

# HONEYCOMB CHARITABLE SERVICES LTD

TRADING AS

# glow



## TRUSTEES' REPORT AND FINANCIAL STATEMENTS



YEAR ENDED  
31 MARCH 2023

CHARITY REGISTRATION  
NUMBER: **701376**  
COMPANY REGISTRATION  
NUMBER: **2357520**

**A COMPANY LIMITED BY GUARANTEE**



Charity registration number: **701376**

Company registration number: **2357520**

**Trustees:**

- ◆ Karl Dean
- ◆ Andrew Davies - *Appointed November 2022*
- ◆ Georgina Patel - *Appointed November 2022*
- ◆ Alice Hemsley-Myers - *Appointed November 2022*
- ◆ Caris Henry - *Retired September 2022*

**Chief executive officer:** Mrs J Guildford Smith

**Secretary:** Mr Andy Orrey

**Registered office:** 308 London Road,  
Stoke-on-Trent, Staffordshire, ST4 5AB

**Auditor:** Beever and Struthers, The Colmore Building, 20 Colmore  
Circus, Queensway, Birmingham, B4 6AT

**Bankers:** NatWest Bank plc, 1 Upper Market Square,  
Hanley, Stoke-on-Trent, Staffordshire, ST1 1QA

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"THE YEAR AHEAD IS AN  
EXCITING ONE FOR GLOW  
AND CONCRETE."

## WELCOME TO OUR 2022-2023 TRUSTEES' REPORT

**JULIE GUILDFORD SMITH**

**Honeycomb Charitable Services is a fundamental part of Honeycomb Group's drive to champion happy homes in our region by providing services and support that help people across Staffordshire and its surrounding areas feel secure, connected, and confident. Trading as Glow and Concrete, its aim is to tackle domestic abuse and homelessness and I'm incredibly proud of its achievements.**

Having joined the Group this year I was immediately impressed by the quality of homes and services offered by both Glow and Concrete. Some of the exempt accommodation they offer is without a doubt some of the best I've seen in my career and the skilled workforce, many with lived experience, are entirely committed to their customers' wellbeing.

It's this great foundation that we hope to build on to increase our positive impact in the region over the next few years.

As part of a business review of Honeycomb Group we will be renewing our business strategy for both Glow and Concrete in the autumn of 2023. The review and subsequent strategy will provide increased focus around our geographical footprint and service delivery, in alignment to local supported housing strategies, which will subsequently influence our tender submissions in the future.

Our key ambition for the future is to become a strategic partner. We currently work with some outstanding organisations who are equally committed to achieving positive

outcomes for those who need additional support. This year we have already witnessed the power of bringing together our expertise, experience, and the customer voice to commissioning decisions. It's exciting what could be achieved through further collaborative and innovative thinking in the future, particularly with longer-term commissioning models.

The year ahead is an exciting one for Glow and Concrete. As always there is a lot of change and challenge, but there is also huge opportunity. I look forward to what we can achieve next in our missions to end relationship abuse and stamp-out homelessness.

*Julie*

# Some great things have happened this year



**£52,000**

fundraised for Glow  
and Concrete



**93.4%**

of customers said they were able to  
manage their physical health better



**89.6%**

of customers said they had  
improved mental health and  
wellbeing (up from 86.7%)



**93.5%**

of customers said they were able to  
make better choices  
(up from 89.4%)



**97.7%**

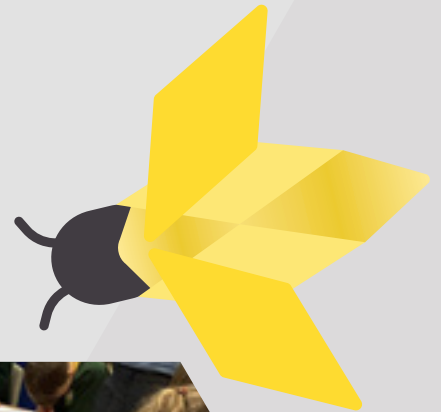
of customers said they felt their  
support worker understood their  
needs (up from 96.9%)



**93.4%**

of customers felt able  
to have their say  
(up from 91.7%)

# glow



**1,735**

people were helped to overcome domestic abuse by Glow services in the year



**94%**

of young people who received one-to-one Glow support understood more about healthy relationships

**454**

new referrals into accommodation services were received - we were able to accept 105

**1,217**

victims of domestic abuse in Derbyshire were referred to our IDVA service

**271**

individual assessments were undertaken by our Children and Young Person's Team

**168**

children and young people's referrals received

**47**

perpetrators were supported by The Keys Project

**1,916**

referrals received into adult services (not including Drive)

**15,624**

people have received domestic abuse education and awareness training from Glow

**92%**

young people who received one-to-one Glow support said they felt more able to manage and understand their feelings

**14**

volunteers have been trained for the recovery hub to pass on their lived experience

## CONCRETE



**2,490**

people were supported by Concrete throughout the year



**600**

people kept their homes as a result of our tenancy sustainment work

**476**

people were supported by the Destination:Home partnership

**48**

people were supported by our peer mentor programme

**52**

young people were supported through our care leavers service

**26**

people were supported to break the cycle of homelessness and repeat offending to secure long-term accommodation

**86%**

of people across the Destination:Home partnership have sustained a tenancy

**200+**

people in Cheshire East were supported in their own home by our floating support service



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uk **Our strategy**





## A year in review

Over the last 12 months Honeycomb Charitable Services, trading as Glow and Concrete, has experienced some real successes as well as overcoming several challenges. Outstanding delivery, innovation and a skilled workforce have put us into a great position for the year ahead.

I'm pleased to say that at year end 2022/23 Honeycomb Charitable Services is in a strong financial position. Whilst we've been operating in a challenging economic environment our team have worked hard to drive change, improving processes particularly around void management, focusing on expenditure and sourcing new income and grants.

They have also continued to build on our review of rent and service charges. Improvements here have seen us better recover our costs through housing benefit, as most of our customer group are supported in this way. Together these changes have really helped to bring financial growth to the business and we aim to build on this in the coming year.

Like most businesses across almost every sector, recruitment and retention has been a real challenge this year. A shortage of candidates and an explosion

of job vacancies has made it very difficult to attract new talent to the business. We have made improvements to staff terms and condition and have started to see some movement in this over the last few months.

A new approach to recruitment marketing next year will also help ease this issue. In the meantime, our existing staff have been amazing, going above and beyond to ensure that service delivery standards are maintained. I would like to take this opportunity to personally thank them for their support, it is very much appreciated.

Concrete, our brand that champions the end of homelessness, has had a great year. A restructure and the introduction of new services have really made a difference to customers. The tenancy sustainment team that supports people to sustain their accommodation and

move forward into more independent living has seen some great successes. As too has the young person's accommodation service that supports young people between 17 and 25 years of age, including some care leavers who are transitioning into independent living.

We have also seen the extension of contracts elsewhere like Concrete's services in Cheshire-East. The floating support service aims to support customers moving out of temporary accommodation into their own properties. This includes support with any tenancy related issues, resettlement, rent arrears, benefit issues and debts.



The supported housing service supports customers experiencing homelessness, giving them somewhere to stay to help them get back on their feet and start a new chapter. Next year is another year of innovation for Concrete and we have already secured funding for some exciting new initiatives, including a project that's linked to the National Drugs Strategy. You can read more about Concrete's year from page 24.

Our work to eliminate relationship abuse through Glow has also been incredibly successful over 2022/23. Our IDVA service in Derbyshire was recognised with SafeLives' Leading Lights accreditation, signifying the best practice approach that team are

taking in advocating for victims of domestic abuse. With funding from the National Lottery we also saw the launch of a brand-new Recovery Hub and you can read more about this on page 16.

Our education programme, Relationships without Fear, went from strength to strength in Stoke-on-Trent this year. The team educated over 15k people on healthy relationships, and we look to grow this service with more schools in the year ahead. Read more about the service on page 21.

Finally for Glow we've been heavily involved in commissioning opportunities for safer accommodation. We're waiting to hear more about this and looking

forward to hopefully adding more specialist services this year.

Whilst there are always going to be challenges around supported housing and the other services that we provide, particularly given the current economic climate, I am absolutely delighted with the way our teams have delivered and progressed over the last 12 months and I look forward to the year ahead.



Melanie Dunn  
Director of Support  
and Wellbeing



# The heart of change: address, overcome and end domestic abuse

Glow is a charity on a mission to end relationship abuse, campaigning for change and providing support throughout Staffordshire, Derbyshire and its surrounding areas.



Through a full-circle approach we want to ensure that no member of our community is vulnerable to an abusive relationship.

Our three-step approach is unique to Glow, but it's part of a sector-wide movement for lasting change because tackling relationship abuse isn't a linear process.

We need to approach abusive behaviour from every angle to ensure that we stop it in its tracks and enable everyone to understand how to recognise and prevent abusive behaviour before it takes over. We're here to share our story to change the lives of the thousands of people affected by abusive relationships every day.

We're working to change the narrative and end relationship abuse for good, so that everyone can know, give and feel love in a safe and healthy way.

## Our three step approach

### Address

We provide personal support to help those experiencing abuse to put together a plan to increase their immediate safety, freedom and wellbeing.

### Overcome

We help children, young people, adults and families to rebuild their lives free from abuse, providing on-going personal, peer and group support.

### End

We raise awareness and provide education on how to spot and respond to abusive relationships in schools, businesses and communities. We also work with those responsible, supporting them to recognise and change their behaviour.



Whilst it’s been a challenging year in many respects, Glow has continued to offer both new and existing services to help stamp out relationship abuse. Strong partnerships have been integral to this. In 22/23 we were an active member of the Derbyshire-wide Domestic and Sexual Abuse Board, Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board and Staffordshire Victim’s Feedback Group, amongst others.

This collaboration helps us to influence strategic decision making across the region, with the common aim of improving the response to, and prevention of, domestic abuse.

Several joint pieces of work have been also completed in partnership with other local DA providers which has allowed sharing of good practice and pooling of resources.



Lucy Willis

HEAD OF DOMESTIC VIOLENCE AND ABUSE SERVICES

## Address

### Children and young persons support

Our children and young persons support in Newcastle-under-Lyme is another service that aims to address the impact of relationship abuse. Young people are referred to the service for one-to-one support by educational settings, such as schools, when domestic abuse is identified or suspected.

Over the past year our children and young persons support have undertaken **271 individual assessments**, working with **122 individual children and young people**.

Of those:

**92%**

said they felt more able to manage and understand their feelings

**73%**

saw improved confidence and self-esteem

**94%**

understood more about healthy relationships

**74%**

said it helped them manage their behaviour

## Safe accommodation

Our safe accommodation acts as a haven for those experiencing abusive relationships. Staffed 24/7 and fully protected with CCTV and door entry systems, these homes are equipped to provide reassurance to customers around their security.



Over the past year, whilst we have provided safe homes for **155 customers** and **205 linked children**, we received far more referrals than we could accept. In total **454 new referrals** were received in the year, of these we **accepted 105** and **rejected 349**. These figures starkly illustrate the demand for safe homes as a means of an escape out of an abusive relationship.

### Burslem safe accommodation service

Our Burslem safe accommodation service is just one of our schemes. With 11 self-contained apartments as well as community properties, this service has doubled in size over the last 18 months. It now provides safe accommodation to any gender identity providing flexibility to reach out to customers who wouldn't normally be suitable for safe accommodation spaces.

### Cheadle safe accommodation service

At another of our schemes, we have seen greater involvement from other external agencies over the last 12 months, helping to support women living in the property and once they have moved on into the community. To develop skills and confidence, we have regular visits from training officers from a local work club. Buxton and Leek College run a maths functional skills level 2 course.

We have weekly sessions run by a British Association for Counselling and Psychotherapy counsellor, as well as Home Start, who run parenting groups. Housing Officers work with our customers to apply for housing and benefits, whilst our volunteers run regular coffee mornings, where they listen and support.

Glow's Opening Doors project has continued to support families living in our safe accommodation this year. The project delivers holistic support to people impacted by abuse, and their children. This includes one-to-one support, fun activities, group sessions and even childcare support, to help parents take time for themselves, or attend important appointments. The project has helped 96 children feel 'brighter'.

In the year 89 customers living in safe accommodation left our safe accommodation service in a planned way. Of these 49 were supported to gain alternative settled accommodation such as rented accommodation or living with friends/family. Others may have moved to another safe accommodation or other form of temporary accommodation.



## Support for men

Customer Darren (name changed to protect his identity), was supported by Service Manager Donna and her team at our Stoke-on-Trent safe accommodation service.

Dad-of-three, Darren, aged 40, experienced domestic abuse from his wife, daughter and granddaughter. He was abused emotionally, physically and financially. He had no money of his own, no bank account and bills weren't even in his name.

Darren moved into one of our community-based flats. The flats are an extension of our safe accommodation service for women and children. This meant that Darren had access to all of the safety and support of our safe accommodation service.

While living in his flat, Darren was supported by the team to apply for his own bank account. They wrote him a supporting letter to explain his situation, which led to him being able to open a basic bank account. He could use this for his pension and claim housing benefit to cover housing costs. Now Darren has bills and accounts in his name, is able to budget and pay his bills on time. He's building up some savings too.

He told the team,

**“even if I won the lottery, I'd still stay in my flat. I'm very happy here.”**



glow

## IDVA (Independent Domestic Abuse Advisors)

Glow’s IDVA service is also a key part of addressing relationship abuse. Over in Derbyshire we have two teams that cover the county as well as the city of Derby. This year our two services received 1,217 referrals. We also secured SafeLives’ Leading Light accreditation for our county service, an acknowledgment of the expertise and high standard of service delivery by the team.



Our IDVAs support domestic abuse victims who have been assessed as being at medium to high- risk. We work closely with other agencies and housing associations to provide support around housing, legal services, moving home or additional security.

This year we were able to attract additional funding for our customers to increase security measures, including window alarms, personal alarms and doorbell cameras.

staff with people disclosing domestic abuse, alongside supporting patients directly at a time when they most need it. We are excited about this service and how it may grow next year.

Working on behalf of the victim we share their views and wishes, advocating for them at MARAC and other professional meetings.

The year ahead is positive for the IDVA service. Glow successfully retained the contract for the county and we aim to reach out to more partner agencies over the coming months, increasing the visibility of the service.

This year our Health IDVA has also started working with the safeguarding team at Chesterfield Royal Hospital. Their work is to support



## Housing Advocacy

Due to staff changes, our housing advocacy post was vacant for half of the year, but despite this we had 34 referrals and supported 26 customers. Work involved safety planning, MARAC referrals and multi-agency working with police, social care, other domestic abuse agencies and housing.

