

Registered Charity No. 1086591
Company No. 4170246

THE M25 HOUSING AND SUPPORT GROUP
(A COMPANY LIMITED BY GUARANTEE)

**ANNUAL REPORT
AND
AUDITED FINANCIAL STATEMENTS
OF THE CHARITY**

YEAR ENDED 31 MARCH 2014



Auditor:
Smith Craven Chartered Accountants
Sidings House
Sidings Court
Lakeside
Doncaster
DN4 5NU

THE M25 HOUSING AND SUPPORT GROUP

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THE M25 HOUSING AND SUPPORT GROUP

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Executive Director and Board of Directors (Trustees) Report

YEAR ENDED 31st MARCH 2014

The M25 Housing & Support Group Board of Directors is pleased to present their report together with the financial statements of the Charity for the year ended 31st March 2014.

Reference and Administrative Information

Charity name:	The M25 Housing & Support Group
Charity registration number:	1086591
Company registration number:	4170246
Registered office and operational address:	Pillar House 19-21 South Parade Doncaster DN1 2DJ

Board of Directors (Trustees)

John Walker	(Resigned 8 th May 2014)
Elizabeth Matthews	(Deceased 8 th April 2014)
Sarah Clark	(Resigned 9 th May 2014)
Wendy Porter	(Resigned 24 th October 2013)
Ashley Paul Costello	(Resigned 24 th October 2013)
Nigel Walshe	Treasurer
Andrea Milner	Chair
Claire Schofield	(Appointed 16 th January 2014) Vice-Chair

Company Secretary	Joyce Foster (Appointed 18 th November 2013)
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Senior Management Team

Joyce Foster	Executive Director (Appointed 18 th November 2013)
Cheryl Brough	Acting Director (Resigned 26 th June 2014)
Nigel Walker	Acting Assistant Director

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Auditor	Smith Craven Chartered Accountants Sidings House Sidings Court Lakeside Doncaster DN4 5NU
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Banking	Co-operative Bank plc 31 St Sepulchre Gate Doncaster DN1 1TD
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	CAF Bank Limited 25 Kings Hill Avenue West Malling Kent ME19 4JQ
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Solicitors	Watson Esam Solicitors 16-18 Paradise Square Sheffield S1 1TY
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Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 21st February 2001. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up, Trustees hold a personal liability of an amount not exceeding £10.

Recruitment and appointment of Directors (Trustees)

The Directors of the company are also Charity Trustees for the purposes of charity law and under the company's Articles, they are known as members of The Board. Under the requirements of the Memorandum and Articles of Association the members of The Board are elected at the Annual General Meeting (AGM) or by ordinary resolution of The Trustees. At each AGM, one third of Trustees shall retire from office. Retirement is by rotation. A retiring Trustee will be deemed to have been reappointed unless a resolution is passed by the meeting either not to fill the vacancy or a resolution is put to the meeting to reappoint the Trustee and the resolution is lost.

The Board of Trustees has a detailed knowledge of housing, homelessness, the supported housing field and related business. They provide details of their skills and experience to the Charity to ensure we maintain an appropriate level of skill within The Board.

Trustee Induction and Training

The Trustees are familiar with the work of the Charity and they are encouraged and supported to visit the services we provide throughout the year. New Trustees meet with the Executive Director to familiarise themselves with the Charity and the context within which it operates. Areas covered:

- The obligations of The Board of Trustees (members)
- The main documents which set out the operational framework of the Charity including the Memorandum and Articles of Association
- Resourcing and the current financial position as set out in the latest published accounts
- The vision and values of the Charity and our future plans, objectives and targets as laid out in our 5 year strategy

Trustees are also provided with information on and signposted to the various Charity Commission publications.

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Risk Management

The Senior Management Team has conducted a full review of the risks to which the Charity is exposed. Our Risk Management Policy details how we will deal with risk identification and minimisation. We have produced a document detailing the risks, the steps we have taken to mitigate those risks through the introduction of appropriate systems/procedures and what residual risk exists. We have identified the loss of contracts currently held with Doncaster Metropolitan Borough Council (DMBC) as a result on ongoing reductions in public spending. 2013/14 is the final year of the current Supporting People Contract. In respect of our supported housing work as a key risk, we have developed action plans to minimise that risk. We have also identified diversification in terms of location and activities undertaken in our 5 year strategy as ways to minimise the risks identified. In accordance with our existing Memorandum and Articles of Association, this focus will extend within the geographical area of the sub- region of South Yorkshire. The organisation works with a Quality assessment tool – The Quality Assessment Framework (QAF) for Supporting People Services. This framework tool, along with our internal quality assurance work, enables service standards to continuously develop and be maintained with a clear emphasis on continuous improvement to achieve a high quality service user experience. As an organisation we have a comprehensive operational manual – The Company Handbook – which contains all organisational policies and operational procedures. This document has been reviewed with the involvement of M25 Housing & Support Group employees and service users. This document is also reviewed with external support from relevant specialist professionals at appropriate intervals to ensure that all contents are relevant, up to date and compliant with any legislative changes in employment related matters.

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Organisational Structure

The M25 Housing & Support Group had a Board of 6 Trustees (required to meet at least six times per year) who are responsible for the strategic direction and policy of the Charity. The Board has members with a variety of professional backgrounds relevant to the work of the Charity.

A scheme of delegation is in place and day-to-day responsibility for the provision of all services rests with The Senior Management Team - The Executive Director, The Assistant Director and Team Leaders across all service areas. The Executive Director is responsible for ensuring that the Charity develops and delivers on the 5 year strategy. The Assistant Director is responsible for ensuring that our services perform and develop. Team Leaders are responsible for ensuring that staff teams are appropriately managed through the provision of one-to-one support and team meetings. All managers share responsibility to ensure that all employees engage with appropriate training opportunities and skills development programmes to ensure that M25 Housing & Support Group working practices are reflective of best practice models within the housing and support field.

