



Company no. 01495257

Charity no. 280339

Cintre
Report and Audited Financial Statements
31 March 2020

FRIDAY



AA031VP5

A08

12/03/2021

#224

COMPANIES HOUSE

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020



CONTENTS	PAGE
Chair's Statement	1
Trustees' Annual Report	2 – 38
Reference & Administrative Information	39 – 40
Independent Auditors' Report	41 – 43
Statement of Financial Activities	44
Balance Sheet	45
Statement of Cash Flows	46
Notes to the accounts	47 – 59

**TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2020**



Chair's Welcome

We end this year in unprecedented times, over the next few months our staff will be working in the toughest conditions ever faced by social care workers. I am so very proud of all of them. This year is going to be a challenge due to Covid-19, we have the right people with the right skills to drive us through to the other side.

I am proud to report that we have had a very productive year, our sub committees are now embedded and working effectively. We have a management agreement in place with Earfield Lodge and Harefield House to provide their strategic direction, with support from North Somerset Council. Cintre's profile on social media has gone from strength to strength. It is heart warming to see the wonderful life our Individuals lead, as you will see in the detailed report below.

Three of my fellow trustees have stood down. I would like to thank them very much for their time, effort, support and expertise. I would personally like to give a special thank you to Peter Clayton, who embarked on his trustee journey in 2016. His expertise and dedication to Cintre will be greatly missed.

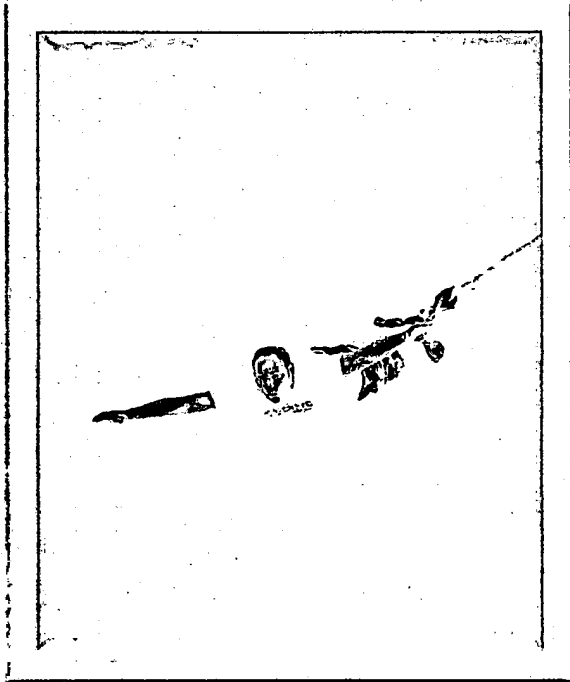
Many thanks to all of the staff who are working tirelessly through a very difficult time. Thank you for supporting the Individuals to understand the current climate and for keeping them safe.

I would also like to thank my colleagues on the Board of Trustees who have supported Cintre to grow and achieve over the past year.

Thank you to all the supporters who have given time, gifts or services which has supported Cintre in 'enabling independence'.

Alison Webber, Chair of Trustees

TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2020



Cintre's motto "Enabling Independence" embodies the organisation's charitable purpose and has become completely embedded into the organisation's branding that has an actual 'Cintre' as a visual. It is an important statement that this strong image remains at the forefront of our thinking, decision making and practice. If the outcome of any decision or action does not ultimately lead to 'enabling independence' then it would be hard to justify why that decision was made or action was taken. There is an appreciation that this is a long, gradual process but that should not distract from the underpinning aim of the charity to enable the independence of each of the individuals Cintre support.

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

Chief Executive and Senior Management changes

There have been three changes in the Senior Management Team with the Deputy CEO the Finance Manager and the Deputy Manager for Cintre House resigning. The Deputy CEO was replaced by Nick Holder, the Deputy Manager was replaced by Annick Uwihoreye, and a decision was made to not replace the Finance Manager with another manager. Instead the Finance team was restructured to include a Finance Assistant (new appointment), a Finance Officer (the previous Finance Assistant), and an external Finance Advisor (who works with Cintre the equivalent of one day a month with additional support if needed).

Significant changes to the Board: Three Trustees have resigned throughout this financial year as a result of work commitments or changes to their personal circumstances. These are Peter Clayton; Sarah Fallon; and Graham Briscoe.

We were sad to say goodbye to them, and thanked them for their service, particularly Peter Clayton who has been a Trustee for several years.

Amresh Sinha is in the process of completing the necessary paperwork ahead of formally joining, which has been held up as a result of Covid-19.

Structure, Governance and Management

Trustees and Board

Members of the Board are both Trustees for the purposes of charity law and Directors under company law.

They are recruited from openly from all sectors, backgrounds and disciplines to enable a balance between skills and experience to provide an ideal composition, diversity and appropriate leadership and support to the charity.

We are very fortunate to have representation on the Board from people who have a breadth of expertise of social care, mental health, health and well-being, safeguarding, property, law, and governance in addition to other relevant areas of experience and interest. The Chair has carried out appraisals with all the Board members.

Sub committees have been operating successfully throughout the year. They included:

Finance;
Property;
HR and Remuneration;
Charity Commission/legal – governance, risk, quality, audit;
Operational – governance/risk/quality/audit;
Health and Safety; and,
Safeguarding and Well-being.

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

Board meetings are held on a bi-monthly basis and are supplemented by the afore mentioned Board sub committees consisting of Trustees and Staff with relevant skills and expertise in the specific area of focus. This continues to work very well, resulting in a positive combination of Trustee and Staff expertise and experience. The sub committee's set their own Terms of Reference and each sub-committee has met with relevant frequency in accordance to these ranging from monthly to bi monthly to quarterly.

The skills of the Board also continue to be utilised to support the CEO where necessary / appropriate. For example, during Senior Management Interviews, mock CQC Inspections, on the Safeguarding Circle and Forum, and in extenuating circumstances chairing disciplinary panels or supporting with external matters.

Cintre has continued to develop trustee induction, familiarisation, training, a skills analysis and 1:1 appraisals not only to meet existing best practice within the charity sector, but also as a result of the Care Act 2014 and GDPR requirements. The Cintre Way induction / introduction has also been extended to the Trustee Board.



TRUSTEES' ANNUAL REPORT



YEAR ENDED 31 MARCH 2020

Management

To carry out its responsibilities, the Board delegates operational duties to the Chief Executive who in turn has a Deputy Chief Executive Officer, Strategic Leadership Team, and Senior Management Team with overall responsibility for the workforce to deliver the charity's objectives. The structure of the management team has been developed to ensure that there is appropriate strategic and operational breadth of expertise to support the growth of the organisation in an effective way.

A fundamental part of this management restructuring has involved establishing the Strategic Leadership Team. This was in response to the fact that the Strategic Management Team (SMT) meeting was becoming increasingly operational. Whilst this was very productive and worthwhile, providing necessary focused discussions on the reality of the services it lacked the necessary strategic rigor, resulting in the strategic issues only being discussed by the CEO and DCEO. It was therefore decided that these conversations would be enhanced through the involvement of the residential and community services managers.

The Strategic Leadership Team (SLT) comprises of four members, who include:

- Chief Executive Officer;
- Deputy Chief Executive Officer;
- Residential Services Manager;
- Community Services Manager.

The Senior Management Team (SMT) comprises of eleven members, who include:

- Chief Executive Officer;
- Deputy Chief Executive Officer;
- Residential Services Manager;
- Community Services Manager;
- Finance Officer;
- HR Officer;
- Two Residential Deputy Managers (one at Cintre House and one at InVia);
- Three Community Services Deputy Managers (Two covering Bristol and South Gloucestershire, and one covering Weston-Super-Mare).

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

In order to support the introduction of the Strategic Leadership Team, to ensure that this group functions in an exclusively strategic way rather than operational this group has attended two facilitated away days, and the Residential and Community Services Manager received three months of coaching. There is another focused away day scheduled for the Autumn 2020 to review each of the team members strategic leadership goals / targets and consider how Covid-19 has impacted these.



