

School-Home Support

School-Home Support

Report and Financial Statements
Year ended 31 August 2023

Company number: 03991440

Charity number: 1084696

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School-Home Support's objects, as set out in its Memorandum of Association, are to advance education by promoting, developing and assisting in the provision of services which contribute to the pastoral care of pupils and/or which foster links between school and home.

ABOUT SCHOOL-HOME SUPPORT

School-Home Support is a national charity which supports families whose children are absent from school by addressing the root causes of high absence through whole family support.

Our practitioners provide bespoke support to help understand and tackle barriers to good school attendance and attainment. Our remit is to improve attendance. We do this by building trust, resilience and skills across the whole family.

Children and families are at the centre of everything we do. We work with them to create a positive cycle of support. Our ultimate goal is to make an effective, long-lasting impact in the lives of children, young people, families and communities we serve by strengthening the bridge between home and school. In order to achieve this, we implement strategies and practices following a sustainable framework.

Framework for sustainable support outcomes

Comprehensive approach

Our practitioners look at the various interconnected factors affecting a child's ability to access their education, such as family dynamics, socio-economic conditions and community support, to provide bespoke support.



Targeted intervention

Our practitioners have access to a network of services and knowledge that allows them to use resources effectively, maximising the impact of their support.



Building capacity

By working closely with families, schools and communities, our model builds capacity and empowers individuals and educational setting to sustain the positive outcomes achieved during our intervention.



Data-driven approach

Our model incorporates data collection and analysis to make evidence-based adjustments and adaptations, ensuring the sustainability of our efforts.



Collaborative partnerships

We foster collaborative partnerships with policymakers, funders, think tanks, and community groups to access resources, share best practices, and advocate for sustainable investment in whole family support services.



Our vision

Every child in school, every day by 2050

Our Mission

Children in school, ready to learn. Whatever it takes.

Our Values

Collaborate

Working together, engaging the whole family, school and other services, we support families to break the intergenerational cycle of deprivation.

Achieve

We work to be a high achieving organisation, to give every child the chance to thrive and achieve their best.

Respect

Placing value on the emotional and practical needs of families, listening to their issues, recognising and working with their strengths to support the learning and development of children and young people.

Empower

Starting with their strengths, we support the building of resilience in children and their families, enabling parents to support successful educational outcomes for their children.

MESSAGE FROM OUR CHAIR

Tackling the root causes of persistent absence with School-Home Support's effective model



FRED SHARROCK
School-Home Support
Chair of Trustees

In 2022/23 school attendance has become a national crisis. The levels of absence seen since schools returned from lockdown are unprecedented. This must not become part of the country's "new normal". School-Home Support's vision "Every child, in school, every day" can and must be achieved. This year, with support from schools, funders and local and national government, we've worked with thousands of families via our whole family support model and helped children to be back in school to make the most of their education. Our model works and it is needed more than ever.

In 2022/23 the overall rate of absence from school was 7.5%, up from 4.7% in 2018/19. That seemingly small change represents an extra 45 million school days missed.[1] On average, it means that every child is missing nearly three weeks of school a year. But this absence is not evenly distributed. One in five children is recorded as persistently absent - meaning that their absence is likely to have a significant detrimental impact on their learning and life chances.

There are many reasons why those children are missing school. The issues are complex and intersect: children or their parents may be struggling with poor health, families are rehoused away from their child's school, some are unable to afford uniforms or travel, or working several jobs to make ends meet and struggle to find the time to support their child's attendance.

Our research, in partnership with Public First, has also shown that the pandemic and lockdown have shifted attitudes to school attendance for parents across the country and in all parts of society. For better off families this shift in attitudes might make them more likely to take term time holidays. For children whose parents are struggling with economic, health or housing problems, it could mean they are less likely to prioritise school attendance over the other challenges in their lives.

School-Home Support's whole family support model is effective, even in the most difficult circumstances. Our practitioners work with the whole family to unpick the root causes of persistent absence, whatever they may be and help get children back to school. The greater the absence problem, the more effective a School-Home Support intervention is. For the most severely absent group, those who attend less than 50% of school sessions, support from a School-Home Support practitioner typically led to an extra 8 weeks in school that year.[3]

> **"The levels of absence seen since schools returned from lockdown are unprecedented."**

School-Home Support's model is now operating in more areas of the country than ever before. Our teams of school-based practitioners in Blackpool, Bradford, Eastbourne, Kent and Medway, Liverpool, London and Manchester are now joined by a growing group of community-based practitioners working across multiple schools in Liverpool - a model which we will expand to other towns and cities.[2]

We are in the second year of our 5-year strategy, which will see us grow both in terms of numbers of practitioners and also extend our reach into schools that can't access a School-Home Support practitioner, by developing programmes to equip school staff with the skills and knowledge that our practitioners deploy.

This has been my final full year as a trustee of School-Home Support and as chair of the board. It has been a privilege to work with the charity since 2016. I'm proud of how School-Home Support has risen to the many challenges it has faced during a turbulent period for our country. The efficacy, resilience and flexibility of its model has been amply demonstrated. As the charity approaches its 40th anniversary, it is well placed to rise to the challenges ahead and play a critical role in ending the attendance crisis for good.

Fred Sharrock, Chair of Trustees



1. Assumes 190 day school years for school-age children in English state schools (93% of 9.1 million)
2. 70% of those receiving support experienced an average increase of 8.4% in their attendance rate
3. 86% of this group saw a 20% improvement in attendance, equivalent to 40 extra days attended

MESSAGE FROM OUR CEO

Behind each statistic there is a child who needs to be at school



JAINE STANNARD
School-Home Support
Chief Executive

I wanted to start by thanking Fred for his unwavering support and considered guidance during his period as Chair and also as a trustee. We have changed significantly as an organisation since 2016 and his leadership and support has helped us stabilise and grow in order that we can continue to be there for the increasing numbers of children and families that need our support. And that number, as Fred highlights, is at its most significant for a generation.

Official statistics for Autumn 2022 state that 1.7 million (1 in 5) children are persistently absent from school. These children are missing at least 10% of their schooling each year and many are missing much much more than this, with some disappearing from education forever.

> **"Families across England need practical help and support now"**

This figure has doubled since the pandemic which is why so many commentators are saying that we are at a crisis point and urgent action is required.

We know that behind each statistic there is a child who needs to be at school in order to have the best start in life. In my experience most families want their children to make the most out of their education so they can maximise future life chances.

The underlying causes of persistent and severe absence (children missing more than 50% of their schooling) are complex and there are certainly no quick fixes.

Addressing these causes requires a multi-faceted approach involving schools, families, and communities. What we see day-to-day with the families we support is indicative of the wider problems in society.

Cases continue to be more complex than pre-pandemic, we have seen an increase in applications to our Welfare Fund and housing has spiked as a significant issue this year for the children we support.

No child should have to live in insecure, unsuitable or poor quality housing, but many do and this is a barrier to children attending school. We need a sustainable solution from the whole education community and a response to the attendance crisis from across the government.

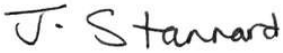
> **"we are advocating for a service of whole family support practitioners"**

Here at School-Home Support, we are advocating for a service of whole family support practitioners that can take the time to dig a little deeper to unpick the issues behind children's absence from school and offer bespoke support to the child and their family. Schools are doing their best but they can't do everything. And, families need urgent, comprehensive support that addresses the challenges they are facing.

I'm very proud of our achievements this year - the first year of our new five year strategy. Our practitioners continue to provide life changing support to thousands of families across England. We launched our first national campaign, with our Dig a Little Deeper campaign. We have developed a new service delivery model to support schools to increase attendance which we will pilot in 2023/24. And we continue to consolidate and grow in the areas where we deliver our face to face services.