We supported customers living in temporary accommodation, due to domestic abuse, with food parcels.

or safe accommodation. Our housing advice team provided customers with the financial support they needed to access private housing.

customer telling the Housing Advocate that she had “saved her life”.

We also guided them to move on to private housing, social housing

Alongside this we provided emotional support, with one



# Overcome

A significant development in Glow's ambition to overcome relationship abuse this year was the Recovery Hub. Launched in November 2022 the Recovery Hub is a safe space for survivors of domestic abuse to rebuild their lives.



The Recovery Hub offers several programmes:

- ◆ Glow's 12-week Freedom programme helps participants recognise and understand the dynamics of abuse. Sessions teach them all about the tactics used to control others and gives them the tools they need to rebuild their lives. The programme is available to women who are currently experiencing, or have recently left, an abusive relationship.
- ◆ Recognise and Reconnect is a 10-week parenting programme. The programme helps parents discover their own unique way of parenting. Its aim is to help them develop the skills they need to move on with their children.
- ◆ The Recovery Toolkit is a 12-week programme based on the professional and lived experience of domestic abuse specialist Sue Penna. The sessions support people on their journey following an abusive relationship, helping them to recognise that they weren't to blame and can start a brand-new chapter.

As well as delivering these programmes, the Recovery Hub also offers social and wellbeing opportunities such as the 'Brew Can Do It' coffee morning, weekly yoga and monthly sewing group.

- ◆ 50 women are currently preparing to take part in our programmes
- ◆ 72 people were accepted onto the Freedom programme
- ◆ 11 people were accepted onto the Recognise and Reconnect programme
- ◆ 21 people were accepted onto the Recovery Toolkit programme
- ◆ 76 volunteer enquiries were received
- ◆ 14 people completed the volunteer training course
- ◆ 12 people went on to volunteer with Glow
- ◆ 1 volunteer got a job in Glow's safe accommodation service

One customer said: **"I now have the confidence to dress how I like and have started to re-explore hobbies that I was banned from doing during the relationship. I've taken on the positive affirmations and I'm giving myself a daily confidence boost with an affirmation pep talk"**. She now has the confidence to set boundaries with work, which has positively impacted on her home life.

To end the financial year on a positive we secured £45,000 from the National Lottery's Know Your Neighbourhood Fund for the Recovery Hub. This will fund the further development of the service and the social and wellbeing offer.







## Glow's Recovery Hub

The Recovery Hub is a safe space for survivors to rebuild their lives following an abusive relationship. Tailored support is delivered through group programmes, wellbeing activities and volunteer opportunities.

In November we held an event to officially launch our Recovery Hub with partners from across Staffordshire. Staff and volunteers used the event as an opportunity to share their lived experience and highlight just how important recovery work is for survivors of domestic abuse.

Partners from across Staffordshire attended,

as well as Stoke-on-Trent's Lord Mayor, Councillor Faisal Hussain.

Domestic Abuse Outreach Service Team Leader Becky Fedoroff said that it was 'amazing' to share the work of the Recovery Hub with partners.

The event was a huge success, and we heard some powerful stories from our staff and volunteers. Lived experience is a huge part of our work at Glow and we feel really privileged to have so much of that across the Recovery Hub.

## Celebrating with our customers

Last year we had an amazing time celebrating Eid al-Adha at our Newcastle safe accommodation service. Our customers worked hard all morning to cook a delicious lunchtime feast for everyone to enjoy.

We're so passionate about celebrations like this that bring everyone together to relax, have fun and learn something new. Service Manager Vicki said it was a "fantastic time" and she can't wait for the next celebration.



## Support for children at Glow's domestic abuse safe accommodation service

Our BBC Children in Need funded project, Opening Doors, launched in 2021. So far 96 children and young people have taken part in the project, which has delivered 241 group and one-to-one support sessions and activities.

One of the children who has taken part in the project is 12-year-old Alana, whose name has been changed to protect her identity. Alana lived in safe accommodation service with her mum and was supported by Children and Young Person's Domestic Abuse Practitioner, Elise.

When Elise first met Alana, she told her that she had been struggling with her feelings because of the domestic abuse she had witnessed. She found it difficult to talk about the abuse she'd seen and was struggling with having contact with the perpetrator. She said

that she felt "trapped" – she didn't know what to do with the feelings she'd had. Her self-esteem and confidence had been impacted too.

After working with Alana for a few months, Elise said she "engaged amazingly well" and that there was 'such a change' in her. Other staff in the safe accommodation service started to notice it too. Her demeanour, and how she presented herself, completely shifted. It was all thanks to her newfound sense of confidence.

At the end of their sessions, Alana told Elise that she felt "brighter and happier". Alana's mum started to notice it too. She told Elise how positive the change had been for her daughter. She was more confident and more willing to talk about and express her feelings.



# End

Ending domestic abuse is Glow’s ultimate aim and there are a couple of ways we tackle this.



## Perpetrator Services

Firstly, our perpetrator services provide support to those who want or need to change their behaviour.

Working with high, medium and standard risk perpetrators across Staffordshire and Derbyshire, we aim to change entrenched behaviour by holding perpetrators to account for their abusive behaviour, supporting them to acknowledge the harmful effect on partners and children and the wider community; to take active steps to stop their domestic abuse; whilst providing them with information and support to make informed decisions.

Our involvement in delivering the national perpetrator programme, Drive, has certainly provided us with great experience of working with this customer group. Over the year we have successfully supported high-risk, high-harm, serial perpetrators with the aim of disrupting abuse.

From April 2022 The Keys

project worked with 47 medium and low risk perpetrators and supported 204 women and children. Meanwhile, Drive supported 164 high-risk perpetrators, held 23 multi-agency perpetrator panels where risk management and action planning was discussed for 220 families affected by the behaviour of a high-risk perpetrator.

The men who completed the programme are now receiving post group support, as are their partners or ex-partners. They continue to engage well with support, there have been no police call outs, no abusive behaviours reported and they are utilising support to discuss difficulties they may be facing.

One man who recently completed his last session said: **“My views have changed. I now see how much more there is to**

**domestic abuse, what leads up to it, early warning signs, where things could have been stopped and the impact on victims and children.”**

The experience gained through our recent perpetrator work has built a very solid foundation from which to grow. At the end of 2022/23 we were delighted to hear that we’d secured Home Office and Derbyshire OPCC funding to launch a new high risk perpetrator service in Derbyshire. The 180 project will launch in April 2023.

In 2022-23, our Drive programme achieved:

**80%**  
reduction in physical abuse

**82%**  
reduction of sexual abuse

**62%**  
reduction in harassment and stalking

**57%**  
reduction in coercive and controlling behaviour

## Glow's domestic abuse prevention work with perpetrators

Our specialist domestic abuse perpetrator service has worked with 164 high-risk and high-harm perpetrators. Out of those, 173 partners and 372 children were impacted by their behaviour.

One customer was Tony, whose name we have changed. He was a high-risk perpetrator of domestic abuse who was referred to us from MARAC. Tony worked with his Glow Case Manager for over a year, after his ex-partner came forward to report domestic abuse.

Tony was a serial perpetrator of abuse and had been violent and emotionally abusive towards his ex-partner. He physically assaulted her and threatened to seriously harm and kill her. He threatened to kidnap their child, who had regularly witnessed the violence and emotional abuse that he carried out. He was also dependent on alcohol, a regular cannabis user, unemployed and living in temporary accommodation.

After a year of support, Tony now has a job, his own accommodation and is maintaining his relationship with a new partner. He isn't abusive towards her and is able to have supervised contact with the baby he has had with her.

These are all small steps for Tony, but they have had a huge impact on his life. He's now understanding what a healthy relationship is, which has changed the lives of his partners, past present and future.



## Education and prevention

Ending the cycle of abuse is a vitally important part of our work and we recognise that we cannot create real change alone.



Our education and prevention service aims to teach young people, educational professionals and community leaders about healthy relationships through the Relationships without Fear programme. The aim of the programme is to educate



people on recognising and responding to domestic abuse as early as possible, whilst also being aware of how to signpost to support.

Now celebrating its 20th anniversary, the programme is going from strength to strength. We've delivered sessions to over 15,624 people, expanded the programme from Staffordshire into Derbyshire and have embarked on a three-year research project with Keele University. The project will re-evaluate and

improve our education and prevention approach, exploring wider issues preventing social change.

The research will also include the development of an improved evaluation tool for Relationships without Fear which will be available for any organisation to use to effectively evaluate healthy relationship and domestic abuse education programmes.

## Short term work

As a leading provider of domestic abuse services and support in Staffordshire and Derbyshire, we often get called upon to deliver short-term work such as professional advice across all our streams of work. Over the last 12 months we have delivered 494 pieces of short-term work.

"I ENJOYED HAVING GLOW IN SCHOOL BECAUSE THEY WERE REALLY UNDERSTANDING."

Bryce, Year 5  
Co-op Academy Clarice Cliff

"MY FAVOURITE PART OF RELATIONSHIPS WITHOUT FEAR WAS WHEN WE WERE TALKING ABOUT HOW TO HANDLE OUR EMOTIONS. NOW IF I GET ANGRY OR OVERWHELMED, I HAVE A MOMENT TO MYSELF AND TAKE A BIG DEEP BREATH."

Lillie, Year 5  
Co-op Academy Clarice Cliff



## Glow's education and prevention work

Glow has delivered Relationships without Fear, to Portway Junior School, in Derby, since 2021. Headteacher Emma Wilkinson said that signing up for the programme was “a no-brainer”.

Portway Junior School said that they are passionate about making sure that pupils know more than just maths and english. They also want pupils to learn about positive, safe relationships, while developing the skills they need to protect themselves.

Schools taking part in Relationships without Fear are fully supported by Glow throughout the programme.

The charity's specialist team feedback to school staff after each session, highlighting any potential concerns that need to be addressed by the school's DSL (designated safeguarding lead). This makes sure that any potential concerns can be monitored and addressed quickly. Glow also provides impact reports to every school. These detail the impact that the programme has had on pupils since the first session.

Headteacher Emma said that the children “always feel at ease” when Glow come into school, with any issues recognised by Glow being picked up quickly and addressed by the school's designated safeguarding lead (DSL).

Portway Junior School say they will continue to book the RWF programme to make sure that every pupil in their school has the chance to learn about healthy and unhealthy relationships.

Emma said that the school “would wholeheartedly recommend RWF”. She also praised the ‘tremendous impact’ that it has had on her pupils.

Year 6 pupil Freya said she enjoyed learning about domestic abuse because she wanted to know what to do if she was ever in that situation. She explained that if she was in that situation when she was older she “wouldn't have known what to do before Glow”.

Classmate Betsy added it was nice to have someone new in the classroom, as “you're usually always with the same teacher”. She added that she would “feel safer” to tell Glow about something, than her usual teacher. These illustrate the impact that the programme has had on pupils since the first session.



glow



## Making an impact

# #DontBringItHome Glow's awareness campaign during the 2022 World Cup



The campaign raised awareness of the increase in domestic abuse cases during football tournaments and encouraged potential perpetrators to not bring violence home and reach out for support instead.

Our research found that domestic abuse cases increase by 26% on match days. Violence against a partner rises by 38% if a game is lost. Alcohol related domestic abuse increases by 47% on match days.

We wanted to target perpetrators of abuse – and potential perpetrators – who used football as an excuse to hurt their partner.

We created free awareness stickers for local pubs and bars that encouraged people not to bring violence home, but instead visit Glow's website for support and advice.

The social media campaign echoed this message, reaching over 138,000 people and engaging with over 1,000. This was a mixture of social media graphics and videos.

#DontBringItHome was promoted on a huge Stoke-on-Trent billboard which is passed by over 450,000 vehicles every month.

We also secured media coverage for the campaign in the Sentinel newspaper, Stoke Nub News and BBC Radio Stoke. Our social media posts were shared by local stakeholders, including Stoke-on-Trent City Council.



# Making homelessness history



At Concrete, we believe a simple truth - that everyone deserves a place to call home. That's why we strive to make homelessness history.



We're here to change the present and the futures of the many without a plan, without a voice and without a home by leading the charge to erase homelessness within our community for good.

We're passionate advocates for possibilities and potential, restoring broken systems by bringing the community together to truly end the causes from all angles. We don't scratch the surface or focus on temporary fixes. We're making concrete changes to make safe, secure housing a right, not a privilege.

Homelessness isn't a choice. It can happen to anyone. Together, we fight to prevent the risk and change the reality. We're advocating for people across all ends of the issue, informing their choices and addressing their needs to change their lives and their futures.

We work to make homelessness history in four ways.

## Address

Everyone that doesn't have a plan or place to go could be at risk of homelessness, so we're working hard to keep everyone aware of the warning signs and informed on what to do and where to go when things get tough.

## Connect

We connect people to help them find a stable, secure home. We provide supported and private housing options, depending on the needs and situation of the people we serve.

## Secure

We work with tenants, homeowners, landlords and other housing providers every day to help find a solution to keep people in their homes and help them secure their housing situation.

## Equip

We don't stop at connecting people with homes; we help them to build the skills they need to make it a long-term solution. We can help to change the narrative for good if we support people to build skills and knowledge to live well independently.





Concrete offers a unique suite of services and accommodation options to tackle some of society's most deep-rooted issues. We are outward looking and clear that what makes us stronger is by working in partnership with others, irrespective of sector specialisms or geographical boundaries.



We are proud to lead a partnership of like-minded organisations (Adullam, North Staffs Mind, Changes, Walk Ministries) to deliver critical interventions and preventative services for some of society's most excluded citizens. We do this through a partnership consortium called Destination:Home.

As a lead voice for the sector we ensure that we have robust governance arrangements so our partners can come together to share and receive feedback whilst striving to continuously improve. Working together in this way, we strive to understand and overcome challenges through our shared ambition to end homelessness for good.

