

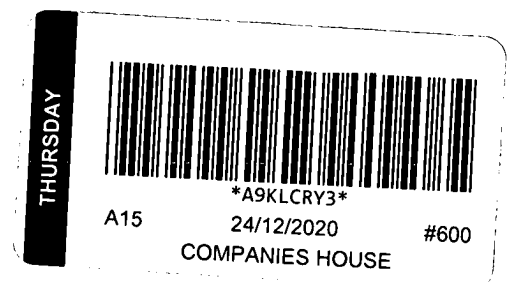
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Registered number: 06879295

## HOME SUPPORT MATTERS CIC

### DIRECTORS' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020



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## HOME SUPPORT MATTERS CIC

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### COMPANY INFORMATION

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<b>Directors</b>	Mrs S Baldwin (appointed 24 April 2019) Ms S Carver Ms K Hester (appointed 15 July 2019) Mrs A Holmes Mrs S Nice Mr G Reynolds (appointed 15 July 2019)
<b>Company secretary</b>	Mr G Reynolds
<b>Registered number</b>	06879295
<b>Registered office</b>	Independence Matters C.I.C Dereham Community Hub Rash's Green Dereham NR19 1JG
<b>Independent auditors</b>	Larking Gowen LLP Chartered Accountants & Statutory Auditors King Street House 15 Upper King Street Norwich NR3 1RB

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## HOME SUPPORT MATTERS CIC

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## HOME SUPPORT MATTERS CIC

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### DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2020

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The directors present their report and the financial statements for the year ended 31 March 2020.

#### **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;
- 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:

Mrs S Baldwin (appointed 24 April 2019)  
Ms S Carver  
Ms J Dane (resigned 24 April 2019)  
Ms K Hester (appointed 15 July 2019)  
Mrs A Holmes  
Mrs S Nice  
Mr G Reynolds (appointed 15 July 2019)  
Mr P Slyfield (resigned 6 November 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.

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**HOME SUPPORT MATTERS CIC**

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**DIRECTORS' REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2020**

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**Auditors**

The auditors, Larking Gowen LLP, will be proposed for reappointment in accordance with section 485 of the Companies Act 2006.

**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 and signed on its behalf.

A handwritten signature in black ink, appearing to read 'G. Reynolds', is written over a light blue horizontal line.

Mr G Reynolds  
**Director**

Date: 10 November 2020

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## HOME SUPPORT MATTERS CIC

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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HOME SUPPORT MATTERS CIC

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#### Opinion

We have audited the financial statements of Home Support Matters CIC (the 'Company') for the year ended 31 March 2020, 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 2020 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.

#### 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.

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## HOME SUPPORT MATTERS CIC

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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HOME SUPPORT MATTERS CIC (CONTINUED)

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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.

#### **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.

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## HOME SUPPORT MATTERS CIC

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### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HOME SUPPORT MATTERS CIC (CONTINUED)

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#### 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](http://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 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 for our audit work, for this report, or for the opinions we have formed.



Julie Grimmer FCA DChA (Senior statutory auditor)

for and on behalf of  
**Larking Gowen LLP**

Chartered Accountants  
Statutory Auditors

Norwich

10 November 2020

HOME SUPPORT MATTERS CIC

STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 31 MARCH 2020

	Note	Continuing operations 2020 £	Discontin'd operations 2020 £	Total 2020 £	Continuing operations 2019 £	Discontinued operations 2019 £	Total 2019 £
Turnover		4,359,913	-	4,359,913	1,655,355	179,139	1,834,494
Cost of sales		(3,907,515)	-	(3,907,515)	(1,301,983)	(186,976)	(1,488,959)
<b>Gross profit</b>		<b>452,398</b>	<b>-</b>	<b>452,398</b>	<b>353,372</b>	<b>(7,837)</b>	<b>345,535</b>
Administrative expenses		(290,416)	-	(290,416)	(275,759)	(22,093)	(297,852)
Exceptional item	5	-	-	-	-	271,315	271,315
<b>Operating profit</b>		<b>161,982</b>	<b>-</b>	<b>161,982</b>	<b>77,613</b>	<b>241,385</b>	<b>318,998</b>
Interest receivable and similar income		147	-	147	30	-	30
Interest payable and similar expenses		(406)	-	(406)	-	-	-
<b>Profit before tax</b>		<b>161,723</b>	<b>-</b>	<b>161,723</b>	<b>77,643</b>	<b>241,385</b>	<b>319,028</b>
Tax on profit		(30,727)	-	(30,727)	(14,752)	-	(14,752)
<b>Profit for the financial year</b>		<b>130,996</b>	<b>-</b>	<b>130,996</b>	<b>62,891</b>	<b>241,385</b>	<b>304,276</b>

There were no recognised gains and losses for 2020 or 2019 other than those included in the statement of comprehensive income.

