

Registered number: 06879295

**HOME SUPPORT MATTERS C.I.C.
(PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)**

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2019

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COMPANIES HOUSE

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

COMPANY INFORMATION

Directors	Dr S Hibberd (resigned 10 October 2018) Mr P Slyfield (resigned 6 November 2019) Mrs S Nice Mrs A Holmes Mrs S Baldwin (appointed 24 April 2019) Ms J Dane (appointed 17 January 2019, resigned 24 April 2019) Ms S Carver (appointed 17 January 2019) Ms K Hester (appointed 15 July 2019) Mr G Reynolds (appointed 15 July 2019)
Company secretary	Mr G Reynolds
Registered number	06879295
Registered office	Independence Matters C.I.C. Dereham Community Hub Rash's Green Dereham Norfolk NR19 1JG
Independent auditors	Ernst & Young LLP Chartered Accountants & Statutory Auditors Cowley Road Cambridge CB4 0DZ

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

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HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

**DIRECTORS' REPORT
FOR THE YEAR ENDED 31 MARCH 2019**

The directors present their report and the financial statements for the year ended 31 March 2019.

Directors' responsibilities statement

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'. Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of the profit or loss of the Company for that period.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies for the Company's financial statements and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Directors

The directors who served during the year were.

Dr S Hibberd (resigned 10 October 2018)
Mr P Slyfield (resigned 6 November 2019)
Mrs S Nice
Mrs A Holmes
Ms J Dane (appointed 17 January 2019, resigned 24 April 2019)
Ms S Carver (appointed 17 January 2019)

Going Concern

The financial position of the company is set out in these financial statements. The company is cash generative and profitable as a result of a large number of frameworks and private customers. As a consequence, the directors believe that the company is well placed to manage its business risks successfully.

The directors have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future and consider adoption of the going concern basis of accounting to be appropriate in preparing the annual financial statements.

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

**DIRECTORS' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2019**

Disclosure of information to auditors

Each of the persons who are directors at the time when this Directors' Report is approved has confirmed that:

- so far as the director is aware, there is no relevant audit information of which the Company's auditors are unaware, and
- the director has taken all the steps that ought to have been taken as a director in order to be aware of any relevant audit information and to establish that the Company's auditors are aware of that information.

Small companies note

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

This report was approved by the board on *21 November 2019* and signed on its behalf.



Mr G Reynolds
Director

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

**INDEPENDENT AUDITORS' REPORT TO THE SHAREHOLDERS OF HOME SUPPORT MATTERS C.I.C.
(PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)**

Opinion

We have audited the financial statements of Home Support Matters C.I.C. (previously known as Breckland Care At Home C.I.C.) (the 'Company') for the year ended 31 March 2019, which comprise the Statement of Comprehensive Income, the Balance Sheet, the Statement of Changes in Equity and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Company's affairs as at 31 March 2019 and of its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

**INDEPENDENT AUDITORS' REPORT TO THE SHAREHOLDERS OF HOME SUPPORT MATTERS C.I.C.
(PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.) (CONTINUED)**

Other information

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

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

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report.

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

- adequate 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Directors' Report and from the requirement to prepare a Strategic Report.

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

**INDEPENDENT AUDITORS' REPORT TO THE SHAREHOLDERS OF HOME SUPPORT MATTERS C.I.C.
(PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.) (CONTINUED)**

Responsibilities of directors

As explained more fully in the Directors' Responsibilities Statement on page 1, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

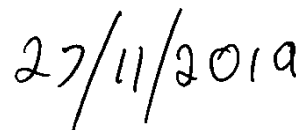
Auditors' responsibilities for the audit of the financial statements

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

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

Use of our report

This report is made solely to the Company'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 Company's members those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's members, as a body, for our audit work, for this report, or for the opinions we have formed.



Stephen Clark (Senior Statutory Auditor)

for and on behalf of
Ernst & Young LLP

Chartered Accountants
Statutory Auditors

Cowley Road
Cambridge
CB4 0DZ

Date:

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

**STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 MARCH 2019**

	Continuing operations 2019 £	Discontinued operations 2019 £	Total 2019 £	Continuing operations 2018 £	Discontinued operations 2018 £	Total 2018 £
Turnover	1,655,355	179,139	1,834,494	-	388,211	388,211
Cost of sales	(1,301,983)	(186,976)	(1,488,959)	-	(425,576)	(425,576)
Gross profit/(loss)	353,372	(7,837)	345,535	-	(37,365)	(37,365)
Administrative expenses	(275,759)	(22,093)	(297,852)	-	(42,830)	(42,830)
Exceptional item (note 5)	-	271,315	271,315	-	-	-
Operating profit/(loss)	77,613	241,385	318,998	-	(80,195)	(80,195)
Interest receivable and similar income	30	-	30	-	-	-
Profit/(loss) before tax	77,643	241,385	319,028	-	(80,195)	(80,195)
Tax on profit/(loss)	(14,752)	-	(14,752)	-	(33,777)	(33,777)
Profit/(loss) for the financial year	62,891	241,385	304,276	-	(113,972)	(113,972)

There were no recognised gains and losses for 2019 or 2018 other than those included in the statement of comprehensive income.