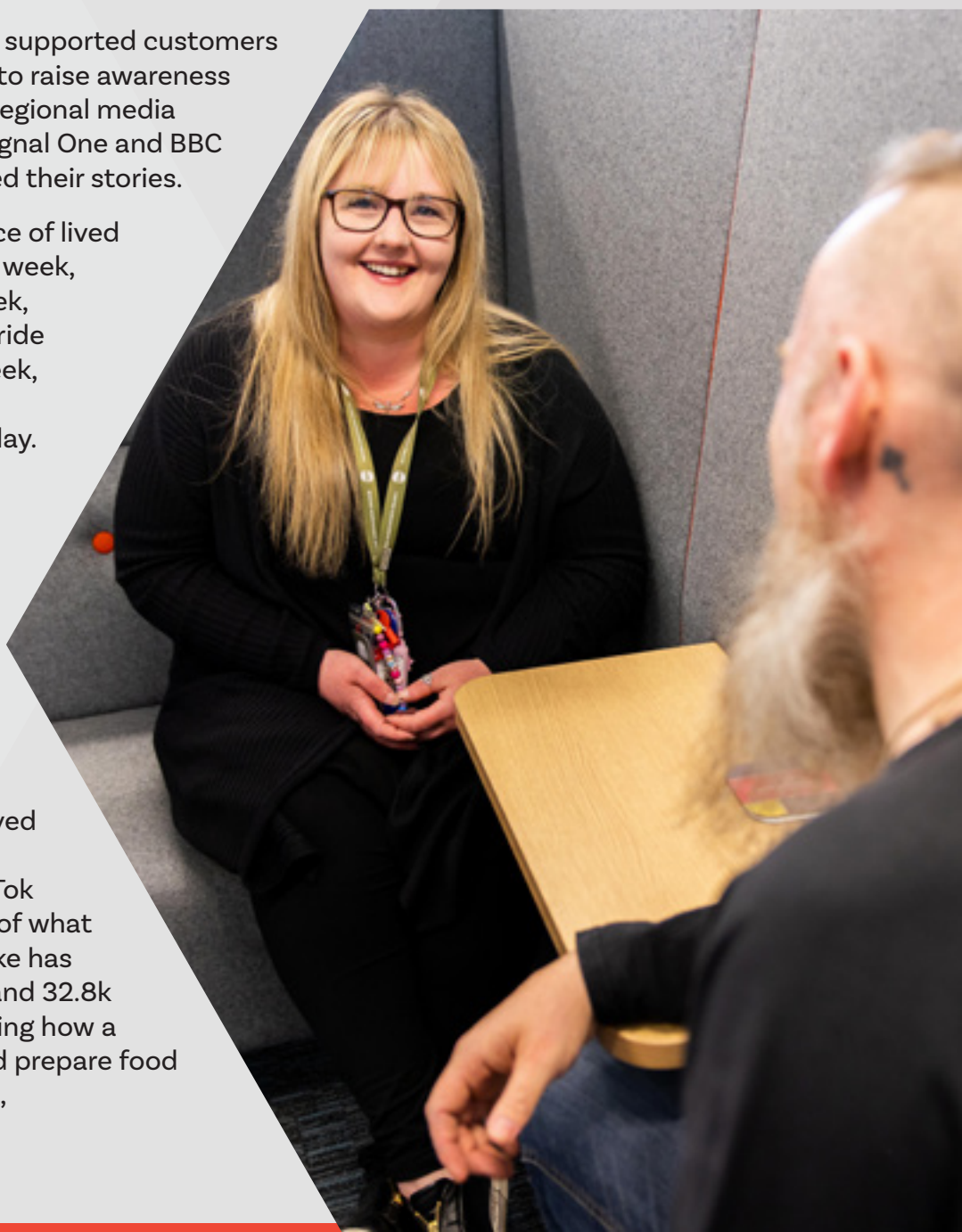
## Address

Throughout the year we have supported customers to use their lived-experience to raise awareness of homelessness. Local and regional media including BBC Radio Stoke, Signal One and BBC online interviews have covered their stories.

We continue to share the voice of lived experience during volunteers week, mental health awareness week, and sharing content during Pride month, suicide awareness week, adult safeguarding week and international homelessness day.

Social media has also been a very powerful tool for us over the last 12 months. Over the life of the strategy we have reached over two million people through content on our channels, increasing our followers by almost 3,000 people.

As a platform, TikTok has proved a great success in educating about homelessness. Our TikTok post that showed the reality of what a homeless scheme looked like has so far received 301.6k views and 32.8k likes. Whilst a TikTok post asking how a homeless person can buy and prepare food has been viewed 112.6k times, with 231 comments.



## Secure

Often our work is about preventing homelessness. In May 2022 we launched our tenancy sustainment service working with customers who are facing an immediate risk of losing their homes.

The team supports customers living in Concrete properties across Staffordshire, helping them with all aspects of their tenancy. They work hard to help customers develop the skills they need to one day manage a home of their own independently.

Over the past year across all our services, we have helped over 600 people to keep their home, equipping them with the skills they need to live independently in the future.

We have signed up 10 new units of accommodation through our landlord liaison services across Stoke-on-Trent and Cheshire East. We have also worked with 15 private landlords who have provided tenancies to our customers through our private lettings service.



### Marie's story

When 33-year-old Concrete customer Marie was just 10 years old, her mum passed away. She struggled to deal with her emotions and started to self-harm as a coping mechanism. Marie continued to self-harm throughout her life, and when her living situation became unstable four years ago, she found herself facing homelessness.

Marie was supported by different local services and came to Concrete in 2020 as part of the Covid-19 Everyone In initiative. She continued to be supported by Concrete and moved into our female-only scheme. Thanks to dedication and tailored support, Marie achieved a goal she never thought she'd reach - being free of self-harm for two years.

An emotional conversation with a support worker made her realise that her mum wouldn't want her to hurt herself anymore. After self-harming for more than two decades, Marie said that it was difficult to stop, but she put steps into place and took control of her own journey, with Concrete staff there to guide her.

Marie said that "everyone was so helpful and understanding," adding that she "couldn't have done it" without our support. Marie is now excited about her future and hopes to gain the qualifications she needs to work with children.



# Connect

A core part of our service delivery is connecting those without a home to one that fits their needs. Alongside this, we provide dedicated support to connect housing and complex needs in one access point.

Together with our partners we have connected over 900 people to accommodation across North Staffordshire and Cheshire East with support that is fit for their needs. The Destination:Home partnership brings a vast and diverse offer of accommodation for people impacted by homelessness with multiple and complex needs.

This year Destination:Home has supported 476 people across the partnership, of which 225 were supported by Concrete. This includes 26 women in our female only housing and 32 in our male housing project. 86% of people across the Destination:Home partnership have sustained a tenancy and 70% reported to have achieved independent living.

In addition, our young person's accommodation service has supported a further 52 young people over the last 12 months. Whilst our Navigate service has worked with 26 people caught in a cycle of homelessness and repeat offending to secure long-term accommodation.

Our dual diagnosis service with BAC O'Connor worked with over 16 people experiencing co-occurring mental ill health and substance use. Finally, our peer mentoring programme worked with 48 people looking to use their lived experience to mentor others.

Having the time needed to work with these customers who have complex needs is always a challenge and so this year we were delighted to find out that two of Concrete's DLUHC funded Rough Sleeper Initiative (RSI) projects have been extended to March 2025. This brings longevity to our peer mentoring



offer and private letting service to make sure that tenants renting in the private sector can benefit from our support whilst expanding our connection with private rented sector landlords.

Also funded by RSI until the end of March 2023 were our specialist support services in relation to prison release, move-on support for rough sleepers, and dual diagnosis support (co-occurring mental ill health and substance use) with our partners BAC O'Connor.

In Cheshire East our floating support and supported housing services continue to provide tenancy related support to over 200 customers in their own homes, both independently and in Concrete properties.

## Changing Futures

We're proud to be part of the Changing Futures project in Stoke-on-Trent. The project brings local organisations together from across the city to better support people with complex needs and multiple disadvantages. This includes homelessness, substance misuse, poor mental health and domestic abuse.

As part of the project, we've supported 38-year-old George, whose name has been changed, since September 2022. George is a vulnerable man with learning difficulties, who was independently managing his own Stoke-on-Trent City Council tenancy until last year. He was referred to Changing Futures following a section 42 safeguarding assessment due to concerns for his wellbeing.

About three years ago George was introduced to monkey dust. He quickly became addicted and stopped looking after himself. He was also being coerced by drug dealers who took advantage of his vulnerabilities and used his flat as their own.

We supported George to leave his flat and secured him a room at a local hotel. From there, we found new housing for him with a local provider. Here he receives lots of support with everything from cooking and cleaning to budgeting and managing finances. George also started working with CDAS (Stoke-on-Trent Drug and Alcohol Service) to address drug addiction. He worked on coping mechanisms and learned how to say no.

George also has a voluntary role with local Expert Citizens which he said he's "absolutely over the moon about". He'll receive training on customer service, effective communication and learn how to build a good rapport with people. He'll also be taking a course to improve his literacy and can't wait to get started. George is now well on the road to recovery and is enjoying all of the opportunities that Changing Futures have given him.



# Equip

To end the cycle of homelessness we need to equip people with the skills to live independently for the long-term.

Our peer mentoring scheme has gone from strength to strength this year, with peer mentors leading on activities to overcome the impact of isolation and loneliness on our customers and sharing their own learning and success to offer hope and inspiration to others. Our peer mentors have provided countless hours of mentoring to schemes and in turn have gained work experience.

Through a partnership we have offered 12 work placements to people with lived experience and five people were offered permanent posts at Concrete following successful completion of their placement. This significant collaboration helps people with lived experience to gain experience and provide opportunities to enter the job market.



## The power of lived experience

Having lived experience gives our staff a unique insight into what our customers are going through and makes such a huge difference to the support we can provide as a team.

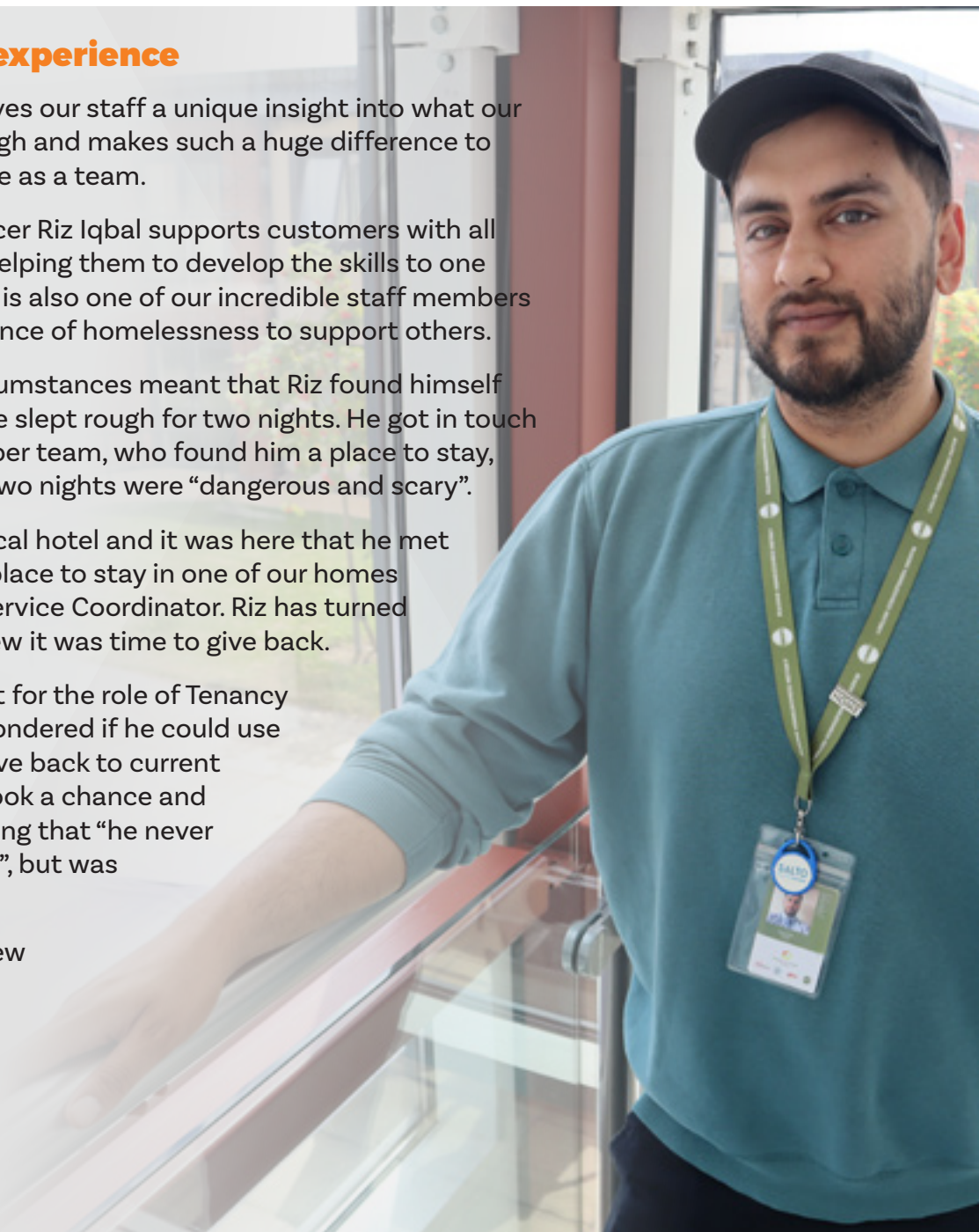
Tenancy Sustainment Officer Riz Iqbal supports customers with all aspects of their tenancy, helping them to develop the skills to one day live independently. Riz is also one of our incredible staff members using his own lived experience of homelessness to support others.

In May 2020, personal circumstances meant that Riz found himself with nowhere to stay, so he slept rough for two nights. He got in touch with the city's Rough Sleeper team, who found him a place to stay, but he told us that those two nights were "dangerous and scary".

Riz was given a bed at a local hotel and it was here that he met Concrete. He was given a place to stay in one of our homes and was supported by a Service Coordinator. Riz has turned everything around and knew it was time to give back.

When he saw an job advert for the role of Tenancy Sustainment Officer, he wondered if he could use his lived experience and give back to current Concrete customers. Riz took a chance and applied for the job, admitting that "he never considered he would get it", but was successful.

He said that starting his new job at Concrete "felt like a brand-new chapter". He loved helping people and was happy to know that his day job was making a real difference.



## Making an impact across the homelessness sector

We strive to ensure we are working at the cutting edge of practice whilst seeking opportunities to engage with universities and research institutes to help shape to how homelessness is arranged and understood at a strategic and policy level.

Concrete is proud to have collaborated with the Policy Research Unit in Health and Social Care Workforce at King's College London and Evaluation Centre at the London School of Economics, on a national study called Opening the too difficult box: strengthening Adult Safeguarding responses to homelessness and self-neglect.

