service, reducing bond claims and so assisting with our charity aim of providing suitable sustainable tenancies for those in housing need. We will also be seeking guidance from landlords regarding the re-establishment of a local landlord's forum or similar, producing landlord newsletters and providing a local campaigning body. Here landlords can feed their concerns and experiences knowing that we will take these matters up with the relevant parties.

Also most important to PCS is retaining the GSS. The Local Authority Supporting People Team postponed the re-tendering for the Generic Support Service until November 2010. We will be putting together our bid later in the year. It is hoped that our bid will be successful especially as this service complement's our other services and benefits so many of our client group.

Substance misuse GSS. We are awaiting news on funding for this forthcoming year. It is hoped that we will be able to continue providing this service at a similar level as the pilot. As all procedures and recording methods are in place there would be minimum set up time required. If we are successful we will, with the help of the steering group, review the current pilot and implement a more formal outcome based reporting model.

Change to debt service agreement with the Welsh Assembly our funders for this service. Due to the higher than expected demand for this service we have negotiated a change to our Service Level Agreement. We will, from this year, increase the number of referrals accepted for the service, provide a higher number of referred people with lower level debt services and reduce the number of in depth cases we take on.

Continue to work closely with LA to reduce the need for non productive work. We feel that although the change to service delivery has been beneficial it has raised issues regarding other changes that could be made to improve our already good working relationship. We will be using the new homeless forum group as the discussion group to raise ideas and gain joint agreements for implementation of any changes. The aim as always is to provide the best service within the existing resources of all agencies.

Continue to gain support for our 24 hour project which incorporates emergency bed spaces. As we are all aware there is no additional funding for new projects and there may be cuts to current budgets. We will not let this deter us as we will try to gain support on the grounds that this type of prevention work is cost effective in the long run.

Funding issues are affecting all sectors and services. Although the demand on our services continues to increase we are fully aware an increase or new funding is unlikely. Our concerns regarding the future of PCS and the effect reduced or lost services will have on our client group are at the forefront of our future planning. We can and do provide ample information to our current funders regarding the demand on our services and we hope that funding is not cut or lost over the next few years. There has, as expected for this year, been no uplift granted from our main funders WAG but our overheads will continue to rise. For this forthcoming year we will be able to stand the increased overhead charges but if this continues for further years we will have to consider, along with further freezes on salaries, possibly reducing employee hours.

Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010

With the continued rise in demand for service and our existing lean working strategy we are all at PCS fully aware of the challenges to come

We have already had to make service level delivery changes which will result in a lower level of service for many and possible exclusion of services for some groups. We will continue to identify and make changes dependant on the ongoing demand throughout the year. Our priorities for this and future years, will be to provide our services to all non priority homeless, comply with our service level agreements for specific groups, endeavour to retain the Generic Support Service and to utilise any remaining resources to provide our services to as high a number of other groups as possible

Auditors

Ashmole and Co, have agreed to offer themselves for re-appointment as charity auditors

Small Company Exemption

This report is prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies.

Financial Statements

The Council of Management confirms that the financial statements have been prepared in accordance with the Companies Act 1985 and the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2005)

Grant Making Policy

Where clients are in need of assistance to purchase basic furniture for their new accommodation or require initial financial assistance to budget for their transfer to independent living, grants for furniture and/or food are available

The Society acts as guarantor for the bonds required by landlords from their clients. Whilst no payment is made initially, on many occasions the landlords call on the guarantee and funds are made available by the Society

Prepared by

Approved by the Council

Carol Crowther
Managing Director

Geraldine Morgan
Chairperson

**Pembrokeshire Care Society
Charity Number: 1048218
Council of Management Report
for the Year Ended 31st March 2010**

Company and charity law requires the Council to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of its financial activities for that period. In preparing those financial statements, the Council is required to

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

The Council is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with applicable Accounting Standards and Statements of Recommended Practice and the regulations made under s44 of the Charities Act 1993. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**STATEMENT AS TO DISCLOSURE OF INFORMATION TO
AUDITORS**

So far as the Council is aware, there is no relevant audit information (as defined by Section 234ZA of the Companies Act 1985) of which the charity's auditors are unaware, and the Council has taken all the steps that ought to have taken as a management body in order to make aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

ON BEHALF OF THE COUNCIL OF MANAGEMENT:

Date . . .