Related Parties

As a Charity we work with and are guided by both local and national policy, so far as this is in line with and related to the Charity's objects. This includes, at a national level, the Government's Homelessness Strategy, Sustainable Communities and Settled Homes Changing Lives. At a local level this encompasses the 5 year Supporting People Strategy and The 10 year Homelessness Strategy. The Homeless Partnership in Doncaster, which M25 Housing & Support Group chairs, has the responsibility for the delivery of the homelessness strategy on the ground. The Doncaster Homeless Partnership is a multi-agency forum with improving housing related services as its core focus.

Objectives and Activities

The Charity's objects and principle activities are:

- To prevent homelessness, provide relief support and assist homeless persons in The Doncaster District and surrounding areas by providing accommodation, either directly or by any other charitable means, as shall from time to time be deemed necessary.

Key Organisational Themes

As an organisation we are committed to moving people away from street life and towards achieving more sustainable lifestyles for themselves and their communities. We will deliver this support through the development and provision of specialist advice and support, accommodation solutions which are designed to enable people to deal with the root causes of their situation. Responsive advice services, high quality key working and effective partnership working relationships with Health, Education and Employment agencies ensure that our services are outcome focussed, accessible and inclusive to all those that access services/support.

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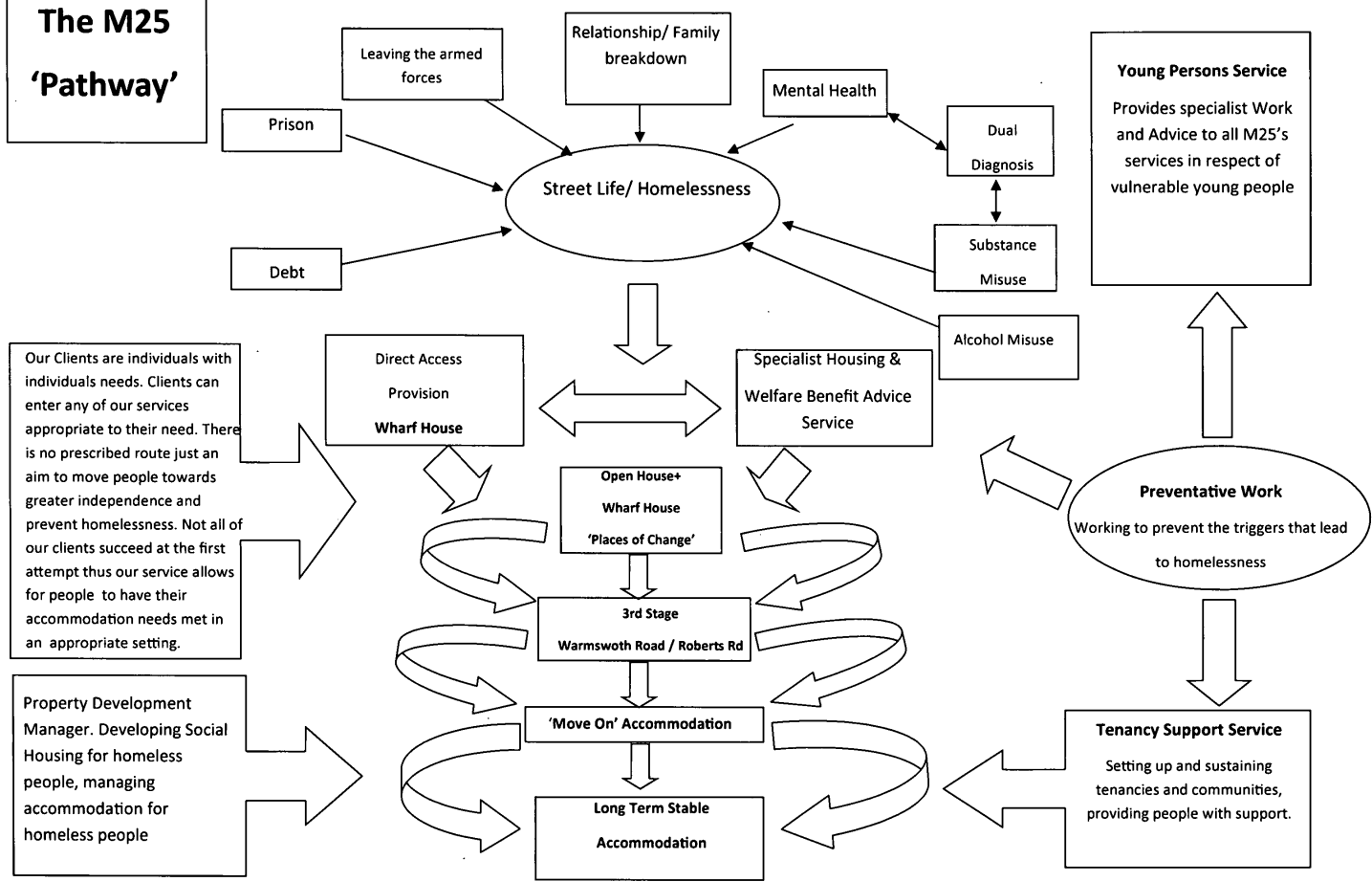
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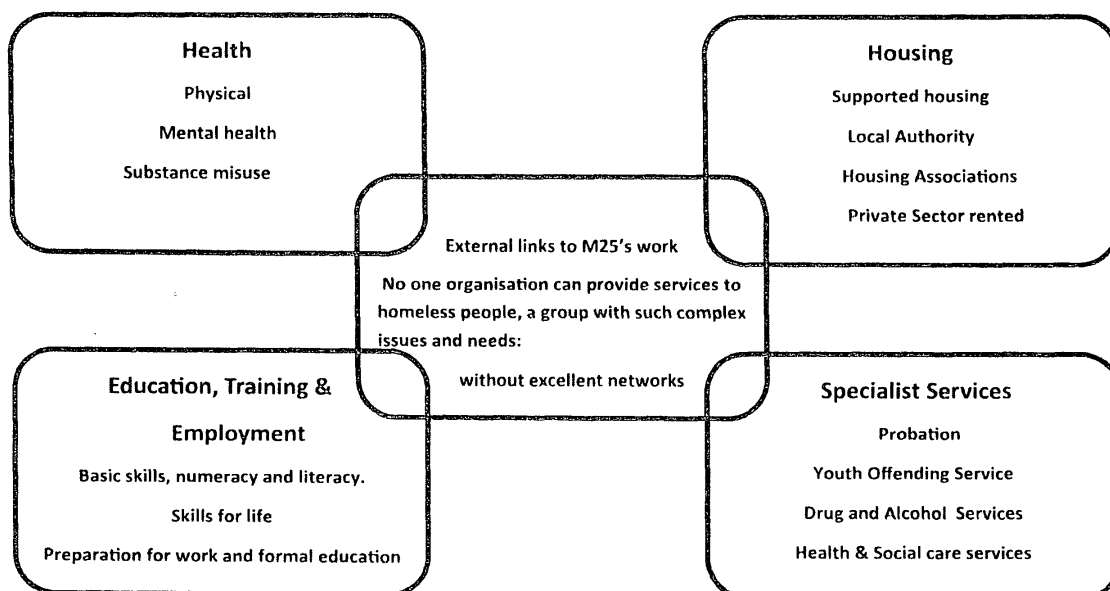
Aims of the service:

- To prevent homelessness and break the cycles of which cause homelessness, through the provision of effective and responsive support and advice.
- To provide quality social housing for homeless persons appropriate to need.
- To effectively manage accommodation for homeless people.
- To provide services to enable people to break out of street life and move to a more sustainable way of life for themselves, their families and their communities.
- To support people in their own homes preventing homelessness and enabling people to develop and sustain independent living.
- To work in a way that empowers and includes our service users.
- To understand that people will develop at different speeds and to ensure our service provision allows for flexibility to deliver services that match the pace of service users.
- To provide quality support in all our schemes by developing and promoting best practice with organisations that enable services for our service user groups to develop.
- To seek to influence policy decisions in respect of our service users.
- To develop and change our services and support in response to the needs of the community.
- To have a positive approach to working in partnership with the Local Authority, other Public bodies and voluntary organisations.
- To provide a confidential and ethical service.
- To promote equality of opportunity and diversity in all aspects of our work.
- To increase the profile of the M25 Housing & Support Group to ensure the accessibility and awareness to all those who may require our services.

The M25 'Pathway'



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In 2013/14 the main objectives and activities of the charity remained focused on preventing homelessness and the provision of accommodation for those who become homeless with support to enable them to progress towards sustainable independence. Last year saw 1464 individuals accessing support, a 13% increase on the previous year.

We will in the coming year maintain and develop the projects we have in place. Our services aim to assist people who experience poor access or are excluded completely from the services they require. We have an excellent model of service provision and we will develop it both within and outside of Doncaster for the benefit of those who are homeless or are threatened with homelessness. On December 2nd 2013 – we held a strategy development day with our staff and users of all our services. This was an excellent event. This resulted in a clearer direction being formed with a view to development plans for our service pathway model. As an organisation we are committed to continuous development, we understand that new ideas and developments must be embraced, tested where appropriate and put into practice if we are to provide to our clients with excellent services. We also understand that ultimately our services will be judged and assessed by the outcomes we deliver.

In the coming year we will look to make new partnerships to enable us to continue to develop and work hard to maintain the partnerships we currently have in place. We have new projects to work on and develop as well as looking for new opportunities within the sector.

Our targets during April 2013 to March 2014 were:

- To ensure our performance in relation to the Supporting People and other funded contracts remain excellent.
 - Wharf House
 - Open House Plus
 - Tenancy Support Service
 - Young Persons Service
 - Service for clients at risk of Offending
 - DHAC (Doncaster Housing Advice Centre)
- To continue to deliver the 'Places of Change' ethos across our services, delivering high quality accommodation and support services to our service users.
- To work to continually develop Service User Involvement – ensuring that we have clear and effective communication between them and our services ensuring their involvement and influence remains central to all that we do.
- To develop the partnerships we have with
 - Doncaster CAB (Citizens Advice Bureau)
 - Doncaster CVS
 - Target Housing
 - DIAL Doncaster (Disability Information Advice Line)
 - National Probation Service
 - The Big Lottery

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- To develop the work, training, education, work life activities and meaningful occupation work with service users. To see this work as key to effectively engaging with those we support with a view to having a positive long term impact on service users moving forward.
- To ensure we continue to meet all requirements in relation to Supporting People including:
 - Accreditation (the assessment of our viability & competence, leading to formal recognition of our ability to provide services).
 - The performance framework (the performance indicators used to assess our performance).
 - That the strategic relevance of our services remains clearly identified.
 - The Quality Assessment Framework (QAF). We achieve a level "A" rating of excellence across all Supporting People services.
 - Monitor outcomes through participating and building on the work in the National Outcome Monitoring Tool.
 - To work with the Supporting People team in relation to Local Performance Indicators.
- To continue to develop and strengthen the organisation by developing our partnerships and creating new partnerships including:
 - Building relationships with support providers outside of Doncaster.
 - Developing advice and support linkages across Doncaster through effective Networks.
 - Developing new opportunities to provide increased access to move on properties.
- To continue with the development of the Assertive Outreach service and No Second Night Out model in Doncaster

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Our Achievements against these targets were:

- To ensure our performance in relation to the Supporting People and other contracts is excellent.

The services have performed very well over the last year. The following table shows the performance of the services against key performance indicators.