The research provided policy and practice recommendations, as well as key messages for Safeguarding Adult Boards and multi-agency working. Through this, Concrete continues to be invited to collaborate on several positive practice briefings and academic articles, including invitations to speak at national conferences as well as membership at the Local Government Association Expert Reference Group on Adult Safeguarding and Homelessness.



**Bruno Ornelas**

**HEAD OF HOMELESSNESS  
AND COMPLEX NEEDS**



**Fundraising,  
partnerships  
and social value**

# Fundraising

2022/23 has been a busy year for our newly formed business development and fundraising team.

The redefinition of roles in the team as well as the appointment of a Business Development Manager and Bids and Grants Officer has strengthened our capacity to proactively seek out new income streams. This has been highly beneficial to service delivery and it also means

we have a healthy pipeline of opportunities as we go into the next financial year.

We continue to operate a low-level fundraising model in line with current capacity. As a charity we secured over £52k in fundraising over the past year, predominately from donations and fundraising activities from within the local community.

Sources of fundraising:

**42%**

Corporate fundraising

**22%**

Individual fundraising

**37%**

Community groups

## Our fundraising highlights

- Derbyshire County Council IDVA service – as the incumbent provider for this IDVA service for the last three years we were delighted, following a competitive tender process, to be re-appointed as service provider for the next three years, further strengthening our relationship with Commissioners in Derbyshire
- Derbyshire OPCC - we have delivered high-risk perpetrator services in Derbyshire for the last two years through our Drive service. Whilst funding for Drive ended in March 2023 we have now secured new

funding via the Home Office and

Derbyshire OPCC to continue to deliver high risk perpetrator services under a new model, The 180 Project.

- Newcastle Council - Provision of our young person domestic abuse service – as the incumbent provider for this essential children and young person’s service we were pleased to confirm funding for the next three years to continue the delivery of this service.
- Stoke-on-Trent City Council - we have partnered with the Council to secure funds from the Office for Health and Improvement and Disparities to further bolster the Destination:Home contract. The project, Supporting Psychoactive substance users into Housing by Enabling Recovery and Empowerment (SPHERE) will act as a highly specialist service. A team will work with people in Stoke-on-Trent who are active users of the psychoactive substance, ‘Monkey Dust.’ The aim is to provide better support for accessing and maintaining safe and secure housing.





As part of our commitment to adding value to our core services we were also successful in securing income from various trusts and small grants:

- ◆ **£7.5k seasonal funding** from Stoke-on-Trent City Council for Glow and Concrete as part of their Summer Essentials and Winter Food and Essentials Fund. This helped to pay for fleece blankets, thermos mugs, hot water bottles, thermal socks, woolly hats and gloves and reusable bags during the winter. In the summer, it covered sun lotion and toiletries, to keep customers cool and protected from the sun.
- ◆ BNI Foundation kindly provided a grant of **£1k to purchase workbooks** for the Relationships without Fear programme to support the delivery in local schools.
- ◆ Persimmon Homes Community Champions granted **£1k to support the delivery** of Relationships without Fear programmes.
- ◆ We were **successful in our bid for £45k** to the National Lottery for additional funding to enhance the volunteer service at Glow's Recovery Hub.
- ◆ Vodafone charity's connected fund **provided 125 sim cards** to keep our most vulnerable Concrete customers connected with their key support networks.
- ◆ The Community Foundation for Staffordshire's Discover Digital Innovation Grant **funded £2.5k worth of mobile phones** for our Concrete customers.
- ◆ Together Active (Staffordshire and Stoke-on-Trent) provided **£2.5k of outdoor equipment** for our children and young people service.



# Adding value

As a business we are also committed to taking part in social value projects. During 2022-23 we have exceeded a number of targets across a range of measures aligned to the delivery of Destination:Home with partners. This includes:

**£93,673**

additional income sourced

**8**

student placements supported

**21**

people employed who were previously unemployed

**14**

work placements and apprenticeships created

**20**

community events that we have held or participated in

In Glow during 2022-23, we also delivered the following social value:

**3**

peer mentors supported customers

**2**

student placements supported

**10**

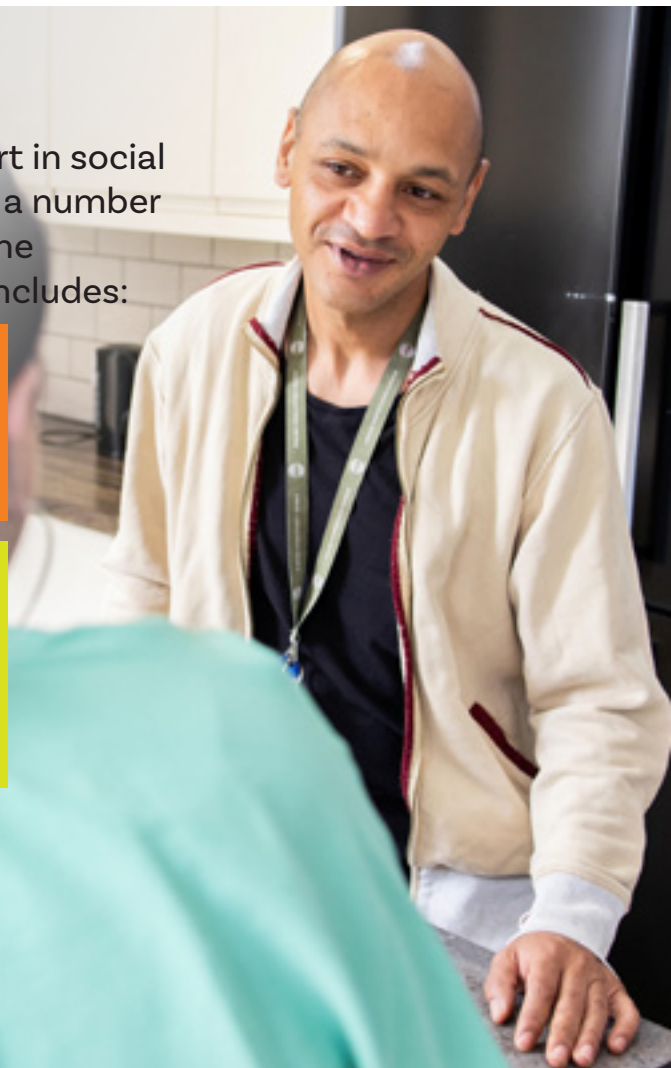
customers successfully completed our course and now volunteer for the Recovery Hub

**3**

volunteers supported our safe accommodation services

**17**

volunteers accepted onto the accredited training programme





## Partnerships

The sector continues to face challenges around funding which impacts on the continuity of services as well as our ability to secure income.

The decline in funding available, combined with high inflation and increasing demand for our services makes it challenging to submit competitive bids. Short-term contract extensions ahead of committing to bids and tenders also impacts our recruitment attrition rates and leaves us vulnerable in a competitive recruitment market. Nevertheless, we continue to look for ways to find non-statutory income to supplement our core statutory contracts.

Working in partnership with like-minded organisations, statutory partners and other stakeholders is key to finding solutions to address the changing needs of those who require our help and support and the complexities of the changing environment.

Throughout the year we have continued to nurture and grow both new and existing partnerships. These partnerships range from working with delivery partners such as Adullam, North Staffs Mind, Changes and Walk Ministries to deliver our Destination:Home service to working with other organisations in the voluntary and community sector to ensure we are all driving good practice in child protection and safeguarding, and influencing local decisions and arrangements on safeguarding, service delivery, innovation and more at both operational and strategic levels.

We are proud to be members of a wide range of boards and forums associated with the causes which we are here to champion and support. There are too many to name but all important in ensuring we have a say and can influence policy, procedures and services all to deliver the right support and in turn better outcomes for our customers and the community.

“The Council have worked with Honeycomb Charitable Services, in particular Concrete, for some years and we’ve always been pleased with the services provided and their commitment to work with the Council as a commissioning partner.

“Services are customer focused, with good quality accommodation and skilled, dedicated staff. We see some fantastic outcomes for people with very complex needs.

“The leadership team are well-connected, engaged in the local area and knowledgeable about their services. This kind of expertise in helping to support Stoke-on-Trent City Council in tackling some of the homelessness challenges we face across the city, is invaluable.”



**Amanda Hadfield**

COMMISSIONING MANAGER,  
STOKE-ON-TRENT CITY COUNCIL

# Thank you

Concrete and Glow are working hard to end homelessness and stamp out relationship abuse, but they can only achieve this with the support of commissioners, donors, partners, and volunteers.

We want to take this opportunity to thank each and every one of you who has taken the time to show your support in 2022/23. We look forward to achieving more great things with you next year.

TikTok star Adam Birks (with the help of his 300,000+ social media followers) raised over £300 for Concrete’s young person’s service.

Hempstalls Primary School raised over £260 for Glow’s education and prevention service.





**Our people**



# Our people

Our staff and volunteers are what sets our business apart. Their dedication, skills, experience and passion are unquestionable and quite simply we couldn't do it without them.

Here is more information about our fantastic colleagues:

- ◆ 118 were permanently employed by Honeycomb Charitable Services Ltd.
- ◆ 7 were employed on fixed-term contracts, were self-employed, or worked on behalf of Honeycomb Charitable Services Ltd. outside of the UK
- ◆ 67 have lived experience
- ◆ 139 are employed from the local area
- ◆ £3,262,926 was the total amount spent on employee payroll

## Dedicated volunteers

- ◆ 23 volunteers (12 for Glow and 11 for Concrete) have carried out charitable activities for Honeycomb Charitable Services Ltd.



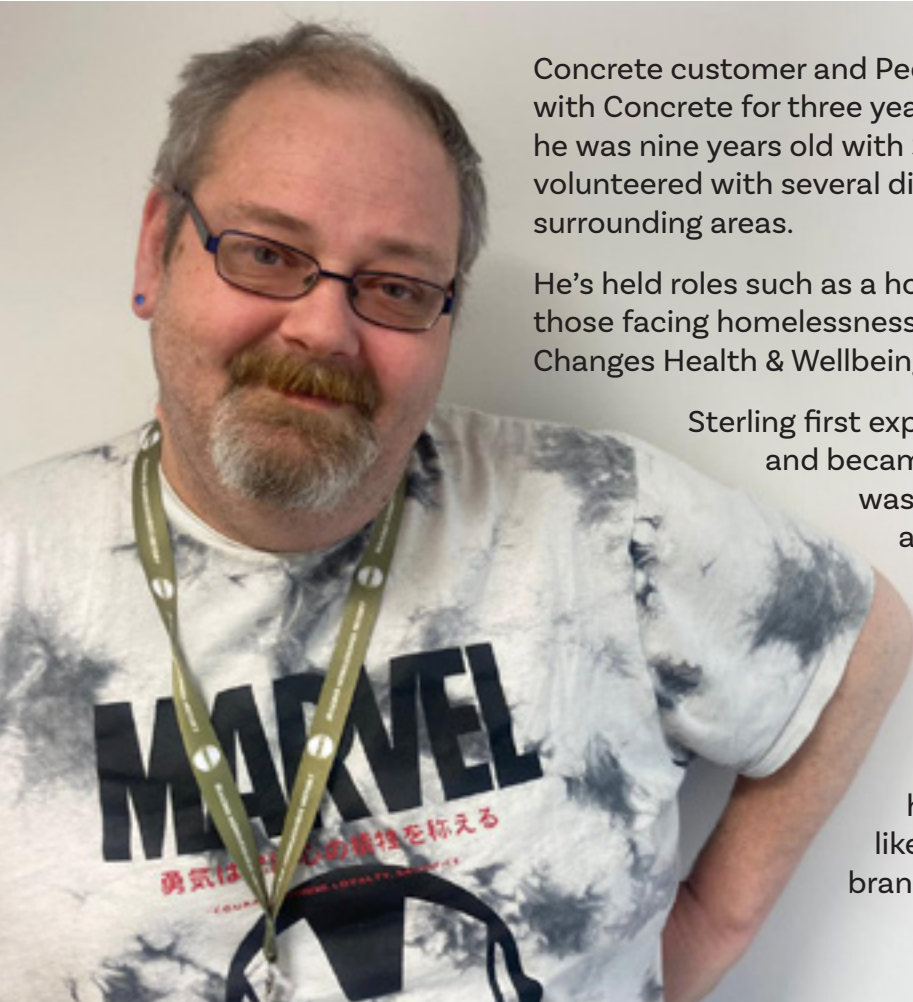
# Volunteer support

Local student Grace Buffery, 21, started volunteering at Glow’s Recovery Hub in January 2023.

Grace, who studies human geography at Keele University, took part in our volunteer training course to learn more about domestic abuse and the impact it has on survivors. She was surprised to find out that a higher proportion of her age group (adults aged 20 to 24) experienced abuse compared to adults aged 55 and over, according to ONS data.

Spurred on by the stats, she decided to raise awareness of domestic abuse on a night out with her friends. She also used the evening as an opportunity to raise money for the Recovery Hub. She raised £119 by selling glow sticks, face paint, glitter and sunglasses.

Grace said the response she received was ‘so positive’ and many of her peers opened up to her about their own personal experiences, including as customers of Glow.



Concrete customer and Peer Mentor, Sterling, has been volunteering with Concrete for three years. He first started volunteering when he was nine years old with St John’s Ambulance. Since then, he’s volunteered with several different services in Staffordshire and the surrounding areas.

He’s held roles such as a hostel rep, providing important services to those facing homelessness. He’s even a qualified Coordinator with Changes Health & Wellbeing, one of our Destination:Home partners.

Sterling first experienced homelessness when he was 16 and became homeless again when he was 40. He was supported by different local services and wanted to do something to give back and fill his time in a positive way. Now he regularly volunteers for our Gateway Service, the entry point to our services for anyone who has lost, or is at risk of losing, their home. He uses his own lived experience to support those facing homelessness because knows what it’s like to be in their shoes. He’s also part of our brand new LGBTQ+ support hub, Phoenix.



# Listening and learning





# Listening and learning

We continually look for ways to improve our service provision, so that we can ensure we're offering the most effective solutions for our customers and commissioners alike. There are several ways in which we gain insight into our services.

## Internal oversight

Our service quality reviews (SQR) give both staff and customers a chance to be asked by an independent party their views on the service and any improvements they feel can be made. Following feedback from critical friends and assessors we made several changes to the SQR process and documentation this year.

