



For further information, please
refer to our guidance at
www.gov.uk/companieshouse

1 Company details

Company number 0 4 6 7 8 3 3 7

Company name in full Glenside Manor Healthcare Services Limited

→ Filling in this form

Please complete in typescript or in
bold black capitals.

2 Administrator's name

Full forename(s) Colin

Surname Hardman

3 Administrator's address

Building name/number 25 Moorgate

Street London

Post town EC2R 6AY

County/Region

Postcode

Country

4 Administrator's name ①

Full forename(s) Kevin

Surname Ley

① Other administrator

Use this section to tell us about
another administrator.

5 Administrator's address ②

Building name/number 25 Moorgate

Street London

Post town EC2R 6AY

County/Region

Postcode

Country

② Other administrator

Use this section to tell us about
another administrator.

AM10

Notice of administrator's progress report

6 Period of progress report

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7 Progress report

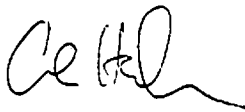
☒ I attach a copy of the progress report

8 Sign and date

Administrator's
signature

Signature

X



X

Signature date	^d <table><tr><td>2</td><td>9</td></tr></table>	2	9	^m <table><tr><td>1</td><td>0</td></tr></table>	1	0	^y <table><tr><td>2</td><td>0</td><td>2</td><td>1</td></tr></table>	2	0	2	1
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**Presenter information**

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

Contact name **Colin Hardman**

Company name **Smith & Williamson LLP**

Address **25 Moorgate**

London

Post town **EC2R 6AY**

County/Region

Postcode

Country

DX **119507 Finsbury Square EC2**

Telephone **020 7131 4000**

**Checklist**

We may return forms completed incorrectly or with information missing.

Please make sure you have remembered the following:

- ☐ The company name and number match the information held on the public Register.
- ☐ You have attached the required documents.
- ☐ You have signed the form.

**Important information**

All information on this form will appear on the public record.

**Where to send**

You may return this form to any Companies House address, however for expediency we advise you to return it to the address below:

The Registrar of Companies, Companies House,
Crown Way, Cardiff, Wales, CF14 3UZ.
DX 33050 Cardiff.

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The Raphael Medical Centre Limited & Glenside Manor Healthcare Services Limited (both in administration)

Joint administrators' progress report for the period from 1 April
2021 to 30 September 2021

29 October 2021



Contents

1.	Glossary	1
2.	Introduction & Summary	2
3.	Progress of the administration	3
4.	Investigations	4
5.	Pre-administration costs	4
6.	Administrators' remuneration	5
7.	Administration expenses	7
8.	Estimated outcome for creditors	9
9.	Outstanding matters	11
10.	Privacy and data protection	12
11.	Ending the administration	12
12.	Creditors' rights	13
13.	Next report	13

Appendices

I	Receipts and payments account	17
II	Time analysis for the period	22
III	Staffing, charging, subcontractor and adviser policies and chargeout rates	27
IV	Estimated outcome statement	30

1. Glossary

Abbreviation	Description
the administrators/joint administrators	Colin Hardman and Kevin Ley
Blantyre	Meru IV s.a.r.l (Blantyre)
the Companies	The Raphael Medical Centre Limited & Glenside Manor Healthcare Services Limited
The Raphael Medical Centre Limited	Raphael
Glenside Manor Healthcare Services Limited	Glenside
EOS	Estimated Outcome Statement
ETR	Estimated to realise
HMRC	Her Majesty's Revenue and Customs
IA86	Insolvency Act 1986 If preceded by S this denotes a section number
IR16	Insolvency (England and Wales) Rules 2016 If preceded by R this denotes a rule number
Prescribed Part	See explanation in section 8.2
Proposals	The joint administrators' statement of Proposals as per s.49 Schedule B1 of the Insolvency Act 1986
Renovo	The Renovo Care Group
Reporting Period	1 April 2021 to 30 September 2021
RPS	Redundancy Payments Service
Sch B1	Schedule B1 to the Insolvency Act 1986 If preceded by P this denotes a paragraph number
SIA	SIA Group (UK) London Limited
SIP	Statement of Insolvency Practice (England & Wales)
SIP16	Statement prepared by an insolvency practitioner that details how the decision to undertake a pre-packaged sale was arrived at and the other alternatives that were considered
SOA	Statement of Affairs

2. Introduction & Summary

This report provides an update on the progress in the administration of the Companies for the six-month period ended 30 September 2021. It should be read in conjunction with the administrators' SIP16 notification to creditors, the joint administrators' Proposals and the six-month progress report dated 28 April 2021. By way of reminder, we, Colin Hardman and Kevin Ley, of Smith & Williamson LLP, 25 Moorgate, London, EC2R 6AY, were appointed administrators of the Company on 1 October 2020.

- Pre-packaged sales of the Companies' underlying businesses and assets to entities within Renovo were completed on 1 October 2020 for a total consideration of £31.5 million. The sales were deemed to have been to connected parties. Consequently, Renovo made a submission to the Pre-Pack Pool. No viability statement was included in this submission as there was no deferred consideration incorporated into the contractual sales terms.
- The objective of the administrations is as in P3(1)(b) Sch B1, namely achieving a better result for the Companies' creditors as a whole than would be likely if the Companies were wound up (without first being in administration).
- The offer for the Companies' businesses and assets was received from Renovo, which is ultimately owned by the secured creditor, Blantyre. The acquisitions were undertaken by way of business and asset sales with the release of the security granted to Blantyre. The consideration was by way of a 'credit bid' following which the indebtedness due to Blantyre was reduced from £41 million to £9 million.
- It is anticipated that there will be sufficient funds, by way of the Prescribed Part, to enable a dividend to unsecured creditors. However, the quantum and timing remain uncertain as at the date of this report.
- The administrators' will be seeking approval of their fees by the secured creditor.
- The period of both administrations have been extended for a period of one year to 30 September 2022 with the consent of the secured creditor.
- It is anticipated that there will be no funds available for unsecured creditors other than from the Prescribed Part and, once the administrators have filed their notice of ceasing to act with the Registrar of Companies, steps will be taken to dissolve the Companies.

Please note this report has been produced during the period of the Covid-19 pandemic. In light of the pandemic, we continue to monitor this situation and comply with the current guidance and regulations from the UK government.

As a result of the latest government advice and restrictions, we continue to have limited access to some of our physical case files and where relevant have had to produce this report from records available on our IT systems. We have taken every reasonable step to ensure that the information is accurate but if anything is incorrect or incomplete, we will provide an explanation and corrected information either in the next progress report or as soon as we are in a position to do so.

If you have any concerns regarding this matter, please contact Beth Quant by email at beth.quant@smithandwilliamson.com or by telephone on 020 7131 4871.

Our team members are successfully working remotely from home as well as from the office where necessary, and we will continue to do so, as required in line with the UK government's guidelines. We are fortunate to have at hand all the tools needed to communicate virtually, internally and externally.

Please be aware that some case staff may be working outside normal business hours but please be assured that your communications are important to us and will be responded to by the relevant team member who will contact you as soon as they are available to do so. We apologise in advance for any delay in responding to your communication and wish to take this opportunity to thank you for your patience and understanding during this unprecedented and challenging time.

3. Progress of the administration

Attached at Appendix I is the receipts and payments account for the period from 1 April 2021 to 30 September 2021. The receipts and payments account also includes a comparison with the directors' SOA values.

3.1 Administration funding

Creditors will be aware that on completion of the sales, Blantyre advanced sums to both Companies to fund:

- the estimated administrators' fees;
- the estimated costs and expenses of the administrations; and
- the funds pertaining to the estimated Prescribed Part and distributable to the unsecured creditors of both Companies based on the sums reflected on the estimated outcome statements.

The 'administration funding' section of the receipts and payments details the sums advanced and payments made in respect of fees, costs and expenses of the administrations that have been paid from these funds. No sums have been distributed from the Prescribed Part funds in the reporting period.

