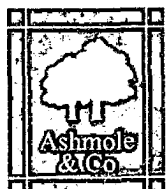
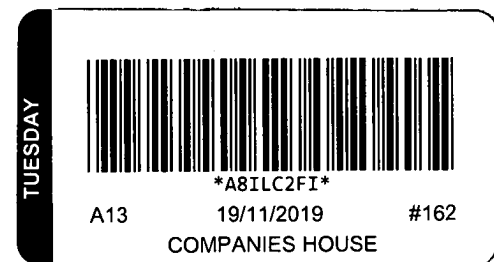


REGISTERED COMPANY NUMBER: 03062605 (England and Wales)
REGISTERED CHARITY NUMBER: 1048218

**Report of the Trustees and
Financial Statements for the Year Ended 31 March 2019
for
Pembrokeshire Care Society**

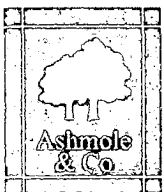
Ashmole and Co.
Chartered Certified Accountants and Statutory
Auditors
Williamston House
7 Goat Street
Haverfordwest
Pembrokeshire
SA61 1PX



Pembrokeshire Care Society

**Contents of the Financial Statements
for the Year Ended 31 March 2019**

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Pembrokeshire Care Society

**Reference and Administrative Details
for the Year Ended 31 March 2019**

TRUSTEES

Mrs G Morgan
Mrs J Davies
Mrs A Symons
Mr P Lucas
Mr R Sinnett
Mr C Sheridan
Mrs G Bowen
Mrs J Foss (resigned 22.5.18)
Mrs E Hayes (resigned 4.2.19)
Mrs A Thomas
Mrs L Hughes (resigned 27.2.19)
Mr B G Jenkins
Mrs L Bowden (appointed 19.3.19)

SENIOR MANAGEMENT

Carol Crowther
Bethan Howell

REGISTERED OFFICE

19 Market Street
HAVERFORDWEST
Pembrokeshire
SA61 1NF

REGISTERED COMPANY NUMBER 03062605 (England and Wales)

REGISTERED CHARITY NUMBER 1048218

AUDITORS

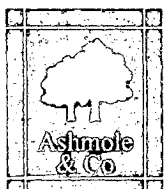
Ashmole and Co.
Chartered Certified Accountants and Statutory
Auditors
Williamston House
7 Goat Street
Haverfordwest
Pembrokeshire
SA61 1PX

SOLICITORS

JCP Solicitors,
Oak Corner,
Winch Lane,
Haverfordwest.

BANKERS

Lloyds Bank Plc,
Victoria Place,
Haverfordwest.



**Report of the Trustees
for the Year Ended 31 March 2019**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2019. The trustees have adopted the provisions of 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).

**Report of the Trustees
for the Year Ended 31 March 2019**

OBJECTIVES AND ACTIVITIES

Overview

Pembrokeshire Care Society (PCS) which incorporates Pathway Lettings (PL) was founded in 1979. Our service users are often the most marginalised groups in society and the majority will be entitled to very limited statutory assistance. Our aim continues to be balancing the ever increasing demand on our services with respect to the reductions or changes to our funding streams and the changing customer groups needs by innovation and a speedy reaction to change.

We continue to serve the people of Pembrokeshire and firmly believe that our success is due to our local knowledge and expertise in our field. Our model of working has been developed to meet the demanding needs of providing services in a rural area. The quality and standard of our services has been acknowledged by independent audits and individuals as being at an exceptional standard.

Our services, both practical and legal, include housing and homeless advice, assistance and advocacy, welfare and debt advice, administration of bond schemes and our generic tenancy support scheme. We have also developed and manage Pembrokeshire's Social Letting Agency Pathway Lettings. Although we work with all customer groups we continue to provide the majority of our services to the non priority homeless.

Geographically Pembrokeshire comprises of a large rural area with a number of large towns surrounded by villages and small rural communities. The difficulty of 'provision of services to all' remains one of our biggest challenges. We use a balance of outreach surgeries, floating support, a free phone number and our travel warrant scheme to give our customers a number of options to access PCS services. We have a generic duty worker available during core hours to deal with immediate or crisis problems and to facilitate service access options dependant on need. We also maintain a presence within the Local Authority Housing Department at agreed times during core hours.

PCS maintain the Advice Quality Standard which will be due for review and renewal in December 2019.

Continuing cost saving exercises remain key to offering value for money services to all stake-holders. Resources remain stretched and has impacted upon our open door policy. For some client groups we now have a reduced service with referrals and signposting for these customers to those statutory bodies who may have a duty and funding to assist. As always, PCS remains open to co-working and negotiations to increase and improve formal and informal service level agreements. We continue to meet, surpass or negotiate to amend all targets in this regard.