**Report of the Independent Auditors to the Members of
Pembrokeshire Care Society**

We have audited the financial statements of Pembrokeshire Care Society for the year ended 31st March 2010 on pages nineteen to twenty six. These financial statements have been prepared in accordance with the accounting policies set out therein and the requirements of the Financial Reporting Standard for Smaller Entities (effective January 2007)

This report is made solely to the charity's members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the members those matters we are required to state to them in an auditors' 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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of Council of Management and auditors

The Council's responsibilities for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards are set out on page sixteen.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 2006. We also report to you whether in our opinion the Report of the Council of Management is consistent with the financial statements, if the charity has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding Council's remuneration and other transactions is not disclosed.

We are not required to consider whether the statements in the report of the Council of management concerning the major risks to which the Charity is exposed covers all existing risks and controls, or to form an opinion on the effectiveness of the charity's risk management and control procedures.

We read the Report of the Council of Management and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the financial statements. Our responsibilities do not extend to any other information.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the Council in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities, of the state of the charitable company's affairs as at 31st March 2010 and of its incoming resources, including its income and expenditure, for the year then ended,
- the financial statements have been properly prepared in accordance with the Companies Act 2006.

Ashmole & Co
Chartered Certified Accountants
Registered Auditors
Williamston House
7 Goat Street
Haverfordwest
Pembrokeshire
SA61 1PX



Date 11th August 2010

PEMBROKESHIRE CARE SOCIETY
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
for the year ended 31st March 2010

	Note	<u>Unrestricted Income Funds</u>		Restricted Funds	Total 2010	Total 2009
		General Funds	Designated Funds			
		£	£	£	£	£
Incoming resources						
Incoming resources from generated funds						
Voluntary income	App 1	2,528	-	-	2,528	2,763
Investment income (wholly bank interest)		1,095	-	-	1,095	4,332
Incoming resources from charitable activities	App 1	103,397	-	330,795	434,192	380,296
		<u>107,020</u>	<u>-</u>	<u>330,795</u>	<u>437,815</u>	<u>387,391</u>
Resources Expended:						
Charitable Activities						
Salaries and pensions		53,675	-	241,496	295,171	269,197
Staff travel expenses		2,416	-	11,138	13,553	11,459
Bonds paid out in year		-	-	15,185	15,185	5,762
Membership, subscription and course fees		857	-	3,038	3,895	844
Other transport costs		-	-	-	-	828
Furniture grants		-	-	773	773	1,127
Travel Warrants		-	-	6,406	6,406	-
Stationery and Telephone		1,394	-	18,577	19,971	17,962
Rent and rates		3,221	-	11,419	14,640	11,160
Depreciation		-	-	1,719	1,719	2,578
Assets written off		-	-	-	-	1,085
Office repairs, renewals and cleaning		484	-	1,715	2,199	1,988
Light and heat		1,019	-	3,614	4,634	913
Insurances		275	-	973	1,248	1,682
IT, Webpage and Software costs		-	-	1,326	1,326	-
Bank charges		20	-	-	20	15
Sundry expenses		808	-	-	808	3,306
Consultancy		-	-	3,974	3,974	2,824
Recruitment costs		-	-	697	697	671
New Premises - Capital Purchases		-	-	-	-	11,237
Photocopier		845	-	632	1,477	-
		<u>65,013</u>	<u>-</u>	<u>322,683</u>	<u>387,696</u>	<u>344,635</u>
Governance costs						
Salaries and pensions		847	-	3,387	4,234	3,725
Companies House fee		15	-	-	15	-
Accountancy and audit		-	-	2,290	2,290	2,318
		<u>862</u>	<u>-</u>	<u>5,677</u>	<u>6,539</u>	<u>6,043</u>
Total resources expended		<u>65,874</u>	<u>-</u>	<u>328,360</u>	<u>394,234</u>	<u>350,678</u>
Net income for the year		41,145	-	2,436	43,581	36,713
Transfers						
Gross transfers between funds	App 2	(7,140)	7,140	-	-	-
Net movement in funds		<u>34,005</u>	<u>7,140</u>	<u>2,436</u>	<u>43,581</u>	<u>36,713</u>
Reconciliation of funds						
Total funds brought forward	9	141,979	47,957	66,465	256,401	219,688
Balance carried forward	9	<u>175,984</u>	<u>55,097</u>	<u>68,901</u>	<u>299,982</u>	<u>256,401</u>