3.2 Book debts

As previously reported, the administrators entered into an agreement for Renovo to collect and recover the book debts due to the Companies as at the date of administration. The fees payable are dependent on the total sum recovered and ranges between 2.5% to 30% and are calculated on the following basis:

Recovery Range	Commission %	Debt Recovered	Commission Due
250,000	2.50%	250,000.00	6,250.00
250,000 - 500,000	5%	250,000.00	12,500.00
500,000 - 750,000	15%	250,000.00	37,500.00
750,000 - 1,000,000	20%	250,000	50,000.00
1,000,000 +	30%	61,647.94	18,494.38
Total		<u>1,061,647.94</u>	<u>124,744.38</u>

Book debts outstanding as at the date of appointment were:

- Raphael - £1,340,699
- Glenside - £149,109

To date, the following amounts have been realised in respect of the book debts:

- Raphael - £872,813
- Glenside - £82,129

The work undertaken by Renovo in realising the book debts is essential to maximising the outcome for creditors in the administrations.

Based on guidance from Renovo, it is not anticipated that any further sums will be realised due to the circumstances surrounding the disputes.

3.3 Administration strategy

As previously reported, the administrators must perform their functions with the objective of:

- rescuing the Companies as going concerns; or
- achieving a better result for the Companies' creditors as a whole than would be likely if the Companies were wound up (without first being in administration); or
- realising property in order to make a distribution to one or more secured or preferential creditors

The second objective has been achieved following the sale of the Companies' businesses and assets, in that a distribution to the secured creditor has been made of £31.5 million. The administrators anticipate preferential claims being received in the administration of Glenside as a result of an employment tribunal award and that the unsecured creditors will participate in distributions from the Prescribed Part in each administration.

4. Investigations

Under the Company Directors Disqualification Act 1986, we have a duty to make a submission to the Secretary of State for Business, Energy & Industrial Strategy on the conduct of all those persons who were directors at the date the Companies entered administration or who held office at any time during the three years immediately preceding the administrations.

We have complied with our duty in this regard. As all submissions are strictly confidential, we are unable to disclose their content.

Additionally, we have a duty to investigate transactions to establish whether there may be actions worth pursuing for the creditors' benefit from, for example, legal proceedings. Shortly after appointment, we made an initial assessment of whether there could be any matters that might lead to recoveries for the estate and what further investigations may be appropriate. This assessment took into account information provided by creditors or as a response to our request to complete an investigation questionnaire.

S&W's forensics team have been engaged to assist with the collection, imaging and hosting of the Companies' electronic data for the purpose of conducting further investigation.

As previously reported, the administrators have conducted an ongoing review of information relating to the financial affairs of the Companies, together with information in connection with the Companies' directors for potential recoveries. The administrators continue to work with Macfarlanes LLP on considering the merits of potential claims and the most appropriate courses of action.

Creditors will appreciate that full details pertaining to the advice provided to the joint administrators by their solicitors is subject to legal privilege and therefore remains confidential at this time, however, further information shall be disclosed as and when appropriate.

5. Pre-administration costs

Prior to the joint administrators' appointment, a proportion of the pre-administration costs were paid by the secured creditor. As reported in the administrators' Proposals, our total time costs in assisting the Companies prior to our appointment as joint administrators were £88,343.83 for Raphael and £79,354.55 for Glenside. Prior to the administrations, Blantyre paid £73,495 in respect of Raphael's costs and £73,495 in respect of Glenside's costs.

The joint administrators intend to liaise with Blantyre directly to obtain approval for the residual balance of pre-appointment costs and the office holders' post-appointment fees.

Raphael

Recipient	Brief description of services provided	Amount paid £
Smith & Williamson LLP	Pre-appointment costs: advice & assistance in period prior to the administration	73,495
Jones Day	Legal fees & disbursements	75,000
SIA	Agent's fees & disbursements	625
Gunnercooke	Court filing	68
Datasite	Hosting data room of documents	1,582

Glenside

Recipient	Brief description of services provided	Amount paid £
Smith & Williamson LLP	Pre-appointment costs: advice & assistance in period prior to the administration	73,495
Jones Day	Legal fees & disbursements	75,000
SIA	Agent's fees & disbursements	625
Gunnercooke	Court filing	68
Datasite	Hosting data room of documents	1,582

6. Administrators' remuneration

In this case, the joint administrators will not be seeking approval for the basis of their remuneration from the general body of creditors as approval will be sought from the secured creditor. Following their appointment, the joint administrators estimated their costs to be in the region of £275,000 for the first year of the administrations.

As no creditors' committee has been appointed, approval of the joint administrators' remuneration shall be fixed using the decision-making process either at a virtual creditors' meeting or by electronic and/or postal voting. Where the joint administrators have concluded that the Companies have insufficient property to enable a distribution to be made to the unsecured creditors (other than via the Prescribed Part), approval will be sought from the secured and (if necessary) the preferential creditors, which is the case in respect of these administrations.

The joint administrators' time costs are as follows:

Raphael

Period	Total hours hrs	Total costs £	Average hourly rate £/hr	Fees drawn £
1 October 2020 to 31 March 2021	279.73	91,042	325	Nil
1 April 2021 to 30 September 2021	191.97	62,905	328	Nil
Total	471.70	153,947	326	Nil

Glenside

Period	Total hours hrs	Total costs £	Average hourly rate £/hr	Fees drawn £
1 October 2020 to 31 March 2021	210.20	62,899	299	Nil
1 April 2021 to 30 September 2021	135.80	41,845	308	Nil
Total	346.00	104,744	303	Nil

Attached at Appendix II is a time analysis which provides details of the activity costs incurred by staff grade during the period of this report in respect of the costs fixed, by reference to time properly spent by the administrators and their staff in attending to matters arising in the administrations. Details of work carried out in the period are also included in the body of this report.

Please note that these estimates are based on present information and may change due to unforeseen circumstances arising. In the event that the fee estimates are likely to be exceeded, the joint administrators will need to provide an update and seek approval from the appropriate creditors before drawing any additional sums. Fee estimates may be given up to a certain milestone or for a designated period if it is not possible to provide an accurate estimate at any given point.

The following work has been undertaken by the joint administrators during the reporting period:

- Case reviews and monitoring including internal meetings in discussing case progression
- Arranging for and monitoring the insurance position of the Companies' assets
- Reviewing the joint administrators' WIP and time costs for billing purposes
- Raising and processing payments relating to relevant costs in the administration
- Providing regular updates and reporting to the secured creditor
- Ongoing correspondence with solicitors and landlords with respect to licenses to occupy
- Instructing and liaising with the joint administrators' legal advisors regarding pursuing various claims against third parties with a view to realising further recoveries for creditors
- Arranging and holding s.236 interviews with the Companies' director as part of the administrators ongoing investigation into the affairs of the Companies
- Instructing and liaising with counsel to assist with pursuing potential claims which could result in recoveries into the Companies' estates which could benefit realisations to creditors
- Correspondence with the Companies' pre-appointment bankers in arranging for the transfer of book debt realisations to the administration estates
- Overseeing ongoing collections of the Companies' book debts and working with Renovo in arranging for the transfer of funds
- Drafting the joint administrators' six-month progress report and filing with Companies House
- Liaising with BDO and providing information to HMRC in connection with various assessments in respect to the Companies' tax liabilities
- Collating cash flows in forecasting anticipated costs pertaining to the funding agreement
- Dealing with creditor queries including telephone calls and emails, providing updates on dividend position
- Seeking approval from the secured creditors to extend both administrations for a period of one year to 30 September 2022 and file the relevant forms with the Registrar of Companies

Creditors should be aware that some of the work is required by statute and may not necessarily provide any financial benefit to creditors. Examples would include dealing with former employees' claims through the Redundancy Payments Service and providing information relating to the company and its former officers as required by the Company Directors' Disqualification Act 1986.