PCS continues to focus on close working relationships with the Local Authority Housing Department. There are continued plans for shared training with regards to Housing Legislation and the roll out of Universal Credit Full Service which took place in Autumn 2018. The implementation of UC has impacted upon the organisation's most vulnerable clients. However, tenancy support teams, advice workers and Welfare Benefit Coordinators continue to work closely with DWP to identify potential trends and issues. PCS provides a HNA completion service for those clients who are unable to be seen by the Housing Department.

This year has seen a significant increase in Rough Sleepers accessing our services. Continued communications with StreetLink and our local authority has monitored this increasing development. Once again these statistics could be attributed to the roll out of UC and those losing their tenancies or unable to access accommodation in the private rental sector. In addition, the general public have an increased awareness of those who are street homeless and are taking steps to report quickly and effectively. PCS have established Outreach Packs that are sited in the main five police stations around the county. The scheme allows rough sleepers to access basic provisions until they are able to engage with statutory services on the next working day. This is funded purely from donations and internal fundraising.

Pathway Lettings' profits continue to increase. Our leasing project of 5 units for single person accommodation has been successful and is now generating a small income. It is still hoped that this will lead to an additional project if the success continues and we can evidence feasibility and cost effectiveness to statutory groups. In addition, 2019 will see two new training flats added to our portfolio to be let out to Social Services as a stepping stone for Young individuals on their journey to independence.

All our services remain dependant on continued funding. Concerns continue with regard to short term funding agreements and the need to prove sustainability of the organisation when attempting to source additional funding.

**Report of the Trustees
for the Year Ended 31 March 2019**

OBJECTIVES AND ACTIVITIES

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 can be made available dependant on current funds.

PCS acts as a guarantor for bond guarantee certificates as required by landlords for new tenants. Whilst no payment is made initially, if the landlords claim on the guarantee payment is made by PCS. Bond allocations are subject to our claim rates.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The number of people who approached us for assistance totalled 1440 new clients. 1046 of whom would be deemed non-priority homeless and so would have limited duties owing to them from any statutory services. With 639 existing clients at the start of the year, we have this year worked with over 2000 people. Our Pathway Lettings and Bond schemes continues to provide both our non-priority homeless and the Local Authority priority homeless groups with a steady source of private sector tenancies. This year we administered 98 new bonds and manage a total bond liability across all our Bond Schemes of £67,111. We narrowly failed to meet our target for bond administration. We attribute this to landlords remaining wary of offering accommodation if the tenant is in receipt of Universal Credit. In addition, clients appear insecure of the impact of monthly payments of UC.

The Supporting People Generic Support Service still incorporates the GSS Local Authority scheme and we still provide support to the Gypsy Traveller community, although this comes under the umbrella of the GSS.

All quality standards have been retained and Pathway Lettings staff continue to work alongside Rent Smart Wales licensing protocol. In addition they are still assisting some stand alone landlords with the process of registration.

We are in the early stages of the development of a specific Pathway Lettings Database as again we could not find anything on the open market that met our needs and was deemed to be affordable.

We still aim to provide the best services possible to the people of Pembrokeshire within the current resources whilst ensuring employee's caseloads are manageable.

FINANCIAL REVIEW

Principal funding sources

The principal funding sources for the work of Pembrokeshire Care Society this year are that of the Welsh Government Homelessness Prevention Grant Programme to the value of £217,920 and the Supporting People Grant of £300,878. This year's funding was used to fulfill 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.

**Report of the Trustees
for the Year Ended 31 March 2019**

FINANCIAL REVIEW

Reserves policy

In order that the Society can continue to operate if grant funding aid is not forthcoming in the future, unrestricted free reserves (excluding funds designated for specific purposes) are being maintained in order to allow time to identify alternative sources of funds and/or meet any resulting redundancy costs. The Council of Management holds free reserves up to a level equivalent to 2.8 months running costs plus longer term contractual costs (based on expenditure in the current year), the balance at 31st March 2019 amounting to £153,993 (2018 - £244,895).

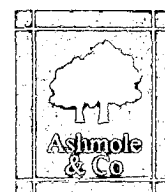
PCS has designated funds for the purpose of Senior Management Succession Planning, £48,000 remaining as designated as at 31st March 2019.

Redundancy costs are calculated at statutory minimum level as at 31st January each year. PCS holds £71,524 for this purpose.

£10,500 remains as designated for the ongoing development and maintenance of the new database and £10,000 remains designated for staff related costs. The Pathway Lettings development fund stands at £78,079 as at the year-end, and a total of £50,000 has been ring-fenced towards property maintenance.

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 2019 the Society has a bond liability of £14,600 and a bond reserve of £14,600.

We also have money under management for the Local Authority which is used specifically for the following purposes, e.g. Bonds, Rent In Advance, White Goods, Landlord Enhancements, PCC Travel Warrants.