I am so thankful to our wonderful supporters, funders, partners and keen advocates that allow us to deliver our work. We are committed to continue our work with renewed determination and build upon our achievements to reach more families and children, support schools to address persistent absence and influence policy and practice.

Jaine Stannard, Chief Executive



OUR STRATEGY

Recent figures show that 1 in 5 children are persistently absent from school, meaning they are missing more than 10% of their education and severely affecting their future life chances. School-Home Support aims to get children back to school ready to learn, whatever it takes. Our vision is that every child is in school every day by 2050. In 2022 we launched our highly ambitious five year strategy to reach even more children and give them the best start in life. We will work to achieve the following strategic goals:

1. Reach more children and families

Our School-Home Support practitioners work with children and families, making a huge difference to their future life chances. We are determined to maintain the quality of our existing services and to expand into new areas, making a difference to more children and families who need our support.

By 2027 we will...

- Increase delivery by 62% to reach 129,344 children and families.
- Sustain our current practitioner model to directly support 25,016 people between 2022 and 2027.
- Expand the practitioner model into 9 new areas, directly supporting a further 15,576 people.



2. Support more schools to address persistent absence

We are determined to reach more schools and to develop new ways of delivering our services.

By 2027 we will...

- Build a new model of delivering our services, supporting schools to embed the School-Home Support model in their work. Scoping will take place in 2023, with the plan to pilot in 2024, fully rolling out the model from 2025.
- Continue to provide expert input and casework support for school staff at all levels, scoping the market for this service and developing accordingly.
- Review and develop our membership offer to share information about best practice in improving attendance.



3. Influence policy and practice

Tackling school absence requires policy and practice change. We are determined to use our expertise and profile to bring about these changes throughout the education system.

By 2027 we will...

- Raise our national profile as a delivery organisation and thought leader in the field of educational inequality and attendance to deliver the change our families need.
- Advocate for change for the most vulnerable families by building relationships and influence across Westminster, Whitehall and regional government to support the development of Education policy, systems and practice enabling all children to be in school ready to learn.



OUR ACTIVITIES THIS YEAR

Families continue to grapple with the increasing cost of living, inflation, the housing crisis and years of cuts to essential services that have led to increased levels of absenteeism across England. Last year, we set ambitious goals to reach more children and families, help schools to tackle absence and influence policy to address the urgent and evolving needs of the communities we serve.

Our commitment to supporting children and families has deepened in response to the multifaceted challenges they face, reinforcing the indispensable role of whole family support in navigating these complex circumstances.

1. Reach more children and families

It has been a challenging year due to the budgets of our partner schools being increasingly stretched, but through careful use of our reserves we have been able to retain talent and protect existing relationships so we can continue to deliver our services.

Over the last year, we have continued our work in our first new area of Liverpool, retaining talent, local relationships with providers and schools and continuing to deliver vital services to families.

We successfully applied for funding from the Bradford SAFE (Support, Attend, Fulfil and Exceed) Taskforce (funded by the Department for Education) to recruit ten new School-Home Support practitioners in Bradford, reaching many more children and families in the area.

We continued to work in our other established target geographical areas of Blackpool, London, Manchester, Eastbourne and Kent. Following a thorough research phase, we chose Sheffield as the next area to expand our services into.



2. Support more schools to address persistent absence

Supervision

We increased the delivery of external supervisions to support settings to improve outcomes and keep children safe, and ensure their staff are supported and developed through objective and constructive feedback

Consultation and development

Over the last year, we have researched and developed a new pilot model of service delivery that will enable schools to embed our whole family support model directly into their work. We conducted consultations with School-Home Support practitioners, schools, and other charities/local authorities, which all fed into the design of this new model.

In response to Government guidance on attendance introduced for September 2022, School-Home Support developed a new Improving Attendance Toolkit, which we consulted on with our partner schools, and launched externally in October 2023. Our toolkit helps schools to understand what's required of them under the new guidance, and provides resources to introduce more family support into their approach.



> Your (SHS) service so far has done more for our families in 3 weeks then other organisations have done in 2 years. We hope this partnership continues a long way into the future.
>
> **Headteacher in London**

3. Influence policy and practice

In February 2023, we launched our Dig a Little Deeper Campaign, calling on the Government to fund a service of family support practitioners across the country to solve the attendance crisis.

We also published our briefing paper for the campaign - Filling the Gaps in Family Support to Improve School Attendance - which sets out our vision for a system where schools and families struggling with attendance get the support they need. We have been using this to brief MPs and Lords on both sides of the House.

The Education Select Committee launched an inquiry into persistent absence and support for disadvantaged pupils. We submitted written evidence to the inquiry and our Trustee Alice Wilcock, in her position as Head of Education Policy at the Centre for Social Justice, gave oral evidence on behalf of the CSJ, making a strong case for investment in 2,000 attendance mentors, based on our practitioner model.

This year, our engagement with both national and local media has significantly supported our strategic goals. These activities have played a pivotal role in raising awareness about the attendance crisis in schools across the country. Our 'Dig a Little Deeper' campaign received substantial media attention, including a feature in The i, coverage in The Independent, and an opinion piece authored by Jaine Stannard, our CEO, in Schools Week.

We have also cultivated close working relationships with key figures in the media landscape resulting in coverage in The Guardian, and Sky News to name two features.







OUR IMPACT

At the heart of our mission are children and families, and our dedication to fostering a positive cycle of support is unwavering. Collaborating closely with them, our practitioners deliver personalised, comprehensive family support aimed at overcoming obstacles to good school attendance and attainment.

To find out more about the impact we've made for families and children, we invite you to explore our detailed insights in the Impact Report 2022/2023.

Supporting families with complex issues and challenges

The number of interventions each practitioner dealt with has increased year on year by **3% to 261** from 252 and continues to be 26% higher than pre-pandemic levels.

86%
Increase in applications to our Welfare Fund

Practitioners provided crucial assistance directly to **5,248 individuals** - a combination of children and family members. A notable **67% of these families** were facing at least two complex challenges simultaneously. And, the number of applications to our Welfare Fund has increased by a significant **86%.**

26%
Increased interventions. Higher than pre-pandemic levels

An important **shift in support needs** has also arisen this year. There has been a significant (57.7%) increase in children identifying housing as one of the biggest challenges they face. And although overall housing safeguarding alerts remain relatively low, **a 40% increase** from the previous year highlights the safeguarding dimension of the housing crisis.

5,248
Children and family members directly supported



School-Home Support provided intensive support to **885 children in 2022-23**. An impressive 70% (616 children) of those achieved an average increase of **8.4% in their attendance rate**. This is the equivalent to an **additional 17 days in school.** The average length of support for all students was 8 months. The average improvement in attendance for all 885 children was 3%, which equates to **an extra 6 days in school per year.**

Support provided to persistently absent children[4]

The average attendance at the start of support for this group was 68%. The average length of support for persistently absent students was 8 months.

73%
Improved their attendance

10%
Average improvement in attendance

20
Extra days in school

Support provided to severely absent children[5]

The average length of support for these students was 6 months. The average attendance at start of support for this group was 24%.