Open House Plus						
	SP Target	Q1	Q2	Q3	Q4	Total
utilisation	95.10%	98.9	98.9	97.3	99.3	98.6%
throughput	150%	230.8	192.3	234.6	200	214.4%
planned departures	79.5%	75.8	83.3	91.7	80.8	82.9%

Wharf House - Daily Beds						
	SP Target	Q1	Q2	Q3	Q4	Total
utilisation	No SP Target				99.7	99.7%
throughput	No SP Target				360	360%
planned departures	No SP Target				80.8	80.8%

Wharf House - Direct Access						
	SP Target	Q1	Q2	Q3	Q4	Total
utilisation	90.00%	99.6	99.9	99.2	100	99.6%
throughput	200%	400	300	264.3	525	372.3%
planned departures	51%	76.2	57.1	78.3	52.9	66.1%

Wharf House - Second Stage						
	SP Target	Q1	Q2	Q3	Q4	Total
utilisation	95.10%	100	100	100	99.9	99.9%
throughput	150%	225	187.5	225	218.8	214%
planned departures	79.5%	90	78.6	90	73.7	83%

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Tenancy Support Service						
	SP Target	Q1	Q2	Q3	Q4	Total
utilisation	98.10%	93.4	99.2	104.3	118.7	103.9%
throughput	120%	134.1	133	122.7	139.8	132.4%
user living independently	96.8%	99.2	97.4	99.1	99.2	98.7%

Offender Project - Floating Support						
	SP Target	Q1	Q2	Q3	Q4	Total
utilisation	98.10%	99.8	99.2	98.8	97.7	98.8%
throughput	120%	124.5	121.3	121.1	122.1	122.2%
user living independently	96.8%	94.7	95.6	98.3	97.4	96.5%

Offender Project - Accommodation based.						
	SP Target	Q1	Q2	Q3	Q4	Total
utilisation	95.10%	90.2	98.8	94.5	95.7	94.8%
throughput	150%	141.2	141.2	158.8	141.2	145.6%
planned departures	79.5%	71.6	55.6	82.4	81.8	72.85%

Open House Plus and Wharf House continue to be a 'Place of Change'. The services continue to strive to deliver excellent accommodation and support to service users. The performance of the services in terms of availability of accommodation and using that accommodation for the benefit of clients is excellent. The number of clients using the services (throughput) is very high; particularly since the introduction of Warmsworth Road Stage 3 in Quarter 4. In terms of clients moving on positively the figures are also very high for these types of services. Wharf House and Open House Plus are services with a purpose of managing clients with a range of needs and the positive outcomes for the services are excellent.

Warmsworth Road – 3rd Stage

Following the strategy development day, we were approached by Doncaster Metropolitan Borough Council (DMBC) to deliver an increased capacity service over the "Winter Months". We were successful in securing an additional 4 month contract to do this. This programme provided an additional 14 bed spaces between Roberts Road and Warmsworth Road. In partnership with Belgray Properties, The Winter Month's project officially opened its doors to 6 additional service users on the 9th December 2013. This new tier of service has impacted greatly on our throughput across services. Its aim is to provide intensive and focussed

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support to enable a clear skills development implementation programme with service users to ensure sustainability within their final move on stage of our services. M25's service pathway began its journey of redesign based on the consultation work and the evidence base developed over the year.

Tenancy Support

This service continues to deliver support within the community to a very high standard, delivering an excellent service working with vulnerable young people who are homeless or at risk of homelessness. During the year 200 individuals received support from this service.

Doncaster Young People's Advice Service (DYPAS)

DYPAS is a new free and independent advice service for 16 to 25 year olds who need advice on Housing, Debt or Welfare Benefits. The aim of our project is to enable young vulnerable and socially isolated people to deal with their issues in relation to Housing, Welfare Benefits and Debt through the provision of a unified advice and support network. The contract is for 3 years and is funded by the Big Lottery Fund. Across the three partner agencies a total of 611 individual vulnerable young people have received advice on debt, housing, welfare benefits or care. Across the partner agencies a total of 7 volunteers have developed the necessary skills required. One of our young volunteers has had direct involvement with the development of the Local Authorities 10 Year Homeless Strategy.

Ex-Offender Service

The ex-offender services delivered in partnership with Target Housing. These services continue to develop well. The number of accommodation units available has increased and the quality of the accommodation continues to be high. Relationships with the Public Protection Unit have developed well to improve the use of accommodation. The Floating support service has worked with over 122 clients in the year.

Doncaster Housing Advice Centre (DHAC)

The advice service has successfully brought the outstanding Legal Services Commission (LSC) cases to closure. The funding for this service came to an end in April 2013. Access to Specialist Housing & Welfare Advice is reducing both locally and nationally. Over the year 351 individuals accessed our specialist housing and welfare advice/support service. A significant number of these enquiries were complex cases. M25 Housing & Support Group recognises the value and importance of these services for our service users and we will continue to look for alternative funding for this provision.

Outreach

We have continued with the Assertive Outreach service and No Second Night Out model in Doncaster. Funded by the Homeless Transition Fund since 2012 this service has continued to grow over the year and is a crucial part of the services we provide in the Doncaster Borough. This funding has proved vital in helping to prevent homelessness in Doncaster. 181 referrals were received resulting in 168 cases being opened. Of these, we were successful in positively engaging with 168 rough sleepers.

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- 141 of opened cases resulted in the client receiving an assessment (84% of total).
- 125 of cases after attending assessment resulted in clients accessing accommodation (88% of total).
- 114 people accessed a bed the same night (80% of total).
- 98 people remained accommodated until a longer term option was found (69% of total).
- No Second Night Out was achieved by 114 people attending a same day assessment (87% of total).

Drop In Service

During the financial year 2013/14 - 1206 people attended the Drop In service. This showed an increase on numbers of homeless people accessing this service since last year.

Service User Involvement and participation

During the year we worked hard to increase involvement by continuing to hold regular Client Involvement Action (CIA) groups; these groups have been heavily involved in the reviewing of organisational policies and procedures as well as developing new innovative ideas for service user involvement. On March 21st 2014 following a visit from The High Sherriff – M25 were nominated for and received The High Sheriffs Award in recognition for the excellent services it provides to its service users. We attended a gala presentation night dinner at which a cheque for £1,000 was awarded to us by Lady Ruby Sykes – The High Sheriff for 2013.