A copy of "A Creditor's Guide to Administrator's Fees", as produced by R3, is available free on request or can be downloaded from their website as follows:

<https://www.r3.org.uk/technical-library/england-wales/technical-guidance/fees/more/29113/page1/administration-a-guide-for-creditors-on-insolvency-practitioner-fees/>

Details of Smith & Williamson LLP's charge out rates and policies in relation to the use of staff are provided at Appendix V. On a general note, please be aware that the charge out rates are subject to an annual review.

7. Administration expenses

7.1 Subcontractors

We have utilised the services of the following subcontractors during the current period:

Raphael & Glenside

Provider/Service(s)	Basis of fee arrangement	Costs incurred in current period £	Costs paid in current period £	Total costs outstanding at period end £
The Renovo Care Group (book debt collections)	% of realisations	124,327	124,327	Nil

Note: Total costs outstanding may include costs incurred in prior periods, but not yet paid.

As detailed above in section 3, the joint administrators have engaged Renovo to assist with the collection of the Companies' book debts in maximising realisations for creditors. The costs incurred in the period are in line with the agreed percentage range of 2.5% to 30%, based on the level of debts recovered.

7.2 Professional advisers

In relation to these assignments, we have used the professional advisers listed below. We have also indicated the basis of the fee arrangements which are subject to review on a regular basis.

Raphael

Name of professional adviser/Service(s)	Basis of fee arrangement	Costs incurred in current period £	Costs paid in current period £	Total costs outstanding at period end £	Total costs paid £
Jones Day	Hourly rate & expenses	Nil	Nil	Nil	6,871.24
Gunnercooke	Hourly Rate & expenses	8,525	8,525	Nil	8,593
Christie & Co	Fixed fee	Nil	Nil	Nil	625.00
Matrix Intelligence	Hourly rate	262.50	262.50	Nil	8,102.50
Macfarlanes LLP	Hourly rate & expenses	50,024	50,024	8,419.52	50,024

Name of professional adviser/Service(s)	Basis of fee arrangement	Costs incurred in current period £	Costs paid in current period £	Total costs outstanding at period end £	Total costs paid £
BDO LLP	Hourly rate	10,000	10,000	Nil	10,000
Browne Jacobson	Hourly rate & expenses	1,674	1,674	Nil	1,674

Glenside

Name of professional adviser/Service(s)	Basis of fee arrangement	Costs incurred in current period £	Costs paid in current period £	Total costs outstanding at period end £	Total costs paid £
Jones Day	Hourly rate & expenses	Nil	Nil	Nil	6,321.24
Gunnercooke	Hourly Rate & Expenses	Nil	Nil	Nil	68.00
Christie & Co	Fixed fee	Nil	Nil	Nil	625.00
Matrix Intelligence	Hourly rate	262.50	262.50	Nil	3,622.50
Macfarlanes LLP	Hourly rate & expenses	50,024	50,024	8,419.52	50,024
Browne Jacobson	Hourly rate & expenses	2,485	2,485	Nil	2,485

The solicitors and valuation agents detailed above were instructed to advise the joint administrators due to their expertise and experience in pre-packaged sales and insolvency matters. They provide the best value and service to creditors. The solicitors are regulated by the Solicitors Regulation Authority (SRA).

The private investigator agents detailed above were instructed by the joint administrators due to their expertise and experience in sourcing data, asset tracing and investigatory work. They provide the best value and service to creditors.

As noted in section 4, Macfarlanes LLP have been engaged by the joint administrators to advise on potential claims against third parties. In this regard, the legal fees have been paid from funding that is separate from the Prescribed Part and therefore will not impact the distribution to creditors.

There are no conflicts of interest and they adhere to the professional and ethical standards. Their services and costs are under regular review.

7.3 Administrators' expenses

We have paid and/or incurred the following expenses in the current period:

Raphael

Description	Incurred in current period £	Paid in current period £	Total costs outstanding at period end £
Statutory advertising	182.00	182.00	Nil
Administrators' bonds	140.00	140.00	Nil
Total	322.00	322.00	Nil

Glenside

Description	Incurred in current period £	Paid in current period £	Total costs outstanding at period end £
Statutory advertising	182.00	182.00	Nil
Administrators' bonds	140.00	182.00	Nil
Total	322.00	322.00	Nil

Note: Total costs outstanding may include costs incurred in prior periods, but not yet paid.

7.4 Category 2 expenses

No Category 2 disbursements have been incurred or paid.

7.5 Policies regarding use of third parties and expense recovery

Appendix IV details of Smith & Williamson LLP's policies in relation to the use of subcontractors and professional advisers, and the recovery of expenses.

8. Estimated outcome for creditors

An estimated outcome statement as of 30 September 2021 is attached at Appendix IV.

The estimated outcome for each class of creditors is set out below.

Please note that, where creditors have submitted claims in foreign currency, they have been converted to £Sterling at the rate of the applicable rate on the 1 October 2020. If any creditor considers the rate to be unreasonable, they may apply to court for determination.

8.1 Secured creditors

Blantyre holds a fixed and floating charge over the Companies' assets. At the date of the administrations the indebtedness owed to the secured creditor was estimated at c£41m. The following distributions have been

made to the secured creditor:

Entity	Fixed charge	Floating charge	Total
	£	£	£
Raphael	21,214,008	505,033	21,719,041
Glenside	8,685,004	1,095,955	9,780,959
	29,899,012	1,600,988	31,500,000

As distributions have been made to the secured creditor, an agreement was reached whereby certain sums were provided on completion to the joint administrators by way of an Administration Funding Agreement. The agreement provided for the following sums to be paid to the joint administrations for the following costs, expenses and estimated Prescribed Parts:

Administration Funding Agreement	Raphael	Glenside
	£	£
Estimated fees	150,000	125,000
Estimated expenses	40,000	25,000
Estimated Prescribed Part	250,208	217,567
	440,208	367,567

In the event that these sums are not expended or utilised within the administration estates, the monies are repayable to the secured lender. The Administration Funding Agreement is non-recourse and does not attract interest.

8.2 Prescribed Part

Where a company has created a floating charge on or after 15 September 2003, Section 176A of the Insolvency Act 1986 makes provision for a share of a company's net property to be set aside for distribution to unsecured creditors in priority to the floating charge holder. The company's net property is the balance that remains after preferential creditors have been paid and which would then otherwise be available for satisfaction of the claims of any holder of a debenture secured by a floating charge. The funds are referred to as the Prescribed Part.

The amount of the Prescribed Part is calculated as follows:

- 50% of the net property up to £10,000, plus
- 20% of the net property over £10,000
- Up to a maximum Prescribed Part of £600,000

The Companies granted fixed and floating charges to Macquarie Euro Limited on 12 October 2018 and 25 August 2017. Accordingly, we are required to create Prescribed Part funds out of the Companies' net floating charges property for unsecured creditors. Based on present information, we estimate the value of the Companies' net floating charge property to be:

- Raphael - £1,019,345
- Glenside - £795,439

Please be aware that these estimates are subject to fluctuation and the final outcomes can only be determined once all asset realisations have been made. If there are Prescribed Part distributions to be made, they will be distributed by the joint administrators in the respective administration, following the changes made by the Small Business, Enterprise and Employment Act 2015 with effect from 26 May 2015.

8.3 Ordinary preferential creditors

As previously reported, the joint administrators were aware of ongoing Employment Tribunal claims in respect to former Glenside employees that were previously dismissed in August 2019. Shortly after the reporting period, the employment tribunal awarded protective awards in favour of the employees in addition to sums owed for outstanding holiday pay. The holiday entitlements owed to the employees rank as preferential claims, however, it is not anticipated that sufficient realisations will be available to declare a dividend to the ordinary preferential creditors.

8.4 Unsecured creditors

We have received claims totalling £2,050,117.40 from 34 creditors with respect to Raphael and claims totalling £83,771.65 from 25 creditors with respect to Glenside. Total claims as per the directors' SOA were £15,394,621 for Raphael and £16,836,981 for Glenside. At present, we confirm that realisations in the administrations are expected to be insufficient to pay a dividend to unsecured creditors, other than by way of the Prescribed Part fund reported in section 8.2.