86%
Improved their attendance

20%
Average improvement in attendance

40
Extra days in school



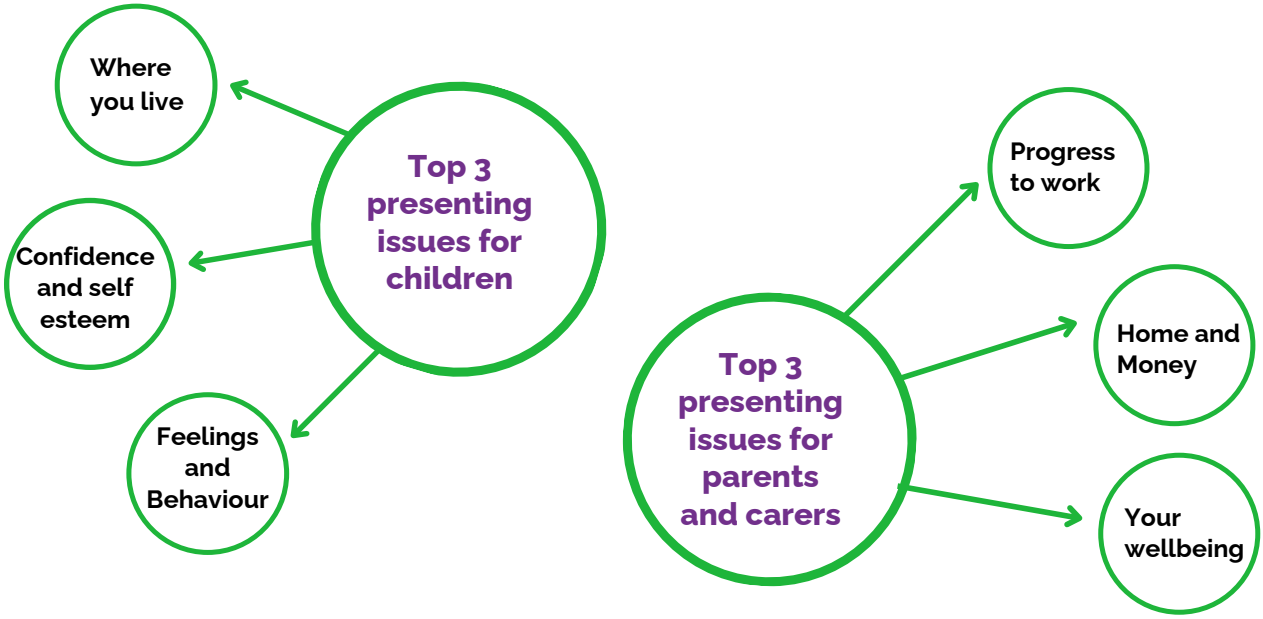
4. Persistent absence is when a pupil enrolment's overall absence equates to 10% or more of their possible sessions
5. Severe absence is when a pupil enrolment's overall absence equates to 50% or more of their possible sessions

WHAT WE ARE SEEING ON THE GROUND

Main family issues at point of referral

When families and young people are referred to School-Home Support, practitioners conduct an assessment to check what their presenting issues are.

While parents of children struggling with attendance presented with the same worries as the previous year ('progress to work', 'your wellbeing' and 'home and money'), concerns about housing was one of the top 3 presenting issues for children for the first time.



POOR HOUSING IS A MAJOR BARRIER TO SCHOOL ATTENDANCE FOR YOUNG PEOPLE

Our data reveals a 57.7% increase in young people struggling with school attendance who state that their current housing situation is a major concern. One in five of the young people supported said 'where they live' is a major barrier to school. This data sheds light on how issues beyond the school gate affect school attendance if families don't receive support to tackle the problems they face.

School-Home Support practitioners are helping more children and their families with housing issues so they can prioritise school. Practitioners are helping to secure appropriate accommodation, writing to housing officers, signposting to other services and making applications to the School-Home Support Welfare Fund to buy essential items like a mattress, a desk or a washing machine.

Read The Guardian article where School-Home Support's work and data was featured.

WHERE WE WORK

We currently deliver our practitioner service in the following areas across England and we are planning to start delivery in Sheffield in 2024.



Donkey Sanctuary visit in Manchester



Dental hygiene training in Manchester





Cooking class in Manchester



Aspiration session in London



Practitioners collecting Christmas gift donations in Bradford



World Book Day celebrations in Kent



Wellbeing and self esteem session in Bradford

SPOTLIGHT ON BRADFORD

Since January 2023, we have delivered additional support in Bradford as part of the Government's SAFE Taskforce investment, which focuses on vulnerable young people who are most at risk of missing out on their education.

As part of this initiative, School-Home Support practitioners have been working with 10 secondary schools across the Bradford district with diverse issues impacting young people's access to learning. This takes the number of schools that School-Home Support is working with in the city to 16.

Our practitioners deliver intensive support for families most in need, and also offer a variety of early response support for all families in the school or local community. They can help with uniforms, resolving housing issues, providing mental health support, and anything else that becomes a barrier to education for a young person.

OUR FUNDERS

The crucial role played by our voluntary funders

Thousands of disadvantaged children and families rely on School-Home Support services every year. We wouldn't be able to reach the majority of them without the generous support of the charitable trusts, companies and individuals that donate regularly to the School-Home Support cause. We are truly grateful for this vital support.



We count on voluntary donations to make a real difference for the families, schools, and communities where we work. Continuing challenges in accessing statutory funding from schools, local authorities and government means that voluntary support more than ever continues to be our bedrock and has contributed no less than 70% of our total income in the last three years.

To donate or discuss funding opportunities for School-Home Support, contact us on fundraising@shs.org.uk.

Celebrating and thanking those who have contributed to our cause over the years



Sir Kenneth Olisa
School-Home Support Patron

Paul Maynard
MP for Blackpool North and Cleveleys

This year, we welcomed many funders to Parliament to thank them for the incredibly generous support they have provided through the pandemic and beyond.

We heard fascinating speeches from our host Paul Maynard, MP for Blackpool North and Cleveleys, and our Patron Sir Kenneth Olisa OBE, HM Lord-Lieutenant of Greater London.

A huge thank you to all our donors and supporters for helping us deliver our services and bring a positive impact to the families that need it the most during these challenging times.

OUR CULTURE

Embracing diversity and promoting equality

School-Home Support's commitment to creating a diverse workforce that is representative of the children, families and communities we serve is crucial to delivering an impactful service, and understanding and responding to the unique needs and challenges faced by the individuals we support. Equality, diversity and inclusion (EDI) initiatives are central to our vision, mission and values. Here's an overview of what we've been working on this year.



Cultural Competency Framework

We carried out comprehensive cultural competency training with staff members to assess the organisation's level of cultural competence and identify steps to improve it. Follow up actions included exploring how we increase communication and visibility of our organisational values and the development of a set of resources for our practitioners to use in schools.

Developing our translation service

We are proud to have launched our translation service which involves volunteer interpreters, available to support practitioners when working with families whose first language is not English. This service is having a great impact in the quality of support our practitioners are able to offer.

Menopause Champion

Our Menopause Champion is a driving force in moving this initiative forward and advising the organisation to create the most inclusive and supportive environment for staff going through the menopause. This year, we ran sessions for all teams across the organisation to explain what perimenopause is and how to support colleagues with symptoms.

EDI Assemblies

We have seen increased participation in our staff led EDI assemblies and Mental Health Awareness week activities. Highlights include group discussions about 'Blue Monday' and 'Autism - A Different Way of Thinking', as well as special events for honouring Black History Month and LGBTQ+ History Month.

WHAT WE WILL DO IN 2023-24

Goal one - Reach more children and families

We will continue to sustain and grow our Practitioner Service, which has been evaluated and recognised as a model that supports children with attendance. Our successful Practitioner Service will continue in Blackpool, Bradford, Liverpool, Manchester, London, Eastbourne and Kent building relationships with schools, multi-academy trusts as well as influencers in government and think tanks. To support this ongoing success we will continue to invest in training and supervision for our practitioners. Following extensive research to determine our next target area, we aim to expand into Sheffield in 2024.