Several services have received an SQR this year including Destination:Home, gateway and service co-ordination and many are still in the process of being reviewed. A strategic improvement log looks at commonalities between services to develop solutions

collectively as well as an individual service. Next year we are looking to include volunteer feedback in the process where appropriate, as well as insight from stakeholders.

The mobilisation/demobilisation database went live this year and it provides assurance that all departments are aware of any contracts awarded or ending. The database is just one piece of a wider dashboard giving assurance to the Executive and Commissioners. Work is ongoing to improve the way in which we bring data together in one place supporting Glow and Concrete in providing easy access to real time information in monitoring performance.



## External reviews and accreditations

Two annual reviews led by commissioners were completed during the year. Our Glow IDVA managers successfully passed their Safe Lives IDVA Manager courses, and we completed our Safe Lives service accreditation audit in March. The report is going to panel for final accreditation in June.

**Glow's Burslem safe accommodation services** received an excellent review with no actions required. Comments received were complimentary noting that "the service provider has performed well against all elements of the service" and "that the outcomes achieved in both the accommodation and community units indicate that service users attained positive progression".

Feedback from service users was positive with remarks made indicating the professionalism of staff. Stakeholders praised staff for their caring and professional methods.

**Concrete's Destination:Home** encountered several challenges at the start of the contract in early 2020 due to the restrictions imposed and impacts associated with the Covid-19 pandemic, and the implementation of a new case management system used across the Destination:Home partnership.

Overall the council found that the quality and accuracy of data reporting had improved, and that Concrete and their partners were able to evidence "a wide range of support activities carried out by staff and the multi-agency approach in supporting service users".

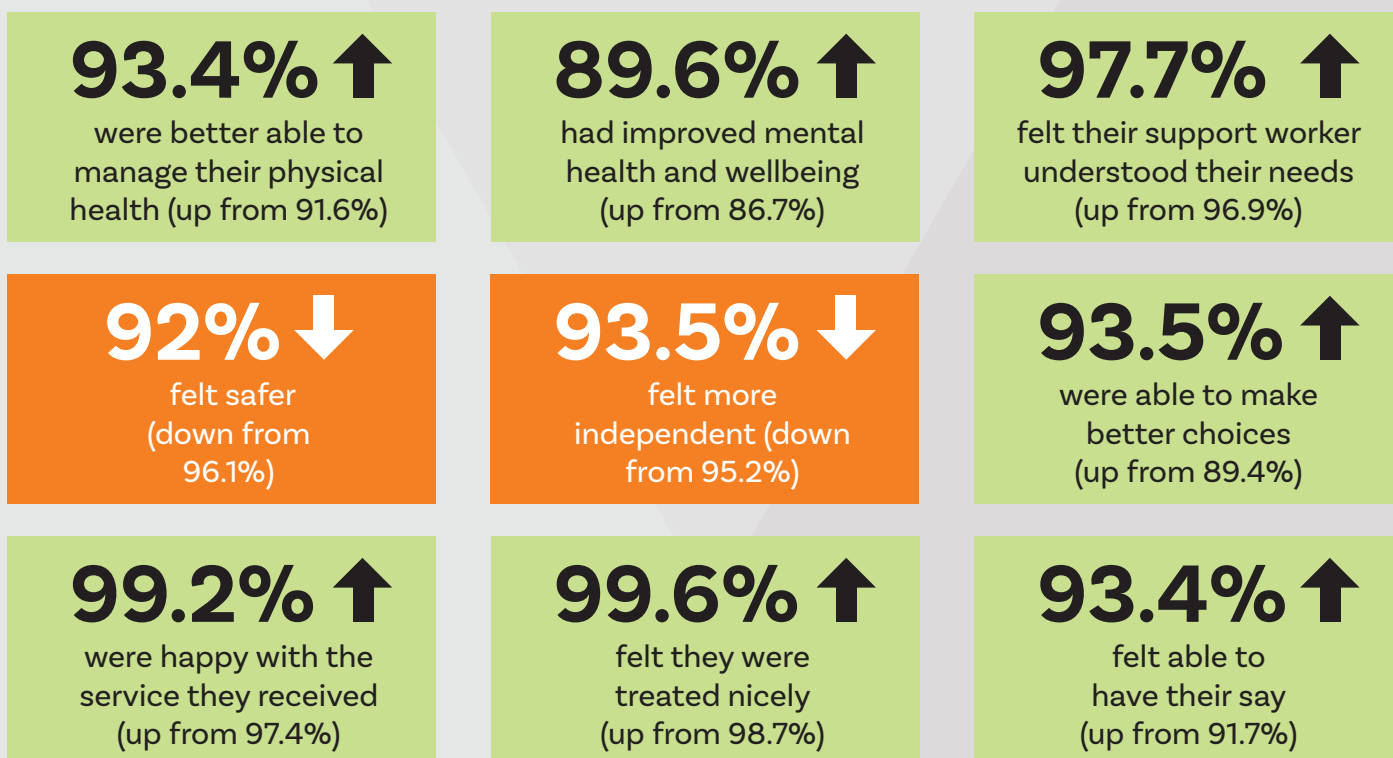
Feedback from customers and stakeholders for the review was positive. Customers said that they were "happy with the help received" and that "they felt safe and supported".

Following a review, commissioners felt we needed to improve our performance, and in some areas, that our review targets were too high.

## Customer voice

Customer satisfaction surveys have also been reviewed this year. We now have three surveys for Glow and two for Concrete, each host standard questions so that we can cross-analyse services as well as specific questions relating to that service or set as a requirement by the commissioner. To capture feedback from some of our younger customers, we have developed a pilot tablet-based interactive survey. Initial data from this is expected in summer 2023.

For the third year running we have seen an increase in the number of completed customer satisfaction surveys, with 261 returns. Across Concrete and Glow, this is what customers are telling us in 2022/23:



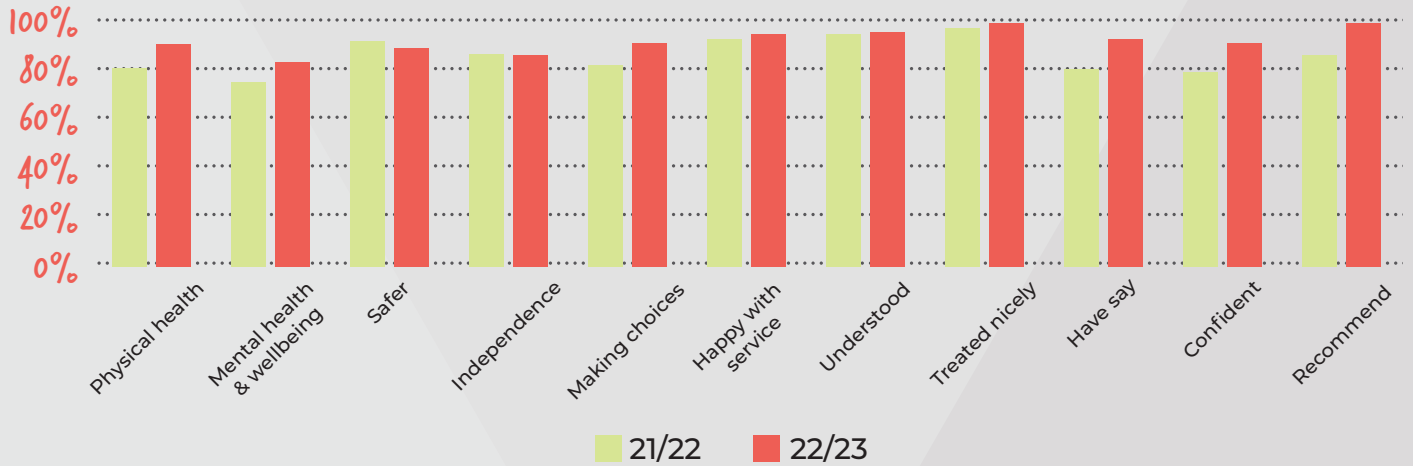
## Customer learning from complaints

We're pleased to report that complaints have decreased by almost 70% this year. This downward trend illustrates our drive to learn and improve from insights. Here is an overview of complaints for 2022/23.

Complaints	21-22	22-23	Breakdown for 22-23	Learning
Total received	19	3	Concrete (2) Glow (1)	<ul style="list-style-type: none"> <li>Concrete to review its exclusion policy.</li> <li>Glow to provide more clarity on the way support is made available and ensure this is explained clearly to customers.</li> </ul>
Closed	12	3		
Upheld		2	Concrete (1) Glow (1)	<ul style="list-style-type: none"> <li>Concrete, changes to staffing.</li> <li>Glow to provide clarity to customers on what support staff can do.</li> </ul>

# Customer feedback

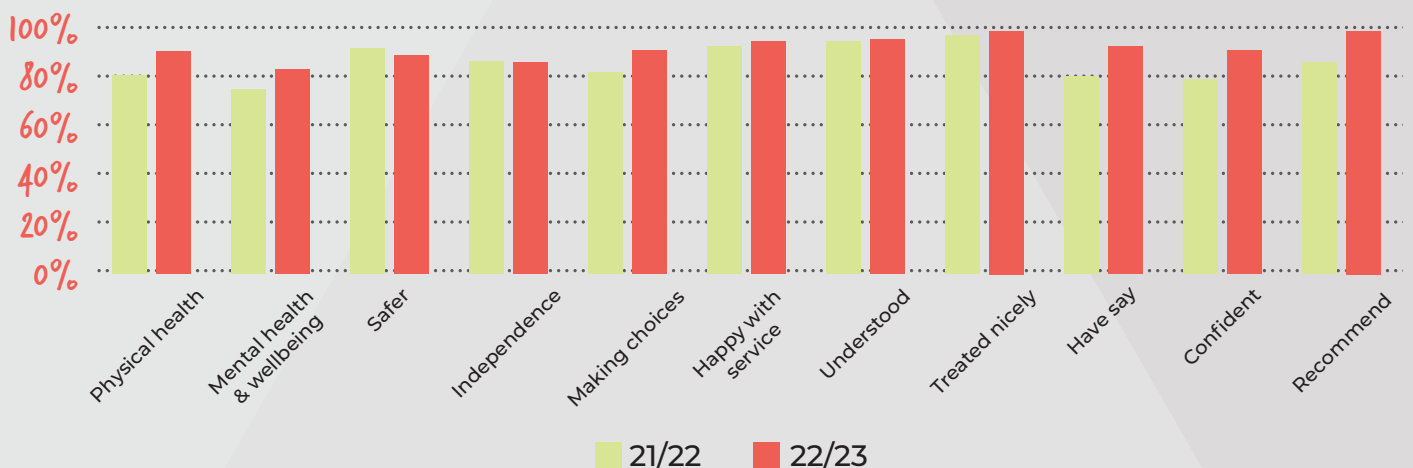
## Concrete annual comparisons



## Feedback from Concrete customers

Criteria	2021/2022	2022/2023
Better able to manage physical health	79.7%	88.4%
Improvement in mental health and wellbeing	75.0%	81.4%
Feel safer	89.1%	87.1%
Feel more independent	85.9%	85.7%
Able to make better choices	81.3%	88.6%
Happy with service they receive	92.3%	93.7%
Feel that their support worker understood their needs	93.8%	94.3%
Feel that they were treated nicely	96.9%	98.6%
Feel able to have their say	79.7%	91.2%

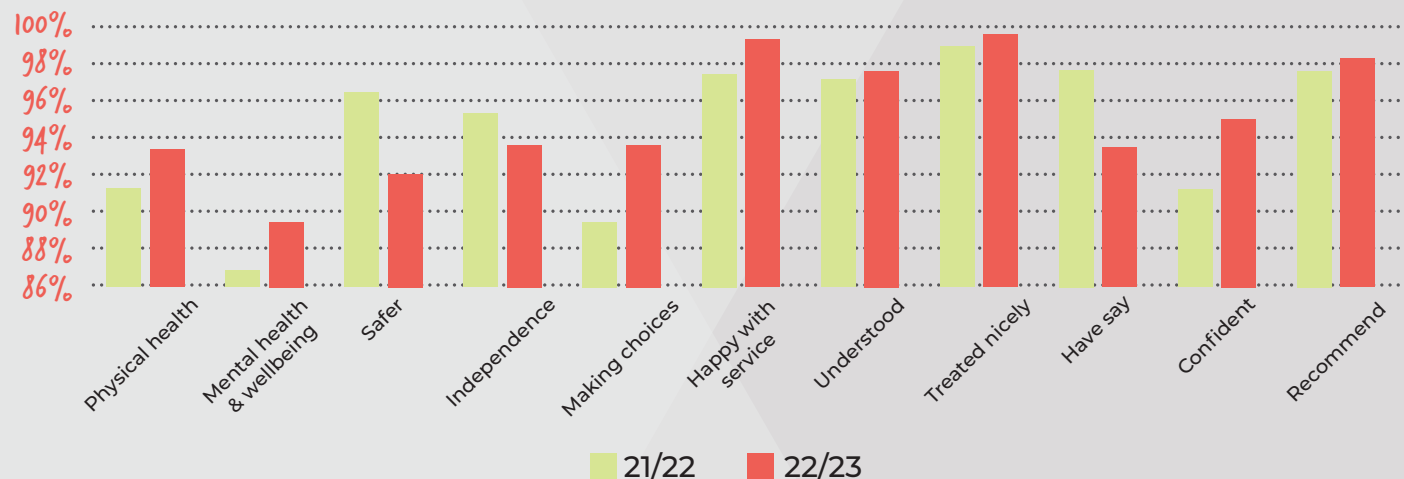
## Glow annual comparisons



## Feedback from Glow customers

Criteria	2021/2022	2022/2023
Better able to manage physical health	96.3%	95.3%
Improvement in mental health and wellbeing	91.4%	92.6%
Feel safer	98.8%	94.7%
Feel more independent	98.8%	96.3%
Able to make better choices	92.6%	95.3%
Happy with service they receive	99.4%	99.5%
Feel that their support worker understood their needs	98.2%	99%
Feel that they were treated nicely	99.4%	100%
Feel able to have their say	96.3%	94.2%

## Glow and Concrete customer satisfaction annual comparisons



## Customer feedback from surveys

Criteria	2021/2022	2022/2023
Surveys returned	231	261
Better able to manage physical health	91.36%	93.4%
Improvement in mental health and wellbeing	86.7%	89.6%
Feel safer	96.1%	92%
Feel more independent	95.2%	93.5%
Able to make better choices	89.4%	93.5%
Happy with service they receive	97.4%	99.2%
Feel that their support worker understood their needs	96.9%	97.7%
Feel that they were treated nicely	98.7%	99.6%
Feel able to have their say	97.7%	93.4%



# Financial review



# Income

For the financial year 2022/23 (ending March 31 2023).