Workforce

In addition to the Senior Managers the staff that make up the Central Office team (renamed from Head Office) are a Finance Officer, a Finance Assistant, the HR Officer the Marketing and Fundraising Officer, and an Executive Assistant (this role has been extended to include project administration, in addition to supporting the Board and their Sub Committees, CEO, and the SLT and SMT). The two Senior Managers have teams that consists of deputies (based at different locations), assistant deputies (supporting the deputies), key workers and support staff. The post of maintenance officer continues to ensure that the properties are suitably maintained. We have also been fortunate enough to have three volunteers to support us, working in our residential services and community based services. An additional volunteer, who is also one of our service users has helped in our Central Office with our administration for a few hours a week, to enable her to get some experience and a reference. Although she originally left when she was successful in getting a job, sadly this did not work out so she has returned as a volunteer.

Cintre Benefits to Enhance Staff Well-being

Cintre continues to adhere to a conscious strategy of competitive pay (compared to other similar providers) and provide a wide range of benefits including the rewards for long service. We have recently introduced a nomination system whereby every quarter, staff members can nominate a colleague for a special recognition award. The nominations are judged, and the winning nomination receives a £25 gift voucher. The runners up get their nominations held in their personal file as an acknowledgement of their notable work their peers have observed them doing. In recognition of the positive efforts of the frontline residential workers during Covid -19 they each received a card and chocolates from the CEO and Board of Trustees, and a £25 gift voucher.

It has never been more important for the Cintre team to know that they are respected and valued for the contribution that they make to Cintre, far beyond what they are simply paid to do.

As part of Cintre's focus on staff's mental health and well-being on 27th February 2020 Cintre signed the Time to Change Pledge. Time to Change is England's biggest programme to challenge mental health stigma and break the silence around mental health. By signing the pledge, Cintre are also demonstrating commitment to the well-being of staff and service users. This will involve us changing the way we think and act about mental health at every level of our organisation and a promise to continue putting the health and wellbeing of our staff at the heart of everything we do. Throughout the year there will be several related permanent and one-off events and activities as a result of this.

TRUSTEES' ANNUAL REPORT

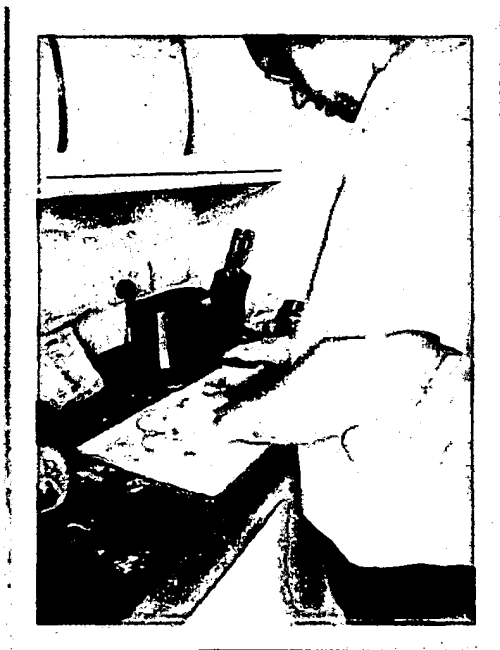
YEAR ENDED 31 MARCH 2020

Summary of Cintre's Aims and Activities

Objectives

Cintre's objectives are to work for the public benefit with young people and adults in the UK who through reasons of capacity, mental health or other limiting conditions have difficulty in leading full and independent lives so as:

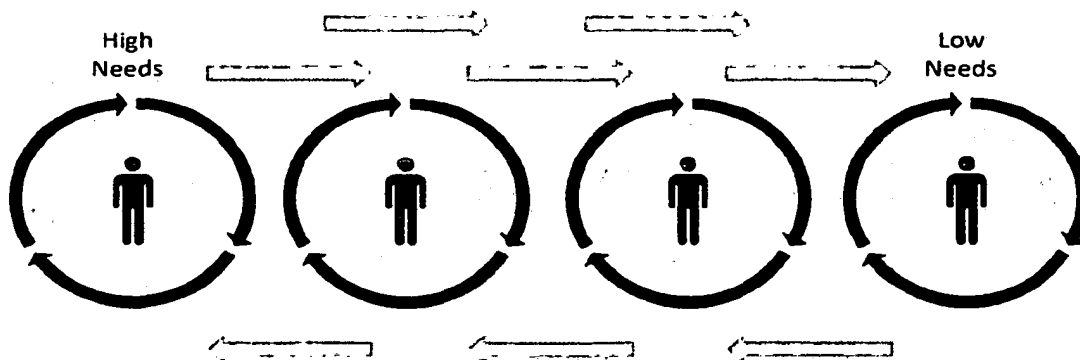
- to advance by care, education and training that they aspire to and acquire independence in the wider community;
- to encourage through training and support that they overcome any personal difficulties in fulfilling their maximum potential, including where possible finding employment whether paid or voluntary; and,
- to promote the acquisition or improvement of social, personal and technical knowledge and skills so that they may play a full part in society and engage fully with the community in which they live.



Cintre's Mission Statement

Cintre's Mission Statement "To sustain and develop Cintre in order to be the best we can be", continues to resonate not only through the strategic side of the organisation but more importantly in relation to the support delivery and the action planning for the individuals Cintre support.

Cintre's mission statement and motto is demonstrated through Cintre's 'continuum of care and support' diagram [below].



This reinforces that that no matter where an individual may be on the diagram (i.e. in need of intensive 24-hour residential care or requiring only light support in the community), no one should be static. There is an understanding that sometimes individuals will decline, but there is no excuse for an individual to just 'tread water'.

On an operational level this diagram is populated with each of the individuals our services support, and this is assessed regularly at senior management team meetings. The managers evidence where each of the individuals are on the 'continuum of care and support diagram', and how each individual's support plan details the steps that are being taken to support individuals to transition onto the next stage, whether that be within the same service, onto another service Cintre provide or independently into the wider community. This information is shared with the Board, making this a whole organisation priority and therefore area of focus.

Cintre Core Values

The Cintre core values continue to be explicitly recognised and adhered to. Respecting these core values is central to the organisation fulfilling its afore mentioned mission statement "To sustain and develop Cintre in order to be the best we can be" and achieving its motto of "Enabling Independence".

Cintre's five core values are:

Integrity: "Being honest and having strong moral principles, the state of being whole and undivided"

Collaboration: "Establishing a purposeful relationship in which all parties strategically choose to cooperate in order to achieve shared or overlapping objectives"

Empathy: "Having the ability to identify and understand the perspective, experiences, or motivations of another individual and to comprehend another's emotional state"

Quality: "Constantly pursuing excellence to ensure that the organisation is fit for purpose and the best it can be"

Well Being: "Being content, healthy and fulfilled, perceiving that your life is going well which allows individuals to fully develop their potential"

Cintre embrace being a values-based organisation. It is essential from point of recruitment, through to long term employment, no matter where you are working in the organisation that these values are clearly reflected in practice. It has become apparent that the introduction of values-based recruitment has had a significant impact on the quality of our successful candidates.



Core Charity Activities

Cintre's Current Service Provision

Cintre House

Cintre House is a residential care home located in Clifton, Bristol, that provides a twenty-four hour staffed residential service for individuals with complex needs. Following the sale of Severnoaks in September 2019 (discussed in more detail under Headline Events) Cintre House became the only Cintre service providing 24 hour residential care provision for adults with complex mental health needs.

As a result of two service users from Severnoaks moving to Cintre House, the property has been full since September 2019. However, a change in the layout of the building (moving the main office downstairs) has opened up a room on the first floor allowing us to provide accommodation for seven rather than six residents (this is in line with our maximum resident registration figure).

TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2020

Having established strong relationships with commissioners and social workers, the Registered Manager and Deputy Manager are having ongoing conversations with them about suitable referrals. There have been some people that have been risk assessed as potentially suitable however due to the Covid-19 lockdown this has been put on hold.

Cintre House continues to be a solid asset even though there has been significant maintenance, particularly on the roof the property is holding its value.



In Via, Kingswood, South Gloucestershire

In Via, is a five bedroom property located in Kingswood, South Gloucestershire. InVia is a Supported Living service and the focus of the support is to work with the residents to enable them to become more independent. This is presented in a variety of ways dependent on individual support plans, ranging from basic hygiene and life skills, to supporting with volunteering and paid work. The ultimate aim being independent living in the community.