PEMBROKESHIRE CARE SOCIETY

BALANCE SHEET
as at 31st March 2010

	Note	2010		2009	
		£	£	£	£
Fixed assets					
Tangible assets	6		2,823		2,587
Current assets					
Debtors and prepayments	7	17,556		8,772	
Cash at bank and in hand		285,169		250,235	
		<u>302,725</u>		<u>259,007</u>	
Current liabilities					
Sundry creditors and accruals	8	<u>(5,566)</u>		<u>(5,193)</u>	
Net current assets			297,159		253,814
Total assets less current liabilities	13		<u><u>£299,982</u></u>		<u><u>£256,401</u></u>
 Represented by ·					
Unrestricted general funds	9		175,984		141,979
Unrestricted designated funds	9		55,097		47,957
Restricted funds	9		68,901		66,465
			<u><u>£299,982</u></u>		<u><u>£256,401</u></u>

These financial statements are prepared in accordance with the special provisions of Part VII of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard for Smaller Entities (effective June 2002) The statutory accounts for the relevant year have been delivered to the Registrar of Companies

The financial statements on pages 19 to 26 were approved by the council on the *11th August 2010* and signed on its behalf by

Member of Council

H. Scarfield
Paul. O'Connell

Notes to the Financial Statements
for the Year Ended 31 March 2010

1 ACCOUNTING POLICIES

Basis of Accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2005) issued in March 2005, applicable UK Accounting Standards and the Companies Act 2006

The charity has taken advantage of the exemption from preparing a cash flow statement conferred by Financial Reporting Standard No 1 on the grounds that it qualifies as a small company under the Companies Act 1985

Accounting Convention

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2007)

Incoming Resources

Incoming Resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income

Voluntary income received by way of grants, donations and gifts is included in full in the statement of Financial Activities when receivable. Grant funding, where entitlement is not conditional on the delivery of a specific performance by the charity, is recognised when the charity becomes unconditionally entitled to the grant. Grants for capital purposes are included as incoming resources of restricted funds when received. The balance of the restricted fund carried forward each year is reduced by the depreciation on the grant-funded element of the assets concerned.

An analysis of income is given in Appendix 1. Income is deferred by reference to the unexpired portion of the funded project in question on a time basis.

Investment income is included when receivable.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer Equipment	- Straight line over 3 years
Office Equipment	- 15% on reducing balance

Restricted and Unrestricted funds

The accounts distinguish between restricted and unrestricted funds. The former are received from donors and are subject to restrictions on the purpose for which they may be used.

Unrestricted funds are those where there are no externally imposed restrictions. These include those freely available to the charity for expenditure or appropriation to reserves for internally designated purposes.

In order that the charity can continue to operate if grant aid from current donors is not forthcoming in the future, designated funds have been allocated in order to allow time to identify sources of grants and/or meet any resulting redundancy costs and potential bond liabilities.

Grants receivable are included in the income and expenditure account for the period in respect of which they are received; deferred income is provided by reference to the unexpired portion of the funded project on a time basis.

Resources expended and basis of allocation of costs

Expenditure is recognised on an accruals basis when incurred.

The majority of the costs are directly attributable to the objects of the charity and are allocated accordingly.

Charitable expenditure comprises the costs incurred by the charity in the operation of its activities and services for its clients. It includes both the costs which can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

PEMBROKESHIRE CARE SOCIETY

NOTES TO THE ACCOUNTS For The Year Ended 31st March 2010

Resources expended and basis of allocation of costs (cont)

Any costs involving a number of the Charity's objects is apportioned on a fair and reasonable basis

Support costs represent the costs of maintaining the office premises and the society's equipment

Administration costs are those attributable to the management of the charities assets and compliance with constitutional and statutory requirements

Pensions

The society operates a stakeholder pension scheme Contributions payable for the year are charged in the Statement of Financial Activities

2 NET INCOMING RESOURCES

Net incoming resources are stated after charging	2010 £	2009 £
Depreciation - owned assets	1 719	-
Other accountancy services	1,230	1,205
Auditors' remuneration	1,000	980
	<u>3,949</u>	<u>2 185</u>

3 STAFF COSTS

	2010 £	2009 £
Salaries and Wages	263,615	239 152
Employers NIC	23 539	21,554
Pension Contributions (money purchase scheme)	12,251	12 216
	<u>299 404</u>	<u>272 922</u>