During the reporting period, the administrators have been liaising with HMRC in respect to various tax assessments relating to Raphael. The assessments are for outstanding PAYE/NIC liabilities in the sum of £11,025,705 owed prior to administration in conjunction with an offshore third-party payroll company, together with Corporation Tax liabilities in the sum of £1,455,284 relating to taxable donations made to a connected Industrial and Provident Society. The administrators have engaged the assistance of BDO LLP (the Company's pre-appointment tax advisers) to assist with HMRC's ongoing enquiries and to formulate appeals against the tax assessments.

HMRC's claims will significantly impact the total dividend available to Raphael's unsecured creditors. Therefore, the administrators will provide a further update to creditors once investigations have concluded and HMRC's final claim in the administration has been received.

As previously reported, following completion of the pre-packaged sales, a large number of the Companies' creditor claims were assigned to Renovo (at their sole discretion) in order to continue trading in the usual course of business. The joint administrators will be conducting a full review of the Companies' creditors in due course, following which claims will be adjudicated. Given the Renovo assignments, it will stand in the place of the creditors subject to agreements.

9. Outstanding matters

The joint administrators' costs to date are £258,691 (split between the Companies) as detailed in section 6. The Joint Administrators will liaise with the secured creditor in order to seek approval of their fees and expenses in accordance with the provisions of IR16.

A detailed narrative explanation of these future costs can be found below.

Please note that this estimate is based on present information and may change due to unforeseen circumstances arising. In the event that the fee estimates are likely to be exceeded, the joint administrators will need to provide an update and seek approval from the creditors before drawing any additional sums. Fee estimates may be given up to a certain milestone or for a designated period if it is not possible to provide an accurate estimate at any given point.

On a general note, creditors should be aware that some of the work is required by statute and may not necessarily provide any financial benefit to creditors. Examples would include dealing with former employees' claims through the Redundancy Payments Service and investigating the former officers of the company as required by the Company Directors' Disqualification Act 1986.

The remaining actions to be concluded in the administrations are as follows:

- Agreeing and making payment to the unsecured creditors by way of the Prescribed Part

- Agreeing the claims of and making payment to the secured creditor, in accordance with any respective priorities, subject to availability of funds
- Concluding on merits of potential claims for the benefit of creditors
- Submitting claims to the RPS relating to holiday entitlements owed to employees following the outcome of the employment tribunal claim in respect of Glenside
- Assisting HMRC with their ongoing investigations and potential tax liabilities in respect of Raphael
- Providing further assistance as required to the Insolvency Service with regards to their ongoing enquiries
- Filing corporation tax returns and obtaining tax clearance in respect of the administration period
- Paying all costs and expenses of the administrations once any required approvals have been obtained
- Further statutory reporting as required by IA86 and IR16
- Closure of the administration, including preparing and issuing the final report

Creditors should note that the administrators, with the consent of Blantyre, have extended the duration of the administration for a period of one year whilst investigations into the Companies remains ongoing and potential claims are formulated against its directors. This is due to the administrators having greater investigatory powers compared to a liquidation process, with the intention of maximizing potential recoveries for the secured creditor.

10. Privacy and data protection

As part of our role as joint administrators, we would advise you that we may need to access and use data relating to individuals. In doing so, we must abide by data protection requirements. Information about the way that we will use and store personal data in relation to insolvency appointments can be found at <https://smithandwilliamson.com/rsgdpr>

If you are unable to download this, please contact my office and a hard copy will be provided free of charge.

To the extent that you hold any personal data of the Companies' data subjects provided to you by the Companies or obtained otherwise, you must process such data in accordance with data protection legislation. Please contact us if you believe this applies.

11. Ending the administration

It is proposed that, at the appropriate time, the joint administrators will use their discretion to exit the administrations by way of one of the following means:

- If having realised the assets of the Companies, the joint administrators think the distribution will be made to the unsecured creditors other than by virtue of the Prescribed Part, they may file a notice with the Registrar of Companies which will have the effect of bringing the appointment of the joint administrators to an end and will move both/either Company automatically into CVL in order that the distributions can be made, but only if they consider that the associated incremental costs of a CVL are justified. In these circumstances, it is proposed that the joint administrators, Colin Hardman and Kevin Ley will become joint liquidators of both/either Company. The acts of the joint liquidators may be undertaken by either both or both of them.
- If the joint administrators have, with permission of the court, made a distribution to unsecured creditors in addition to any Prescribed Part distribution, or they think that both/either of the Companies otherwise has no property which might permit a distribution to its unsecured creditors, subject to there being a need for further investigations as described below, they will file a notice, together with their final progress report, at court and with the Registrar of Companies for the dissolution of both or either Company. The joint administrators will send copies of these documents to the Companies and its creditors. The joint administrators' appointment will end following the registration of the notice by the Registrar of Companies.

Administrators have the power to bring claims against former officers of the Companies in respect of transactions that may have caused or exacerbated the Companies' insolvency. Claims with a good prospect of success may indeed be pursued by administrators but there may be cases where it would be more appropriate if a liquidator brought the claim or where the timeframe would not be long enough, given the maximum extension period available to administrators. The proposed exit route would, in these cases, be liquidation.

The administrators will be discharged from liability under P98(3) of Sch B1 immediately upon their appointment as administrators ceasing to have effect.

Authorisation for the joint administrators' discharge from liability will be requested from the Companies' secured creditor, in due course.

12. Creditors' rights

Within 21 days of the receipt of this report, a secured creditor, or an unsecured creditor (with the concurrence of at least 5% in value of the unsecured creditors or otherwise with the court's permission) may request in writing that the administrators provide further information about their remuneration or expenses which have been itemised in this report.

Any secured creditor, or an unsecured creditor (with the concurrence of at least 10% in value of the unsecured creditors or otherwise with the court's permission) may within 8 weeks of receipt of this report make an application to court on the grounds that, in all the circumstances, the basis fixed for the administrators' remuneration is inappropriate and/or the remuneration charged or the expenses incurred (including any paid) by the administrators, as set out in this report, are excessive.

The above rights apply only to matters which have not been disclosed in previous reports.

On a general note, if you have any comments or concerns in connection with our conduct, please contact Colin Hardman or Kevin Ley in the first instance. If the matter is not resolved to your satisfaction, you may contact our Head of Legal by writing to 25 Moorgate, London EC2R 6AY or by telephone on 020 7131 4000.

Thereafter, if you wish to take the matter further you may contact the Insolvency Services directly via Insolvency Complaints Gateway. They can be contacted by email, telephone or letter as follows:

i) Email: insolvency.enquiryline@insolvency.gsi.gov.uk

ii) Telephone number: +44 300 678 0015

iii) Postal address: The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds LS11 9DA.

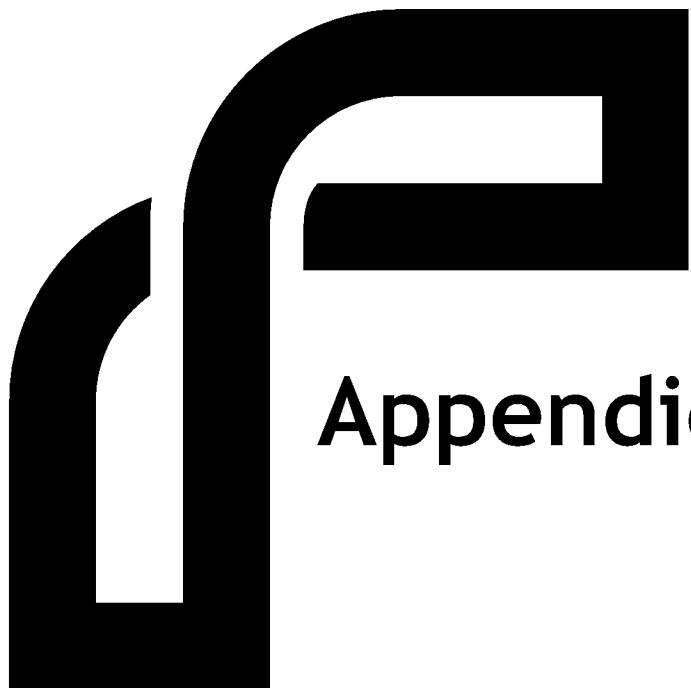
13. Next report

We are required to provide a further report on the progress of the administrations within one month of the end of the next one-year period of the administrations unless we have concluded matters prior to this, in which case we will write to all creditors with our final reports.