There was no other comprehensive income for 2020 (2019:£NIL).

The notes on pages 9 to 15 form part of these financial statements.

**HOME SUPPORT MATTERS CIC**  
**REGISTERED NUMBER: 06879295**

**BALANCE SHEET**  
**AS AT 31 MARCH 2020**

	Note	2020 £	2019 £
<b>Current assets</b>			
Debtors: amounts falling due within one year.	6	621,314	1,110,451
Cash at bank and in hand	7	725,096	37,228
		<u>1,346,410</u>	<u>1,147,679</u>
Creditors: amounts falling due within one year	8	(1,152,523)	(1,084,788)
<b>Net current assets</b>		<u>193,887</u>	<u>62,891</u>
<b>Total assets less current liabilities</b>		<u>193,887</u>	<u>62,891</u>
<b>Net assets</b>		<u><u>193,887</u></u>	<u><u>62,891</u></u>
<b>Capital and reserves</b>			
Called up share capital		20,000	20,000
Profit and loss account		173,887	42,891
		<u>193,887</u>	<u>62,891</u>

The Company's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

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



Mr G Reynolds  
Director

Date: 10 November 2020

The notes on pages 9 to 15 form part of these financial statements.

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HOME SUPPORT MATTERS CIC

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STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 31 MARCH 2020

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	Called up share capital £	Profit and loss account £	Total equity £
<b>At 1 April 2018</b>	<b>20,000</b>	<b>(261,385)</b>	<b>(241,385)</b>
<b>Comprehensive income for the year</b>			
Profit for the year	-	304,276	304,276
<b>At 1 April 2019</b>	<b>20,000</b>	<b>42,891</b>	<b>62,891</b>
<b>Comprehensive income for the year</b>			
Profit for the year	-	130,996	130,996
<b>At 31 March 2020</b>	<b>20,000</b>	<b>173,887</b>	<b>193,887</b>

The notes on pages 9 to 15 form part of these financial statements.

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## HOME SUPPORT MATTERS CIC

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

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#### 1. General information

Home Support Matters CIC 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 Going concern

The directors have considered the company's position at the time of signing the financial statements, and in particular the current issues caused by Covid-19 and its potential impact on the company and wider group.

The 2020-21 financial year, and future years, will inevitably be impacted by the Covid-19 pandemic. However post year end demand for the company's services has been high, and trading remains strong.

The directors have prepared detailed financial forecasts, including cash flow projections, for the next twelve months, updated to take account of revised expectations in light of the Covid-19 pandemic. These forecasts, based on relatively cautious expectations, show that the company will continue to be profitable, and to have sufficient cash headroom for the period. The directors have also received confirmation from Norfolk County Council, the company's ultimate parent, that it will continue to provide financial support to allow the company to meet its liabilities as they fall due for a period of at least 12 months from the date of approval of these financial statements. This, along with a range of other measures available to the company to manage costs should the need arise, means there is considerable cash headroom should the pandemic create further shocks.

Based on this, the directors consider the company well placed operationally and financially to manage the challenges now, and moving forward. The directors have concluded that the company will have adequate resources to continue in operational existence for the foreseeable future, and at least twelve months from the date of approval of these financial statements. They therefore continue to adopt the going concern basis in preparing the financial statements.

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2020

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**2. Accounting policies (continued)**

**2.3 Revenue**

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 reliable 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.

**2.4 Operating leases: the Company as lessee**

Rentals paid under operating leases are charged to profit or loss on a straight line basis over the lease term.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the lease term, unless another systematic basis is representative of the time pattern of the lessee's benefit from the use of the leased asset.

The Company has taken advantage of the optional exemption available on transition to FRS 102 which allows lease incentives on leases entered into before the date of transition to the standard 01 April 2018 to continue to be charged over the period to the first market rent review rather than the term of the lease.

**2.5 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 profit or loss 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.

Grants of a revenue nature are recognised in the Statement of comprehensive income in the same period as the related expenditure.