Development of partnerships to improve outcomes for our service users

The delivery of the ex-offender service in Doncaster continues in conjunction with Target Housing. This partnership is stronger than ever as we approach the third and final year of the contract.

Doncaster Advice Services Partnership (DASP) continues to work well. Increased links with new organisations through DASP broadens the partnership with DIAL Doncaster and Doncaster Citizens Advice Bureau (CAB) and Doncaster West Development Trust (DWDT). The links between the established organisations have improved access to advice and improved the service user experience. We continue to provide assistance to address multiple and complex issues.

Development of meaningful occupation

We have continued to work hard to maintain a good selection of meaningful occupation activities including:

- Drab to fab
- Photography
- Arts and crafts
- Motor mechanic course
- Personal development
- Numeracy and literacy
- Cycle maintenance

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Development of the apprenticeship posts

M25 Housing & Support Group has continued its investment in the Apprenticeship Programme. In January this year, M25's Board approved a proposal to make the organisation a Living Wage employer. We also continue to provide placement opportunities for the professional development of student social workers.

Supporting People

The funding for our Supported Housing Services from Doncaster Metropolitan Borough Council (DMBC) continues to be our main source of funding. As an organisation we have continued to work hard to maintain and improve our performance in relation to our Supporting People contract outcomes. 2013/14 is the final year of this funding and we will make the necessary preparations for future commissioning and procurement opportunities to ensure that we can continue to deliver excellent services to our service users.

Strategic Relevance

We consider our services to remain strategically relevant and we continue to work with our partners to ensure that this remains true.

Demand

The demand for our services remains high, with high utilisation rates and waiting lists for all projects. We will continue to review delivery to minimise any delays in access to all services.

The Quality Assessment Framework (QAF) – (QIF)

This year has seen the introduction of a reviewed Quality Assessment Framework. M25 Housing & Support Group participated at the request of Doncaster Metropolitan Borough Council (DMBC) in the Quality Improvement Framework (QIF) pilot scheme to be completed before implementation in 2014. As such, no formal assessment rating was made during 2013. The feedback we received from Doncaster Metropolitan Borough Council (DMBC) on our involvement with the development and testing of the pilot was excellent.

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Our targets from April 2014 to March 2015 are:

To continue to provide a service that is relevant and provides the right outcomes for our clients and partners in 2014/15.

We will:

Ensure our performance in relation to the Supporting People is excellent in respect of:

- Wharf House
- Open House Plus
- Tenancy Support Services
- Service for clients at risk of offending.

Ensure our non-Supporting People services have the same high level of performance in respect of:

- Outreach Service/ No Second Night Out
- Warmsworth Road – 3rd stage
- Doncaster Advice Services Partnership (DASP) - Trainee Advisors
- Doncaster Young People's Advice Service - DYPAS
- Approved Premises Training Programme – South Yorkshire Probation Trust

We work to continually develop Service User Involvement within everything that M25 Housing & Support Group does, ensuring that we have a clear and effective communication between us and that service users remain central to all that we do.

We will continue to develop the partnerships we have with:

- Doncaster Citizens Advice Bureau (CAB)
- Doncaster CVS
- Target Housing
- DIAL Doncaster (Disability Information Advice Line)
- Doncaster West Development Trust (DWDT)
- South Yorkshire Probation Service

We will continue to develop the work, training, education, work like activities and meaningful occupation work with clients. This is vital to effectively engaging with clients and having a positive long term impact on clients moving forward.

We will continue to develop and embed Apprenticeship posts across all our services, as a way of developing good quality support workers within the Doncaster area through the development of the M25 Academy Model.

We will ensure we continue to meet all requirements in relation to Supporting People including:

- Accreditation (The assessment of our viability & competence, leading to formal recognition of our ability to provide services).
- The performance framework (The performance indicators used to assess our performance).
- That the strategic relevance of our services is clearly identified.

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- Monitor outcomes participating and building on the work in the National Outcome Monitoring Tool.
- Working with the Supporting People team in relation to local performance indicators.

We will seek to develop and strengthen the organisation by developing our partnerships including:

- Building relationships with support providers outside Doncaster across the sub-region.
- Developing advice and support relationships inside Doncaster.
- Developing partnerships to access increased move on opportunities with our service users.
- Continue to develop and review the Assertive Outreach Service and No Second Night Out model in Doncaster and look at future alternative funding streams.
- Purchase further properties to be used as move on accommodation for homeless people and reshape our service pathways to meet the changing needs of service users.
- Continue to work towards M25 securing Registered Social Landlord status (RSL).
- Look to develop working links with the National Offender Management Services (NOMS) Prime Providers in connection with the Transforming Rehabilitation Programme for work with offenders.
- Continue to look to develop new income streams for the organisation that have an ethical fit with our Ethos and Strategy for the future sustainability of M25 Housing & Support Group.

Financial Review

The period April 2013 to March 2014 was characterised by steady funding streams and stability in expenditure. Our expenditure on salaries and pensions continues to form the majority of our spending. Our spending on Governance remains low in comparison to our direct charitable expenditure.

Principal funding sources

The coming financial year, as ever, will be very challenging in terms of funding and service delivery. Income from our Supporting People contracts with Doncaster Metropolitan Borough Council (DMBC) remains our principal funding source.

The funding for Advice Services has been funded through organisational reserves during this year. This decision was taken in recognition of the intrinsic need for these types of advice services for our service users. We will continue to seek to secure funding for advice services and keep the provision under close review. The funding in relation to Doncaster Advice Services Partnership (DASP) and Doncaster Young People's Advice Service (DYPAS) is funded by the Big Lottery and will run for a further 1 and 2 years respectively. M25 provides Housing & Welfare advice, Doncaster Citizens Advice Bureau (CAB) provide debt advice, DIAL Doncaster (Disability Information Advice Line) provide training & development support and Doncaster West Development Trust (DWDT) provide business development support across the partnership with a view to ensuring longer term sustainability.