There was no other comprehensive income for 2019 (2018:£NIL).

The notes on pages 9 to 13 form part of these financial statements.

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)
REGISTERED NUMBER: 06879295

BALANCE SHEET
AS AT 31 MARCH 2019

	Note	2019 £	2018 £
Current assets			
Debtors: amounts falling due within one year	6	1,110,451	37,421
Cash at bank and in hand		37,228	14,279
		<u>1,147,679</u>	<u>51,700</u>
Creditors: amounts falling due within one year	7	(1,084,788)	(293,085)
Net current assets/(liabilities)		<u>62,891</u>	<u>(241,385)</u>
Total assets less current liabilities		<u>62,891</u>	<u>(241,385)</u>
Net assets/(liabilities)		<u><u>62,891</u></u>	<u><u>(241,385)</u></u>
Capital and reserves			
Called up share capital	8	20,000	20,000
Profit and loss account		42,891	(261,385)
		<u>62,891</u>	<u>(241,385)</u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 Section 1A - small entities.

The financial statements were approved and authorised for issue by the board and were signed on its behalf on

21 November 2019

G. Reynolds

Mr G Reynolds
Director

The notes on pages 9 to 13 form part of these financial statements.

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 MARCH 2019**

	Called up share capital £	Profit and loss account £	Total equity £
At 1 April 2017	20,000	(147,413)	(127,413)
Comprehensive income for the year			
Loss for the year	-	(113,972)	(113,972)
At 1 April 2018	20,000	(261,385)	(241,385)
Comprehensive income for the year			
Profit for the year	-	304,276	304,276
At 31 March 2019	20,000	42,891	62,891

The notes on pages 9 to 13 form part of these financial statements.

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

1. General information

Home Support Matters C.I.C. is a private company limited by shares and is registered in England and Wales. The company registration number is 06879295. The address of the registered office is Independence Matters C.I.C., Dereham Community Hub, Rash's Green, Dereham, Norfolk, England, NR19 1JG.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention unless otherwise specified within these accounting policies and in accordance with Section 1A of Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and the Republic of Ireland and the Companies Act 2006.

The financial statements are presented in sterling, which is the functional currency of the company and rounded to the nearest £.

The preparation of financial statements in compliance with FRS 102 requires the use of certain critical accounting estimates. It also requires management to exercise judgment in applying the Company's accounting policies.

The following principal accounting policies have been applied:

2.2 Revenue and Expenditure

Activity is accounted for in the year that it takes place, not simply when cash payments are made or received. In particular:

- Revenue from the sale of goods is recognised when the Company transfers the significant risks and rewards of ownership to the purchaser and it is probable that economic benefits or service potential associated with the transaction will flow to the Company.
- Revenue from the provision of services is recognised when the Company can measure reliably percentage of completion of the transaction and it is probable that economic benefits or service potential associated with the transaction will flow to the Company.
- Supplies are recorded as expenditure when they are consumed - where there is a gap between the date supplies are received and their consumption, they are carried as stock on the Balance Sheet.
- Expenses in relation to services received (including services provided by employees) are recorded as expenditure when the services are received rather than when payments are made.
- Where income and expenditure has been recognised but cash has not been received or paid, a debtor or creditor for the relevant amount is recorded in the balance sheet. Where it is doubtful that debts will be settled, the balance of debtors is written down and a charge made to revenue for the income that might not be collected.

2.3 Government grants

Grants are accounted under the accruals model as permitted by FRS 102. Grants relating to expenditure on tangible fixed assets are credited to the Statement of Comprehensive Income at the same rate as the depreciation on the assets to which the grant relates. The deferred element of grants is included in creditors as deferred income.

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

2. Accounting policies (continued)

2.4 Interest income

Interest income is recognised in the Statement of Comprehensive Income using the effective interest method.

2.5 Pensions

The company operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payment obligations.

The contributions are recognised as an expense in the Statement of Comprehensive Income when they fall due. Amounts not paid are shown in accruals as a liability in the Balance Sheet. The assets of the plan are held separately from the company in independently administered funds.

2.6 Taxation

The tax expense for the year comprises current and deferred tax. Tax is recognised in the Consolidated Statement of Comprehensive Income, except that a charge attributable to an item of income and expense recognised as other comprehensive income or to an item recognised directly in equity is also recognised in other comprehensive income or directly in equity respectively.

The current income tax charge is calculated on the basis of tax rates and laws that have been enacted or substantively enacted by the balance sheet date in the countries where the Company and the Group operate and generate income.