Colin Hardman and Kevin Ley
Joint Administrators

Date: 29 October 2021



Appendices

I Receipts and payments account

Receipts and payments account for the period 1 April 2021 to 30 September 2021

The Raphael Medical Centre Limited
(In Administration)
Joint Administrators' Summary of Receipts & Payments

Statement of Affairs £	From 01/04/2021 To 30/09/2021 £	From 01/10/2020 To 30/09/2021 £
ADMINISTRATION FUNDING		
Administration funding	NIL	190,000.00
Bank Interest Admin Funding	5.26	30.92
Bank Charges Admin Funding A/c	(1.40)	(2.60)
Tax Advisor Fees Admin Funding A/c	(10,000.00)	(10,000.00)
Agents Fees Admin Funding A/c	(262.50)	(8,727.50)
VAT Irrecoverable Admin Funding A/c	(22,395.99)	(25,454.75)
IT Data Storage Admin Funding A/c	NIL	(16.07)
Legal Disbursements Admin Funding	(48.43)	(1,016.17)
Legal Fees Admin Funding A/c	(101,673.58)	(107,645.08)
	(134,376.64)	37,168.75
ADMINISTRATION FUNDS IN HAND	(134,376.64)	37,168.75
GENERAL FIXED CHARGE		
Freehold Property	NIL	21,214,000.00
Bank Interest Prescribed Part	59.52	93.94
Business Goodwill	NIL	2.00
Owned Business IP	NIL	2.00
Licenced Business IP	NIL	2.00
Business Names	NIL	2.00
Fixed Distribution	NIL	(21,214,008.00)
	59.52	93.94
PRESCRIBED PART FUND		
Prescribed Part Funding	NIL	250,208.00
Bank Interest Prescribed Part	(12.55)	(46.97)
	(12.55)	250,161.03

	ASSET REALISATIONS		
	Bank Interest Gross	43.25	65.86
850,000.00	Book Debts	24,501.37	872,813.45
	Business stock	NIL	2.00
5,228.00	Cash at Bank	NIL	1,208.83
	Commercial records	NIL	2.00
21,400,003.00	Freehold Property & Operating Assets	NIL	NIL
18.00	Intangible Assets	NIL	NIL
	Intercompany Debtors	NIL	169,020.00
	IT Systems	NIL	2.00
	Operating assets	NIL	186,000.00
319,020.00	Other Debtors	NIL	150,000.00
	Pre-Appointment Refunds	NIL	36.39
	Refund of Client Account Funds	NIL	3.00
	Rent	(1,907.90)	NIL
	Third Party Funds	(27,252.12)	NIL
	Utility Refund	1,102.62	1,104.62
	Work in progress	NIL	2.00
		(3,512.78)	1,380,260.15
	COST OF REALISATIONS		
	Bank Charges	50.80	52.05
	Debt Recovery Commission	113,966.40	113,966.40
	Unauthorised Costs	NIL	1,478.37
		(114,017.20)	(115,496.82)
	FLOATING CHARGE CREDITORS		
	Blantyre - Dist 'in specie'	NIL	505,033.00
		NIL	(505,033.00)
	UNSECURED CREDITORS		
(15,244,620.12)	Trade & Expense Creditors	NIL	NIL
		NIL	NIL
7,329,648.88		(251,859.65)	1,047,154.05
	REPRESENTED BY		
	CI Deposit. Admin Funding A/c (IB)		37,168.75
	Cl. Deposit Prescribed Part A/c (IB)		250,254.97
	Clients Deposit account (IB)		759,730.33
			1,047,154.05

Glenside Manor Healthcare Services Limited
(In Administration)
Joint Administrators' Summary of Receipts & Payments

Statement of Affairs £	From 01/04/2021 To 30/09/2021 £	From 01/10/2020 To 30/09/2021 £
ADMINISTRATION FUNDING		
Administration Funding	NIL	150,000.00
Bank Interest Admin funding A/c	3.50	23.72
Insurance Admin Funding A/c	NIL	(280.00)
Bank Charges Admin Funding	(1.40)	(2.60)
Advertising Admin Funding A/c	NIL	(91.00)
Agents Fees Admin Funding A/c	(262.50)	(4,247.50)
Legal Fees Admin Funding A/c	(111,009.58)	(116,981.08)
Legal Disbursements Admin Funding A/c	(48.41)	(466.15)
VAT Irrecoverable - Admin Funding A/c	(22,263.20)	(24,330.95)
	<u>(133,581.59)</u>	<u>3,624.44</u>
ADMINISTRATION FUNDS IN HAND	<u>(133,581.59)</u>	<u>3,624.44</u>
GENERAL FIXED CHARGE		
Blantyre - Fixed dist 'in specie'	NIL	8,685,004.00
Business Goodwill	NIL	(1.00)
Owned Business IP	NIL	(1.00)
Licensed Business IP	NIL	(1.00)
Business Names	NIL	(1.00)
Freehold Property	NIL	(8,685,000.00)
	<u>NIL</u>	<u>NIL</u>
PRESCRIBED PART FUND		
Prescribed Part Funding	NIL	217,567.00
Bank Interest Gross Prescribed Part	10.92	40.85
	<u>10.92</u>	<u>217,607.85</u>

	ASSET REALISATIONS		
	Bank Interest Gross	3.38	5.20
75,000.00	Book Debts	NIL	82,128.60
	Business Information	NIL	1.00
	Business stock	NIL	1.00
984.00	Cash at Bank	NIL	575.92
	Commercial records	NIL	1.00
8,867,001.00	Freehold Property & Operating Assets	NIL	NIL
9.00	Intangible Assets	NIL	NIL
	IT Systems	NIL	1.00
	Operating assets	NIL	182,000.00
909,179.00	Other Debtors	NIL	4,770.00
	Pre-Appointment Refunds	79.20	194.35
	Renovo South Newton debt	NIL	909,179.00
	Suspense Account	392.32	392.32
	Work in progress	NIL	1.00
		(133,106.69)	1,182,874.83
	COST OF REALISATIONS		
	Bank Charges	0.55	14.50
	Debt Recovery Commission	10,360.74	10,360.74
	Direct Debit Costs	NIL	613.26
		(10,361.29)	(10,988.50)
	FLOATING CHARGE CREDITORS		
	Blantyre - Floating dist 'in specie'	NIL	1,095,955.00
		NIL	(1,095,955.00)
9,852,173.00		(143,457.06)	293,539.18
	REPRESENTED BY		
	Cl Deposit. Admin Funding A/c (IB)		3,624.44
	Clients Deposit account		72,306.89
	Cl. Deposit. Prescribed Part A/c (IB)		217,607.85
			293,539.18

Notes and further information required by SIP 7

- The administrators' remuneration has not yet been approved by the secured creditor.
- We have not yet sought approval of or drawn any other costs that would require the same approval as our remuneration.
- No payments have been made to us from outside the estate.
- Details of significant expenses paid are provided in the body of our report.
- Details of payments made to sub-contractors are shown in the body of our report.
- Information concerning our remuneration and expenses incurred is provided in the body of the report.
- Information concerning the ability to challenge remuneration and expenses of the administration is provided in our report.
- All bank accounts are interest bearing.
- There are no foreign currency holdings.

- All amounts in the receipts and payments account are shown exclusive of any attributable VAT. Where VAT is not recoverable it is shown as irrecoverable VAT.

Notes and further information required by SIP 9

Receipts

- Book debts reflect the amounts collected by Renovo into the Companies' pre-appointment bank accounts, which were transferred into the administration estates by Natwest. Included in these sums are amounts owing to various third parties, which are shown as 'Third Party Funds' and have been repaid to the respective parties accordingly.
- Payment for a tenant's rent relating to a property included in the sale agreement was received into the Raphael pre-appointment bank account. This has since been returned to the individual.