**Report of the Trustees
for the Year Ended 31 March 2019**

FUTURE PLANS

Difficult times continue for all sectors working with vulnerable people. With regard to Pembrokeshire Care Society, the continuing cuts to funding budgets combined with the short term and late funding acceptance notices from our major funders now makes medium and long term planning, securing match funding and proving financial sustainability an impossible task.

We remain concerned about our open door policy, due to increased demand and less funding, we had unfortunately had no option but decline and/or reduce our services to some clients. These client groups were identified as other providers had received funding specifically for them. We now find that the specifications of those new service level agreements are not being met. We intend to challenge these service funders in the attempt to ensure these client groups receive a service they deserve.

Our second concern is the changes to the benefit system which is already having a negative effect on the ability to retain and support landlords who have historically accepted the more vulnerable and chaotic client groups. The changes are in direct conflict with the new housing legislation aims of utilising more of the private rented sector. We will continue to raise the awareness of this conflict and challenge for change with the aim of preventing homelessness.

Pathway Lettings (PL) is now into its fourth year at the new office premises. With the advantage of street access it has seen more footfall from both clients and landlords. To enhance PL's public profile more and to develop further enticement of additional landlords, Local Authority Housing Department granted a small proportion of funding to allow PL to campaign landlords and focus on the possibility of a return of a Pembrokeshire Landlord's Forum. This funding will also incorporate the development of a tenancy-training programme, which will be delivered to PCS' client group to assist with tenancy sustainability and therefore decreasing the cycle of failed tenancies. These two projects are now underway. Local Authority Housing Department have also ring-fenced funding to help vulnerable tenants maintain their tenancies when issues cause rents arrears, or when trying to accommodate ex-offenders. Several tenancies were saved and landlords retained in the last financial year as a direct result of this funding. Landlords are more inclined to offer a tenancy to a vulnerable client knowing that Local Authority support is in place. Pathway Lettings income continues to increase each year. If funding remains static, we envisage this income will cover the increase in expenditure for the next three years. We will continue to look at additional ways of increasing this income.

PCS' pursuit for a more suitable office premises has been successful. A suitable building, in a favourable area, with larger office space and additional space for residential units has been identified and completion of sale took place in August 2018. Refurbishment work is currently underway with the aim of moving in during April 2019. Pathway Lettings will be fully managing the 2 residential units located on the top floor of the new office building. Both units will be leased by the PCC Social Service Directorate and the rental income generated will cover the ongoing maintenance of the property. The added advantage will be we will have no office rental charges to pay for our main office, which will assist us further to manage and retain our current levels of service with static funding budgets.

Pathway Lettings are currently working on the development of their own database. We envisage that a PL specific database will assist the future expansion of the Social Lettings Agency through streamlining recording methods and triggering key dates. This development is expected to reduce time spent on rental management and so allow for further development without the need for further staffing resources and will be implemented in the coming year.

PL development and expansion is going well and the opportunity has arisen for them to market and manage their first commercial let in the forthcoming year. PL also hope to pilot holiday letting in the local area. All development avenues are in a bid to increase profit which is invested back into the organisation to assist with housing vulnerable individuals of the community.

PCS' joint working with PCC Housing Department continues to strengthen. The partnership has already produced joint and standardised paperwork including Housing Needs Assessments, financial assessments and information packs. This will continue to be reviewed and developed further. The aim as always to provide the best service for vulnerable people, reduce duplication, identify other support needs early in the process and secure and maintain suitable affordable tenancies. Feedback regarding the joint working service remains positive and PCS will continue to monitor its progress and work with the local authority to develop it further.

The threat to the organisation of the loss of the Generic Support Service due to re-tendering process by Supporting People, has overshadowed the organisation for a number of years now, however our recent re-tendering efforts have been successful with the new tender contract commencing as of July 2019.

Negotiations on all Service Level Agreements will be undertaken during the year.



**Report of the Trustees
for the Year Ended 31 March 2019**

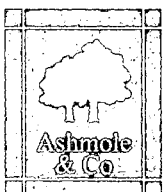
The Advice Quality Standard audit is scheduled for December 2019. Bethan Howell (Operational Manager) will be fronting the preparation and auditing process as the newly appointed Advice Quality Standard Representative. We are aware of changes being made to the AQS accreditation and are looking forward to being involved in development and implementation of the Welsh specific Advice Quality Standard.

Succession Planning implementation and spending is on target, the restructuring of the Finance and Administration Team to include the recruitment of a trainee Co-ordinator to take over this side of the business has taken place. Succession Planning is going well and next year we will see the restructuring changes of Senior Management and the Finance and Administration Team start to take effect.

Welsh Government continue to award grant funding for a six-month period only to all schemes. PCS have no concerns regarding the retention of this grant based on compliance to grant specifications and local authority support. However, any funding reduction or loss will have a serious detrimental affect including loss of staff and services.