Goal two - Support more schools to address persistent absence

Following key stakeholder consultations and product development last year, this year we will deliver a pilot of our Senior Attendance Lead Training (SALT) Programme. The SALT programme will upskill staff through training and supervision, allowing schools to benefit from School-Home Support's expertise in relation to attendance. This will be a crucial pilot year for us in order to test the model's impact before additional rollouts can take place.

Supervision continues to be one of the cornerstones of the School-Home Support staff learning and development programme in order to not only maintain a good work-life balance but also to reflect on frontline support being provided. This year we will use stakeholder feedback to help demonstrate the impact and cost benefit analysis of supervision to external organisations.

Goal three - Influence policy and practice

We will continue to build on the success of our first national campaign. 'Dig a Little Deeper' was launched in February 2023 and calls on the Government to do more to fund and embed whole family support in and around schools, using our model to deliver lasting improvements to school attendance and a stronger bond with families.

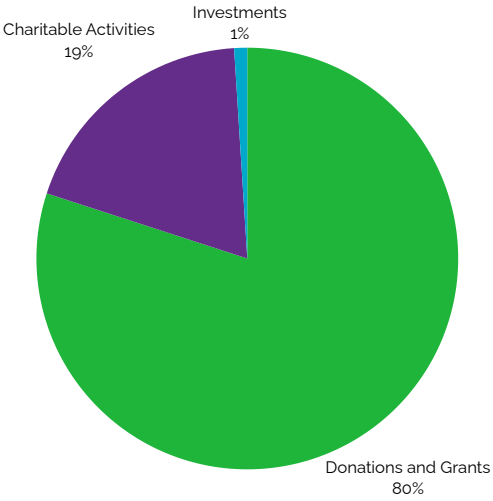
We will continue to grow our policy and research footprint and strengthen relationships with the government, key influencers and the media, keeping school attendance in the national spotlight and driving changes to policy and practice which will benefit families who need support to tackle barriers to school.

FINANCIAL SUMMARY

Year ended 31 August 2023

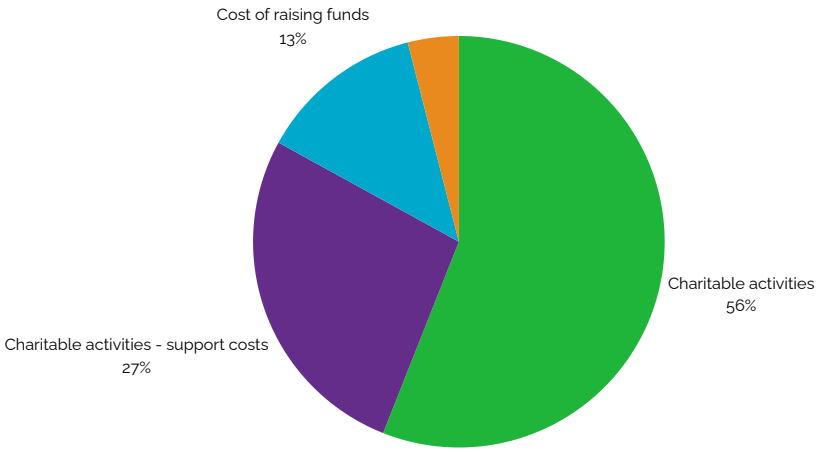
Total Income £2,328,472

(2021/22 - £3,258,342)



Total Expenditure £3,022,287

(2021/22 - £3,066,915)



Donations and Grants: £1,871,058 (80% of total income)
2021/22 - £2,346,700 (72%)

Charitable Activities: £443,738 (19%)
2021/22 - £909,546 (28%)

Investments (bank interest): £13,676 (1%)
2021/22 £2,096 (<0.1%)

Charitable activities: £1,712,212 (56% of total expenditure)
2021/22 - £1,912,500 (62%)

Charitable activities - support costs: £836,588 (27%)
2021/22 - £733,305 (24%)

Total cost of charitable activities £2,548,800 (83%)
2021/22 - £2,645,805 (86%)

Cost of raising funds: £370,523 (13%)
2021/22 - £345,899 (11%)

Raising funds - support costs: £102,964 (4%)
2021/22 - £75,211 (3%)

Total cost of raising funds £473,487 (17%)
2021/22 - £421,110 (14%)

Planned Deficit

The Trustees, in agreeing the budget for 2022/23, recognised a need to invest in certain areas of the organisation in order to provide a solid infrastructure for growth in accordance with the 2022/27 strategy. As a result, it was agreed to spend more than we expected to receive in the year, with the consequent deficit being covered by reserves.

We are therefore showing a planned deficit of £694K (£191K surplus in 2021/22) which is in line with the Trustees' budget for 2022/23.

FINANCIAL REVIEW

Voluntary Income

Income from donations and grants in 2022/23 decreased by 20% on the previous year with a total of £1,871K received (£2,347K in 2021/22). Some significant fundraising streams finished during the year, and although these have largely been replaced, the timing of income receipts means that the funds will not be recognised until 2023/24. Voluntary income remained the primary source of income in 2022/23, and its share of total income increased from 72% in 2021/22 to 80% in 2022/23. However, we do not expect this trend to continue in the short term; it is likely that due to recent successes in winning local government contracts, earned income as a percentage of total income will increase in 2023/24.

Trusts and foundations remains the largest income stream within voluntary income. Corporate partnerships are also now well-established. We recognised during the year that we needed greater capacity to focus on new business development as well as prospect researching and have invested in the team accordingly - this should bear fruit in 2023/24 and successive years.

A continuing challenge is our ability to cover 'core costs' and the fundraising team works hard to increase the proportion of our funders who are happy to contribute to infrastructure costs rather than concentrate solely on direct delivery. They work closely with other teams in the organisation to model various scenarios and maximise core cost recovery.

Income from charitable activities

Earned income from charitable activities decreased by 51% on the previous year with a total of £444K received (£910K in 2021/22). This decrease was mainly due to the planned ending of a number of contracts during the year. However, there have been subsequent successes in winning further DfE contracts and this income will be realised in 2023/24. Constraints on school budgets continued to be a challenge to School-Home Support's ability to attract new business directly from schools.

Costs

Direct fundraising costs increased by 7% to £370K (£346K in 2021/22). The total cost of raising funds (including support costs) increased by 12% to £473K (£421K in 2021/22). This is partly an indication of how our support costs have increased (to £939K from £808K in 2021/22) as we have invested in the infrastructure to support our new strategy.

The cost of charitable activity, which is made up mostly of salary costs, decreased slightly compared to 2021/22, mainly due to the planned ending of a number of contracts towards the end of the financial year.

In 2020/21, the Trustees established a designated fund to support School-Home Support's strategy to grow to scale and reach more families; the spending of the

majority of the remaining balance on this fund in 2022/23 has fed into our overall costs.

Salary costs are by far the major component of our overall costs (78% of total costs in 2022/23 and 80% in 2021/22) and as a result, we were not significantly impacted by increased costs of other goods and services during the year. The Trustees did however award a pay increase of 6% for lower earners and 3% for higher earners at the start of the year.

Balance Sheet

Overall reserves at £1,300k have decreased by 35% from £1,993K in 2021/22. Restricted reserves have reduced by 41% from £624k to £366k. During the year we spent £100K or 37% (2022/23 £198K or 63%) of designated reserves, leaving a small balance of £6K which will be spent in 2023/24. There is a decrease of £326k in general funds, from £1,254k to £928k.