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Public Benefit Statement

The Trustees have had regard to the guidance issued by the Charity Commission in relation to Public Benefit and determining the actions and objectives of the Charity. The Trustees feel it is clear from the Charity's objects, our aims, the targets set for the charity and our performance against those targets that the M25 Housing & Support Group brings substantial public benefit working with those who are homeless, threatened with homelessness and / or socially excluded. We do not feel there is any detriment arising from the work we undertake. Whilst in some of our services we make charges, consideration is always made by the Trustees of the impact of those charges and decisions made to limit the impact of those charges in relation to meeting our charitable objects and aims.

Investment Policy

The organisation has a deposit account and during the previous year, acquired two properties in Doncaster to be used as part of a service redesign transformation. This was made possible as Doncaster Metropolitan Borough Council (DMBC) commissioned M25 Housing & Support Group to provide additional leased capacity for the "Winter Months Provision". The Board of Trustees will review the impact of the service redesign at the end of the next financial year.

Reserves Policy

The Board has examined the Charity's requirements for reserves in light of the main risks to the organisation, the aim being that the organisation will hold reserves to a level, which would enable the organisation to achieve greater stability that is of benefit to our organisational goals and ultimately our service users. The Board has reviewed the organisational reserves position and approved a reserves budget to provide for 4 months operational costs, equating to £500,000.

Plans for the future

Our targets laid out in this report give a clear basis for improving our services - both the physical environment we provide and the services provided by our workers. We want to involve service users in this development and we want to ensure they continue to exert influence over the services they access. We will ensure that we continue to develop all opportunities to maintain and develop our services by strategically extending our partnerships, securing new contracts and seeking to develop new income streams.

We will continue to pay close attention to the effective management of our cost base in order to ensure we continue to provide best value for money services.

Provision of information to auditors

So far as each of the Trustees is aware at the time the report is approved;

- There is no relevant audit information of which the company's auditors are unaware; and
- The Trustees have taken all reasonable steps that they ought to have taken in order to make themselves aware of any relevant information.

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Auditor

The auditor, BDO LLP resigned during the year. The Trustees appointed Smith Craven Chartered Accountants to fill the vacancy. A resolution to reappoint Smith Craven will be proposed at the Annual General Meeting.

In preparing this report, the directors have taken into account the advantage of the small companies exemptions provided by section 415 of the Companies Act 2006.

This report was approved by the board on 16 October 2014 and signed on its behalf.



C Schofield - Director



A Milner – Director

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Executive Director and Board of Directors (Trustees) Report

YEAR ENDED 31st MARCH 2014

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including its income and expenditure, of the charity for the year. 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 Charities SORP (Statement of Recommended Practice)
- Make judgements and accounting 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 trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the requirements of the Companies Act 2006. 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.

THE M25 HOUSING AND SUPPORT GROUP

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF THE M25 HOUSING AND SUPPORT GROUP

We have audited the financial statements of The M25 Housing and Support Group for the year ended 31 March 2014 which comprise the Statement of Financial Activities (including income and expenditure account), the Balance Sheet and related Notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (Effective April 2008) and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and charity's members as a body for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

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 are satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the Financial Reporting Council's website at www.frc.org/auditscopeukprivate.

THE M25 HOUSING AND SUPPORT GROUP

Opinion on the Financial Statements

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2014 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 applicable to Smaller Entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion the information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and sufficient accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustee's remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the directors' and trustees' report.

Kelvin Fitton BA FCA (Senior statutory auditor)
for and on behalf of Smith Craven Chartered Accountants
Statutory Auditor
Sidings House
Sidings Court
Lakeside
Doncaster
DN4 5NU

16 October 2014

Smith Craven Chartered Accountants is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

THE M25 HOUSING AND SUPPORT GROUP

STATEMENT OF FINANCIAL ACTIVITIES - YEAR TO 31 MARCH 2014

	Note	Unrestricted Funds 2014 £	Restricted Funds 2014 £	Total Funds 2014 £	Total Funds 2013 £
INCOMING RESOURCES					
Voluntary income					
Donations and gifts	2	8,433	-	8,433	18,151
Activities for generating funds					
Other income					8,636
Investment income	3	3,183	-	3,183	4,770
Incoming resources from charitable activities:	4				
Grants, contracts and housing benefits		1,775,019	163,712	1,938,731	1,811,159
TOTAL INCOMING RESOURCES		1,786,635	163,712	1,950,347	1,842,716
RESOURCES EXPENDED					
Costs of generating voluntary income					
Cost of charitable activities	5	1,583,851	160,367	1,744,218	1,855,199
Governance Costs	6	42,820	-	42,820	44,137
TOTAL RESOURCES EXPENDED		1,626,671	160,367	1,787,038	1,899,336
NET INCOMING/(OUTGOING) RESOURCES		159,964	3,345	163,309	(56,620)
Transfers between funds	17	(1,520)	1,520	-	-
NET INCOMING/(OUTGOING) RESOURCES After transfers between funds		158,444	4,865	163,309	(56,620)
Fund balances as at 1 April 2013		882,245	10,039	892,284	948,904
Fund balances as at 31 March 2014		1,040,689	14,904	1,055,593	892,284

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 25 to 32 form part of the financial statements

THE M25 HOUSING AND SUPPORT GROUP

BALANCE SHEET AS AT 31 MARCH 2014

		2014		2013	
	Note	£	£	£	£
FIXED ASSETS					
Tangible fixed assets for use by the charity	12		161,418		173,496
CURRENT ASSETS					
Debtors	13	152,180		103,767	
Cash at bank and in hand		<u>790,171</u>		<u>787,409</u>	
		942,351		891,176	
CURRENT LIABILITIES					
Creditors: amounts falling due within one year	14	<u>48,176</u>		<u>172,388</u>	
NET CURRENT ASSETS			894,175		718,788
NET ASSETS			<u><u>1,055,593</u></u>		<u><u>892,284</u></u>
Represented By:					
Unrestricted funds	17		1,040,689		882,245
Restricted funds	17		14,904		10,039
			<u><u>1,055,593</u></u>		<u><u>892,284</u></u>

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

Signed for and on behalf of the Board of Directors of The M25 Housing And Support Group



C Schofield - Director



A Milner - Director

16 October 2014

The notes on pages 25 to 32 form part of the financial statements

**THE M25 HOUSING AND SUPPORT GROUP
NOTES TO THE ACCOUNTS - YEAR TO 31 MARCH 2014**

1. ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial statements are set out below, have remained unchanged from the previous year and have been consistently applied within the accounts.