As planned, there were four residents living at InVia by the end of the second quarter. We were on schedule to have the full complement of residents by the end of the final quarter.

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

There is a potential resident who has completed all his risk assessments and visits and was due to move in before the end of the financial year (19/20) unfortunately due to Covid-19 this has now been put on hold. Cintre is keeping in touch with this individual and continue to plan when it is safe and appropriate for him to move in. Having full occupancy will establish the InVia service as a positive asset for Cintre.



Reachout, Community Based Support

Cintre's Reachout service does not provide residential support, it is based exclusively in the community, providing support packages that are mostly under ten hours a week. The service covers South Gloucestershire, Bristol and North Somerset. It is comprised of face to face sessions in service users' homes or in the community, and through 1:1 and group sessions in our Cintre Points* based in Southmead and Weston-Super-Mare, and at our property and outdoor learning and development area in Kingswood.

In response to Covid-19 these sessions were completely adapted to remote support providing 1:1 sessions and activities through video conferencing and telephone calls. Whilst we are aware that this could not replace a physical meeting it has ensured that support has continued throughout this period and the support team has been available on a daily basis in the awareness that it is essential for our service users to know they are not isolated.

Inadvertently this model of service delivery, that we have been forced to put into practice as a result of Covid-19, has highlighted that support can, in some circumstances, be delivered in a more remote way whilst still being very effective. This is very significant when part of the model for sustainability in relation to the business development of Community Based Services is providing fewer sessions where the staff member is travelling to each individual service user for every session.

*Cintre Points are discussed in more detail under the Achievements and Performance section.



Service User Forum (SUF)

The service users have their own forum (SUF) that meets once a month, to not simply socialise but also address issues that are pertinent to individuals and arrange outings and activities. This has continued to be strengthened throughout the year by community activities and the launch of activities at the Cintre Points. The service users have been central to making decisions on what activities and groups happen and when they take place.

Throughout Covid-19 this group has continued to meet remotely through video conferencing.



Achievements and Performance

Launching the Cintre Point concept

Throughout the year Cintre have introduced Cintre Points as part of the restructuring of the community based services team to enable it to be financially viable. Cintre Points are community gathering spaces where service users can come and have 1:1 sessions, share group activities or come and spend time having a coffee or a meal. They were launched as part of our need to make Cintre's community based services sustainable as it is more financially viable to have service users coming to a central space rather than having a support worker spending a significant part of their day travelling from service user to service user. However, the benefits have been beyond simply financial, the Cintre Points, one which is based in Southmead and the other in Weston-Super-Mare, have provided opportunities for socialisation, travelling and learning new experiences.

TRUSTEES' ANNUAL REPORT



YEAR ENDED 31 MARCH 2020

Sadly, the virus control measures as a result of Covid-19 have meant that we have had to temporarily close our Cintre Points and move all our activities to a virtual platform. Whilst this has enabled communication and the majority of activities to continue through Zoom run groups it has meant that service users have not been able to benefit from face to face socialisation. It also means that this has been limited to those service users who are confident and competent to use these forums and have access the relevant technology. This has undoubtedly set us back in relation to getting the Cintre Points as fully operational as we would want them to be in the allocated timeframe. However, one of the positive outcomes of this is that some service users who were initially hesitant to physically come to the Cintre Points have joined the video platforms and are now more open to attending in person once the restrictions are lifted.

Filling residential voids at Cintre House and InVia

After a sustained period of not being at full occupancy in our residential properties we have worked hard to reach a point of not having any voids. The registered manager for residential services and her team have established a strong relationship with the local authority brokerage team and social workers to ensure referrals are coming through. InVia was on course to be full for the first time since it opened in May 2017, with the fifth and final resident due to move into InVia in March. Unfortunately, throughout the lockdown period as we implement virus control this has meant that we have had to carry this void until it is appropriate in line with Covid-19 best practice for them to move in.

Cintre House had been full from September 2019. However, although it was an achievement to have been full for the majority of this financial year, a resident did have to move out during the lockdown (due to refusing to follow government guidelines). This was out of our control, and even though unexpected and unplanned for, there are already potential new referrals lined up, and risk assessments in place so there is a realistic expectation that this void will be filled. We will though have to carry this void until the virus control measures can be lifted and it is safe and appropriate to do so.

Improved PR and Profile

Cintre has worked hard to improve its profile over the last twelve months, taking full advantage of the fact in the last quarter that 2020 is our 40th anniversary year. We began working with The Answer Ltd, a Media and PR company in January 2020. They have worked closely with us to ensure our key messages are clear, succinct and getting to the right people. This has also involved writing articles and participating in interviews to highlight the work that Cintre are doing and the philosophy from which it operates. This enhanced profile and improved social

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

media presence has been highly beneficial in not simply increasing the span of awareness of the work that Cintre does, but also led to donations and resulted in a greater breadth of funding opportunities, with invitations to submit grant applications following articles being published. As Cintre's ability to fundraise in this anniversary year has been impacted significantly by Covid -19, as we have had to postpone or cancel events (such as the half marathon and three peaks challenge) we have had to work even harder to explore these wide range of funding opportunities. The work we are doing with The Answer Ltd has therefore been more pertinent this year than ever in supporting us with this.



Management Services Agreements

Throughout this year Cintre has taken on the management of two residential homes, both based in Weston-Super-Mare, where a series of events had resulted in the Care Quality Commission (CQC) stating that they were going to withdraw Registered Provider status unless action was taken. North Somerset Council approached Cintre to provide management support and to work with them to enable the residential homes to stay open. This has involved Cintre having a formal paid management agreement with these residential homes and applying to

TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2020



CQC to add them as additional locations. These locations were Earfield Lodge and Harewood House.

Earfield Lodge

In December 2019 Cintre were asked by North Somerset Council to work with Earfield Lodge, a large Residential Care Home based in Weston-Super-Mare, to enable them to gain Registered Provider status and to remain open. The scenario was quite unique and relatively complicated but in brief the previous Registered Provider (the owner) died, and his daughters inherited the Residential Care Home, one of whom was now working there full time and put herself forward as a Registered Provider. This was declined by CQC as it was felt she did not have the necessary experience to run the Home. Without a Registered Provider the Care Home cannot operate.

In January 2020 a management agreement was signed between Cintre and the owners of the property (the daughters) agreeing that Cintre would take on the full management responsibility for services and would become the Registered Provider, by applying to add Earfield Lodge as an additional CQC location. This has been running successfully and positive relationships with the Local Authority and CQC have been firmly established.

Earfield Lodge provides residential care for older people and those with dementia, it had provision for 65 places. Currently there are just under 50 residents in the home. CQC have fixed the number of beds to 52 until Earfield Lodge moves out of its inadequate grading.

There was a detailed discussion with the Trustees before taking on this management agreement as to how this fits with Cintre's charitable aims and objectives. It was agreed that working with an organisation to facilitate how it 'enables the independence' of the individuals it supports is completely within our remit. Even though the residents at Earfield Lodge are older and 80% have dementia that does not mean that there should not be a focus on independence. It is very interesting and quite innovative to explore ways in which individuals can be supported to live as independently as possible in spite of their frailty and / or degenerative condition.



Harewood House

Following the success of the management agreement with Earfield Lodge, Cintre were asked by North Somerset Council (NSC) to take on the management of another residential home in Weston-Super-Mare. Harewood House provides residential care for seven adults with learning disabilities and complex mental health needs. As with Earfield Lodge, Cintre have applied to take on the Registered Management and Registered Provider status with CQC.

These two experiences of management agreement have highlighted the strategic expertise, and intelligence in relation to policies, procedures, and practice that Cintre have in relation to this. As a CEO providing this paid management support, in an area that is in line with our charitable aims and objectives, is an additional way of us growing the organisation, raising Cintre's profile, and bringing in some fixed monthly funds to the charity. This has also firmly secured positive relationships with the Local Authority, the social work team, commissioners and CQC.

TRUSTEES' ANNUAL REPORT



YEAR ENDED 31 MARCH 2020

Headline Events

Sale of Severnoaks

Cintre sold Severnoaks in September 2019, leaving Cintre House as the sole 24 hour residential service provision across the organisation. The reason that we have gone to one 24 hour residential service is in accordance with need. Severnoaks and Cintre House have carried voids in the last 24 months, and the Local Authorities are moving towards reducing the number of 24 hour residential packages and replacing them with Supporting Living. This was clearly stated in the North Somerset Council five year plan.