Payments

- Payment for Macfarlanes' legal fees and disbursements relating to advice provided in respect to potential claims have been split equally between the Companies.
- BDO LLP have been paid £10,000 on account for their assistance in appealing HMRC's tax assessments relating to Raphael and assisting HMRC with their ongoing enquiries.
- Renovo have been paid a total of £124,744 in respect to their debt recovery commission for the collection of book debts in Raphael and Glenside. Details regarding the agreed percentage regarding this fee can be found in section 3.

II Time analysis for the period

Raphael Medical Centre Limited

Raphael Medical Centre Limited 1 April 2021 to 30 September 2021	Partner	Director & Associate Director	Manager	Other Professionals	Support	Total	Cost	Average rate
	Hours	Hours	Hours	Hours	Hours	Hours	£	£/hr
Administration & planning								
Statutory & Regulatory	-	0.01	2.49	0.99	12.75	16.24	3,850.61	237
Case administration	10.30	6.54	4.13	22.92	5.30	49.19	16,522.92	336
Post appointment AML	-	-	-	0.51	0.15	0.66	152.34	230
Sub-total Administration & planning	10.30	6.54	6.62	24.42	18.20	66.09	20,525.87	311
Investigations								
Directors	-	-	-	(1.62)	1.62	0.00	-	-
Records and investigations	7.63	7.96	-	7.13	0.10	22.83	10,031.32	439
Court applications (procedural and investigatory)	-	0.25	-	4.13	-	4.38	1,035.08	236
Sub-total Investigations	7.63	8.21	-	9.64	1.72	27.21	11,066.40	407
Realisation of assets								
Leasehold property assets	-	-	-	0.22	0.08	0.30	66.00	218
Other assets	-	-	10.80	6.35	3.42	20.57	5,682.52	276
Tax assets	-	-	-	0.20	-	0.20	44.00	220
Business sale	-	-	-	0.20	-	0.20	46.00	230
Legal actions (civil recoveries)	-	9.75	13.70	12.15	-	35.60	11,974.93	336
Leasing and HP assets	-	-	-	-	-	-	-	-
Sub-total Realisation of assets	-	9.75	24.50	19.12	3.50	56.87	17,813.45	313
Trading								
Trading accounting	-	-	-	-	-	-	-	-
Trading employees	-	-	-	-	-	-	-	-
Trading customers	-	-	-	-	-	-	-	-
Sub-total Trading	-	-	-	-	-	-	-	-
Creditors								
Chargeholders	-	0.50	27.30	0.70	-	28.50	9,387.33	329
Employees, Pensions & RPS	-	-	-	(3.88)	4.03	0.15	33.00	220
Unsecured creditors (exc. Staff)	1.75	1.05	1.83	(3.40)	11.92	13.14	4,078.87	310
Sub-total Creditors	1.75	1.55	29.13	(6.58)	15.95	41.80	13,499.20	323
Total of all hours	19.68	26.06	60.25	46.60	39.37	191.97		
Total of all £	11,296.38	12,877.26	19,473.45	15,124.33	4,133.50		62,904.92	
Average rate	574.01	494.22	323.21	324.53	105.00			328
Time undertaken by non insolvency teams								
Forensics	7.42	-	5.50	13.50	-	26.42	6,722.93	254
Total hours (non insolvency teams)	7.42	-	5.50	13.50	-	26.42		
Total £ (non insolvency teams)	3,242.93	-	1,502.50	1,977.50	-		6,722.93	
Average rate £/hr (non insolvency teams)	437.05	-	273.18	146.48	-			254.46
Grand total hours	27.10	26.06	65.75	60.10	39.37	218.39		
Grand total £	14,539.31	12,877.26	20,975.95	17,101.83	4,133.50		69,627.85	
Average rate £/hr (all staff)	537	494	319	285	105			319

Note: The table above contains some negative values as a result of an adjustment to how our time is classified. Time previously shown as "Other Professionals" is now split between "Other Professionals" and "Support". The negative figures reflect time from the previous reporting period being moved from "Other Professionals" to "Support".

Glenside Manor Healthcare Services Limited

Glenside Manor Healthcare Services Limited 1 April 2021 to 30 September 2021	Partner	Director & Associate Director	Manager	Other Professionals	Support	Total	Cost	Average rate
	Hours	Hours	Hours	Hours	Hours	Hours	£	£/hr
Administration & planning								
Statutory & Regulatory	-	-	2.65	0.40	12.85	15.90	3,791.61	238
Case administration	7.25	8.28	4.48	7.17	4.82	32.00	12,078.03	377
Post appointment AML	-	-	-	0.42	0.15	0.57	130.34	230
Sub-total Administration & planning	7.25	8.28	7.14	7.99	17.82	48.47	15,999.98	330
Investigations								
Directors	-	-	-	(1.67)	1.67	-	-	-
Records and investigations	3.35	7.21	-	4.32	0.10	14.99	6,464.40	431
Court applications (procedural and investigatory)	-	-	-	3.67	-	3.67	806.67	220
Sub-total Investigations	3.35	7.21	-	6.32	1.77	18.65	7,271.07	390
Realisation of assets								
Other assets	-	(2.13)	19.20	2.85	2.95	22.87	6,277.60	275
Business sale	-	-	-	(0.10)	0.10	-	-	-
Legal actions (civil recoveries)	-	(9.75)	14.70	7.80	-	12.75	1,612.92	127
Sub-total Realisation of assets	-	(11.88)	33.90	10.55	3.05	35.61	7,890.52	222
Trading								
Trading employees	-	-	-	-	-	-	-	-
Sub-total Trading	-	-	-	-	-	-	-	-
Creditors								
Chargeholders	-	-	27.38	0.12	-	27.50	8,986.44	327
Employees, Pensions & RPS	-	-	-	(2.17)	2.17	-	-	-
Unsecured creditors (exc. Staff)	0.50	-	2.75	(11.59)	13.90	5.57	1,696.90	305
Sub-total Creditors	0.50	-	30.13	(13.64)	16.07	33.07	10,683.34	323
Total of all hours	11.10	3.62	71.17	11.22	38.70	135.80		
Total of all £	6,157.76	1,728.68	22,874.36	7,020.61	4,063.50		41,844.91	
Average rate	554.60	478.05	321.40	625.92	105.00			308
Time undertaken by non insolvency teams								
Forensics	-	-	-	5.52	-	5.52	872.57	158
Total hours (non insolvency teams)	-	-	-	5.52	-	5.52		
Total £ (non insolvency teams)	-	-	-	872.57	-		872.57	
Average rate £/hr (non insolvency teams)	-	-	-	158.00	-			158.00
Grand total hours	11.10	3.62	71.17	16.74	38.70	141.32		
Grand total £	6,157.76	1,728.68	22,874.36	7,893.18	4,063.50		42,717.48	
Average rate £/hr (all staff)	555	478	321	472	105			302

Note: The table above contains some negative values as a result of an adjustment to how our time is classified. Time previously shown as "Other Professionals" is now split between "Other Professionals" and "Support". The negative figures reflect time from the previous reporting period being moved from "Other Professionals" to "Support".

Explanation of major work activities undertaken

Administration and planning

- Ongoing monitoring of case insolvency bordereau.
- Maintaining and managing the administration estate's cash book and bank accounts.
- Processing invoices for expenses of the administration, issuing payments, preparing journal forms (as necessary) and deposit forms in respect of funds received.
- Completing case checklists and diary lines to ensure compliance and case progression.
- Carrying out case planning, administration, and general case progression.

- Conducting periodic case reviews.
- Preparing and issuing the administrators' Progress Report and associated correspondence to creditors, members, Companies House and the Court.
- Dealing with routine correspondence not relating to assets, creditors and investigation matters.
- All other general administrative tasks which may not specifically fall within one of the categories specified below.