The never changing ethos of Pembrokeshire Care Society has and will always be that no person should have to sleep rough. However, we also believe that not all persons can or should have their own tenancy. We will continue to raise awareness of the need for a project for those who are not, able or willing, at the time of homelessness to successfully manage their own accommodation. Experience and historic evidence show that however good a support service is, there are still a high number of failed tenancies often due to the tenant being not accommodation ready when entering into the tenancy.

PCS are fully aware that funders who are inclined to be sympathetic towards homelessness and the associated social problems will need to continue making difficult allocation of funding choices. There will be limited options for further development and/or additional funding to allow for the expansion of existing services. We will however strive to maintain our services and meet our aims and objectives within the limits of our resources. All within PCS remain committed to the long-term future of the organisation and provision of services specific to Pembrokeshire's needs.



**Report of the Trustees
for the Year Ended 31 March 2019**

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 governing document, in 2013, has again been reviewed, amended, adopted and accepted by the Charity Commission to simplify its objectives and better meet the charitable aims of the association.

The Company's objectives are:

- To relieve the effects of poverty, housing problems (e.g. financial management, inadequate/substandard accommodation, setting up and maintaining tenancies and other related issues including advocating with courts, landlords, statutory departments, health professionals and other organisations) and homelessness on individuals and families who present to the charity for assistance.
- To promote the study, research and campaigning into all aspects and methods of relieving and/or prevention of the effects of poverty, housing problems and homelessness.
- To raise awareness and educate the public regarding the effects of poverty, housing need and homelessness on individuals and families through activities such as consultation work, reporting, advertising, presentations to local and national groups and information sessions in schools.

Areas of Expertise:

PCS provide advice, assistance and advocacy on housing, homeless rights, evictions, welfare benefits, housing benefits and debt issues. We also administer bond guarantees and rent in advance payments in partnership with client specific organisations and local private landlords. We also manage a large tenancy support scheme which operates across any tenure. We continue to develop formal and informal partnerships with local education, training and other like-minded organisations that assist us to meet our aims. Pathway Lettings Pembrokeshire's Social Letting Agency operates as a social enterprises.

Customer Groups Served:

PCS provides services for anyone over the age of 15, resources permitting. PCS also have specialist services available for young people and families, again dependant on Service Level Agreement funding continuing. The charity also, with the aim of continuation of future services, provides advice for Private Sector Landlords on tenancy law and other related issues.

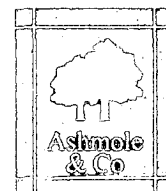
Recruitment and appointment of new trustees

There have been 11 members of the Council during the year, all of which are trustees. 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, if they wish to remain as a trustee, they must be re-elected at the next Annual General Meeting.

At the 2018 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 will usually include the Managing Director and Operational Manager.

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, by current Council members, to offer themselves for election to the Council.



**Report of the Trustees
for the Year Ended 31 March 2019**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Full Committee meetings are held 5 times per year. The Annual General Meeting is held in November.

Meetings with the Management Committee are held as required when day-to-day running requires discussion. In addition, a pre committee meeting is held approximately three weeks prior to every full committee meeting. Any matters arising are discussed and a report if required is produced for Full Committee. Full Committee gives final approvals of proposals.

Cross Scheme Co-ordinator meetings are held monthly or as required. Relevant information from these meetings is cascaded down to Management and Staff meetings.

Scheme Management meetings are held monthly or as required to discuss operational process and to ensure cross scheme working is effective.

Scheme Staff meetings are held regularly and addition relevant issues from Scheme Management meetings are included.

Appraisal and Information Days are held twice a year. Training and scheme updates are on the agenda.

A three-year business plan is available but due to short term funding and concern of questions being raised from these same funders only short term goals can be accurately reported on. However, a more accurate analysis of the current situation and future planning is depicted in the Annual Report, which takes account of economic and other external influences, which affect development and sustainability.

A service delivery strategy, which includes appointment times, duty worker availability, advice centre timetable, staff cover for absences and cost factors, has been established and is evaluated on a regular basis by the Operational Manager.

Written Reports and Statistical Monitoring are provided to the funders and partners at agreed times.

All Policy, Procedures, Forms, Letters and Information documentation (PPFL'I) and the index are reviewed as a minimum on an Annual basis. Operational procedures are reviewed immediately when changes/improvements are identified and agreed.

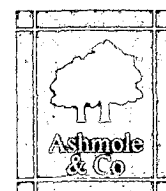
For additional support and in order to safeguard PCS's committee and employees, PCS subscribe to Peninsula Employment Specialists for legal and practical advice on employment issues. We also contract to Peninsula for Health and Safety Advice to ensure continual compliance.

Induction and training of new trustees

Prior to election prospective 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 can access trustee training if required.