The Severnoaks staff were able to transfer to Cintre House, our other 24-hour residential service, in Cintre, Bristol. The staff were paid for the additional necessary travel and all their shifts and shift times were respected. The deputy manager moved over to the community services team, as services manager of Cintre Point Weston.

Conversations were had with residents, and the social care team, to assess whether they also wanted to move to Cintre House or onto another form of support. Some of the residents had been living in residential care for over ten years and were ready to move onto more supported living or community based support, this was the case for all but two of the residents (this was a contributing factor to us selling Severnoaks, as it was time for them to move on and no North Somerset Council residential referrals coming through). The two residents who do still require 24-hour residential care have moved to Cintre House and have settled in very well and are now a strong part of the Cintre House Community.

A Reflection on 2019/20 Goals

Eight goals were identified in the 19/20 business plan each growing from the 2018/19 goals, reinforcing its focus on fulfilling its charitable aims, mission statement and ultimately enable independence.

TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2020



2019/20 Goal One: Throughout 2019/20 learning gained from the last year will be used to further extend the community-based support Cintre offer with groups running from the Cintre Residential Houses, in the wider community and also from Cintre's new community-based 'Cintre Points'.

This has happened and there are now a wealth of 1:1 and group sessions and activities running from InVia, Cintre House, Cintre Point Bristol and Cintre Point Weston. These have included finance support, art, gardening, bushcraft, cookery, walking groups, football and badminton, amongst others!

2019/20 Goal Two: Establishing a community based provision and low-level supported living accommodation in Weston-Super-Mare

Cintre Point Weston was launched in Weston-Super-Mare and in addition to providing activities and supper sessions, also provided a non-threatening, secure base for 1:1 sessions. Cintre subsequently have increased the number of individuals we support in the community, in Weston-Super-Mare.

TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2020

There were no specific properties available for Cintre to rent, and it was agreed with the Board that it would be more financially viable for Cintre to use 3/5 of the money from the sale of Severnoaks to put into long term reserves, and 2/5 into a shorter term deposit account to support the development of future services rather than buying a property. The Board agreed that rather than buy a property to deliver supported living in North Somerset but rather than it invests instead in a Supported Living Package Model, working in partnership with North Somerset Council, a Landlord and a Registered Provider. This project is to be launched in the financial year (20/21) and is discussed in more detail in the 20/21 business goals.

2019/20 Goal Three: Establish InVia as the focus of community- based services outdoor groups and activities. Utilise the outdoor space for an exciting environment akin to a creative 'forest school' initiative.

Throughout the year Cintre have worked hard to establish the outdoor development and learning space at InVia. This has involved establishing a sensory area, a covered outdoor area and bushcraft training, enabling staff to effectively facilitate bushcraft sessions in the outdoor space. This area is used daily by the residents, and prior to Covid-19, hosted many events (including pancake day, barbeques and fire pit sessions, and activity sessions). During Covid-19 the outdoor space has been a valuable resource with the residents running their own 'Cintre-cise' sessions, breakfast barbeques, and camping taking place, all of which has contributed greatly to their wellbeing which has been most valuable during this challenging time.

2019/20 Goal Four: Lease a property in Southmead (next to the Greenway Centre) that combines head office, a community space (the Cintre Point Bristol) and a confidential meeting room for drop-in surgeries.

This has been leased and is working out very well as an accessible office and meeting space for staff and service users. Service users do not feel intimidated attending this venue, and particularly like the Greenway community café as a place to meet their peers.

2019/20 Business plan Goal Five: To develop Cintre House so it can extend its service delivery offering to enhance the life experience of residents who receive 24 hour support.

Cintre House has developed over the last twelve months to focus on providing more than simply accommodation and support. There are daily activities, staff and service users come together to prepare and share meals, everyone shares the cleaning and then has rewards

afterwards (such as getting something from the shop, or the Cintre House tuck shop, that has been introduced during lockdown!), residents are celebrated for the positive contribution they are making to their Cintre House experience. Festivals are celebrated, learning about the culture behind a variety of different cultures; exploring the symbolism, clothing, music and food. Birthdays and other red letter days are emphasised as a household, giving special focus to the relevant individual and all the components that make it unique for them. For example, one of our resident's has Greek heritage so the whole day focused on celebrating that. This has resulted in a palpable development in the confidence and wellbeing of the residents, which has had a sequential positive impact on the resident's support plans which has been very heartening to observe.

2019/20 Business Plan Goal Six: Launch and roll out the Cintre induction and organisational introduction to the 'Cintre Way', embedding a Quality Assurance Framework that ties in with an internal Cintre Quality Kitemark.

The recruitment and induction process has been reviewed and developed to fully embed the Cintre Way. The new starters throughout this year have demonstrated the importance of this focus as they quickly embody the underpinning philosophy and core values of Cintre. This has been our core focus over the last twelve months, as it was essential that we get this first stage right. This has meant that we haven't focused on the Quality Assurance Framework and Cintre Quality Kitemark as much as we would like. Now we are confident that Cintre has a rigorous recruitment and induction process the final part of this goal will be carried over onto the 20/21 business plan goals.

2019/20 Business Plan Goal Seven: Be proactive in disseminating the relevant information about Cintre to the relevant individuals and organisations.

The increased profile of Cintre, which has been greatly aided by establishing strong relationships with families, local authorities, social workers, the Clinical Commissioning Group (CCG), the NHS and CQC. In addition to this the introduction of having a PR and Media company (The Answer Ltd) has enabled Cintre to reach a far wider audience through a variety of different mediums, including articles, interviews, blogs and an improved social media presence.

2019/20 Business Plan Goal Eight: Continue to collaborate with relevant individuals and organisations with a view to enhancing each of our areas of service delivery as a result of joint conversations, funding bids, and potential working opportunities.

This goal has been addressed in association with Business Plan Goal seven, with an additional focus through senior management and team meetings on ways in which Cintre can work with others to collaborate. This has led to some true positive work, for example; in relation to wellbeing (which resulted in Cintre signing up for the time to change pledge), in relation to establishing our outdoor learning and development space (which resulted in the Forest of Avon Trust providing bushcraft training to our staff and opportunities for our service users); and, in relation to funding, (Leidos volunteered to help work on our garden at InVia as part of their Corporate Social Responsibility, this led to one of their team doing a bungee jump to raise funds for Cintre and they have agreed to complete the Three Peaks to raise additional funds for us). These are just a few instances out of many that have occurred this year, where enhanced collaboration has contributed significantly to Cintre's development.



TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

Areas of concern

Cash flow

The biggest concern continues to be cash flow. Whilst Cintre has a strong asset base as we are still vastly predominantly statutory funded, which have been reduced at times in the year (with regard to our residential services when there are voids, and with regard to community services where contracts have been reduced but the cost of providing support in the community continues to rise).

This concern is being addressed through:

- 1) Establishing strong links with commissioners and the social work team so they are fully aware of the quality of provision Cintre provide and place us in a strong position in relation to referrals;
- 2) Developing the percentage of funding that comes from funding grants, donations and fund raising in proportion to statutory funding; and
- 3) Continuing to restructure the Community Based Services to ensure that they are finally viable, with a greater percentage of service users coming to our Cintre Points for 1:1 support and activities. This would have the additional positive result of allowing us to increase the number of sessions and activities and delivery in the evenings and weekends.

Principal Risks and Uncertainties Facing Cintre

Cintre has a 'live' risk register which is updated on a monthly basis, or more frequently if a significant risk emerges. The most significant principal risk to the organisation this year has been Covid 19. As a result, this has been added to our risk register. The additional areas of risk that are monitored and analysed in our risk register are: Governance and Legal; Operational; Resilience; Financial; and, External Factors.

All of these risks are monitored on a monthly basis through trustees meetings, sub committee meetings, health and safety audits, and strategic leadership meetings and on going monitoring.