No employees received remuneration in excess of £60,000 during the year

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

	2010	2009
Advocacy and support	13 5	12 0
Administration	1 0	1 0
	<u>14 5</u>	<u>13 0</u>

4 SUPPORT COSTS

	2010 £	2009 £
Included within Direct Charitable Expenses		
Salaries and pensions	38 102	35 277
Premises costs	2 220	2 031
Other	2 709	3 284
	<u>43 030</u>	<u>40 592</u>
Governance costs		
Salaries and pensions	4 234	3,725
Audit and accountancy	2,290	2 318
	<u>6 524</u>	<u>6 043</u>

PEMBROKESHIRE CARE SOCIETY

**NOTES TO THE ACCOUNTS
For The Year Ended 31st March 2010**

5 TAXATION

The Company is exempt from corporation tax under section 505 of the Income and Corporation Taxes Act 1988

6 TANGIBLE FIXED ASSETS

	Computer Equipment £	Office Equipment £	Total £
Cost			
At 1st April 2009	10 816	8 510	19,326
Additions	1 955	-	1,955
Disposals	-	-	-
At 31st March 2010	<u>12,771</u>	<u>8 510</u>	<u>21 281</u>
Depreciation			
At 1st April 2009	10 016	6,723	16,739
Charge for the Year	1 452	268	1,719
Elimination on Disposal	-	-	-
At 31st March 2010	<u>11 468</u>	<u>6,991</u>	<u>18,458</u>
Net Book Value			
At 31st March 2010	<u>1,303</u>	<u>1 519</u>	<u>2 823</u>
At 31st March 2009	<u>800</u>	<u>1 787</u>	<u>2 587</u>

All fixed assets are used in the direct furtherance of the charities objectives

7 DEBTORS AND PREPAYMENTS

	2010 £	2009 £
Amounts falling due within one year		
Prepayments	2 824	5 647
Pembrokeshire Care Society office bond	3 125	3,125
Accrued Income - PCC GSS & GSS Sub	11,607	-
	<u>17 556</u>	<u>8 772</u>

8 CREDITORS

	2010 £	2009 £
Amounts falling due within one year		
Deferred income	3 333	1 500
Other creditors	2 233	3,693
	<u>5 566</u>	<u>5 193</u>

PEMBROKESHIRE CARE SOCIETY

NOTES TO THE ACCOUNTS For The Year Ended 31st March 2010

The movements on deferred income are analysed as follows

	As at 1st April 2009 £	Transfer to 2010 Funding £	Deferral of Income Received in year £	As at 31st March 2010 £
PCC Funding	1 500	(1 500)	-	-
PCC - Pathways Social Lettings Agency	-	-	3 333	3,333
	<u>1 500</u>	<u>-</u>	<u>3 333</u>	<u>3 333</u>

9 RESERVES

	<u>Unrestricted Income Funds</u>		
	General funds £	Designated funds £	Restricted funds £
At 1st April 2009	141 979	47 957	66 465
Net movement of resources in year	41,145	-	2,436
Funds Transfer	(7 140)	7,140	-
At 31st March 2010	<u>175 984</u>	<u>55 097</u>	<u>68 901</u>

The designated funds are those set aside by the Council of Management to cover running costs/ redundancy payments if grant funding is unavailable and is held in a separate bank account

Restricted funds carried forward are the unexpended portions of grants received and due for periods up to 31st March 2010. This includes funds received to cover bond guarantees of £50 455 which are held in a separate bank account

In the Council of Management's opinion sufficient resources are held in an appropriate form to enable the funds to be applied in accordance with any restrictions

Restricted funds are held in the form of assets and cash balances

10 TRUSTEE INDEMNITY INSURANCE

The society paid trustee indemnity insurance of £461 69 during the year

PEMBROKESHIRE CARE SOCIETY

NOTES TO THE ACCOUNTS For The Year Ended 31st March 2010

11 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	2010 £	2009 £
Commercial contracts	103,397	82,817
Grant funding	330,795	297,479
	<u>£434,192</u>	<u>£380,296</u>

12 COUNCIL OF MANAGEMENT REMUNERATION & RELATED PARTY TRANSACTIONS

No members of the Council of Management received any remuneration or expenses from the Society
No related party transactions occurred during the year