Investigations

- Working with Macfarlanes in formulating potential claims in respect of losses suffered by the Companies.
- Obtaining and reviewing counsel's advice in respect to the validity and merit of various claims.
- Ongoing discussions with the secured creditor regarding legal advice provided and the costs associated with pursuing potential claims.
- Providing further information to the Insolvency Service following the submission of the administrators' CDDA report.
- Conducting section 236 IA86 interviews with a director.

Realisation of assets

- Continuing to monitor the ongoing collection of book debts and assessing those advised as non-pursuable for further potential legal action to be taken.
- Liaising with NatWest to arrange for the sweep of funds into the administration estates and to provide monthly statements for reconciliation purposes.
- Arranging for the transfer of monies received into the pre-appointment bank accounts owing to Renovo or to be refunded to relevant CCGs.

Creditors

- Issuing formal notification of the administrators' appointment to creditors and requesting submission of claims in respect of outstanding amounts owed.
- Liaising with, and providing updates to, creditors who have submitted claims to include email and telephone correspondence.
- Dealing with tax assessments from HMRC
- Inputting and maintaining creditors' information on the administrators' case management software.
- Issuing chaser emails and letters to known creditors who have not yet submitted claims.
- Providing routine updates to the secured creditor in respect to potential claims, investigatory matters, asset realisations and updates on outstanding matters in the administrations.
- Seeking approval from the secured creditor to extend the duration of the administrations.
- Liaising with solicitors representing previous employees relating to protective awards and holiday entitlements, receiving updates relating to the pending employment tribunal.

Forensics

- Imaging all electronic data on the Company's IT systems.
- Assisting the administrators in analysing the imaged data using keyword searches and specialist software.

III Cumulative time analysis for the period for 1 October 2020 to 30 September 2021

Raphael Medical Centre Limited

Cumulative Raphael Medical Centre Limited	Partner	Director & Associate Director	Manager	Other Professionals	Support	Total	Cost	Average rate
	Hours	Hours	Hours	Hours	Hours	Hours	£	£/hr
Administration & planning								
Statutory & Regulatory	-	10.17	13.77	29.53	12.75	66.22	17,686.64	267
Case administration	12.50	29.72	11.28	54.47	5.30	113.27	37,610.94	332
Post appointment AML	-	-	-	1.23	0.15	1.38	292.76	212
Sub-total Administration & planning	12.50	39.88	25.05	85.23	18.20	180.87	55,590.34	307
Investigations								
Directors	-	-	-	0.72	1.62	2.33	327.41	140
Records and investigations	7.63	23.88	14.70	14.83	0.10	61.15	24,222.98	396
Court applications (procedural and investigatory)	-	0.25	-	4.13	-	4.38	1,035.08	236
Sub-total Investigations	7.63	24.13	14.70	19.68	1.72	67.86	25,585.47	377
Realisation of assets								
Leasehold property assets	-	-	-	2.60	0.08	2.68	580.76	216
Other assets	-	8.15	18.80	20.60	3.42	50.97	14,978.83	294
Tax assets	-	-	-	0.20	-	0.20	44.00	220
Business sale	-	-	-	0.95	-	0.95	211.00	222
Legal actions (civil recoveries)	-	42.75	13.70	19.95	-	76.40	30,025.93	393
Leasing and HP assets	-	-	-	0.20	-	0.20	44.00	220
Sub-total Realisation of assets	-	50.90	32.50	44.50	3.50	131.40	45,884.52	349
Trading								
Trading accounting	-	-	-	6.50	-	6.50	1,144.00	176
Trading employees	-	0.25	-	-	-	0.25	123.75	495
Trading customers	-	-	-	0.10	-	0.10	22.00	220
Sub-total Trading	-	0.25	-	6.60	-	6.85	1,289.75	188
Creditors								
Chargeholders	-	2.50	27.30	1.73	-	31.53	10,608.16	336
Employees, Pensions & RPS	-	-	-	1.42	4.03	5.45	735.16	135
Unsecured creditors (exc. Staff)	1.75	15.05	2.75	16.27	11.92	47.73	14,253.88	299
Sub-total Creditors	1.75	17.55	30.05	19.42	15.95	84.72	25,597.20	302
Total of all hours	21.88	132.72	102.30	175.43	39.37	471.70		
Total of all £	12,550.38	65,635.01	32,705.49	38,922.90	4,133.50		153,947.28	
Average rate	573.61	494.55	319.70	221.87	105.00			326
Time undertaken by non insolvency teams								
Forensics	7.42	-	5.50	13.50	-	26.42	6,722.93	254
Total hours (non insolvency teams)	7.42	-	5.50	13.50	-	26.42		
Total £ (non insolvency teams)	3,242.93	-	1,502.50	1,977.50	-		6,722.93	
Average rate £/hr (non insolvency teams)	437.05	-	273.18	146.48	-			254.46
Grand total hours	29.30	132.72	107.80	188.93	39.37	498.12		
Grand total £	15,793.31	65,635.01	34,207.99	40,900.40	4,133.50		160,670.21	
Average rate £/hr (all staff)	539	495	317	216	105			323

Glenside Manor Healthcare Services Limited

Cumulative Glenside Manor Healthcare Services Limited	Partner	Director & Associate Director	Manager	Other Professional s	Support	Total	Cost	Average rate
	Hours	Hours	Hours	Hours	Hours	Hours	£	£/hr
Administration & planning								
Statutory & Regulatory	-	10.17	14.73	27.48	12.85	65.23	17,494.74	268
Case administration	8.73	31.15	11.92	34.08	4.82	90.70	31,842.26	351
Post appointment AML	-	-	-	0.57	0.15	0.72	146.09	204
Sub-total Administration & planning	8.73	41.32	26.65	62.13	17.82	156.65	49,483.09	316
Investigations								
Directors	-	-	-	0.78	1.67	2.45	347.33	142
Records and investigations	3.35	15.38	12.58	11.50	0.10	42.92	16,039.46	374
Court applications (procedural and investigatory)	-	-	-	3.67	-	3.67	806.67	220
Sub-total Investigations	3.35	15.38	12.58	15.95	1.77	49.03	17,193.46	351
Realisation of assets								
Other assets	-	3.50	27.93	14.48	2.95	48.87	14,078.46	288
Business sale	-	-	-	0.40	0.10	0.50	98.50	197
Legal actions (civil recoveries)	-	0.25	14.70	15.55	-	30.50	8,267.92	271
Sub-total Realisation of assets	-	3.75	42.63	30.43	3.05	79.87	22,444.88	281
Trading								
Trading employees	-	0.25	-	-	-	0.25	123.75	495
Sub-total Trading	-	0.25	-	-	-	0.25	123.75	495
Creditors								
Chargeholders	-	2.00	27.38	1.12	-	30.50	10,199.94	334
Employees, Pensions & RPS	-	-	-	1.35	2.17	3.52	524.50	149
Unsecured creditors (exc. Staff)	0.50	0.25	3.50	8.03	13.90	26.18	4,774.07	182
Sub-total Creditors	0.50	2.25	30.88	10.50	16.07	60.20	15,498.51	257
Total of all hours	12.58	62.95	112.75	119.02	38.70	346.00		
Total of all £	7,001.36	31,038.69	35,960.45	26,679.69	4,063.50		104,743.69	
Average rate	556.41	493.07	318.94	224.17	105.00			303
Time undertaken by non insolvency teams								
Forensics	-	-	-	5.52	-	5.52	872.57	158
Total hours (non insolvency teams)	-	-	-	5.52	-	5.52		
Total £ (non insolvency teams)	-	-	-	872.57	-		872.57	
Average rate £/hr (non insolvency teams)	-	-	-	158.00	-			158.00
Grand total hours	12.58	62.95	112.75	124.54	38.70	351.52		
Grand total £	7,001.36	31,038.69	35,960.45	27,552.26	4,063.50		105,616.26	
Average rate £/hr (all staff)	556	493	319	221	105			300

III Staffing, charging, subcontractor and adviser policies and charge out rates

Introduction

Detailed below are:

- Smith & Williamson LLP's policies in relation to:
 - Staff allocation and the use of subcontractors
 - Expense recovery
- Smith & Williamson LLP's current charge out rates

Staff allocation and the use of subcontractors

Our general approach to resourcing our assignments is to allocate staff with the skills and experience to meet the specific requirements of the case.