Investment Policy

School-Home Support had no investment activity in 2022/23 other than the receipt of bank interest.

Risk Management

The Trustees confirm that they have reviewed an assessment of the major risks to which the Charity is exposed, particularly operational and financial risks, and are satisfied that the controls and actions in place to manage and mitigate the major risks that have been identified are sufficient. The risk register is reviewed annually as a whole and key risks are discussed at each Finance Committee and presented to the Board for review.

Although we have already seen a reduction in inflationary pressures and it is likely interest rates have peaked, the impact of the economy on the Charity's ability to raise income remains a major risk in 2023/24. Sluggish growth, coupled with uncertainty in an election year may impact negatively on funders and reduce the Charity's ability to raise voluntary income. Moreover, continuing and increasing budgetary challenges in schools and local authorities and their consequential impact on maintaining existing contracts or achieving new business may reduce the Charity's ability to generate earned income.

On the expenditure side, salary costs are the most significant element, comprising 78% of the Charity's total expenditure (81% in 2022/23). There is a risk that these costs will increase as the Trustees continue to review rates of pay in order to stay competitive and reward staff adequately and fairly given increased costs of living.

In order to mitigate the risks identified, especially in relation to mitigating the financial uncertainty, the Charity continues to review different scenarios and assess the Charity's ability to react and maximise opportunities to diversify income sources, absorb increased costs (especially salary costs), and expand the reach of its services.

The role of its free reserves, as highlighted below, is key in mitigating the potential impact of the major risks identified.

Reserves Policy

The Finance Committee, on behalf of the Board of Trustees, meets quarterly and conducts an annual review of the level of unrestricted reserves by considering risks associated with the various income streams, expenditure plans and balance sheet items. This enables an estimate to be made of the level of unrestricted reserves that are sufficient:

- To allow time for reorganisation in the event of a downturn in income or asset values;
- To protect ongoing service provision; and
- To allow the charity to meet its working capital requirements

In 2023/24, the Charity is facing challenges to both its income and expenditure due to:

- Uncertainty surrounding in the UK economy, coupled with poor or negligible growth, which could pose a risk to our voluntary income;
- Inflation: Although rates have decreased, inflation increases the likelihood of cost overrun in budgeted expenditure, especially in respect of salaries;
- Insufficient Government funding, which will reduce the funding available to schools to purchase services.

Voluntary income as a percentage of incoming resources has increased this year (to 80% from 72% in 2021/22). We expect, however, that given new government and local authority initiatives, it is possible that earned income will become a bigger proportion of incoming resources. However, the Trustees must take into consideration that a material proportion of the charity's income is still likely to continue to be generated from philanthropic sources.

With these issues in mind, the Trustees reviewed a number of different scenarios which reflected the major risks identified in the risk register, including the impact of the state of the economy on both voluntary and earned income and inflationary pressures on salary and other costs. They determined that the Charity should ensure it maintains free reserves between £493K and £1,010K (2021/22 - between £560K and £1,060K).

The Charity's free reserves at 31 August 2022 were £907k (£1,224K 2021/22), being unrestricted reserves of £934k less designated funds of £6k and fixed assets of £21k. This level of free reserves is within the Trustees' stated policy above and, given the current level of economic uncertainty, the Trustees agree that this is a reasonable approach to ensure the Charity is able to meet its future commitments.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution

School-Home Support is a charitable company limited by guarantee and not having a share capital, incorporated on 9 May 2000 and registered as a charity on 24 January 2001.

The Charity is governed by its Memorandum and Articles of Association as amended by special resolutions, with the latest amendment dated 23 January 2020.

The governing body of the Charity is the Board of Trustees. Trustees, who are also the Directors for the purpose of charity law, who served during the year and up to the date of this report are listed on page 45 of this report.

The maximum number of Trustees allowed by the Articles of Association is fifteen and at the period-end there were twelve serving Trustees. During the course of the year, two Trustees resigned and two new Trustees were appointed. Since the year end, three Trustees have resigned and three additional Trustees have been appointed. Bi-annually, Trustees review the Board to identify any skills gaps and look externally for appropriate people in order to attract members with the relevant experience and skills needed to improve the Board's effectiveness.

The Trustees meet four times each year with the Management Team. Meetings are extended or additional shorter meetings are carried out for specific focus such as Business Plan development and review.

Each Trustee is asked to complete a declaration of interest form which is reviewed and, if appropriate, amended, annually as well as it being a standing agenda item at Trustee meetings to ask Trustees to declare new interests.

School-Home Support has four formal subcommittees with agreed Terms of Reference and appointed Chairs which report to the Board of Trustees. The four subcommittees are as follows:

1. **Finance committee** - meets four times a year to oversee the effective financial, risk management, recording policies and procedures and to report and make any recommendations to the Board.

2. **Impact committee** - meets formally a minimum of three times a year to provide oversight, support and guidance to the staff team in the measurement, evaluation, and communication of impact of its work with children, parents/carers, families, schools and wider society.

3. **Fundraising and Marketing committee** - meets twice a year with ad hoc additional meetings for specific projects / issues as needed. Its focus is to review and advise on all elements of the fundraising, marketing and communications strategy and related activities and make any recommendations to the Board.

4. **Remuneration committee** - this committee was established during the year and its first meeting was held on 10th July 2023. The committee will meet twice a year with ad hoc additional meetings for specific projects or issues as needed. The Committee approves the remuneration policy for all employees and determines annually the pay and benefits packages of senior management.

Management

The Trustees are responsible for setting strategies and policies for the Charity and for ensuring that these are implemented. The Finance Committee ensures that all assets of the Charity are properly safeguarded, managed and used, and that funds are spent effectively and efficiently in the course of its activities. In addition, the Committee reviews the effectiveness of internal financial controls and risk management systems. The Committee meets prior to each Trustee Board meeting.

The day-to-day running of the Charity is delegated to the Chief Executive and her staff. The Chief Executive has responsibility for planning, developing and implementing policies and strategies within clear guidelines and protocols set by the Trustees. In May 2023, the responsibility for Policy and Public Affairs was transferred from Fundraising and Communications to a new department and a new Head of Policy and Public Affairs was appointed. This new department will develop and implement the Public Affairs and Development strategies to meet the charity's ambitious strategic objectives by 2027, growing its profile, reputation and delivery to a broad range of stakeholders across government, the education sector, families, and donors.

The new Head of Policy and Public and Public Affairs, together with Head of Family Intervention, Head of Impact and Digital Delivery, Head of Fundraising and Communications and Head of Finance and Resources supported the Chief Executive during the year.

Trustee Induction and Training

Trustees are able to access a range of training to support them in their role and their understanding of the organisation. Training available includes such areas as governance, finance, safeguarding and inclusion.

New Trustees access a comprehensive induction programme and are allocated a “buddy” trustee to support them in their new role. They are also linked with a relevant senior member of staff to support their understanding of the work of the organisation whilst also allowing them to support that area of work with their expertise and skills.

Trustees access a programme of shadowing front line staff to deepen their knowledge of the complex issues the families the organisation works with face.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of School-Home Support Service (UK) 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 Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the resources and application of resources, including the income and expenditure, of the charitable company for that period.

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

- Select suitable accounting policies and then apply them consistently;
- Comply with applicable accounting standards, including FRS 102, subject to any material departures disclosed and explained in the financial statements; state whether a Statement of Recommended Practice (SORP) applies and has been followed, subject to any material departures which are explained in the financial statements;
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records that 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 Auditors

The Trustees who held office at the date of approval of this report confirm that, so far as they are individually aware, there is no relevant audit information of which the Charity's auditors are unaware; and each Trustee has taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Going concern

The Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The review of the charity's financial position, reserves levels and future plans gives Trustees confidence that the company remains a going concern for the foreseeable future.