Supported Living Service in Weston-Super-Mare

The launch of a 24 hour supported living service in Weston-Super-Mare would not be without risk, even though Cintre is only responsible for the management and delivery of the service. The specific areas of concern include:

- 1) The initial investment required would be to set up a staff team of approximately thirteen staff to deliver the service. This would have to happen ahead of any residents moving in and therefore ahead of any commissioned funding coming in;
- 2) Cintre would be liable for a percentage of any voids should any of the thirteen flats remain or become empty;

TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2020



- 3) Cintre would sign up to a five-year service level agreement with the Registered Provider.

The reason why it was agreed that it is worth making this initial investment and taking these risks is because if Cintre decide not to be the support provider of choice for this package it would be incredibly challenging for Cintre to attempt to deliver supported living in Weston-Super-Mare as the priority for referrals will go to this package.

These concerns are being addressed through:

- 1) Cintre have established strong relationships with North Somerset Council and are liaising with the commissioning team about suitable referrals so a) there are residents lined up to move into the accommodation as soon as it opens and b) there is not a significant gap between residents moving out and a new referral moving in (so there is a void for a minimal period).
- 2) North Somerset Council have agreed to underwrite the Housing Benefit contribution of the void (which is approximately 50%). The Landlord has also agreed to waiver void costs for the first three months of the project, and for three months following someone moving out.
- 3) There are regular partnership meetings throughout this five-year service level agreement, where any issues or concerns can be addressed before they become too serious. It is within all the partners' interest to make this supported living project work as each have invested in it.

Business Plan Goals 2020 – 2021

The nine 2020/21 business goals extend from the goals that have been embedded over the last two years, the growth of the organisation and the fact that Cintre is celebrating its 40th Anniversary year. Unfortunately, the likely impact of the virus control measures that will need to be put in place throughout the financial year will mean that achieving these goals will be additionally challenging. At the end of each of the goal outlines is a consideration of how they will be impacted by Covid-19.



2020/21 Goal One: Establish and Embed the Cintre Points in Bristol and Weston-Super-Mare

The Bristol and the Weston-Super-Mare Cintre Points have both been launched; however, a focus now must be, to establish a relevant and effective programme of activities, support sessions and social opportunities. This then needs to be embedded into Cintre's community-based service delivery as a foundation of good practice that can provide high quality sustainable support and provision.

Impact of the Covid – 19 measures: These will have to remain physically closed until such time when it is safe to open them. In the interim the Cintre Point activities and support structures are having to be run remotely through video conferencing platforms and telephone conversations.

2020/21 Goal Two: Launch a thirteen-apartment waking night supported living model in Weston-Super-Mare

Following discussions with North Somerset Council it was apparent that the Council are supportive of supported living models that they are directly involved in. North Somerset Council (NSC) championed a thirteen-apartment based package where the property is owned by a Landlord, the property is managed and maintained by a Registered Provider, and the support is provided by a Support Provider. Following meetings with NSC outlining Cintre's ambition to deliver supported living in North Somerset, Cintre were asked to be the Support Provider for this project. This thirteen-apartment supported living project will be launched later in 2020.

Impact of the Covid – 19 measures: This supported living model was planned to be launched at the end of August 2020 however due to Covid this has had to be pushed back, with a working launch date of January 2021.

2020/21 Goal Three: Develop Cintre's outdoor learning and development space

The outdoor learning and development space at InVia has been developed to a point where there is a sensory garden, a pond, a fire pit and an outdoor covered area and staff have been trained in bushcraft. This is a strong foundation from which to extend and develop this outdoor area to provide a vibrant and stimulating space that can enhance the depth and quality of support that Cintre can provide. Throughout the year this learning and development space will be fully utilised to take complete advantage of this additional opportunity through routinely planning and delivering support and activities in this environment. There is a clear action plan to ensure that the outdoor space is continually developed, and the momentum is maintained.

Impact of the Covid – 19 measures: This outdoor learning and development space has been a real benefit for the service users throughout lockdown. However, the development of it is dependent on volunteers and beneficiaries as well as staff and service users. As a result of the virus control measures, we have not been able to nurture the work we had begun with volunteers and beneficiaries to support us in this area. This will have an impact on the completion of this space.

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020



2020/21 Goal Four: Demonstrate enabling independence with the individuals Cintre support in residential care and supported living.

It is essential that this core component of Cintre's practice is focused on throughout the organisation, so it is fundamental that the importance of 'enabling independence' is given as much prominence in our residential services as it is in our community based services. No matter what the level of complexity, Cintre are supporting an individual with our aim will be to enable them to be as independent as their capacity allows. This will not be without challenge and will demand that we review our delivery to ensure it is genuinely appropriate to facilitate high quality, bespoke support in accordance with needs and interests.

Impact of the Covid – 19 measures: It has been incredibly challenging to develop independence during the lockdown period due to the strict restrictions curtailing rather than facilitating autonomy. Staff have had to review ways in which service users can become more independent during this period within safe and appropriate parameters. Even though this is done in line with service users' support plans it cannot be as person centred as we would want as they need to be confined to Covid-19 measures.

2020/21 Goal Five: Embed the 'Cintre Way' through Cintre's onboarding process and establish a Quality Assurance Framework that ties in with an internal Cintre Quality Kitemark.

Extending from Cintre's rigorous recruitment and induction process, which has led into a strong onboarding process, we will now focus on establishing a Quality Assurance Framework. This will involve a clear outline of Quality, Work Instructions and Guidelines as to how to adopt this. This will draw directly from the Cintre policies and procedures (as outlined in QCS), CQC requirements (where applicable), and agreed internal standards of practice. The adherence to this will be reinforced through the Internal Quality Kitemark.

As a way of establishing a benchmark of quality Cintre will introduce an Internal Quality Kitemark, which will be the standard that we set for ourselves, the standard that we expect Cintre staff to work to as a minimum, the standard that will be referred to across the organisation during supervisions. This will be the 'stamp' of Cintre quality, the quality that service users, families, commissioners, Local Authorities, potential funders, volunteers and staff members will be confident permeates throughout the organisation. This will be used as a point of reference for supervisions, support and if necessary, performance management.

Impact of the Covid – 19 measures: Due to the added pressure that has been placed on staff to implement virus prevention measures not as much time has been able to be spent on this as was initially planned. A positive impact of this is that the rigorous procedures that we have had to demonstrate to ensure that service users and staff remain safe have highlighted some

strong points that can be embedded into our Internal Quality Kitemark, particularly in relation to safeguarding, health and safety and risk assessments.

2020/21 Goal Six: Extend Cintre's profile with the wider community and local businesses

Cintre have been working with The Answer Ltd, the PR and media company to refine our key philosophy so it can be shared in a clear, concise way, highlighting the exceptional work that Cintre do across its services. Previously we have focused so much on the delivery of the services without articulating and celebrating the work that we have been doing. This has resulted in Cintre previously not having a profile that suitably reflects the quality of work that is being delivered. Throughout this year we are producing articles, doing interviews, and being very proactive on our social media – not simply sharing the work we are doing, but also contributing to the wider discussion on issues that are pertinent to us, such as the fundamental need to enable the independence of the most vulnerable individuals in our society.

Impact of the Covid – 19 measures: Extending our profile throughout the Covid-19 restrictions has clearly presented specific challenges, not least, not being able to meet people and go into the wider community. This has led to a greater focus on establishing remote relationships and video conferenced links, and written articles to share the work that Cintre is doing. It has also been important to optimise the dissemination of Cintre's response to Covid-19 and commentary on the experience for vulnerable individuals.

2020/21 Goal Seven: Build on collaborative partnerships, particularly focusing on business relationships

Establishing collaborative relationships and partnerships continues to be a significant part of Cintre's development. Whilst this has been successfully nurtured in relation to Local Authorities, Social Services, the CCG and CQC. However, we need to focus in more detail on business connections and throughout this year will concentrate on this sector, to gain a wider support base.

Impact of the Covid – 19 measures: It has been particularly challenging to develop business relationships during the lockdown period as many businesses have been closed and those that are running are not in a position to meet and discuss the work we're doing. This will defer developments in this area for potentially two quarters. It is hoped that through the increased number of articles and interviews that have been done during this period that there will be some positive material to share once businesses begin to reopen.

2020/21 Goal Eight: Enhance Cintre's awareness and support of Dementia through its management agreement with Earfield Lodge

Having taken on the management of Earfield Lodge which supports older people with dementia (80% of the residents have dementia) it is essential that Cintre proactively develop its depth of awareness of dementia. Only then will we be able to provide relevant support structures and be in a position to offer relevant, effective and innovative initiatives.