**2.6 Interest income**

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

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## HOME SUPPORT MATTERS CIC

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

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#### 2. Accounting policies (continued)

##### 2.7 Finance costs

Finance costs are charged to profit or loss over the term of the debt using the effective interest method so that the amount charged is at a constant rate on the carrying amount. Issue costs are initially recognised as a reduction in the proceeds of the associated capital instrument.

##### 2.8 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.

##### 2.9 Taxation

Tax is recognised in profit or loss 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 operates and generates 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 date.

##### 2.10 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 during the prior year arose from the write off of the intercompany balance due to Independence Matters C.I.C when a trade previously undertaken by the company ceased on 10 September 2018.

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## HOME SUPPORT MATTERS CIC

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

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#### 2. Accounting policies (continued)

##### 2.11 Debtors

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

##### 2.12 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.

##### 2.13 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.

##### 2.14 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 ordinary shares.

#### 3. Employees

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

	2020 No.	2019 No.
Average	232	247

#### 4. Directors' remuneration

	2020 £	2019 £
Directors' emoluments	50,000	11,372
Company contributions to defined contribution pension schemes	2,193	168
	52,193	11,540

The number of directors who received remuneration during the year was 1 (2019: 1).

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HOME SUPPORT MATTERS CIC

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NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2020

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5. Exceptional items

	2020 £	2019 £
Exceptional item	-	(271,315)
	<u>-</u>	<u>(271,315)</u>

The exceptional item during the prior year arose from the write off of the intercompany balance due to Independence Matters C.I.C when a trade previously undertaken by the company ceased on 10 September 2018.

6. Debtors

	2020 £	2019 £
Trade debtors	219,272	348,564
Amounts owed by group undertakings	343,134	713,130
Other debtors	511	-
Prepayments and accrued income	58,397	48,757
	<u>621,314</u>	<u>1,110,451</u>

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

7. Cash and cash equivalents

	2020 £	2019 £
Cash at bank and in hand	725,096	37,228
	<u>725,096</u>	<u>37,228</u>

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HOME SUPPORT MATTERS CIC

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NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2020

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8. Creditors: Amounts falling due within one year

	2020 £	2019 £
Trade creditors	15,617	4,945
Amounts owed to group undertakings	747,755	714,519
Corporation tax	30,727	14,752
Other taxation and social security	53,086	53,660
Other creditors	11,202	3,915
Accruals and deferred income	294,136	292,997
	<u>1,152,523</u>	<u>1,084,788</u>

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

9. Share capital

	2020 £	2019 £
Allotted, called up and fully paid		
20,000 (2019 - 20,000) Ordinary shares of £1.00 each	<u>20,000</u>	<u>20,000</u>

10. Pension commitments

The company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £52,580 (2019: £2,740). Contributions totalling £10,668 (2019: £2,671) were payable to the fund at the balance sheet date and are included in creditors.

11. Commitments under operating leases

At 31 March 2020 the Company had future minimum lease payments under non-cancellable operating leases as follows:

	2020 £	2019 £
Not later than 1 year	25,000	-
Later than 1 year and not later than 5 years	68,630	-
	<u>93,630</u>	<u>-</u>

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## HOME SUPPORT MATTERS CIC

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

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#### **12. Related party transactions**

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

#### **13. Controlling party**

The immediate parent undertaking of Home Support Matters 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:

[www.norfolk.gov.uk/what-we-do-and-how-we-work/our-budget-and-council-tax/statement-of-accounts](http://www.norfolk.gov.uk/what-we-do-and-how-we-work/our-budget-and-council-tax/statement-of-accounts)

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# 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 2020

**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.

- Home Support Matters delivers care and support across a wide range of home care services, ranging from visiting care to 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.

*(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. The Care Delivery Director of Home Support Matters (HSM) is a member of the IM Group Strategic Leadership Team and in this capacity contributes significantly to determining the strategic direction and growth of HSM. NCC exercises its influence through the Transformation and Performance Boards which comprise members from both IM, HSM and NCC. At Board level, NCC is represented by one nominated director.

*(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

15/12/2020

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 679239

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, 4<sup>th</sup> 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  
typescript, or  
in bold black  
capitals.*

**Company Name in  
full**

Home Support Matters CIC

**Company Number**

06879295

**Year Ending**

31 March 2020

**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 people who benefit from our services and use our services, their families and carers are important stakeholders in the Company.

### 4. Non-Executive Chair (NED's)

The Company is chaired by a NED who brings challenge as well as commercial expertise to the Board.