## Government contracts

(includes central government and local authority)

Honeycomb Charitable Services Ltd was awarded

3 contracts

The total value of these contracts was

£1,167,500

## Government grants

(includes central government and local authority)

Honeycomb Charitable Services Ltd was awarded

7 grants

The total value of these grants was

£402,189



## Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future.

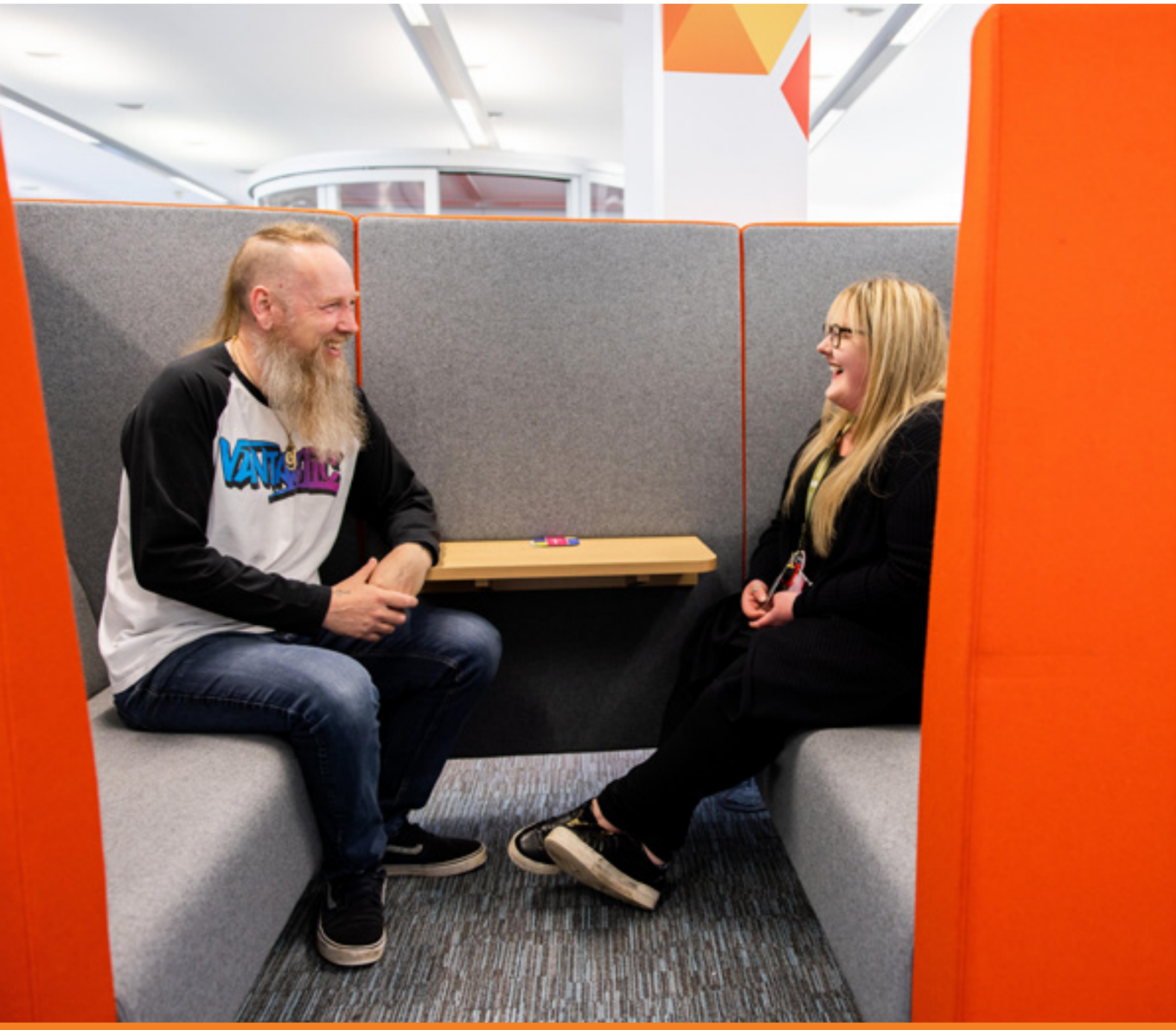
For this reason they continue to adopt the going concern basis in preparing the financial statements.

## Investment policy and performance

The results for the charity for the year ending 31 March 2023 are set out in the financial statements.

The charitable activities undertaken generated a surplus of **£132,366**. This compares to a deficit of **£493,220** in the previous year.

Costs increased by **0.1%** compared to previous years. Income also rose accordingly **8%**.





**Funds**

As of March 2023, unrestricted funds (excluding revaluation reserves) stand at **£1,096,253** (£959,275: 2021/22). Restricted funds stood at **£12,500** (£12,500: 2021/22).

**Reserves policy**

The Trustees aim to accumulate reserves sufficient to fund its fixed assets, meet its liquidity requirements and have sufficient contingency for unexpected events. Unrestricted funds from any operating surplus will be held as accumulated reserves until the required level of 2.7 months of operating expenditure is achieved. As of 31 March 2023, the charity held accumulated reserves to a level of 1.4 months.

The Trustees regard the ongoing review of the reserves level, target, and policy as part of managing the charity. The operating results are identified and reported each month in the management accounts. Unrestricted funds are identified and analysed when the audit of the annual accounts is complete. The reserves policy is then reviewed by the Trustees as part of the charity’s strategic planning process.

**Principal funding**

Outside of rental income, the principal funding of the charity for the year comes through grants awarded from various bodies including:

- ◆ Stoke-on-Trent City Council
- ◆ Derby County
- ◆ Derby City PCC
- ◆ Staffs County Council

**Material investments policy**

The bank account is reviewed daily, and all free income is invested in interest-bearing accounts.





The Heart of Change  
glow

**RWF**  
Relationships without Fear  
Education and Prevention Programme  
Primary Schools

**glow**  
Children & Young People  
Domestic Abuse Service  
Support for children and young people who have experienced or witnessed domestic abuse to help them build a confident future.

# Governance



# Part of the



## HONEYCOMB GROUP



Honeycomb Charitable Services Ltd is a charitable company limited by guarantee, incorporated on 9 March 1989, and registered as a charity on 31 March 1989. The company was established under a Memorandum of Association, which sets out the objects and powers of the charitable company and is governed under its Articles of Association.

On 2 April 2012, the charity became a member of the Honeycomb Group of companies. It is required to meet its own financial obligations in delivering its charitable objectives. The charity funds its services through government commissions, trust and grant awards and public fundraising.

Honeycomb Group is a team of social-minded brands championing happy homes in our region by providing services and support that help people across Staffordshire and its surrounding areas feel

secure, connected, and confident.

Whether it's developing and maintaining affordable homes, providing trusted home repairs and improvements, keeping people safe and well at home or providing support services that eradicate social issues isolating people from a happy home, Honeycomb Group is making our region vibrant.

### Our Vision:

A progressive, passionate region with no barriers to a happy home. Close your eyes and think of a city or a place that is full of life and energy. That's what we're aiming to do for every area we serve through the work we do. Happy homes mean thriving people who are building stronger communities and growing the local economy. We want to leave every place better than it was before we got there.

### Our Mission:

Breaking barriers, building people, bettering homes.

# Our values

## BE DEAD GENUINE

Our customer experience is different because we're not all made from the same mould. We are who we are, no matter if we're in front of a customer or a colleague. We laugh, we cry, and we're not afraid to chuckle at our own mistakes. There's no script here, just people talking to people.

## NEVER SHUT THE DOOR

Breaking down barriers and limitations starts with an open mind and an open heart. Don't close doors on new people or opinions. Value others' differences, respect their input and listen and learn with fascination. Most importantly, never be a Jonny Bravo – it's not all about you baby.



## CHASE CURIOSITY AND AMBITION

Whatever your passion is, be passionate about it. Fly without being afraid to fall. Take your curiosity and mould it into a new, creative way of thinking. Do what you can to give our business a fresh edge or approach, and, most importantly, be committed and proud to follow your ambition.



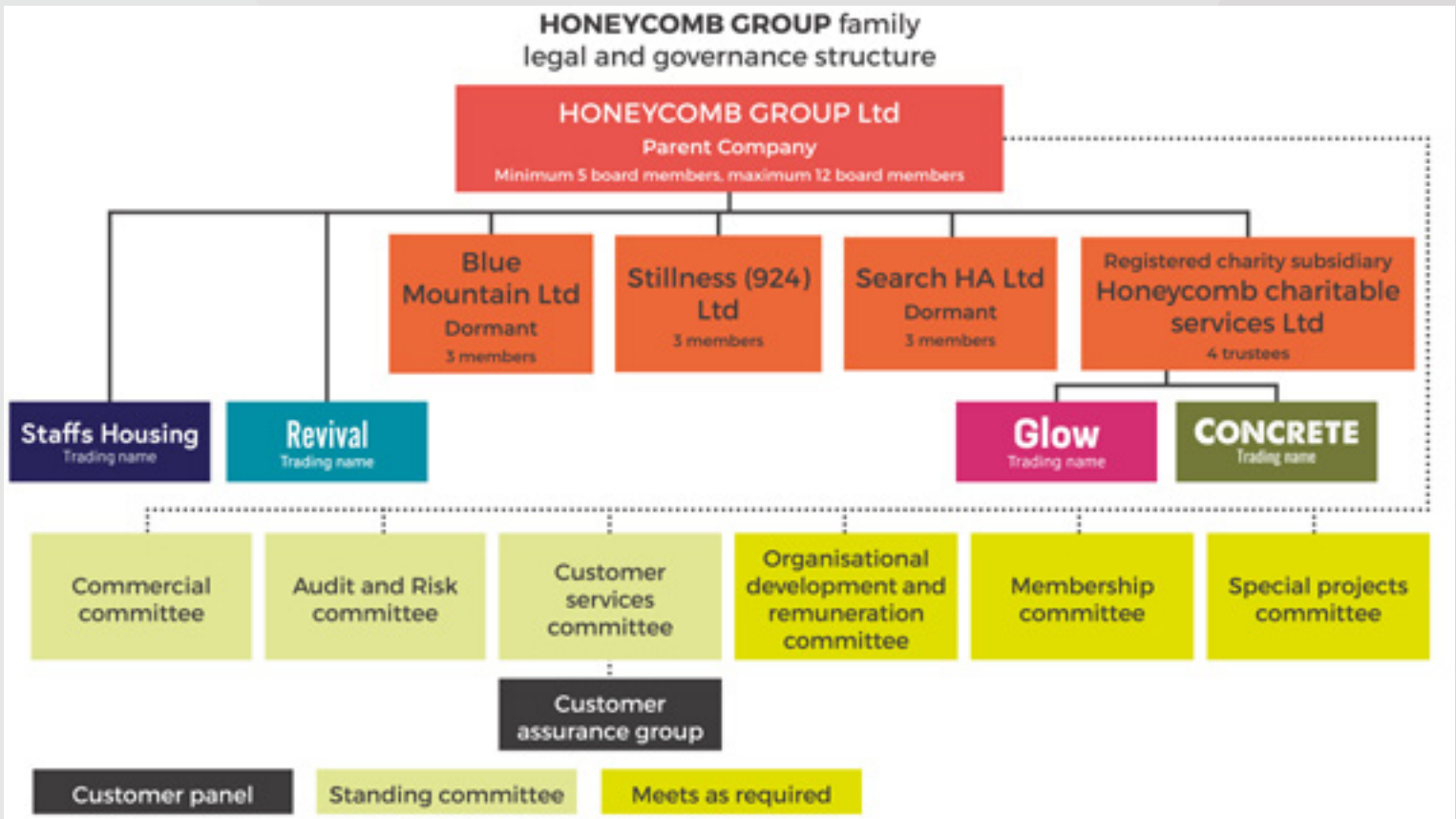
## BE A LEADER IN THE FIELD

There's that old saying – do what's right even when no one's looking. Remember that your colleagues, our customers and the wider community are looking to you for guidance, so take accountability for your role and make a positive impact.

## COME TOGETHER

It's simple, but we simply couldn't forget to put it down. Believe in the power of collaboration; seek expertise from the wider team; and work together to create bigger and better solutions. If times are tough, have faith in your colleagues and never let the pressure break the pack.

# Group structure



## Governance structure

The charity is governed through an integrated Board of Management which oversees activities for the entire Honeycomb Group, with four members acting in Trustee roles specifically for the charity.

# Meet the trustees

The directors of the charity are its trustees for the purposes of charity law. The trustees have delegated the day-to-day management of the charity to the Group Chief Executive Officer. The trustees who have served during the year and since the year end were as follows:

## Karl Dean

Karl has worked in the housing, care and support sector for his entire career and has held a number of senior leadership positions including the Managing Director of Arena Options and Director of Supported Housing at Your Housing Group. Karl is currently Chief Enterprise Officer at Grosvenor Hart. His experience brings together supported housing knowledge, a values based approach and social business know how.



## Andrew Davies - Appointed November 2022

Andrew has worked as a GP in Warrington since 2002, taking up various roles in health care focussed on service and quality improvement for patients. He's currently in a medical management role and the Clinical Chief Officer for two neighbouring clinical commissioning groups. Working in regional and national leadership roles has led to a strong knowledge base in a range of clinical, organisation and system leadership skills that he uses to improve the health and wellbeing of patients.



## Georgina Patel - Appointed November 2022

Georgina has extensive senior leadership and management experience working in local authority and social housing covering a range of disciplines including environmental health, sustainability, housing, and regeneration. She has developed and implemented collaborative strategies with multi-agency partners and residents to address the challenge of decarbonisation, energy security and affordability. She is currently a freelance Sustainability Consultant and is passionate and enthusiastic about delivering positive and innovative solutions for citizens, partners, and communities.



## Alice Hemsley-Myers - Appointed November 2022

Alice has more than 20 years' experience in finance, spanning risk management and property finance. She's worked in a range of institutions in the banking and alternative finance sectors. She now works with developers of general and specialist housing as a self-employed consultant. Alice enjoys using her expertise in the social housing sector in the area she grew up in.



## Caris Henry - Retired September 2022

During his time with Honeycomb Group, Caris brought his experience of delivering strategic projects and change expertise to the role.



## Method of appointment or election of Trustees

Trustees are appointed by the Board of the parent company, Honeycomb Group Limited. The Group Board are appointed in line with the National Housing Federation Code of Governance that includes open recruitment and appraisal.