Impact of the Covid – 19 measures: Due to these residents being at incredibly high risk of Covid-19 the immediate focus has been on putting together rigorous risk assessment measures in place to prevent / mitigate these risks. These measures and restrictions have meant that we have not been able to look in as much detail as we would like at the more in depth and exciting ways in which we can develop the breadth of support offered in relation to dementia. Whilst support has been as stimulating as possible it has been restricted to very carefully managed internal activities.

2020/21 Goal Nine: Optimise Cintre's 40th Anniversary to raise Cintre's profile and funds

As Cintre is celebrating its 40th anniversary during 2020 it is important to make the most of this opportunity. This includes:

- Setting a funding target of at least £40,000;
- Identifying at least 40 events throughout the year to celebrate the work Cintre does, ranging from running half marathons, to cookery events, art sessions, to well-being initiative; and,
- Enhanced profiling through social media, articles, and interviews.

Impact of the Covid – 19 measures: Planned external and collaborative funding events have had to be postponed and new initiatives not possible. Our profile raising and funding strategies have had to be completely reviewed to focus on a greater reliance on social media, articles and interviews to enhance Cintre's profile and more remote forms of fundraising, particularly through grant applications introduced.



Plans for the Future

(extending from the 2020/21 Business Goals)

- ❖ Replicating services that have been refined to work effectively, enabling coherent transference of these services.
- ❖ Extending services to optimise the effectiveness of their delivery and their viability.
- ❖ Take on management agreements of organisations at risk, drawing on the success, skills and expertise of Cintre service

TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2020



TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

Statement of trustees' responsibilities

The trustees (who are also directors of Cintre for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the directors' report) and the financial statements in accordance with 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 Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of 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;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to make themselves aware of that information.

Fundraising Approach

Cintre do not have a professional fundraiser or commercial participator to carry out any fundraising activities. Our SLT takes responsibility for overseeing fundraising, identifying areas in need of funding, opportunities for fundraising, and writing bids. Our external marketing and PR expert supports us in advertising / disseminating information about this if appropriate. Cintre complies to ethical fundraising standards in line with charity commission guidelines. There have been no complaints received about fundraising activity. We have carefully adhered to GDPR ensuring that there has not been any unreasonable intrusion on a person's privacy. Cintre has not had any fundraising campaigns that have been unreasonably persistent or placed undue pressure on a person to give money or other property.

Fundraising only contributes to a very small element of the finances of the company but is a valuable and important way of raising the profile of the charity and bringing in extra revenue. In addition to grant applications an example of the fundraising activities that we organised this year ranged from a bungee jump, to a twenty mile sponsored walk / run, to cake and book sales. As a result of Covid 19 these types of fundraising activities were clearly curtailed and subsequently in recent months our focus has been purely on writing bids and grant applications.



TRUSTEES' ANNUAL REPORT



YEAR ENDED 31 MARCH 2020

Financial Review

The main source of income for the charity is fees from commissioning bodies, mainly Local Authorities, for residential care and outreach support.

Our income for the year was £1,013k, a reduction of 13.2% on last year due to reduced occupancy levels within our residential services as a result of Covid 19. The charity held restricted funds of £26k as at 31 March 2020. Total expenditure on charitable activities remained stable, reducing by only £6k. We sustained an overall operating deficit of £310k for the year, attributable to lower income levels and no corresponding decrease in costs. Significant costs incurred in the year included legal and professional costs as a result of the sale of Severnoaks, together with our ongoing investment in technology, which has involved moving to a more secure and effective cloud based server.

During the year, Severnoaks, one of our freehold properties was sold, having suffered a downward revaluation in the prior year. The previous year's revaluation was to bring the carrying value in line with expected sales proceeds. A further loss on disposal was recognised in the year as a lower completion price was agreed. This was to relieve the charity of financial burden of maintaining the property until an alternative buyer could be sought. Proceeds from the sale of the property were placed in deposit accounts and an investment account. The investment having suffered a significant downturn due to Covid-19 has recovered a significant amount since the year end. The investment is held for the long term, so short term fluctuations in carrying value are not considered problematic at this stage.

Trustees review the potential fluctuations in income compared to the high level of fixed costs as part of the annual budgeting process. The unrestricted reserves of the charity are £423k as at 31 March 2020. The Trustees are undertaking a forecasting process to review income at each of the centres and the associated overheads. A new centre, Graham Court is expected to become operational from January 2021 with 13 assisted living flats, all of which are expected to be occupied from the beginning. This will bring a significant new income stream for the charity and allow it to continue its work in new, fit for purpose settings.

The Trustees have continued to maintain a prudent investment policy and to invest in cash deposit accounts at a level equivalent to the Financial Services compensation threshold.

Reserves policy

The unrestricted reserves of the charity at the year end are £423k. The policy is to hold free reserves of at least 3 months gross budgeted expenditure which equates to £311k. The free reserves are currently £176,542. This is currently below the policy set by the trustees; however, this is being addressed by the charity through detailed forecasting, the introduction of new services and restructuring of community services. We will continue to monitor the situation and keep this under review.

Covid-19

Cintre has been adversely financially impacted by Covid-19 in two specific ways:

TRUSTEES' ANNUAL REPORT



YEAR ENDED 31 MARCH 2020

Voids

At InVia a new resident was due to move in in March 2020, at a rate of circa £780 per week. As we went into lockdown this resident is now not moving in until mid-September 2020. That is a loss of approximately £21,840 during that period.

At Cintre House, a resident unexpectedly left in April 2020 and we were not able to fill this void until the beginning of September 2020. That is a loss of approximately £39,000.

Staffing

We have had to increase the number of staff at InVia to provide weekend staff cover during lockdown (an extra circa £150 per week) and increase the number of staff 'on the floor' at Cintre House from two to three (an extra circa £550 per week).

Remuneration

The Remuneration sub group has been replaced by the Finance sub committee and HR sub committee. These sub committees continue to oversee a range of pay and benefits utilising internal and external data in benchmarking and evaluating the suitable rates for the sector across the geographical region and within our affordability to arrive at a better than average position.

National Living Wage policy and Cintre Pension Scheme plus additional benefits such as cycle to work scheme, access to independent counselling and death in service benefit for all staff are all in place. Leave entitlement at Cintre continues to be one of the highest in the region at thirty-six days, including bank holidays. Long service rewards for five, ten and fifteen years' service have been introduced in recognition of the fact that Cintre has high staff retention rates and to thank staff members for their commitment to the organisation.

TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2020



Public Benefit

The trustees have had regard to the Charity Commission's guidance on public benefit and consider that all activities in the year meet with this guidance.

Auditors

Burton Sweet Chartered Accountants were appointed auditors in the year and are deemed reappointed for the subsequent year.

Approved by the trustees on 8th December 2020 and signed on their behalf by

Ali Webber, Chair

CINTRE

REFERENCE AND ADMINISTRATION INFORMATION

YEAR ENDED 31 MARCH 2020

Company number: 01495257

Charity number: 280339

Registered office: 54 St. John's Road
Clifton
Bristol
BS8 2HG

Operational address: Unit 4
Greenway Business Centre
Doncaster Road
Bristol
BS10 5PY

Trustees: Alison Webber - Chair
Lesley Farrall – Deputy Chair
Marion Billett
Graham Briscoe Resigned 15 January 2020
Peter Clayton Resigned 14 January 2020
John Clements
Susan Elstob
Sarah Fallon Resigned 11 October 2019
Philip Harris
Josephine Winter
Amresh Sinha Appointed 18 February 2020

Key Management Personnel: Dr Claire Mould - Chief Executive Officer
Neil Baker – Deputy Chief Executive Officer until 3 July 2019
Nick Holder – Deputy Chief Executive Officer from 1 July 2019
Rachel Hoskins – Manager Community Support Services
Debbie Mines – Finance Officer
Leanne Thorne – Manager Residential Support Services

Secretary: Dr Claire Mould

Bankers: Cambridge and Counties Bank Limited
Charnwood Court
New Walk
Leicester
LE1 6TE

Secure Trust Bank
One Arleston Way
Solihull
B90 4LH

Triodos Bank
Deanery Road
Bristol
BS1 5AS

CINTRE

REFERENCE AND ADMINISTRATION INFORMATION

YEAR ENDED 31 MARCH 2020

Bankers:

United Trust Bank
One Ropemaker Street
London
EC2Y 9AW

Virgin Money PLC
Jubilee House
Gosforth
Newcastle Upon Tyne
NE3 4PL

Metro Bank
One Southampton Row
London
WC1B 5HA

COIF Charity Funds
Senator House
85 Queen Victoria Street
London
EC4V 5ET

Auditors:

Burton Sweet Chartered Accountants and Statutory Auditors
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol
BS48 1UR

CINTRE

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CINTRE

YEAR ENDED 31 MARCH 2020

Opinion

We have audited the financial statements of Cintre (the "Charity") for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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).