Deferred tax balances are recognised in respect of all timing differences that have originated but not reversed by the Balance Sheet date, except that:

- The recognition of deferred tax assets is limited to the extent that it is probable that they will be recovered against the reversal of deferred tax liabilities or other future taxable profits; and
- Any deferred tax balances are reversed if and when all conditions for retaining associated tax allowances have been met.

Deferred tax balances are not recognised in respect of permanent differences except in respect of business combinations, when deferred tax is recognised on the differences between the fair values of assets acquired and the future tax deductions available for them and the differences between the fair values of liabilities acquired and the amount that will be assessed for tax. Deferred tax is determined using tax rates and laws that have been enacted or substantively enacted by the balance sheet.

2.7 Exceptional items

Exceptional items are transactions that fall within the ordinary activities of the Company but are presented separately due to their size or incidence.

The exceptional item in year has arisen from the write off of the intercompany balance due by Breckland Care at Home C.I.C. when it ceased trading on 10 September 2018. The new trade, Home Support Matters C.I.C., started trading on 10 December 2018.

2.8 Debtors

Short term debtors, which generally have 30-day terms, are measured at transaction price, less any impairment.

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

2. Accounting policies (continued)

2.9 Cash and cash equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

2.10 Creditors

Short term creditors are measured at the transaction price. Other financial liabilities, including bank loans, are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

2.11 Financial instruments

The Company only enters into basic financial instrument transactions that result in the recognition of financial assets and liabilities like trade and other debtors and creditors, loans from banks and other third parties, loans to related parties and investments in non-puttable ordinary shares.

3. Employees

The average monthly number of employees, including directors, during the year was 247 (2018 - 29).

4. Directors' remuneration

	2019 £	2018 £
Directors' emoluments	11,372	-
Company contributions to defined contribution pension schemes	168	-
	<u>11,540</u>	<u>-</u>

The number of directors who received remuneration was 1 (2018: £nil).

5. Exceptional items

	2019 £	2018 £
Exceptional item	(271,315)	-
	<u>(271,315)</u>	<u>-</u>

The exceptional item in year has arisen from the write off of the intercompany balance due to Independence Matters C.I.C. by Breckland Care at Home C.I.C. when it ceased trading on 10 September 2018. The new trade, Home Support Matters C.I.C., started on the 10 December 2018.

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

6. Debtors

	2019 £	2018 £
Trade debtors	348,564	15,580
Amounts owed by group undertakings	713,130	-
Other debtors	-	21,841
Prepayments and accrued income	48,757	-
	<u>1,110,451</u>	<u>37,421</u>

Amounts owed by group undertakings are unsecured, interest free and with the exception of trade debtors where terms are 30 days, are repayable on demand.

7. Creditors: Amounts falling due within one year

	2019 £	2018 £
Trade creditors	4,945	530
Amounts owed to group undertakings	714,519	250,395
Corporation tax	14,752	-
Other taxation and social security	53,660	42,160
Other creditors	3,915	-
Accruals and deferred income	292,997	-
	<u>1,084,788</u>	<u>293,085</u>

Amounts owed to group undertakings are unsecured, interest free and with the exception of trade creditors where terms are 30 days, are repayable on demand.

8. Share capital

	2019 £	2018 £
Allotted, called up and fully paid		
20,000 (2018 - 20,000) Ordinary shares of £1.00 each	<u>20,000</u>	<u>20,000</u>

HOME SUPPORT MATTERS C.I.C. (PREVIOUSLY KNOWN AS BRECKLAND CARE AT HOME C.I.C.)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

9. Controlling party

From 1 April 2017, the immediate parent undertaking of Home Support Matters C.I.C. (previously known as Breckland Care at Home C.I.C.) is Independence Matters C.I.C., a registered Community Interest Company under the Companies Act 2006, incorporated in England and Wales.

By virtue of the ownership of Independence Matters C.I.C., the ultimate controlling party is Norfolk County Council (NCC), Martineau Lane, Norwich, NR1 2DH. The company is included within these group accounts which are publicly available at:

<https://www.norfolk.gov.uk/what-we-do-and-how-we-work/our-budget-and-council-tax/statement-of-accounts>

The company has taken advantage of the exemption from the requirement to disclose transactions with wholly owned group companies.

CIC 34**Community Interest Company Report**

For official use
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*Please
complete in
typescript, or
in bold black
capitals.*

**Company Name in
full**

Home Support Matters CIC

Company Number

06879295

Year Ending

31 March 2019

Please ensure the company name is consistent with the company name entered on the accounts.

This template illustrates what the Regulator of Community Interest Companies considers to be best practice for completing a simplified community interest company report. All such reports must be delivered in accordance with section 34 of the Companies (Audit, Investigations and Community Enterprise) Act 2004 and contain the information required by Part 7 of the Community Interest Company Regulations 2005. For further guidance see chapter 8 of the Regulator's guidance notes and the alternate example provided for a more complex company with more detailed notes.