The recruitment and selection process enables us to attract high-calibre members with the right mix of skills, expertise, and qualifications, and ensures that the members' backgrounds and understanding reflects the needs of the customer.

All members of the Board of Trustees gave their time voluntarily and receive no benefits from the charity. No Trustees claimed any out-of-pocket expenses during the financial year 2022-2023.

## Policies adopted for the induction and training of Trustees

Individual plans are developed for each Trustee as part of the group Board appraisal process. Trustees are also encouraged to take part in the Honeycomb Charitable Services Limited internal quality assurance process, the Peer Audit Reviews. This involves assessing projects for quality of service, performance and policy compliance.

## Organisational structure and decision making

Trustees meet around nine times each year and retain overall responsibility for managing the charity's affairs. Trustees receive key reports on strategy, finance, business risk, performance, development, and management. The Group's Chief Executive is responsible for the management of the Group's affairs and implementing strategies and policies approved by the Board. Day-to-day operational management of the charity is delegated to an executive director with support from a senior management team.

## Risk management

The charity has a risk management policy and procedure by which business risk is regularly assessed and risk management strategies are implemented. It involves identifying the kinds of risks the charity faces, assessing them in terms of potential impact and likelihood of occurrence, and identifying ways in which to respond. This aims to provide reasonable assurance that risk is properly identified and assessed, and mitigating actions are developed to reduce potential misstatement or loss.

A common approach to risk assessment and management has been adopted and cascaded throughout the organisation. Training has been provided to key employees. Risk review is embedded within the performance management process.

Key risks are overseen by the Honeycomb Group Audit and Risk Committee which considers risk and takes appropriate action.

## Serious incidents

All serious incidents reportable to the Charity Commission in 2022/23 were reported, in all there were 3 serious incidents that occurred throughout the year that were reported to the Charity Commission.

These incidents had no impact on the operation or income of Honeycomb Group Charitable Services Ltd.



## Evaluation and Board Effectiveness

The Board's key purpose is the effective governance of the Group. Throughout the year the Board has continued to implement strategies that ensure the overall governance arrangements are fit for purpose and effectively support the needs of the business.

During the year the Board, with the support of an independent governance advisor, has:

- ◆ Continually looked at the way the board operates and implemented a range of improvements to the overall governance of the Group.
- ◆ Used the learnings from the board appraisal process to support personal and collective development.
- ◆ Continued the Board succession plan with the appointment of a new Trustee.
- ◆ Completed individual and collective appraisals in accordance with Group policy.

## Board diversity

The Group board regularly carries out an audit of skills, experience, and diversity of background of its members to find imbalances and gaps and in order to inform trustee recruitment and training. The Group board sees diversity, in all its forms, as an integral part of its recruitment process. When deciding how to recruit trustees, the board thinks about how best to attract a diverse pool of candidates. It tries to achieve diversity in any trustee appointment panels.



## Support from parent organisation and wider group structure

The charity receives Group infrastructure support services including ICT, HR, Business Improvement, Finance and Payroll and Communications. Honeycomb Group as the parent organisation takes responsibility for these services and recharges the charity through an inter-group agreement, as well as sharing office space.

This arrangement provides value for money and is mutually beneficial as expertise is shared across the charity and Group.

To maximise value for money, the charity has continued to use Group housing services to provide income management and maintenance services for customers.

With access to this wider pool of knowledge and experience, as well as benefiting from increased purchasing power, Honeycomb Charitable Services Limited can achieve greater efficiency enabling more funding to be focused on frontline delivery.





# Trustees' responsibilities

The Trustees (who are also directors of Honeycomb Charitable Services Limited for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company or that period.

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

- ◆ Select suitable accounting policies and then apply them consistently.
- ◆ Observe the methods and principles in the Charities SORP.

- ◆ Make judgements and accounting estimates that are reasonable and prudent.
- ◆ Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.
- ◆ State whether appropriate accounting standards have been followed subject to any material departures disclosed and explained in the financial statements.

The trustees are responsible for the maintenance and integrity of the company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.



# Disclosure of information to the auditor

Each of the persons who are Trustees at the time when this Trustees' report is approved have confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware, and
- the Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditor in connection with preparing their report and to establish that the charitable company's auditor is aware of that information.

Signed by the board of trustees for the year ended 31 March 2023.

**Karl Dean**

**Andrew Davies**

**Georgina Patel**

**Alice Hemsley-Myers**

**14 September 2023**



# Independent Auditor's Report to the members of Honeycomb Charitable Services Limited

## Year Ended 31<sup>st</sup> March 2023

### Opinion

We have audited the financial statements of Honeycomb Charitable Services Limited "the charitable company" for the year ended 31 March 2023 which comprise the Statement of Financial Activities (including the Income and Expenditure account), the Statement of Financial Position and the Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 charitable company's affairs as at 31 March 2023 and of its result 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees (who are also the directors of the charitable company for the purposes of company law) use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

### **Other information (continued)**

We have nothing to report in this regard.

### **Opinions 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 trustees' annual report (which includes the directors' report and the strategic report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which 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 trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

### **Responsibilities of directors**

As explained more fully in the Trustees' Responsibilities Statement set out on page 21, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

## Auditor's 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 auditor's 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 auditor's report.

## Extent to which the audit was considered capable of detecting irregularities, including fraud

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and addressing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of laws and regulations that affect the charitable company, focusing on those that had a direct effect on the financial statements or that had a fundamental effect on its operations. Key laws and regulations that we identified included the Companies Act 2006, tax legislation, health and safety legislation, and employment legislation.
- We enquired of the trustees and reviewed correspondence and trustees meeting minutes for evidence of non-compliance with relevant laws and regulations. We also reviewed controls the trustees have in place, where necessary, to ensure compliance.
- We gained an understanding of the controls that the trustees have in place to prevent and detect fraud.
- We enquired of the trustees about any incidences of fraud that had taken place during the accounting period.
- The risk of fraud and non-compliance with laws and regulations and fraud was discussed within the audit team and tests were planned and performed to address these risks. We identified the potential for fraud in the following areas: laws related to the construction and provision of social housing, recognising the nature of the charitable company's activities and the regulated nature of the charitable company's activities.
- We reviewed financial statements disclosures and tested to supporting documentation to assess compliance with relevant laws and regulations discussed above.
- We enquired of the trustees about actual and potential litigation and claims.
- We performed analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud due to management override of internal controls we tested the appropriateness of journal entries and assessed whether the judgements made in making accounting estimates were indicative of a potential bias.

Due to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing fraud or non-compliance with laws and regulations and cannot be expected to detect all fraud and non-compliance with laws and regulations.

### Use of our report

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

Lee Cartwright (Senior Statutory Auditor)  
For and on behalf of  
BEEVER AND STRUTHERS  
Statutory Auditor  
The Colmore Building  
20 Colmore Circus Queensway  
Birmingham B4 6AT

Date:





**DOMESTIC ABUSE  
RECOVERY HUB**

**glow**

**DOMESTIC ABUSE  
RECOVERY HUB**

Glow's Recovery Hub provides a safe space for you to recover and rebuild your life after domestic abuse. If you feel alone and not sure where to turn we're here for you.



# Financial statements

**Honeycomb Charitable Services Limited (a company limited by guarantee)****Statement of Financial Activities (including the Income and Expenditure Account)****Year Ended 31<sup>st</sup> March 2023**

		<b>2023</b>		<b>2022</b>
	<b>Unrestricted</b>	<b>Restricted</b>	<b>Total</b>	<b>Total</b>
	<b>funds</b>	<b>funds</b>		
Note	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income from:</b>				
Donations	2	51,171	104,802	155,973
Charitable activities	3	5,302,507	3,040,778	8,343,286
Other trading activities	4	(651)	-	(651)
Investments	5	7,480	-	7,480
Other	6	46,617	-	46,617
<b>Total income</b>		<b>5,407,125</b>	<b>3,145,581</b>	<b>8,550,901</b>
<b>Expenditure on:</b>				
Charitable activities	7	5,274,758	3,145,581	8,420,339
<b>Total expenditure</b>		<b>5,274,758</b>	<b>3,145,581</b>	<b>8,420,339</b>
<b>Net (expenditure) income</b>		<b>132,366</b>	<b>-</b>	<b>132,366</b>
<b>Net movement in funds</b>		<b>132,366</b>	<b>-</b>	<b>132,366</b>
<b>Reconciliation of funds:</b>				
Total funds brought forward	19	1,058,445	12,500	1,070,945
<b>Total funds carried forward</b>		<b>1,190,811</b>	<b>12,500</b>	<b>1,203,311</b>

The notes on pages 67 to 79 form part of these financial statements.



**Honeycomb Charitable Services Limited (a company limited by guarantee)**

**Statement of Financial Position**

**Year Ended 31<sup>st</sup> March 2023**

		<b>2023</b>	<b>2022</b>
	Note	£	£
<b>Fixed assets</b>			
Tangible assets	11	<b>621,302</b>	835,464
		<b>621,302</b>	835,464
<b>Current assets</b>			
Debtors	12	<b>972,580</b>	777,272
Investments	13	<b>1,467,841</b>	287,209
Cash at bank and in hand		<b>136,634</b>	433,082
		<b>2,577,055</b>	1,497,563
<b>Creditors: amounts falling due within one year</b>	14	<b>(1,922,047)</b>	(1,189,082)
<b>Net current assets</b>		<b>655,008</b>	308,481
<b>Total assets less current liabilities</b>		<b>1,203,312</b>	1,143,945
<b>Creditors: amounts falling due after more than one year</b>	15	<b>(73,000)</b>	(73,000)
<b>Net assets</b>		<b>1,203,312</b>	1,070,945
<b>Charity Funds</b>			
Restricted funds	19	<b>12,500</b>	12,500
Unrestricted funds	19	<b>1,096,253</b>	959,275
Revaluation reserve	19	<b>94,557</b>	99,170
<b>Total charity funds</b>	19	<b>1,203,312</b>	1,070,945

The financial statements were approved and authorised for issue by the Board on 14 September 2023  
Signed by the board of trustees



Karl Dean  
Trustee



Georgina Patel  
Trustee



Alice Hemsley-Myers  
Trustee



Andy Davies  
Trustee

The notes on pages 67 to 79 form part of these financial statements.

Company registration number: 2357520

**Honeycomb Charitable Services Limited (a company limited by guarantee)****Statement of Cash Flows****Year Ended 31<sup>st</sup> March 2023**

	Note	2023 £	2022 £
<b>Cash flow from operating activities</b>			
Net income for the financial year		132,524	(493,219)
Depreciation and impairment of tangible fixed assets		112,282	104,056
Interest received	5	(7,637)	(616)
Increase in debtors		(195,043)	(185,721)
Increase in creditors		732,614	153,445
(Profit) / loss on disposal of tangible fixed assets		(45,764)	-
<b>Net cash flow from operating activities</b>		<u>728,976</u>	<u>(422,054)</u>
<b>Returns on investments and servicing of finance</b>			
Interest received	5	<u>7,480</u>	<u>616</u>
<b>Net cash flow from investing activities</b>		<u>7,480</u>	<u>616</u>
<b>Capital expenditure and financial investment</b>			
Acquisition of fixed assets	11	(74,581)	(31,870)
Disposal of fixed assets	11	221,956	-
<b>Net cash flow from financing activities</b>		<u>147,375</u>	<u>(31,870)</u>
<b>Net increase in cash and cash equivalents</b>		<u>883,831</u>	<u>(453,308)</u>
<b>Cash and cash equivalents at 1st April</b>		<u>720,291</u>	1,173,599
<b>Cash and cash equivalents at 31st March</b>		<u>1,604,123</u>	720,291
<b>Cash and cash equivalents consist of:</b>			
Cash at bank and in hand		136,282	433,082
Short term deposits	13	<u>1,467,841</u>	<u>287,209</u>
<b>Cash and cash equivalents at 31st March</b>		<u>1,604,123</u>	720,291

The notes on pages 67 to 79 form part of these Financial Statements.

## Honeycomb Charitable Services Limited (a company limited by guarantee)

### Notes to the Financial Statements

#### Year Ended 31<sup>st</sup> March 2023

#### 1 Summary of significant accounting policies

##### (a) General information and basis of preparation

Honeycomb Charitable Services Limited is a charitable company limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are to promote social exclusion for the public benefit by preventing people within the area of Staffordshire and its environs from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

##### (b) Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

##### (c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity, and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably, and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity.

**Honeycomb Charitable Services Limited (a company limited by guarantee)****Notes to the Financial Statements****Year Ended 31<sup>st</sup> March 2023****(c) Income recognition continued**

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received, and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

**(d) Expenditure recognition**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised as Expenditure on Charitable Activities which includes housing management, employment costs, office costs, client activity costs and support costs.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

**(e) Support costs allocation**

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings, they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises overheads have been allocated on a headcount basis and other overheads have been allocated on a headcount or income basis.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 8.

**(f) Tangible fixed assets**

Tangible fixed assets are stated at cost (or deemed cost) less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Freehold property	Over 50 years straight line
Office equipment	Over 3 - 5 years straight line
Motor vehicles	Over 5 years straight line

**(g) Investments**

Current asset investments are short term highly liquid investments and are held at fair value. These include cash on deposit and cash equivalents with a maturity of less than one year.

## Honeycomb Charitable Services Limited (a company limited by guarantee)

### Notes to the Financial Statements

#### Year Ended 31<sup>st</sup> March 2023

##### (h) Stocks

No stocks are held.

##### (i) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

##### (j) Impairment

Assets not measured at fair value are reviewed for any indication that the asset may be impaired at each balance sheet date. If such indication exists, the recoverable amount of the asset, or the asset's cash generating unit, is estimated, and compared to the carrying amount. Where the carrying amount exceeds its recoverable amount, an impairment loss is recognised in profit or loss unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

##### (k) Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

##### (l) Leases

Rentals payable and receivable under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

##### (m) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

##### (n) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

##### (o) Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The principal financial risks to the Company are related to the loss of fundraising and trading revenue and additional costs of working. The budgeted income and expenditure are sufficient with the level of reserves for the charity to be able to continue as a going concern.

**Honeycomb Charitable Services Limited (a company limited by guarantee)****Notes to the Financial Statements****Year Ended 31<sup>st</sup> March 2023****(p) Judgements and key sources of estimation uncertainty**

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

*Tangible fixed assets.*

Tangible fixed assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

*Bad Debt Provision.*

Bad debts are provided for on the basis of a 100% provision for all former tenants and 100% provision for specific current accounts that have been identified by the Income Team.