Public Benefit

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



**Report of the Trustees
for the Year Ended 31 March 2019**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The charity has and continues to develop policies & procedures which reduce the financial and litigation risk that the charity may face. The charity holds the Advice Quality Standard. This intensive external audit ensures that the working policies, procedures and ongoing training provide as low a risk as is possible for employees, committee and customers. The risk management policy is reviewed annually and presented to the Council for full approval at the AGM.

**Report of the Trustees
for the Year Ended 31 March 2019**

STATEMENT OF TRUSTEES RESPONSIBILITIES

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

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

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

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Ashmole and Co., will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 12 November 2019 and signed on its behalf by:



Mrs J Davies - Trustee

**Report of the Independent Auditors to the Trustees of
Pembrokeshire Care Society (Registered number: 03062605)**

Opinion

We have audited the financial statements of Pembrokeshire Care Society (the 'charitable company') for the year ended 31 March 2019 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

Other information

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

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

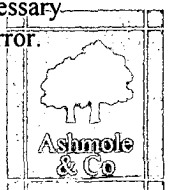
Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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



**Report of the Independent Auditors to the Trustees of
Pembrokeshire Care Society (Registered number: 03062605)**

Responsibilities of trustees

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

Our responsibilities for the audit of the financial statements

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

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's trustees 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 charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Ashmole & Co

Ashmole and Co.
Chartered Certified Accountants and Statutory
Auditors
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Williamston House
7 Goat Street
Haverfordwest
Pembrokeshire
SA61 1PX

Date: 14. 11. 2019

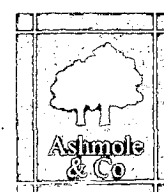


Pembrokeshire Care Society

**Statement of Financial Activities
for the Year Ended 31 March 2019**

	Notes	Unrestricted funds £	Restricted fund £	31.3.19 Total funds £	31.3.18 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	3,436	-	3,436	3,657
Charitable activities	5				
Advice, pathway letting & bond scheme		-	276,007	276,007	234,384
Pathway lettings development		-	10,000	10,000	10,000
Supporting people services		300,878	-	300,878	293,614
Travel warrant scheme		-	9,591	9,591	7,876
Community voice project		-	-	-	1,796
Other trading activities	3	66,488	-	66,488	64,337
Investment income	4	3,191	-	3,191	3,634
Total		373,993	295,598	669,591	619,298
EXPENDITURE ON					
Charitable activities	6				
Advice, pathway letting & bond scheme		14,180	299,301	313,481	277,852
Pathway lettings development		-	-	-	127
Supporting people services		330,791	-	330,791	315,991
Furniture & crisis scheme		3,390	-	3,390	2,164
Travel warrant scheme		-	9,067	9,067	7,852
Community voice project		-	-	-	4,673
Total		348,361	308,368	656,729	608,659
NET INCOME/(EXPENDITURE)		25,632	(12,770)	12,862	10,639
Transfers between funds	15	(47,235)	47,235	-	-
Net movement in funds		(21,603)	34,465	12,862	10,639
RECONCILIATION OF FUNDS					
Total funds brought forward		723,694	74,960	798,654	788,015
TOTAL FUNDS CARRIED FORWARD		702,091	109,425	811,516	798,654

The notes form part of these financial statements



Balance Sheet
At 31 March 2019

	Notes	Unrestricted funds £	Restricted fund £	31.3.19 Total funds £	31.3.18 Total funds £
FIXED ASSETS					
Tangible assets	12	269,995	7,967	277,962	15,288
CURRENT ASSETS					
Debtors	13	38,978	77,784	116,762	208,311
Cash at bank and in hand		412,107	246,164	658,271	867,914
		<u>451,085</u>	<u>323,948</u>	<u>775,033</u>	<u>1,076,225</u>
CREDITORS					
Amounts falling due within one year	14	(18,989)	(222,490)	(241,479)	(292,859)
NET CURRENT ASSETS		<u>432,096</u>	<u>101,458</u>	<u>533,554</u>	<u>783,366</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>702,091</u>	<u>109,425</u>	<u>811,516</u>	<u>798,654</u>
NET ASSETS		<u>702,091</u>	<u>109,425</u>	<u>811,516</u>	<u>798,654</u>
FUNDS	15				
Unrestricted funds				702,091	723,694
Restricted funds				<u>109,425</u>	<u>74,960</u>
TOTAL FUNDS				<u>811,516</u>	<u>798,654</u>

The notes form part of these financial statements

**Balance Sheet - continued
At 31 March 2019**

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2019.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees on 12 November 2019 and were signed on its behalf by:



Mrs J Davies -Trustee

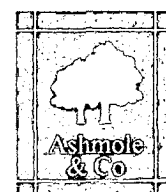


Pembrokeshire Care Society

**Cash Flow Statement
for the Year Ended 31 March 2019**

	Notes	31.3.19 £	31.3.18 £
Cash flows from operating activities:			
Cash generated from operations	1	60,897	6,145
Net cash provided by (used in) operating activities		<u>60,897</u>	<u>6,145</u>
Cash flows from investing activities:			
Purchase of tangible fixed assets		(273,731)	(4,976)
Interest received		3,191	3,634
Net cash provided by (used in) investing activities		<u>(270,540)</u>	<u>(1,342)</u>
Change in cash and cash equivalents in the reporting period		<u>(209,643)</u>	4,803
Cash and cash equivalents at the beginning of the reporting period		<u>867,914</u>	<u>863,111</u>
Cash and cash equivalents at the end of the reporting period		<u><u>658,271</u></u>	<u><u>867,914</u></u>

The notes form part of these financial statements

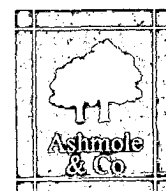


Pembrokeshire Care Society

**Notes to the Cash Flow Statement
for the Year Ended 31 March 2019**

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

	31.3.19 £	31.3.18 £
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	12,862	10,639
Adjustments for:		
Depreciation charges	11,057	8,304
Interest received	(3,191)	(3,634)
Decrease/(increase) in debtors	91,549	(91,054)
(Decrease)/increase in creditors	(51,380)	81,890
Net cash provided by (used in) operating activities	<u>60,897</u>	<u>6,145</u>



Notes to the Financial Statements
for the Year Ended 31 March 2019

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs have been allocated as far as possible between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others have been apportioned based on the estimated usage of the resource.

Support costs represent the costs of maintaining the office premises and the society's equipment, and the management of the charities assets and compliance with constitutional and statutory requirements.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off the cost of each asset over its estimated useful life or, if held under a finance lease, over the lease term, whichever is the shorter.

Office equipment	- 15% reducing balance
Computer equipment	- Straight line over 3 years
Freehold property	- 2% on cost

Taxation

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

Fund accounting

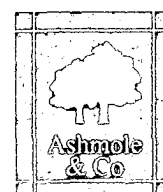
The accounts distinguish between restricted and unrestricted funds. Unrestricted funds are those where there are no externally imposed restrictions. These include those freely available to the charity for expenditure in accordance with the charitable objectives or appropriation to reserves for internally designated purposes.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

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



Pembrokeshire Care Society

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2019**

2. DONATIONS AND LEGACIES

	31.3.19	31.3.18
	£	£
Donations	<u>3,436</u>	<u>3,657</u>

3. OTHER TRADING ACTIVITIES

	31.3.19	31.3.18
	£	£
Rental income	25,148	19,853
Pathway lettings	<u>41,340</u>	<u>44,484</u>
	<u>66,488</u>	<u>64,337</u>

4. INVESTMENT INCOME

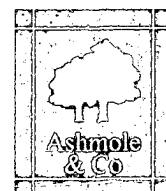
	31.3.19	31.3.18
	£	£
Deposit account interest	<u>3,191</u>	<u>3,634</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	31.3.19	31.3.18
	£	£
Grants Activity		
Grants Advice, pathway letting & bond scheme	276,007	234,384
Grants Pathway lettings development	10,000	10,000
Grants Supporting people services	300,878	293,614
Grants Travel warrant scheme	9,591	7,876
Grants Community voice project	-	1,796
	<u>596,476</u>	<u>547,670</u>

Grants received, included in the above, are as follows:

	31.3.19	31.3.18
	£	£
WG Advice, Resettlement & Bond Scheme	217,920	215,762
LA Funding for Advice, Assistance, Advocacy & Bond Scheme	11,440	11,440
LA Social Care	6,372	6,372
Travel Warrants	9,591	7,876
SP Generic Support Service	300,878	293,614
Big Lottery Funding (PAVS)	-	1,796
Rough Sleeper Count	825	810
LA Pathway Lettings Development	10,000	10,000
SSLD	4,450	-
LA Housing, Shared Accommodation Project	<u>35,000</u>	<u>-</u>
	<u>596,476</u>	<u>547,670</u>



Pembrokeshire Care Society

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2019**

6. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (See note 7)	Totals
	£	£	£
Advice, pathway letting & bond scheme	290,461	23,020	313,481
Supporting people services	300,275	30,516	330,791
Furniture & crisis scheme	3,390	-	3,390
Travel warrant scheme	9,067	-	9,067
	<u>603,193</u>	<u>53,536</u>	<u>656,729</u>

7. SUPPORT COSTS

	Management	Governance costs	Totals
	£	£	£
Advice, pathway letting & bond scheme	19,192	3,828	23,020
Supporting people services	25,444	5,072	30,516
	<u>44,636</u>	<u>8,900</u>	<u>53,536</u>

Support costs are calculated as a proportion of expenses based on administration staff time.