The constitution of the case team will usually consist of a partner and a partner or director or associate director as joint office holders, a manager, and an administrator or assistant. The exact constitution of the case team will depend on the anticipated size and complexity of the assignment and the experience requirements of the assignment. The charge out rate schedule below provides details of all grades of staff and their experience level.

We may use subcontractors to perform work which might ordinarily be carried out by us and our staff where it is cost effective to do so and/or where the specific expertise offered by the subcontractor is required and where this will add best value and service.

Details of any subcontractors' services utilised in the period covered by this report are set out in the body of this report.

Any such arrangements will be reviewed periodically to ensure that best value and service continue to be obtained.

Use of professional advisers

We select professional advisers such as agents and solicitors on the basis of balancing a number of factors including:

- The industry and/or practice area expertise required to perform the required work.
- The complexity and nature of the assignment.
- The availability of resources to meet the critical deadlines in the case.
- The charge out rates or fee structures that would be applicable to the assignment.
- The extent to which we believe that the advisers in question can add best value and service to the assignment.
- The expertise and experience of the service provider;
- The provider holds appropriate regulatory authorisations; and
- The professional and ethical standards applicable to the service provider.

Arrangements will be reviewed periodically to ensure that best value and service continue to be obtained.

External professional advisers are third party entities. The insolvency practitioners and their firm do not have any association with any external provider of services and therefore they do not fall within the definition of an associate as defined in Section 435 of the Insolvency Act 1986 and in Statement of Insolvency Practice 9. Payments to external professional advisers for the services they provide are therefore not a category 2 expense

as defined in Statement of Insolvency Practice 9 and therefore do not require prior approval from the committee or creditors.

Expenses

Category 1 expenses do not require approval by creditors. The type of expenses that may be charged as a Category 1 expense to a case generally comprise external supplies of incidental services specifically identifiable to the case, such as postage, case advertising, invoiced travel and external printing, room hire and document storage. Also, chargeable will be any properly reimbursed expenses incurred by personnel in connection with the case.

Category 2 expenses do require approval from creditors. These are costs which are directly referable to the appointment in question but are not payments which are made to an independent third party and may include shared or allocated costs that can be allocated to the appointment on a proper and reasonable basis such as internal room hire, document storage or business mileage.

Since 7 July 2012 Smith & Williamson LLP's policy is to recover only one type of Category 2 expense, namely business mileage at HMRC's approved mileage rates at the relevant time. Current mileage rates are 45p per mile plus 5p per passenger per mile. Prior to 7 July 2012 approval may have been obtained to recover other types of Category 2 expenses.

Details of any Category 2 expenses incurred and/or recovered in the period covered by this report are set out in the body of this report.

Charge out rates

A schedule of Smith & Williamson LLP's charge out rates was issued to creditors at the time that the joint administrators' Proposals were approved.

The rates applicable to this appointment are set out below. Please note that a member of case staff has changed from an Associate Director grade to Partner as at 1 July 2021.

Smith & Williamson LLP	London office	Regional offices
Restructuring & Recovery Services	£/hr	
Charge out rates as at 1 July 2021		£/hr
Partner	590-610	480
Director & Associate Director	395-530	395-415
Managers	290-430	240-335
Other professional staff	130-280	160-215
Support & secretarial staff	100-120	90

Smith & Williamson LLP	London office
Restructuring & Recovery Services	£/hr
Services Charge out rates as at 1 July 2020	
Partner / Director	620-710
Associate Director	580
Managers	360-500

Other professional staff	235-580
Support & secretarial staff	130

Smith & Williamson LLP	London office
Forensics	£/hr
Charge out rates as at 1 July 2019	
Partner / Director	470
Associate Director	-
Managers	320-410
Other professional staff	240
Support & secretarial staff	-

IV Estimated outcome statement

RAPHAEL MEDICAL CENTRE LIMITED ("RMC") GLENDSIDE MANOR HEALTHCARE SERVICES LIMITED ("GMH") ESTIMATED OUTCOME STATEMENT AS AT 30 SEPTEMBER 2021									
Notes	RMC			GMH			Total	Estimated Total position as at 14 January 2021	Estimated Total Position as at 30 September 2020
	R&P to date	Anticipated future realisations / costs	Estimated Final position	R&P to date	Anticipated future realisations / costs	Estimated Final position			
	£	£	£	£	£	£			
Total Fixed charge assets	21,214,008	0	21,214,008	8,685,004	0	8,685,004	29,899,012	29,899,012	29,899,012
Less: Costs of Realisation (Fixed charge)			0			0	0		(50,000)
Total sum available for fixed charge creditor			21,214,008			8,685,004	29,899,012		
Less: Distribution in specie to Blantyre Capital	(21,214,008)		(21,214,008)	(8,685,004)		(8,685,004)	(29,899,012)	(29,899,012)	(29,899,012)
Deficit to Blantyre Capital			(11,132,361)			(11,132,361)	(11,132,361)	(11,132,361)	(11,322,361)
Floating Charge Assets									
Assets distributed in specie	505,033		505,033	1,095,955		1,095,955	1,600,988	1,600,988	1,600,988
Net trade debtors	851,325		851,325	83,493		83,493	934,818	1,021,454	1,489,808
Bank Interest Gross	36		36			0	36		
Recoveries from legal claims			Uncertain			Uncertain			
Total sum available for floating charge creditor	1,356,394		1,356,394	1,179,448	0	1,179,448	2,535,842	2,622,442	3,090,796
Less: Costs of Realisation (Floating charge)									
Pre Administration costs									
Post administration costs	(59,005)	(60,000)	(159,005)	(140,423)	(60,000)	(200,423)	(359,428)	(225,065)	(225,000)
Insurance		(336)	(336)		(280)	(280)		(616)	
Statutory advertising		(109)	(109)		(109)	(109)		(218)	
Agents Fees	(10,421)		(10,421)	(5,044)		(5,044)	(15,465)		
Legal Fees	(75,025)	(58,184)	(136,209)	(88,944)	(58,184)	(147,128)	(283,336)	(45,000)	(45,000)
Tax advisor fees	(12,000)		(12,000)		(12,000)	(12,000)	(24,000)		
IT Data storage	(16)		(16)			0.00	(16)		
Bank Charges	(2)	(8)	(10)	(4)	(8)	(12)	(22)		
Direct Debit costs			0.00	(613)		(613)			
Legal Disbursements	(972)	(18,000)	(18,972)	(422)	(18,000)	(18,422)	(37,394)	(20,000)	(20,000)
Bank Interest received	(200,440)	(136,637)	(337,076)	(235,840)	(148,192)	(384,032)	(721,109)	(291,065)	(290,000)
Surplus/Deficit for Preferential Creditors			28			22	51		
Preferential Creditors			1,019,345			795,439	1,814,784	2,331,337	2,800,796
Net Property			1,019,345			795,439	1,814,784	2,331,377	2,800,796
Less: prescribed part			(206,869)			(162,088)	(368,957)	(472,275)	(566,199)
Add: Element of pp paid from Blantyre fund			77,027			150,614	227,640.21		
Cash Balance / Deficit available to floating charge holder			889,503			783,964	1,673,467	1,859,102	2,234,637
Less: in specie distribution paid to Blantyre to date			(505,033)			(1,095,955)	(1,600,988)	(1,600,988)	(1,600,988)
Net funds payable to (repayable by) Blantyre			384,470			(311,991)	72,479	436,776	
Refund (payment to) PP (see contribution calculation below)			173,181			66,953	240,135		
Total amount due to/(from) Blantyre			557,651			(245,037)	312,614	436,776	

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Principal offices: London, Belfast, Birmingham, Bristol, Cheltenham, Dublin, Glasgow, Guildford, Jersey, Salisbury and Southampton.

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