The Charity faces various risks including inflationary pressures (which although declining are still significant), negligible predicted economic growth and economic uncertainty. However, at the date of filing these financial statements, whilst there is uncertainty over what if any impact there may be on future donations, the level of current donations and controls in place, alongside strategic plans to increase reach and influence policy, mean that, even under a reasonable worst case scenario, the Trustees have grounds to believe that the charity is able to continue as a going concern for at least 12 months from the date of approval of these financial statements.

Public Benefit

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PB2)'. The Trustees are confident that through its objects, School-Home Support meets those public benefit requirements. The principles of public benefit – that it is identifiable, that it must be to the public and that any private benefit must be incidental – are demonstrated by the outcomes of our work as set out in this report.

Pay Policy

The Charity has a robust remuneration policy in place which supports a structured pay-scale matrix to reflect the broad range of skill sets throughout the organisation. Pay scales are reviewed to ensure they are aligned with industry standards based upon the specific areas in which the Charity works. They are also regularly reviewed in light of the increasing cost of living.

School-Home Support is a "Living Wage" employer. The company seeks to recruit high performing individuals and sets remuneration levels taking into account a range of factors including:

- An individual's skills, performance and experience;
- The size and responsibility of the role; and
- External benchmark data for the charity and cultural sector

Fundraising, Data Protection and GDPR

The charity's main fundraising activity involves communications with corporates, trusts and foundations via telephone, email, fundraising events and sponsored events in line with the Fundraising Code of Practice set by the Fundraising Regulator. We will recruit a major giving manager to the fundraising team this year to support the growth of voluntary income as we continue to rely on it as an organisation. For the last three years at least 70% of our services have been funded by voluntary donations.

Where members of the public have donated or joined our Membership programme, we adhere to tight guidelines informed by the DPA and GDPR legislation. Our privacy policy can be found on our website.

Our School-Home Support Supporter Promise is available in full on our website. Key principles for fundraising activities with the public include the following:

- We adhere to the Fundraising Code of Practice
- All our activities are open, fair, honest and legal
- If we are asked to change how we communicate with individuals, or stop, we will do so
- We do not sell contact details to anyone.

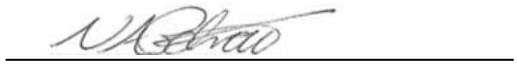
The charity is registered with the Fundraising Regulator and adheres to the standards of the Fundraising Code of Practice. No complaints about fundraising activity were received in the year.

In presenting this report, the Trustees have complied with the Statement of Recommended Practice, Accounting and Reporting by Charities, the Companies Act 2006 and applicable United Kingdom Accounting and Financial Reporting Standards, including FRS102 and have given due regard to the Charity Commission's general guidance on public benefit including the guidance 'public benefit: running a charity (PB2)'.

The financial statements that follow later in this report comprise the Statement of Financial Activities, the Balance Sheet, and the Statement of Cash Flows and related notes.

The Trustees' Report was approved by the Trustees on 24 January 2024, and is signed as authorised on its behalf by:

Nikolai Petrou, Chair of Finance Committee **Date**



24/01/2024

Fred Sharrock, Chair of the Board of Trustees **Date**



24/01/2024

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SCHOOL-HOME SUPPORT SERVICES (UK) FOR THE YEAR ENDED 31 AUGUST 2023

Opinion

We have audited the financial statements of School Home Support Services (UK) for the year ended 31 August 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 August 2023 and of the charitable company's net movement in funds, including the income and expenditure, 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 charity 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' 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 trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report and the Chair's Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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' Report (which includes the strategic report and the directors' 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 Trustees' Report (which incorporates the strategic report and the directors' report).

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

- adequate accounting records have not been kept by the charitable company; or
- the charitable company 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; or

- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement **[set out on page ...]**, 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charitable company and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to charity and company law applicable in England and Wales, fundraising regulations, data protection laws and safeguarding regulations, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Act 2011, employment law and payroll tax.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to the completeness and cut-off of donations and grant income. Audit procedures performed by the engagement team included:

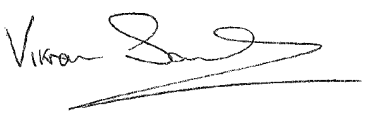
- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals, in particular journal entries posted with unusual account combinations, postings by unusual users or with unusual descriptions; and
- Challenging assumptions and judgements made by management in their critical accounting estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

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.



Vikram Sandhu (Senior Statutory Auditor)
For and on behalf of Haysmacintyre LLP, Statutory Auditor
7 February 2024

10 Queen Street Place
London
EC4R 1AG

STATEMENT OF FINANCIAL ACTIVITIES

(Including Income & Expenditure Account) for the year ended 31 August 2023

	Notes	Unrestricted funds General Funds £	Designated funds	Restricted funds £	Total 2023 £	Total 2022 £
Income from:						
Donations and grants	3	396,694	-	1,474,364	**1,871,058**	2,346,700
Charitable Activities	4	443,738	-	-	**443,738**	909,546
Investments		13,676	-	-	**13,676**	2,096
Total Income		**854,108**	**-**	**1,474,364**	**2,328,472**	3,258,342
Expenditure on:						
Raising funds	5	473,487	-	-	**473,487**	421,110
Charitable Activities	5	706,823	109,328	1,732,649	**2,548,800**	2,645,805
Total Expenditure		**1,180,310**	**109,328**	**1,732,649**	**3,022,287**	3,066,915
Net income (expenditure) for the year		(326,202)	(109,328)	(258,285)	**(693,815)**	191,427
Transfers between funds						-
Funds brought forward 1 September 2022		1,254,240	115,294	623,969	**1,993,503**	1,802,076
Funds at 31 August 2023	16	**928,038**	**5,966**	**365,684**	**1,299,688**	1,993,503

The statement of financial activities includes all gains and losses recognised in the year.

All transactions during the year are derived from continuing activities.
The notes on pages 33-44 form part of these financial statements.
Comparative figures for the prior financial year are shown in note 18.

BALANCE SHEET

As at 31 August 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Tangible assets	10	20,788		30,263	
Intangible assets	11	-		-	
			20,788		30,263
Current Assets					
Debtors	12	216,225		146,909	
Cash at bank and in hand		1,484,863		2,295,023	
		1,701,088		2,441,932	
Creditors:					
Amounts falling due within one year	13	(422,188)		(478,692)	
Net current assets			**1,278,900**		1,963,240
Net assets	15		**1,299,688**		1,993,503
Funds					
Designated funds		5,966		115,294	
General funds		928,038		1,254,240	
Total unrestricted funds	16		934,004		1,369,534
Restricted funds	16		365,684		623,969
Total Funds			**1,299,688**		1,993,503

Company Number: **03991440**

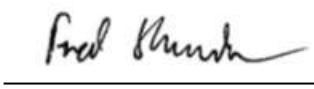
The financial statements on pages 30-44 were approved by the Trustees on 24 January 2024 and signed on their behalf by:

Nikolai Petrou, Chair of Finance Committee **Date**



24/01/2024

Fred Sharrock, Chair of the Board of Trustees **Date**



24/01/2024

STATEMENT OF CASH FLOWS

For the year ended 31 August 2023

	2023		2022	
	£	£	£	£
Reconciliation of net (expenditure) / income to net cash flow from operating activities				
Net (expenditure) income for the year		(693,815)		191,427
Depreciation		11,010		10,056
Investment income		(13,676)		(2,096)
Decrease / (increase) in debtors		(69,316)		9,228
(Decrease) / increase in creditors		(56,503)		(214,199)
Net cash generated by (used in) operating activities		(822,301)		(5,584)
Cash flows from investing activities				
Bank interest received	13,676		2,096	
Purchase of fixed assets	(1,535)		(18,723)	
Net cash provided by / (used in) investing activities		12,141		(16,627)
Change in cash and cash equivalents in the year		(810,160)		(22,211)
Cash at 1 September 2022		2,295,023		2,317,234
Cash at 31 August 2023		1,484,863		2,295,023

	2023		2022	
	£	£	£	£
Analysis of changes in net debt				
Cash at 1 September 2022		2,295,023		2,317,234
Cash flows		(810,160)		(22,211)
Cash at 31 August 2023		1,484,863		2,295,023

NOTES TO THE ACCOUNTS

1. Accounting policies

Accounting convention

The accounts (financial statements) have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) (second edition effective 2019) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

Assets and liabilities are recognised at historical cost or transaction value.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest pound.