8. NET INCOME/(EXPENDITURE)

Net resources are stated after charging/(crediting):

	31.3.19	31.3.18
	£	£
Depreciation - owned assets	11,057	8,304
Auditors' remuneration	2,280	2,250
Other accountancy services	<u>2,184</u>	<u>2,070</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2019 nor for the year ended 31 March 2018.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2019 nor for the year ended 31 March 2018.



Pembrokeshire Care Society

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2019**

10. STAFF COSTS

	31.3.19	31.3.18
	£	£
Wages and salaries	471,525	439,984
Social security costs	32,283	30,069
Other pension costs	6,788	5,019
	<u>510,596</u>	<u>475,072</u>

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

	31.3.19	31.3.18
Administration	2	2
Advocacy & Support	25	23
	<u>27</u>	<u>25</u>

No employees received emoluments in excess of £60,000.

Pembrokeshire Care Society

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2019**

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - 31/03/2018

	Unrestricted funds £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	3,657	-	3,657
Charitable activities			
Advice, pathway letting & bond scheme	-	234,384	234,384
Pathway lettings development	-	10,000	10,000
Supporting people services	293,614	-	293,614
Travel warrant scheme	-	7,876	7,876
Community voice project	-	1,796	1,796
Other trading activities	64,337	-	64,337
Investment income	3,634	-	3,634
Total	365,242	254,056	619,298
 EXPENDITURE ON			
Charitable activities			
Advice, pathway letting & bond scheme	14,000	263,852	277,852
Pathway lettings development	-	127	127
Supporting people services	315,990	1	315,991
Furniture & crisis scheme	2,164	-	2,164
Travel warrant scheme	-	7,852	7,852
Community voice project	-	4,673	4,673
Total	332,154	276,505	608,659
 NET INCOME/(EXPENDITURE)	33,088	(22,449)	10,639
 Transfers between funds	(38,683)	38,683	-
 Net movement in funds	(5,595)	16,234	10,639
 RECONCILIATION OF FUNDS			
Total funds brought forward	729,289	58,726	788,015
 TOTAL FUNDS CARRIED FORWARD	723,694	74,960	798,654



Pembrokeshire Care Society

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2019**

12. TANGIBLE FIXED ASSETS

	Freehold property £	Office equipment £	Computer equipment £	Totals £
COST				
At 1 April 2018	-	28,287	42,811	71,098
Additions	270,540	575	2,616	273,731
At 31 March 2019	270,540	28,862	45,427	344,829
DEPRECIATION				
At 1 April 2018	-	16,888	38,922	55,810
Charge for year	5,411	1,797	3,849	11,057
At 31 March 2019	5,411	18,685	42,771	66,867
NET BOOK VALUE				
At 31 March 2019	265,129	10,177	2,656	277,962
At 31 March 2018	-	11,399	3,889	15,288

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.19 £	31.3.18 £
Debtors	92,832	185,801
Office bond	3,125	3,125
Prepayments	20,805	19,385
	116,762	208,311

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.19 £	31.3.18 £
Creditors	10,093	12,691
Social security and other taxes	8,359	8,752
Accruals and deferred income	223,027	271,416
	241,479	292,859

Included within accruals and deferred income are amounts that the Charity is holding on behalf of the Local Authority Housing department and the Local Authority Social Services department for the purpose of issuing bonds to landlords on behalf of the Charity's clients. Also included are amounts received from Pembrokeshire County Council for the purpose of assisting landlords with letting fees as well as an amount for assisting individuals to purchase household items when they do not have any other means of funding.

As at 31st March 2019 Pembrokeshire Care Society are holding £61,931 (£70,116 - 2018) on behalf of the Housing department, where active bonds at the year end amount to £48,186 (£45,326 - 2018), and £nil (£nil - 2018) on behalf of the Social Services department of which active bonds at the year end amount to £1,990 (£2,501 - 2018).



Pembrokeshire Care Society

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2019**

15. MOVEMENT IN FUNDS

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.19 £
Unrestricted funds				
General funds	250,709	25,632	147,647	423,988
Designated funds	472,985	-	(194,882)	278,103
	<u>723,694</u>	<u>25,632</u>	<u>(47,235)</u>	<u>702,091</u>
Restricted funds				
Restricted funds	74,960	(12,770)	47,235	109,425
	<u>798,654</u>	<u>12,862</u>	<u>-</u>	<u>811,516</u>
TOTAL FUNDS				

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General funds	373,993	(348,361)	25,632
Restricted funds			
Restricted funds	295,598	(308,368)	(12,770)
	<u>669,591</u>	<u>(656,729)</u>	<u>12,862</u>
TOTAL FUNDS			