13 ANALYSIS OF NET ASSETS

	<u>Unrestricted Income Funds</u>			
	General Fund £	Designated Fund £	Restricted Fund £	Total £
Fixed Assets	-	-	2,823	2,823
Cash at Bank && In Hand	175,984	55,097	54,088	285,169
Debtors & Prepayments	-	-	17,556	17,556
Liabilities	-	-	(5,566)	(5,566)
	<u>175,984</u>	<u>55,097</u>	<u>68,901</u>	<u>299,982</u>

PEMBROKESHIRE CARE SOCIETY

Analysis of Incoming Resources

For the Year Ended 31st March 2010

	<u>Unrestricted Income Funds</u>		Restricted Funds	Total 2010	Total 2009
	General Funds	Designated Funds			
	£	£	£	£	£
Resources Arising					
Voluntary income					
On-line filing incentive	75	-	-	75	100
Training	15	-	-	15	-
Donations	970	-	-	970	2,663
Talk Together	300	-	-	300	-
Photocopier	845	-	-	845	-
Pembrokeshire Care Society Dinner	323	-	-	323	-
	<u>2,528</u>	<u>-</u>	<u>-</u>	<u>2,528</u>	<u>2,763</u>
Incoming resources from charitable activities					
NAW - Section 180 Funding	-	-	202,277	202,277	199,287
Supported Housing Project Income	-	-	26,552	26,552	25,841
Crisis payments	-	-	310	310	1,343
Probation service partnership funding	-	-	9,982	9,982	10,206
Under 18's PCC Funding for AAA and Bond	-	-	6,372	6,372	6,274
Funding for AAA and Bond Scheme - Pembs C C	-	-	12,940	12,940	21,005
NAW Bonds	-	-	9,982	9,982	5,100
PCC RSC	-	-	-	-	-
NAW Debt	-	-	30,426	30,426	28,424
PCC GSS	82,050	-	-	82,050	82,817
Lloyds TSB	-	-	10,000	10,000	-
NAW - Social Lettings	-	-	8,135	8,135	-
GSS Sub	21,347	-	-	21,347	-
Travel Warrants	-	-	5,544	5,544	-
Assisted Tenancy Scheme	-	-	8,275	8,275	-
	<u>103,397</u>	<u>-</u>	<u>330,795</u>	<u>434,192</u>	<u>380,296</u>

PEMBROKESHIRE CARE SOCIETY

For the Year Ended 31st March 2010

RESTRICTED FUNDS

	Reserve Balance 1st April 2009 £	Grant Income £	Total Funds Available	Expenditure						Fund Transfers £	Reserve Balance 31st March 2010 £
				Advice, Assistance & Advocacy £	Supported Housing £	Bonds & Lettings Scheme £	Resettlement £	Furniture Fund £	Travel Warrant £		
NAW - Section 180 Funding	-	202,277	202,277	111,253	-	70,797	20,227	-	-	-	-
Supported Housing Income	-	26,552	26,552	-	26,552	-	-	-	-	-	-
Under 18's PCC Funding for AAA and Bonds	5,981	6,372	12,353	9,167	-	3,186	-	-	-	-	-
PCC Funding for AAA and Bonds	-	12,940	12,940	12,940	-	-	-	-	-	-	-
Dyfed Probation Service	224	9,982	10,206	5,103	-	5,103	-	-	-	-	-
NAW - Debt	-	30,426	30,426	30,426	-	-	-	-	-	-	-
Lat Canteen	896	-	896	34	-	-	-	-	862	896	-
Furniture Fund	2,059	-	2,059	-	-	-	-	773	-	773	1,286
Crisis Payment Donation	6,850	310	7,160	-	-	-	-	-	-	-	7,160
Bonds	-	9,982	9,982	-	-	9,982	-	-	-	-	-
Bond Liability Fund	50,455	-	50,455	-	-	-	-	-	-	-	50,455
Travel Warrant Agencies	-	5,544	5,544	-	-	-	-	-	5,544	-	-
Lloyds TSB	-	10,000	10,000	-	-	-	-	-	-	-	10,000
NAW - Social Lettings	-	8,135	8,135	-	-	8,135	-	-	-	-	-
	66,465	322,520	388,985	168,923	26,552	97,203	20,227	773	6,406	-	68,901

UNRESTRICTED

DESIGNATED FUNDS

	Total	Running Costs	Redundancy
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Balance brought forward
Funds Transfer
- Increase Redundancy Provision

Balance carried forward