(a) Basis of preparation of financial statements

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, the Financial Reporting Standard for Smaller Entities (effective April 2008) and the Companies Act 2006.

(b) Group Financial Statements

Group accounts have not been prepared as the company's subsidiary is permitted to be excluded from group accounts by virtue of sections 402 and 405 of the Companies Act 2006, as the Trustees consider the results of the charity's wholly owned dormant subsidiary, M25 Create Limited, to be immaterial. These financial statements therefore present information about the company as an individual undertaking and not about it as a group.

(c) Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of governance costs.

(d) Incoming Resources

All 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 is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

Investment income is included when receivable.

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

THE M25 HOUSING AND SUPPORT GROUP
NOTES TO THE ACCOUNTS - YEAR TO 31 MARCH 2014

1. ACCOUNTING POLICIES - CONTINUED

(e) Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature, necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity.
- All costs are allocated 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 are apportioned on an appropriate basis.

(f) Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Leasehold property improvements and fixtures and fittings costing more than £500 are capitalised as is computer equipment over £1,000. Depreciation is provided to write off the cost of fixed assets less their estimated residual values, over their expected useful lives on the following basis:

Freehold property	- straight line over 50 years
Leasehold property improvements	- over the period of the lease
Office equipment	- straight line over 5 years

(g) Operating leases

Rentals payable under operating leases are charged in the Statement of Financial Activities evenly over the period of each lease.

(h) Pensions

The charity operates a defined contribution pension scheme which is part of the Doncaster CVS Scheme. The charity also makes contributions to employees' personal pension plans providing benefits for employees additional to those from the state. The pension charge in the Statement of Financial Activities represents the amounts payable by the charity to the funds in respect of the period.

2. DONATIONS

	Unrestricted	Restricted	2014 Total	2013 Total
	£	£	£	£
Donations	8,433	-	8,433	18,151

THE M25 HOUSING AND SUPPORT GROUP
NOTES TO THE ACCOUNTS - YEAR TO 31 MARCH 2014

3. INVESTMENT INCOME

	2014 Total £	2013 Total £
Bank interest	3,183	4,770

4. INCOMING RESOURCES FROM ACTIVITIES TO FURTHER THE CHARITY'S OBJECTIVES

	Unrestricted Funds 2014 £	Restricted Funds 2014 £	Total Funds 2014 £	Total Funds 2013 £
Big Lottery Fund - DASP	-	97,423	97,423	10,616
Probation AAC Fund	-	10,722	10,722	-
Doncaster CAB	-	19,442	19,442	-
Frank Buttle Trust	-	70	70	200
Homeless Transition Fund via HTF	-	32,560	32,560	38,676
HMP Small Grants	-	-	-	50
Vicar's Relief Fund	-	3,490	3,490	3,480
Doncaster Metropolitan Borough Council	-	-	-	-
Supporting People Contract	978,654	-	978,654	1,085,566
Target Housing	76,858	-	76,858	84,822
LSC Income	100,365	-	100,365	64,247
Housing benefits, rental & sundry income	619,142	5	619,147	523,502
	1,775,019	163,712	1,938,731	1,811,159

5. DIRECT CHARITABLE EXPENDITURE

	Unrestricted Funds 2014 £	Restricted Funds 2014 £	Total Funds 2014 £	Total Funds 2013 £
Salaries and agency staff	1,016,535	140,275	1,156,810	1,252,944
Pension costs	18,996	1,489	20,485	30,392
Property costs	125,113	3,297	128,410	145,061
Staff training	10,379	631	11,010	28,582
Service user costs	12,880	1,565	14,445	22,536
Repairs and building works	31,992	626	32,618	21,898
Food and meals	6,394	310	6,704	21,268
Volunteers expenses	3,459	4	3,463	4,889
Travel and subsistence	14,103	1,646	15,749	16,377
Welfare	6,681	288	6,969	2,268
Cleaning and sundries	21,282	990	22,272	25,557
Recruitment costs	347	217	564	760
Security costs	3,555	-	3,555	2,158
Operational expenses	39,718	3,958	43,676	52,132
Computer expenses	30,921	2,831	33,752	34,244
Legal and professional fees	58,461	2,240	60,701	25,203
Translation services	2,111	-	2,111	185
Depreciation	16,524	-	16,524	13,655
SYHA / Chevin management fees	164,400	-	164,400	155,091
	1,583,851	160,367	1,744,218	1,855,199

THE M25 HOUSING AND SUPPORT GROUP
NOTES TO THE ACCOUNTS - YEAR TO 31 MARCH 2014

6. GOVERNANCE COSTS

	Unrestricted Funds 2014 £	Restricted Funds 2014 £	Total Funds 2014 £	Total Funds 2013 £
Salaries and related charges	15,243	-	15,243	14,176
Pension costs	830	-	830	452
Operational expenses (including printing, stationery, advertising, telephone & postage)	2,571	-	2,571	2,181
Insurance	18,504	-	18,504	19,255
Legal and professional fees	5,672	-	5,672	8,073
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	42,820	-	42,820	44,137
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Governance costs are calculated as follows:

- An apportionment of wages based on staff time of the wages of workers in Organisational & Financial Management Team. Workers in that team include, director, assistant director, finance officer, performance and contracts officer and administrative assistant.
- The audit fees for the organisation.
- The insurance fees for the organisation.
- An apportionment of legal and professional fees based on number of workers / time spent on governance and the basis of the cost.
- An apportionment of other costs charged to the organisational and financial management team (including property, operational costs etc) calculated on the basis of the number of workers / time spent on governance and the basis of the cost.