Title

The charitable company has an exemption under Paragraph 60 of the Companies Act 2006 from using "Limited" in the title.

Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

Going concern

As highlighted in the Trustees' report above, the Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The financial statements have therefore been prepared on a going concern basis which assumes that the charity will continue in operation for a period of at least 12 months from the date of approval of these financial statements.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income received for general purposes of the charity is credited to unrestricted funds. Income subject to specific wishes of the donor is credited to relevant restricted funds.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are to be used for specific purposes as agreed by the Board of Trustees. Expenditure which meets this criteria is charged to the fund.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose;
- Expenditure on charitable activities includes the costs of delivering support to schools, undertaken to further the purposes of the charity and their associated support costs. Where costs cannot be directly attributed (support costs), they have been allocated to the activities on a basis consistent with the use of resources;

- Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Operating leases

Where assets are financed by leasing agreements that give rights approximating to ownership ("finance leases"), the assets are treated as if they had been purchased outright. The amount capitalised is the present value of the minimum lease payments during the lease term. The corresponding leasing commitments are shown as obligations to the lessor.

Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Leasehold improvements — Straight line over length of lease
- Fixtures & fittings — Straight line over 5 years
- IT — Straight line over 4 years

Intangible fixed assets

Amortisation is provided at rates calculated to write off the cost of each asset, less any residual value, over its expected useful life. The amortisation rates in use are as follows:

- Website costs — Straight line over 4 years
- Software costs — Straight line over 4 years

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and deposits held at call with banks, other short-term liquid investments with original maturities of three months or less.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably.

Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Financial Instruments

The company has elected to apply the provision of Section 11 'Basic Financial Instruments' and Section 12 'Other instruments' are recognised in the company's balance sheet when the company becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

With the exceptions of prepayments and deferred income all other debtor and creditor balances are considered to be basic financial instruments under FRS 102. See notes 12 and 13 for the debtor and creditor notes.

Pensions

The charity operates one defined contribution pension scheme for employees. The pension charge represents contributions payable by the charity for the period, and the charity's liability is limited to the amounts of the contributions. The scheme is as follows:

- A scheme administered by AEGON Scottish Equitable, the funds of which are separate from those of the charity.

Critical accounting estimates and areas of judgement

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements.

In the view of the trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year, except for the estimates and judgements used for Depreciation and Amortisation.

2. Company Structure

The charity is a company limited by guarantee and not having a share capital. The members of the company are the Trustees named on page 3. At 31 August 2023 the number of members was 12 (2022: 12).

3. Income from Donations and Grants

	2023			2022		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Donations & grants	385,049	1,474,364	**1,859,413**	661,525	1,684,955	2,346,480
Trustee donations	11,645	-	**11,645**	220	-	220
Total donations	**396,694**	**1,474,364**	**1,871,058**	661,745	1,684,955	2,346,700

4. Income from Charitable Activities

	2023			2022		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Family Intervention	271,378	-	**271,378**	243,739	-	243,739
Projects / Agencies	166,171	-	**166,171**	665,732	-	665,732
Pastoral Development Services	6,189	-	**6,189**	75	-	75
Total income from charitable activities	**443,738**	**-**	**443,738**	909,546	-	909,546

5. Total Expenditure

	Cost of raising funds £	Charitable activities £	Support costs £	2023 Total £	2022 Total £
Staff costs (note 7)	358,472	1,604,739	401,370	**2,364,581**	2,483,347
Promotion & marketing	3,790		2,651	**6,441**	2,539
Travel & subsistence	334	7,348	118	**7,800**	14,197
Learning & development	6,126	5,700	40,808	**52,634**	33,684
Finance & legal	-	3,203	59,382	**62,585**	67,277
Other	1,801	91,222	412,742	**505,765**	451,389
Governance	-	-	22,481	**22,481**	14,482
	370,523	1,712,212	939,552	**3,022,287**	3,066,915
Support costs	102,964	836,588	(939,552)	**-**	-
Total expenditure	**473,487**	**2,548,800**	**-**	**3,022,287**	3,066,915

6. Net income (expenditure) for the year.

This is stated after charging:	2023 £	2022 £
Depreciation & amortisation	11,010	10,056
Operating lease rentals		
Property	71,904	71,904
Other	-	-
Total	71,904	71,904
Audit fee	15,300	15,300
Total	15,300	15,300

7. Staff costs and Numbers

	2023 £	2022 £
Salaries and wages	2,124,073	2,240,257
Redundancy and termination costs	1,572	14,254
Social security costs	194,613	188,958
Pension costs	44,324	39,878
	2,364,581	2,483,347

The number of staff included in Redundancy and termination costs was 1 (2022: 8).

The following number of employees received employee benefits (excluding employer pension costs) during the year between:

	2023	2022
£60,000 - £69,999	2	1
£70,000 - £79,999	-	1
£80,000 - £89,999	1	-

The total employee benefits including pension contributions of the key management personnel were £361,111 (2022: £323,321).

Key Management Personnel include Trustees, the Chief Executive, and the five Heads of Department in post during the year - Head of Family Intervention, Head of Fundraising and Communications, Head of Impact and Digital Delivery, Head of Finance and Resources and Head of Policy and Public Affairs.

The charity trustees were not paid nor did they receive any other benefits from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

Trustees' expenses represent the payment or reimbursement of travel and subsistence costs totalling £nil (2022: £nil).

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2023	2022
Raising funds	8	8
Charitable activities	48	65
Support	15	12
Governance	2	1
	73	86

8. Related party transactions

There are no related party transactions to disclose for 2023 (2022: None).

Aggregate donations from Trustees were £11,645 (2022: £220).

9. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The charity is not registered for VAT and therefore irrecoverable VAT is included with the cost of the items to which it relates.

10. Tangible Fixed Assets

	Leasehold property £	Fixtures & fittings £	Computer equipment £	Total £
Cost				
At the start of the year	57,026	16,070	50,773	123,869
Additions in the year	-	-	1,535	1,535
Disposals during the year	-	-	-	-
At the end of the year	**57,026**	**16,070**	**52,308**	**125,404**
Depreciation				
At the start of the year	42,255	15,985	35,366	93,606
Charge for the year	5,703	85	5,222	11,010
Disposals during the year	-	-	-	-
At the end of the year	**47,958**	**16,070**	**40,588**	**104,616**
Net book value				
At the end of the year	**9,068**	**0**	**11,720**	**20,788**
At the start of the year	14,771	85	15,407	30,263

All of the above assets are used for charitable purposes.