This report is made solely to the Charity'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 Charity's members those matters we are required to state in 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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2020 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- 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 in 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

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

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

CINTRE

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CINTRE

YEAR ENDED 31 MARCH 2020

Other information

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If based, on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report the 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 (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the strategic report and the directors' report) have been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

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:

- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees 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 they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

CINTRE

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CINTRE

YEAR ENDED 31 MARCH 2020

In preparing the financial statements, the trustees are responsible for assessing the Charity'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 Charity 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/apb/scope/private.cfm This description forms part of our auditor's report.



Neil Kingston FCA (Senior Statutory Auditor)

For and on behalf of Burton Sweet Chartered Accountants and Statutory Auditor
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: 8.12.2020

CINTRE
STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31 MARCH 2020

	Note	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Income from:					
Donations	2	2,335	12,764	15,099	17,267
Charitable activities	3	997,137	-	997,137	1,145,208
Investments		873	-	873	4,200
Other trading activities		71	-	71	-
Total income		1,000,416	12,764	1,013,180	1,166,675
Expenditure on:					
Raising funds		26,408	7,068	33,476	28,129
Charitable activities		1,288,874	899	1,289,773	1,295,435
Total expenditure	4	1,315,282	7,967	1,323,249	1,323,564
Net income / (expenditure)	5	(314,866)	4,797	(310,069)	(156,889)
Gains/ (losses) on revaluation of investments	9	(45,435)	-	(45,435)	(104,750)
Net movement in funds		(360,301)	4,797	(355,504)	(261,639)
Total funds brought forward	14	2,706,658	13,409	2,720,067	2,981,706
Total funds carried forward	14	2,346,357	18,206	2,364,563	2,720,067

The Charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the Charity are classes as continuing.

The comparative funds are set out in note 17.

The notes on pages 47 to 59 form part of these financial statements

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

Charity number

280339

Company number

01495257

		2020 £	2019 £
Fixed assets	Note		
Tangible assets	8	1,915,175	2,503,738
Investments	9	254,640	75
		<u>2,169,815</u>	<u>2,503,813</u>
Current assets			
Debtors	10	63,586	58,640
Current asset investments		174,050	137,189
Cash at bank		26,950	120,688
		<u>264,586</u>	<u>316,517</u>
Creditors : amounts falling due within one year	11	<u>(69,838)</u>	<u>(91,590)</u>
Net current assets		194,748	224,927
Creditors: amounts falling due after more than 1 year	12	-	(8,673)
Net assets		<u><u>2,364,563</u></u>	<u><u>2,720,067</u></u>
Funds			
Restricted funds	15	18,206	13,409
Unrestricted funds			
General funds	15	431,182	202,920
Designated funds	15	1,915,175	2,503,738
		<u><u>2,364,563</u></u>	<u><u>2,720,067</u></u>

These financial statements were approved by the Trustees on 8/12/20 and are signed on their behalf by:



Alison Webber, Chair of Trustees

The notes on pages 47 to 59 form part of these financial statements

CINTRE

STATEMENT OF CASH FLOWS

YEAR ENDED 31 MARCH 2020

		2020	2019
		£	£
Net cash inflow from operating activities	18	(214,474)	(91,642)
Non-operational cash flows			
Investing activities			
Interest from investments		873	4,200
Proceeds from sale of tangible fixed assets		474,301	-
Redemption from sale of tangible fixed assets		13,791	-
Purchase of tangible fixed assets		(6,798)	-
Purchase of investments		(300,000)	-
Deposits on current asset investments		(36,861)	(1,891)
Withdrawals from current asset investments		-	-
		<u>145,306</u>	<u>2,309</u>
Financing activities			
Repayment of borrowing		(24,570)	(15,897)
		<u>(24,570)</u>	<u>(15,897)</u>
Net inflow for the year	19	<u>(93,738)</u>	<u>(105,230)</u>

Cashflow restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows of any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on group cash flows for the year.

The notes on pages 47 to 59 form part of these financial statements

CINTRE
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Cintre meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

b) Going concern basis of accounting

Along with other similar charities and organisations, the COVID-19 pandemic after the year end has brought many uncertainties to the global economy. The impact of this on the charity is highlighted in further detail within the Trustees' annual report. Notwithstanding these uncertainties, the Trustees have chosen to prepare the financial statements on a going concern basis given the free reserves held by the charity and the careful planning of the Trustees.

c) Income

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

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of provision of expenditure relating to service users is deferred until criteria for income recognition are met.

d) Interest receivable

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.

e) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

f) Expenditure and irrecoverable VAT

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.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Expenditure on charitable activities comprises those costs incurred by the charity in the running of its projects. It includes both costs allocated directly to such activities and those costs of an indirect nature necessary to support them, including all support and governance costs.

g) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated fully to expenditure on charitable activities.

CINTRE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

1 Accounting policies (*continued*)

h) Tangible fixed assets

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:

Freehold property	2% straight line
Leasehold property	20% straight line
Plant and machinery	25% straight line
Motor vehicles	25% reducing balance

Items of equipment are capitalised where the purchase price exceeds £1,000.

Freehold properties are subject to a formal valuation every three years and the Trustees of the charity carry out an annual review during the years where no formal valuation takes place. Unrealised gains and losses are recognised in the Statement of Financial Activities in the year of revaluation. The Trustees undertake an impairment review whenever they identify any indicators that impairment may have occurred.

i) 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.

j) Current asset investments

Current asset investments consists of cash equivalents held on deposit for investment purposes with a maturity date of less than one year and more than three months from the date of acquisition or opening of the deposit or similar account.

k) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

l) Creditors

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 recognised at their settlement amount after allowing for any trade discounts due.

m) Pension costs

Pension costs charged in the financial statements represent the contribution payable by the charity during the year. The regular cost of providing retirement pensions and related benefits is charged to the SOFA over the employees' service lives on the basis of a constant percentage of earnings.

CINTRE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

2 Income from: Donations

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Donations	2,335	-	2,335	2,390
Grants	-	12,764	12,764	14,877
	<u>2,335</u>	<u>12,764</u>	<u>15,099</u>	<u>17,267</u>

Included in the prior year comparative are unrestricted donations amounting to £2,390. All remaining funds are considered restricted.

3 Income from: Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Service user contribution	4,596	-	4,596	16,444
Cintre House service user income	442,380	-	442,380	456,048
Severnoaks service user income	145,382	-	145,382	358,204
Reachout service user income	234,762	-	234,762	269,528
In Via service user income	75,870	-	75,870	26,369
Cintre Point Weston service user income	23,721	-	23,721	-
Statutory benefits	32,438	-	32,438	16,649
Management consultancy income	37,988	-	37,988	-
Miscellaneous income	-	-	-	1,966
	<u>997,137</u>	<u>-</u>	<u>997,137</u>	<u>1,145,208</u>

All income from charitable activities in the prior year has been considered unrestricted.