**2 Income from donations and legacies**

	<b>2023</b>	<b>2022</b>
	£	£
Gifts	51,171	53,190
Legacies	-	-
Grants	70,713	98,096
Donated goods for distribution to beneficiaries	34,089	26,600
	<u>155,973</u>	<u>177,886</u>

Income from donations was £155,973 (2022 - £177,886) of which £51,171 (2022 - £53,190) was attributable to unrestricted funds and £70,713 (2022 - £98,096) was attributable to restricted funds.

**3 Income from charitable activities**

	<b>2023</b>	<b>2022</b>
	£	£
Housing Management	5,300,967	3,687,270
Accommodation and Inclusion Services	1,112,839	1,734,806
Services to counter Domestic Violence	785,079	621,812
Floating Support and Outreach Services	1,139,706	1,668,179
Other	4,694	6,572
	<u>8,343,286</u>	<u>7,718,640</u>

Income from charitable activities was £8,343,286 (2022 - £7,718,640) of which £3,111,492 (2022 - £4,020,743) was attributable to restricted funds and 5,274,758 (2022 - £3,697,897) was attributable to unrestricted funds.

**Honeycomb Charitable Services Limited (a company limited by guarantee)**

**Notes to the Financial Statements**

**Year Ended 31<sup>st</sup> March 2023**

**4 Income from other trading activities**

	<b>2023</b>	<b>2022</b>
	£	£
Other	(651)	19,067
	<u>(651)</u>	<u>19,067</u>

Income from other trading activities was -£651 (2022- £1,020) of which £NIL (2022 - £NIL) was attributable to restricted funds and -£651 (2022- £19,067) was attributable to unrestricted funds.

**5 Income from investments**

	<b>2023</b>	<b>2022</b>
	£	£
Interest - deposits	7,480	616
	<u>7,480</u>	<u>616</u>

Income from investment was £7,480 (2022 - £616) of which £NIL (2022 - £NIL) was attributable to restricted funds and £7,480 (2022 - £616) was attributable to unrestricted funds.

**6 Other income**

	<b>2023</b>	<b>2022</b>
	£	£
Other	46,617	1,461
	<u>46,617</u>	<u>1,461</u>

Other income was £46,617 (2022 - £1,461) of which £NIL (2022 - £NIL) was attributable to restricted funds and £7,637 (2022 - £1,461) was attributable to unrestricted funds.

**Honeycomb Charitable Services Limited (a company limited by guarantee)**

**Notes to the Financial Statements**

**Year Ended 31<sup>st</sup> March 2023**

**7 Analysis of expenditure on charitable activities**

	Activities undertaken directly £	Grant funding of activities £	Support costs £	2023 Total £	2022 Total £
Housing Management	2,316,989	1,782,955	705,567	4,805,511	509,928
Accommodation and Inclusion Services	618,195	475,710	188,252	1,282,157	4,624,830
Services to counter Domestic Violence	463,643	356,779	141,188	961,610	1,237,584
Floating Support and Outreach services	604,258	464,985	184,008	1,253,250	1,960,134
Other	40,367	31,063	12,292	83,722	78,414
	4,043,451	3,111,492	1,231,307	8,386,250	8,410,890

£5,274,758 (2022 - £4,390,857) of the above costs were attributable to restricted funds. £3,111,492 (2022 - £4,020,033) of the above costs were attributable to unrestricted funds.

**8 Allocation of support costs**

Support cost	Basis of allocation	Housing Management £	Accommodation and Inclusion Services £	Services to counter Domestic Violence £	Floating Support and Outreach Services £	Costs of generating Voluntary Income £	2023 Total £	2022 Total £
Finance	Total Income	28,379	6,456	4,879	6,268	489	46,471	56,056
Information technology	Total Income	28,603	6,507	4,918	6,318	493	46,838	41,255
Human resources	Headcount	32,296	7,347	5,553	7,134	556	52,885	31,527
Business Development	Non-Rental Income	-	28,331	19,202	26,677	114	74,324	119,135
Service Management & Employee Tracking	Total Income	90,051	20,485	15,482	19,891	1,551	147,460	117,275
Depreciation	Rental Income	1,607	-	32	-	-	1,639	195
Office costs (incl. rental)	Total Income	2,708	616	466	598	47	4,434	4,786
Intragroup Charges	Total Income	501,585	114,104	86,238	110,792	8,640	821,360	625,793
Pension contributions	Headcount	3,145	494	1,463	2,533	107	7,742	9,936
Other	Total Income	17,618	4,008	3,029	3,892	303	28,155	22,209
		705,992	188,349	141,261	184,102	12,299	1,231,307	1,028,167



**Honeycomb Charitable Services Limited (a company limited by guarantee)**

**Notes to the Financial Statements**

**Year Ended 31<sup>st</sup> March 2023**

**9 Net income for the year**

Net income is stated after charging:

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Depreciation of tangible fixed assets	112,282	104,056
Operating Lease Payments		
-Land and Buildings	181,811	155,639
-Other	-	-
Auditors Remuneration	-	-

Auditor's remuneration is included within the intercompany charge from Honeycomb Group Ltd.

**10 Staff costs and employee benefits**

The average monthly number of employees and full time equivalent (FTE) during the year was as follows:

	<b>2023</b>	<b>2023</b>	<b>2022</b>	<b>2022</b>
	<b>Number</b>	<b>FTE</b>	<b>Number</b>	<b>FTE</b>
Management and Admin	16	15	15	14
Fieldworkers	136	106	143	114
Cleaners	3	1	3	1
	<hr/> 155	<hr/> 122	<hr/> 161	<hr/> 129
	<hr/> <hr/>			

The total staff costs and employee benefits were as follows:

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Salaries and wages	2,911,625	3,795,562
PAYE / NI Costs	249,509	219,015
Pension Costs	94,646	92,030
Redundancy Costs	7,145	(6,548)
	<hr/> 3,262,926	<hr/> 4,100,058
	<hr/> <hr/>	

Total redundancy / termination payments amount to £7,145 (2022 – -£6,548 due to an overprovision in 2020/21).

**Honeycomb Charitable Services Limited (a company limited by guarantee)****Notes to the Financial Statements****Year Ended 31<sup>st</sup> March 2023****10 Staff costs and employee benefits continued**

There are no employees who received total employee benefits (including employer pension costs) of more than £60,000.

The Key Management Personnel of the charity are the Directors. Their remuneration is paid via the parent company, Honeycomb Group Limited, and disclosed in the Group accounts.

**11 Tangible fixed assets**

	Land and buildings £	Motor vehicles £	Office equipment £	ICT equipment £	Total £
Cost or deemed cost:					
At 1 <sup>st</sup> April 2022	786,735	12,990	129,382	410,916	1,340,023
Additions	15,869	-	-	58,712	74,581
Disposals	(211,735)	(5,995)	-	(9,562)	(227,292)
At 31 <sup>st</sup> March 2023	590,869	6,995	129,382	459,799	1,187,044
Depreciation:					
At 1 <sup>st</sup> April 2022	85,831	12,990	123,860	281,878	504,559
Charge for the year	18,141	-	1,452	92,689	112,282
Eliminated on disposals	(35,543)	(5,995)	-	9,562	(51,100)
At 31 <sup>st</sup> March 2023	68,429	6,995	125,312	365,005	565,742
Net book value:					
At 31 <sup>st</sup> March 2023	522,440	-	4,069	94,795	621,302
At 1 <sup>st</sup> April 2022	700,904	-	5,522	129,038	835,464

The net book value of land and buildings comprised:

	2023 £	2022 £
Land and buildings:		
Freehold	522,440	700,904
	<u>522,440</u>	<u>700,904</u>

**Honeycomb Charitable Services Limited (a company limited by guarantee)**

**Notes to the Financial Statements**

**Year Ended 31<sup>st</sup> March 2023**

**11 Tangible fixed assets continued**

Tangible fixed assets held at deemed cost (previously valuation).

The historic cost equivalent of land and buildings included at deemed cost is as follows:

	<b>2023</b>	<b>2022</b>
	Land and buildings £	Land and buildings £
Cost	625,000	750,000
Accumulated depreciation	(102,000)	(107,800)
Net book value	<u>523,000</u>	<u>642,200</u>

Freehold land and buildings included above were recognised as a deemed cost on transition to SORP (FRS 102). These assets are being depreciated from their valuation date of 1<sup>st</sup> April 2014 and have a net book value of £522,400 (2022 - £700,904). The historic cost equivalent of these assets is £523,000 (2022 - £642,000).

**12 Debtors**

	<b>2023</b>	<b>2022</b>
	£	£
Rent Arrears	573,729	374,126
Provision for bad debts	(228,527)	(119,990)
Net rent arrears	<u>345,202</u>	<u>254,136</u>
Gross amounts due from customers for contract work & accrued income	131,091	70,236
Amounts owed from group undertakings	110	5,235
Other debtors	236,655	277,559
Prepayments	259,521	170,106
	<u>972,580</u>	<u>777,272</u>

**13 Current asset investments**

	<b>2023</b>	<b>2022</b>
	£	£
Short term deposits	1,467,841	287,209
	<u>1,467,841</u>	<u>287,209</u>

Short term deposits an average interest rate of 0.07%.

**Honeycomb Charitable Services Limited (a company limited by guarantee)****Notes to the Financial Statements****Year Ended 31<sup>st</sup> March 2023****14 Creditors: amounts falling due within one year**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Trade creditors	233,872	52,345
Tenant prepayments	177,198	65,486
Deferred Income (note 17)	329,670	170,426
Amounts owed to group undertakings	428,606	30,413
Other tax and social security	60,463	56,806
Other creditors	215,343	256,862
Accruals	476,896	556,744
	<u>1,922,047</u>	<u>1,189,082</u>

**15 Creditors: amounts falling due after more than one year**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Amounts owed to group undertakings	73,000	73,000
	<u>73,000</u>	<u>73,000</u>

The amount owed to group undertakings is repayable upon the sale of the Elizabeth House property.

**16 Leases**

Operating leases - lessee

Total future minimum lease payments under non-cancellable operating leases are as follows:

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Not later than one year	170,141	246,382
Later than one and not later than five years	285,496	397,349
Later than five years	-	-
	<u>455,637</u>	<u>643,731</u>

**Honeycomb Charitable Services Limited (a company limited by guarantee)****Notes to the Financial Statements****Year Ended 31<sup>st</sup> March 2023****17 Deferred income**

	Under 1 year £	Over 1 year £	Total £
At 1 <sup>st</sup> April 2022	128,494	-	170,426
Additions during the year	329,670	-	329,670
Amounts released to income	(128,494)	-	(128,494)
At 31 <sup>st</sup> March 2023	<u>329,670</u>	<u>-</u>	<u>329,670</u>

Income has been deferred to match the related costs in line with the conditions of the relevant contract, in accordance with section 5.24 of the Charity SORP.

**18 Fund reconciliation****Unrestricted funds**

	Balance at 1 <sup>st</sup> April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 <sup>st</sup> March 2023 £
Elizabeth House capital fund – designated	654,114	-	-	-	654,114
Retained Earnings	305,161	5,407,125	(5,274,758)	2,306	439,832
	<u>959,275</u>	<u>5,407,125</u>	<u>(5,274,758)</u>	<u>2,306</u>	<u>1,093,946</u>
Revaluation Reserve	99,170	-	-	(2,306)	96,863
	<u>1,058,445</u>	<u>5,407,125</u>	<u>(5,274,758)</u>	<u>-</u>	<u>1,190,810</u>

**Honeycomb Charitable Services Limited (a company limited by guarantee)**

**Notes to the Financial Statements**

**Year Ended 31<sup>st</sup> March 2023**

**18 Fund reconciliation continued**

**Restricted funds**

	Balance at 1 <sup>st</sup> April 2022	Income	Expenditure	Transfers	Balance at 31 <sup>st</sup> March 2023
	£	£	£	£	£
Restricted reserves	12,500	3,145,581	(3,145,581)	-	12,500
	12,500	3,145,581	(3,145,581)	-	12,500

**Fund descriptions**

a) Unrestricted funds

Unrestricted funds constitute the surplus of incoming resources over resources expended on charitable activities which are not restricted in their application.

b) Designated funds

Designated funds comprise funding received from third parties for the development of specific capital projects.

c) Restricted funds

Restricted funds comprise funding which has been received for the provision of specified services. Any unspent funds are carried forward until they are spent or are returned to the funder.

**19 Analysis of net assets between funds**

	Unrestricted Funds £	Restricted funds £	Total £
Fixed assets	621,302	-	621,302
Cash and current investments	1,591,623	12,500	1,604,123
Other current assets / (liabilities)	-	-	-
Creditors more than one year	(73,000)	-	(73,000)
<b>Total</b>	<b>2,139,925</b>	<b>12,500</b>	<b>2,152,425</b>

**Honeycomb Charitable Services Limited (a company limited by guarantee)****Notes to the Financial Statements****Year Ended 31<sup>st</sup> March 2023****20 Events after the end of the year**

There were no reportable events after the year end. (2022: NONE).

**21 Related party transactions**

Honeycomb Charitable Services Limited is a subsidiary of Honeycomb Group Limited. Other subsidiaries of Honeycomb Group include Stillness 924 Limited, Blue Mountain Housing Association Limited, and Search Housing Association Limited. The Charity, as a wholly owned subsidiary, has taken advantage of Section 33 of FRS 102 not to disclose related party transactions with its parent, Honeycomb Group Limited.

Honeycomb Group Limited is a society registered under the Co-operative and Community Benefit Societies Act 2014. Copies of the Group accounts can be obtained at the registered Head Office: 308 London Road, Stoke on Trent, ST4 5AB.

**Transactions with registered and non-registered elements of the business**

The Charity receives management services from Honeycomb Group Limited.

**22 Financial instruments**

The carrying amounts of the charity's financial instruments are as follows:

	<b>2023</b>	<b>2022</b>
	£	£
<i>Financial assets measured at amortised cost</i>		
Cash at bank and in hand	136,282	433,082
Investments	1,467,841	287,209
Debtors (excluding prepayments)	713,060	607,166
	<u>2,317,183</u>	<u>1,327,457</u>
<i>Financial liabilities measured at amortised cost</i>		
Short term creditors (excluding accruals)	(1,921,696)	(632,338)
Long term creditors	(73,000)	(73,000)
	<u>(1,994,696)</u>	<u>(705,338)</u>