Comparatives for movement in funds

	At 1.4.17 £	Net movement in funds £	Transfers between funds £	At 31.3.18 £
Unrestricted Funds				
General funds	372,329	33,088	(154,708)	250,709
Designated funds	356,960	-	116,025	472,985
	<u>729,289</u>	<u>33,088</u>	<u>(38,683)</u>	<u>723,694</u>
Restricted Funds				
Restricted funds	58,726	(22,449)	38,683	74,960
	<u>788,015</u>	<u>10,639</u>	<u>-</u>	<u>798,654</u>
TOTAL FUNDS				



Pembrokeshire Care Society

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2019**

15. MOVEMENT IN FUNDS - continued

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

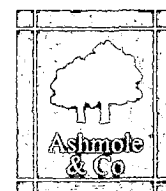
	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General funds	365,242	(332,154)	33,088
Restricted funds			
Restricted funds	254,056	(276,505)	(22,449)
TOTAL FUNDS	<u>619,298</u>	<u>(608,659)</u>	<u>10,639</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.17 £	Net movement in funds £	Transfers between funds £	At 31.3.19 £
Unrestricted funds				
General funds	372,329	58,720	(7,061)	423,988
Designated funds	356,960	-	(78,857)	278,103
Restricted funds				
Restricted funds	58,726	(35,219)	85,918	109,425
TOTAL FUNDS	<u>788,015</u>	<u>23,501</u>	<u>-</u>	<u>811,516</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General funds	739,235	(680,515)	58,720
Restricted funds			
Restricted funds	549,654	(584,873)	(35,219)
TOTAL FUNDS	<u>1,288,889</u>	<u>(1,265,388)</u>	<u>23,501</u>



Pembrokeshire Care Society

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2019**

15. MOVEMENT IN FUNDS - continued

RESTRICTED FUNDS

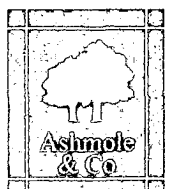
	31.3.19	31.3.18
	£	£
Advice and bond scheme	52,162	28,266
Pathway lettings development fund	41,978	31,978
Furniture & crisis fund	10,168	10,122
Travel warrants	5,117	4,594
	<u>109,425</u>	<u>74,960</u>

DESIGNATED FUNDS

	31.3.19	31.3.18
	£	£
Redundancy	71,524	60,954
Senior management succession planning	48,000	90,000
Office furniture and equipment	10,000	10,000
Database redesign	10,500	15,689
Pathway lettings development fund	78,079	36,342
Staff related costs	10,000	10,000
Property purchase and refurbishment	0	250,000
Property maintenance	50,000	0
	<u>278,103</u>	<u>356,960</u>

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2019.

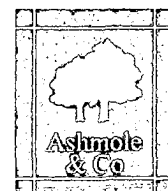


Pembrokeshire Care Society

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2019**

	31.3.19 £	31.3.18 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	3,436	3,657
Other trading activities		
Rental income	25,148	19,853
Pathway lettings	41,340	44,484
	<hr/> 66,488	<hr/> 64,337
Investment income		
Deposit account interest	3,191	3,634
Charitable activities		
Grants	596,476	547,670
	<hr/> 669,591	<hr/> 619,298
Total incoming resources		
	669,591	619,298
EXPENDITURE		
Charitable activities		
Salaries	431,927	400,081
Social security	28,340	26,093
Pensions	6,102	4,680
Rent and rates	32,864	32,539
Insurance	2,531	1,796
Light and heat	5,202	3,958
Telephone	12,867	11,389
IT, printing & postage	19,789	16,050
Advertising	86	2,245
Sundries	698	1,808
Staff travel expenses	22,134	22,468
Subscriptions & course fees	1,295	1,618
Repairs maintenance & cleaning	10,602	5,453
Furniture fund expenditure	3,390	2,164
Travel warrants	9,067	7,852
Consultancy fees	4,330	5,255
Recruitment costs	175	993
Professional fees	1,562	1,545
Depreciation	10,232	7,805
	<hr/> 603,193	<hr/> 555,792
Support costs		
Management		
Salaries	35,569	35,879
Social security	3,549	3,578
Pensions	686	339
Rent & rates	1,198	1,303
Carried forward	41,002	41,099

This page does not form part of the statutory financial statements



Pembrokeshire Care Society

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2019**

	31.3.19 £	31.3.18 £
Management		
Brought forward	41,002	41,099
Insurance	163	125
Light and heat	339	279
Stationery & telephone	2,096	1,926
Sundries	40	50
Office repairs	119	67
Subscriptions & course fees	52	68
Depreciation	825	498
	<hr/> 44,636	<hr/> 44,112
Governance costs		
Wages	4,029	4,024
Social security	394	398
Auditors' remuneration	4,464	4,320
Sundries	13	13
	<hr/> 8,900	<hr/> 8,755
Total resources expended	<hr/> 656,729	<hr/> 608,659
	<hr/>	<hr/>
Net income	<u><u>12,862</u></u>	<u><u>10,639</u></u>

This page does not form part of the statutory financial statements