(N.B. A Filing Fee of £15 is payable on this document. Please enclose a cheque or postal order payable to Companies House)

PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT

In the space provided below, please insert a general account of the company's activities in the financial year to which the report relates, including a description of how they have benefited the community.

At the start of the financial year the Company traded as Breckland Care at Home CIC with an aim to enable people to live as safely and independently as possible in their own home and remain independent by helping them to access whatever support they or their carers need in a manner that remains respectful and maintains their dignity.

These objectives were met by providing and reviewing care that is appropriate to meet the needs of the individual, in conjunction with other involved agencies and family members.

On 10 September 2018 Breckland Care at Home ceased trading with the staff and customers transferring to Carewatch.

(continued on attached continuation sheet)

(If applicable, please just state "A social audit report covering these points is attached").

(Please continue on separate continuation sheet if necessary.)

PART 2 – CONSULTATION WITH STAKEHOLDERS – Please indicate who the company's stakeholders are; how the stakeholders have been consulted and what action, if any, has the company taken in response to feedback from its consultations? If there has been no consultation, this should be made clear.

Our stakeholders are:

1. Independence Matters CIC (IM)

IM owns 100% of the share capital of the Company. The immediate and ultimate parent undertaking of IM is Norfolk County Council by virtue of owning 49% of the share capital of IM.

(continued on attached continuation sheet)

(If applicable, please just state "A social audit report covering these points is attached").

PART 3 – DIRECTORS' REMUNERATION – if you have provided full details in your accounts you need not reproduce it here. Please clearly identify the information within the accounts and confirm that, "There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director's loss of office, which require to be disclosed" (See example with full notes). If no remuneration was received you must state that "no remuneration was received" below.

This information is provided within note 4 of the financial statements

There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director's loss of office, which require to be disclosed.

PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION – Please insert full details of any transfers of assets other than for full consideration e.g. Donations to outside bodies. If this does not apply you must state that "no transfer of assets other than for full consideration has been made" below.

No transfer of assets other than for full consideration has been made.

(Please continue on separate continuation sheet if necessary.)

PART 5 – SIGNATORY

The original report must be signed by a director or secretary of the company

Signed

G Reynolds

Date

13-12-19

Office held (delete as appropriate) Director/Secretary

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

Glen Reynolds	
Tel: 01603 224051	
DX Number	DX Exchange

When you have completed and signed the form, please attach it to the accounts and send both forms by post to the Registrar of Companies at:

For companies registered in England and Wales: Companies House, Crown Way, Cardiff, CF14 3UZ
DX 33050 Cardiff

For companies registered in Scotland: Companies House, 4th Floor, Edinburgh Quay 2, 139
Fountainbridge, Edinburgh, EH3 9FF DX 235 Edinburgh or LP – 4 Edinburgh 2

For companies registered in Northern Ireland: Companies House, 2nd Floor, The Linenhall, 32-38
Linenhall Street, Belfast, BT2 8BG

The accounts and CIC34 **cannot** be filed online

(N.B. Please enclose a cheque for £15 payable to Companies House)

CIC 34

CONTINUATION SHEET

*Please
complete in
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in bold black
capitals.*

**Company Name in
full**

Home Support Matters CIC

Company Number

06879295

Year Ending

31 March 2019

PLEASE CLEARLY INDICATE THE PART YOU ARE CONTINUING HERE.

Part 1

On 10 December the company restarted trading following the transfer of over 200 staff and customers from Allied Healthcare. Home Support Matters delivers care and support across a wide range of home care services, ranging from visiting care to very specialist services. Our experience includes support for people with disabilities, reablement care for those recovering from illness or injury, care for the elderly, expert clinical care with nurse oversight, crisis support and flexible support for people with dementia.

We aim to provide highly flexible, person centred support that focuses on the needs and aspirations of the individual. Our support enables people to maintain a level of independence that is right for them. We aim to support people to live fulfilling and active lives in the heart of their communities.

These objectives are met by providing and reviewing care that is appropriate to meet the needs of the individual, in conjunction with other involved agencies and family members.

CIC 34

CONTINUATION SHEET

*Please
complete in
typescript, or
in bold black
capitals.*

**Company Name in
full**

Home Support Matters CIC

Company Number

06879295

Year Ending

31 March 2019

PLEASE CLEARLY INDICATE THE PART YOU ARE CONTINUING HERE.

Part 2

2. Our Employees

As a Social Enterprise, we consider our employees to be key stakeholders of the business. We seek their views through staff consultations.

3. Customers

The service users and their families are important stakeholders in the Company.

4, The Company also has non-executive directors who can bring commercial and other relevant skills to the Board.