7. TAXATION

The company is a charity within the meaning of Paragraph 1 Schedule 6 of the Finance Act 2010. Accordingly the company is potentially exempt from taxation in respect of income or capital gains within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

No tax charge arose during the period.

THE M25 HOUSING AND SUPPORT GROUP
NOTES TO THE ACCOUNTS - YEAR TO 31 MARCH 2014

8. NET INCOMING RESOURCES FOR THE YEAR

	2014 £	2013 £
This is stated after charging:		
Auditor's remuneration		
- audit	3,000	3,350
- other services	1,100	2,750
	<u>4,100</u>	<u>6,100</u>

9. STAFF COSTS AND NUMBERS

	2014 £	2013 £
Staff costs were as follows:		
Salaries and wages	1,075,239	1,171,413
Social security costs	81,571	96,104
Pension costs	21,315	30,446
	<u>1,178,125</u>	<u>1,297,963</u>
Average number of employees	<u>60</u>	<u>67</u>

No employees had emoluments over £60,000.

Total hours worked by volunteers during the year amounted to 212.

10. TRUSTEE REMUNERATION

No members of the Management Committee received any remuneration during the year. £1,629 (2013: £861) costs were paid to cover the costs of the Management Committee.

Q Garden Services which is controlled by a trustee, Andrea Milner, was paid £1,068 for work undertaken for the Charity during the year.

11. OPERATING LEASE COMMITMENTS

At 31 March 2014 the charity had annual commitments under operating leases as follows:

	2014 £	2013 £
Expiry date:		
Within one year	196,499	163,105
Between one and five years	32,573	58,790
	<u>229,072</u>	<u>221,895</u>

THE M25 HOUSING AND SUPPORT GROUP
NOTES TO THE ACCOUNTS - YEAR TO 31 MARCH 2014

12. TANGIBLE FIXED ASSETS

	Freehold property	Office equipment	Improvements to leasehold property	TOTAL
	£	£	£	£
COST				
At 1 April 2013	121,083	6,172	59,896	187,151
Additions	-	4,446	-	4,446
At 31 March 2014	121,083	10,618	59,896	191,597
DEPRECIATION				
At 1 April 2013	2,184	841	10,630	13,655
Charge for the period	2,422	2,123	11,979	16,524
At 31 March 2014	4,606	2,964	22,609	30,179
NET BOOK VALUE				
At 31 March 2014	116,477	7,654	37,287	161,418
At 31 March 2013	118,899	5,331	49,266	173,496

13. DEBTORS

	2014 £	2013 £
Prepayments and accrued income	81,776	69,039
Other debtors	70,404	34,728
	152,180	103,767

14. CREDITORS: amounts falling due within one year

	2014 £	2013 £
Operational creditors	1,018	11,773
Deferred income	19,478	137,559
Other creditors and accruals	27,680	23,056
	48,176	172,388

**THE M25 HOUSING AND SUPPORT GROUP
NOTES TO THE ACCOUNTS - YEAR TO 31 MARCH 2014**

15 APB ETHICAL STANDARD - PROVISIONS AVAILABLE FOR SMALL ENTITIES

In common with many other charities of our size and nature we use our auditors to assist with the preparation of the financial statements.

16 COMPANY LIMITED BY GUARANTEE

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of a winding up is £10.

17. ANALYSIS BETWEEN FUNDS

- DASP funding from Big Lottery Advice Fund via Doncaster CAB.

DASP stands for Doncaster Advice Service Partnership. The grant is to develop an effective partnership in Doncaster, delivering all areas of Social Welfare Law. Within M25 the fund pays for a Project Manager and a Housing Adviser.

- Day Services - Lloyds TSB

Funding to improve accessibility to our Day Services.

- Doncaster PCT Drop In

Funding contributing towards the running costs for the drop in service.

- Probation AAC

Funding contributing to enhancing offenders' opportunities to access education, training and employment.

- Frank Buttle Trust

Grants for individual clients to assist them in moving onto a more settled life.

- Football Foundation

Grant to enable the development of a football team to enter s Sunday League.

- Homeless Transition Fund

To identify and provide support to 160 rough sleepers per year.

- Move On Bursary

Grants for individual clients to assist them in moving onto a more settled life.

- Vicar's Relief Fund

Grants for individual clients to assist them in moving onto a more settled life.

THE M25 HOUSING AND SUPPORT GROUP
NOTES TO THE ACCOUNTS - YEAR TO 31 MARCH 2014

17. ANALYSIS BETWEEN FUNDS (continued)

	Funds b/f 01/04/2013 £	Total Income £	Total Expenditure £	Funds Transfer £	Funds c/f 31/03/2014 £	Represented by Fixed Assets £	Represented by Net Current Assets £
Restricted Funds							
DASP	-	97,423	(90,617)	-	6,806	-	6,806
Advice Service Transition Fund (DASP)	-	19,442	(19,198)	-	244	-	244
Day Services - Lloyds TSB	7,854	-	-	-	7,854	-	7,854
Probation AAC Fund	-	10,722	(10,722)	-	-	-	-
Frank Buttle Trust	-	70	(70)	-	-	-	-
Football Foundation Grant	867	-	-	(867)	-	-	-
Homeless Transition Fund	1,035	32,565	(36,270)	2,670	-	-	-
Move On Bursary	283	-	-	(283)	-	-	-
Vicar's Relief Fund	-	3,490	(3,490)	-	-	-	-
Total restricted funds	10,039	163,712	(160,367)	1,520	14,904	-	14,904
Unrestricted funds	882,245	1,786,635	(1,626,671)	(1,520)	1,040,689	161,418	879,271
	892,284	1,950,347	(1,787,038)	-	1,055,593	161,418	894,175