11. Intangible Fixed Assets

	Software £	Website £	Total £
Cost			
At the start of the year	4,770	31,752	36,522
Additions in the year			
Disposals during the year			
At the end of the year	**4,770**	**31,752**	**36,522**
Amortisation			
At the start of the year	4,770	31,752	36,522
Charge for the year			
Disposals during the year			
At the end of the year	**4,770**	**31,752**	**36,522**
Net book value			
At the end of the year	-	-	-
At the start of the year	-	-	-

All of the above assets are used for charitable purposes.

12. Debtors

	2023 £	2022 £
Trade debtors	126,318	28,256
Other debtors	-	-
Prepayments	51,345	41,063
Accrued income	38,562	77,590
	216,225	146,909

13. Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	90,604	61,584
Taxation and social security	48,889	49,499
Other creditors	11,033	13,034
Accruals	40,397	40,433
Deferred income (Note 14)	231,265	314,142
	422,188	478,692

14. Deferred Income

	2023 £	2022 £
Balance at the beginning of the year	314,142	474,993
Amount deferred in the year	227,098	314,142
Amount released to income in the year	(309,975)	(474,993)
Balance at the end of the year	**231,265**	314,142

Deferred income includes school fee income invoiced which covers future periods.

15. Analysis of Net Assets Between Funds

	2023			
	General funds	Designated funds	Restricted funds	Total 2023
	£	£	£	£
Tangible fixed assets	20,788	-	-	**20,788**
Intangible fixed assets	-	-	-	-
Net current assets	907,250	5,966	365,684	**1,278,900**
Net assets at the end of the year	**928,038**	**5,966**	**365,684**	**1,299,688**

Prior year comparative figures are shown in note 18.

16. Movement in Funds

	At the start of the year £	Incoming resources £	Outgoing resources £	At the end of the year £
Restricted funds				
Core costs	79,250	330,422	(355,961)	53,711
IT	36,145	-	(20,000)	16,145
Family Intervention	443,738	1,092,280	(1,276,748)	259,895
Pastoral Development Services	625	-		0
Welfare	64,211	51,662	(79,940)	35,933
Total restricted funds	**623,969**	**1,474,364**	**(1,732,649)**	**365,684**
Unrestricted funds				
General Funds	1,254,240	854,108	(1,180,310)	928,038
Designated funds	115,294	-	(109,328)	5,966
Total unrestricted funds	**1,369,534**	**854,108**	**(1,289,638)**	**934,004**
Total funds	**1,993,503**	**2,328,472**	**(3,022,287)**	**1,299,688**

Purposes of restricted and designated funds:

- Core costs - For core day to day running costs excluding items such as capital purchases.
- IT - For expenditure on hardware and software including website.
- Family Intervention- To cover practitioner roles within schools or regionally based.
- Pastoral Development Services - For delivery of training, supervision support and membership services.
- Welfare - For expenditure on welfare fund items including IT / data provision to families.
- Designated funds - To continue to ensure the availability of sufficient funds to support the growth strategy in 2023-24

17. Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	2023			2022		
	Property	**Equipment**	**Total**	Property	Equipment	Total
	£	**£**	**£**	£	£	£
Less than one year	71,904	-	71,904	71,904	-	71,904
Two to five years	35,952	-	35,952	107,856	-	107,856
	107,856	**-**	**107,856**	179,760	-	179,760

18. Comparatives

Statement of Financial Activities (including Income & Expenditure Account) For the year ended 31 August 2022

	Notes	Unrestricted funds General Funds	Designated funds	Restricted funds	Total 2022
Income from:					
Donations and grants	3	661,745	-	1,684,955	2,346,700
Charitable Activities	4	909,546	-	-	909,546
Investments		2,096	-	-	2,096
Total Income		1,573,387	-	1,684,955	3,258,342
Expenditure on:					
Raising funds	5	397,110	24,000	-	421,110
Charitable Activities	5	391,556	173,706	2,080,543	2,645,805
Total Expenditure		788,666	197,706	2,080,543	3,066,915
Net income (expenditure) for the year		784,721	(197,706)	(395,588)	191,427
Transfers between funds		-	-	-	-
Funds brought forward 1 September 2021		469,519	313,000	1,019,557	1,802,076
Funds at 31 August 2022	16	1,254,240	115,294	623,969	1,993,503

18. Comparatives (continued)

Analysis of Net Assets Between Funds

	2022			
	General funds	Designated funds	Restricted funds	Total 2022
	£	£	£	£
Tangible fixed assets	30,263	-	-	30,263
Intangible fixed assets	-	-	-	-
Net current assets	1,223,977	115,294	623,969	1,963,240
Net assets at the end of the year	**1,254,240**	**115,294**	**623,969**	**1,993,503**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Name
School-Home Support Service (UK)

Registered & Operating Office
Solar House - 3rd Floor
1-9 Romford Road
London E15 4LJ

Company Number
03991440

Charity Number
1084696

Trustees
Fred Sharrock *(Chair - resigned 24/01/24)*
Charles Gannon *(appointed trustee 01/09/23, appointed Chair 24/01/24)*
Carly Wickham *(Deputy Chair)*
Mariella Ardron *(resigned 25/01/23)*
Laura Bruce-Connolly
Emma Fay *(appointed 18/10/22)*
David Dickson
Colin Horswell *(resigned 24/01/24)*
Joseph Howes *(appointed 01/09/23)*
Matthew Koster-Macron *(appointed 21/09/23)*
Michelle Loughrey
David Marriage *(resigned 25/01/23)*
Dan O'Brien
Nikolai Petrou
Lisa Robinson *(resigned 24/01/24)*
Yun Hui Teoh
Alice Wilcock *(appointed 18/10/22)*

Finance Committee
Nikolai Petrou *(Chair)*
Colin Horswell *(to 24/01/24)*
Dan O'Brien
Yun Hui Teoh *(to 18/04/23)*
Emma Fay *(from 18/04/23)*

Fundraising and Marketing Committee
Lisa Robinson *(Chair to 24/01/24)*
Mariella Ardron *(to 25/01/23)*
David Dickson
Dan O'Brien
Carly Wickham
Joseph Howes *(from 01/09/23, appointed Chair 24/01/24)*

Impact Committee
Michelle Loughrey *(Chair)*
Mariella Ardron *(to 25/01/23)*
Laura Bruce-Connolly
David Dickson
Emma Fay *(from 19/04/23)*
Charles Gannon *(from 04/10/23)*
Colin Horswell *(to 24/01/24)*
Matt Koster-Macron *(from 04/10/23)*
David Marriage *(to 25/01/23)*
Nikolai Petrou
Carly Wickham
Alice Wilcock *(from 19/04/23)*

Remuneration Committee (from 10/07/23)
Dan O'Brien *(Chair)*
Nikolai Petrou
Emma Fay
Michelle Loughrey *(from 11/10/23)*

REFERENCE AND ADMINISTRATIVE DETAILS

Chief Executive

Jaine Stannard

Key Management Personnel

Maggie Mitchell - Head of Family Intervention
Catrin Doe - Head of Impact & Digital Delivery
Alec Raven - Head of Fundraising & Communications
AJ Finn - Head of Finance & Resources
Rachael Kenningham - Head of Policy & Public Affairs *(appointed 22/05/23)*

Bankers

Barclays Bank PLC
Dockland Branch
1 Churchill Place, Canary Wharf
London E14 5RB

Aldermore Bank PLC
Apex Plaza
Forbury Road
Reading RG1 1AX

Auditors

Haysmacintyre LLP
Chartered Accountants & Registered Auditors
10 Queen Street Place
London EC4R 1AG

Contact

Telephone: 020 7426 5000
Email: enquiries@shs.org.uk

Website

www.schoolhomesupport.org.uk

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