CINTRE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

4 Total expenditure

	Raising funds £	Charitable activities £	Support costs £	Total 2020 £
Staff costs (note 6)	24,328	660,338	227,702	912,368
Rent, rates and water	-	21,241	575	21,816
Light and heat	-	11,722	-	11,722
Repairs and maintenance	953	48,295	3,776	53,024
Insurance	-	272	13,759	14,031
Motor and travel costs	157	23,393	3,210	26,760
Legal and professional	-	13,126	9,185	22,311
Telephone	235	7,455	1,646	9,336
Other office expenses	30	6,277	49,882	56,189
IT costs	250	6,085	3,850	10,185
Recruitment	-	2,590	1,125	3,715
Marketing and fundraising	21	336	5,031	5,388
Statutory controls	4	3,007	(908)	2,103
Depreciation	-	-	52,694	52,694
Training programme	-	13,787	11,476	25,263
Food	630	12,131	563	13,324
Household expenses	-	189	-	189
Counselling, education and events	158	3,583	2,358	6,099
Audit fees	-	-	7,200	7,200
Interest payable	-	367	(8)	359
Printing, postage and stationery	-	146	1,249	1,395
Bank charges	-	-	428	428
Loss on disposal of fixed assets	-	54,575	-	54,575
Project expenditure	6,710	5	-	6,715
Management consultancy costs	-	6,060	-	6,060
Sub- total	33,476	894,980	394,793	1,323,249
Allocation of support costs	-	394,793	(394,793)	-
Total expenditure	33,476	1,289,773	-	1,323,249

CINTRE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

4 Total expenditure (continued)

Prior year comparative

	Raising funds £	Charitable activities £	Support costs £	Total 2019 £
Grants payable	-	197	-	197
Staff costs (note 6)	18,601	723,646	224,702	966,949
Rent, rates and water	-	33,130	1,504	34,634
Light and heat	-	13,824	1,137	14,961
Repairs and maintenance	3,800	25,774	275	29,849
Insurance	-	-	13,197	13,197
Motor and travel costs	249	23,016	2,964	26,229
Legal and professional	-	15,809	6,603	22,412
Telephone	213	7,238	2,462	9,913
Other office expenses	188	6,510	58,033	64,731
IT costs	2,138	7,273	3,049	12,460
Recruitment	-	694	1,118	1,812
Marketing and fundraising	-	-	2,454	2,454
Statutory controls	20	2,718	294	3,032
Depreciation	-	-	64,655	64,655
Training programme	563	10,771	4,499	15,833
Food	698	17,214	363	18,275
Therapeutic activities	-	2,985	-	2,985
Household expenses	-	1,379	3	1,382
Counselling, education and events	1,659	4,092	1,931	7,682
Audit fees	-	-	5,310	5,310
Interest payable	-	791	-	791
Printing, postage and stationery	-	128	3,259	3,387
Bank charges	-	-	434	434
Loss on disposal of fixed assets	-	-	-	-
Sub- total	28,129	897,189	398,246	1,323,564
Allocation of support costs	-	398,246	(398,246)	-
Total expenditure	28,129	1,295,435	-	1,323,564

CINTRE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

5 Net Income for the year

This is stated after charging:

	2020	2019
	£	£
Depreciation	52,694	64,655
Auditors' remuneration:		
Statutory audit	7,200	5,310
Trustees' remuneration	-	-
Reimbursement of 4 (2019: 5) Trustees' meeting expenses	834	1,181

6 Staff Costs and Numbers

The aggregate payroll costs were:

	2020	2019
	£	£
Wages and salaries	808,207	867,021
Social security costs	58,789	65,466
Pension costs	25,321	20,243
Subcontract and sickness cover	20,051	14,219

One (2019: nil) employee received emoluments of more than £60,000 during the year.

The key management personnel of the charity comprise the trustees, the Chief Executive Officer and the personnel listed on page 37. The total employee benefits of the key management personnel of the charity were £236,456 (2019: £250,338).

	2020	2019
	No.	No.
Average head count	42	44

7 Taxation

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

CINTRE
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

8 Tangible fixed assets

	Land and Buildings £	Plant and Machinery £	Motor Vehicles £	Total £
Cost or valuation				
At 1 April 2019	2,550,000	57,075	22,000	2,629,075
Additions	-	6,798	-	6,798
Disposals	(550,000)	-	-	(550,000)
Revaluation	-	-	-	-
At 31 March 2020	<u>2,000,000</u>	<u>63,873</u>	<u>22,000</u>	<u>2,085,873</u>
Depreciation				
At 1 April 2019	60,000	48,557	16,780	125,337
Charge for the period	46,712	4,674	1,308	52,694
Elim on disposal	(7,333)	-	-	(7,333)
Revaluation	-	-	-	-
At 31 March 2020	<u>99,379</u>	<u>53,231</u>	<u>18,088</u>	<u>170,698</u>
Net book value				
At 31 March 2020	<u>1,900,621</u>	<u>10,642</u>	<u>3,912</u>	<u>1,915,175</u>
At 31 March 2019	<u>2,490,000</u>	<u>8,518</u>	<u>5,220</u>	<u>2,503,738</u>

The historic cost of freehold property is £959,535 (2019: £1,351,064)

Freehold property is represented by land and buildings at Cintre House (54 St John's Road, Clifton), and In Via (72 Downend Road, Kingswood). The last independent full valuation was carried out on 30 September 2017 by Maggs and Allen Chartered Surveyors, on the basis of open market value.

The freehold property value has been reviewed by the Trustees as at 31 March 2020 who consider there to be no movement in the fair value during the year.

9 Investments

	2020 £	2019 £
Cash and cash equivalents		
Market value at 1 April 2019	75	75
Acquisition at cost	300,000	-
Net gain/(loss) on revaluation	(45,435)	-
Market value at 31 March 2020	<u>254,640</u>	<u>75</u>
Historical cost	<u>300,050</u>	<u>50</u>

10 Debtors

	2020 £	2019 £
Trade debtors	33,650	42,523
Prepayments and accrued income	25,873	15,522
Other debtors	4,063	595
	<u>63,586</u>	<u>58,640</u>

CINTRE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

11 Creditors: amounts falling due within one year

	2020	2019
	£	£
Trade creditors	30,227	12,673
Bank loans	-	15,897
PAYE and social security	16,289	16,765
Other creditors	3,831	12,082
Accruals and deferred income	19,491	34,173
	<u>69,838</u>	<u>91,590</u>

12 Creditors: amounts falling due after more than 1 year

	2020	2019
	£	£
Bank loans	-	<u>8,673</u>

The bank loan from Triodos Bank was repaid during the year, after the sale of the freehold property. The bank loan was secured by a legal charge on the property which was satisfied during the year.

13 Commitments under operating leases

As at 31 March 2020 the charity had annual commitments under non-cancellable operating leases as set out below:

	Assets other than land and buildings	
	2020	2019
	£	£
Operating leases which expire within:		
Less than 1 year	<u>19,929</u>	<u>2,600</u>

14 Movement in funds

Year ended 31 March 2020

	1 April 2019	Income	Expenditure	Gain on revaluation	Transfers	31 March 2020
	£	£	£	£	£	£
Restricted funds						
Burgess Salmon Charitable Trust	150	-	(150)	-	-	-
Edward Gostling Foundation	-	1,558	-	-	-	1,558
Dalai Lama Trek - Health & Fitness	267	-	(82)	-	-	185
Hallmark Hume - Community Hub	1,184	10,000	(6,264)	-	-	4,920
Hallmark Hume - Refurbishment	8,000	-	(572)	-	-	7,428
The Big Lottery Fund	2,909	-	-	-	-	2,909
The D'Oyly Club Charitable Trust	899	-	(899)	-	-	-
Bungee Jumping fund	-	1,206	-	-	-	1,206
	<u>13,409</u>	<u>12,764</u>	<u>(7,967)</u>	<u>-</u>	<u>-</u>	<u>18,206</u>

CINTRE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

14 Movement in funds (continued)

Unrestricted funds

Designated funds

Capital fund

<i>Historical cost</i>	1,204,478	-	(305,361)	-	6,798	905,915
<i>Revaluation reserve</i>	1,299,260	-	(290,000)	-	-	1,009,260
General funds	202,920	1,000,416	(719,921)	(45,435)	(6,798)	431,182

	<u>2,720,067</u>	<u>1,013,180</u>	<u>(1,323,249)</u>	<u>(45,435)</u>	<u>-</u>	<u>2,364,563</u>
--	------------------	------------------	--------------------	-----------------	----------	------------------

	1 April 2018	Income	Expenditure	Gain on revaluation	Transfers	31 March 2019
	£	£	£	£	£	£
Restricted funds						
Alpkit Foundation	500	-	(500)	-	-	-
Burgess Salmon Charitable Trust	150	-	-	-	-	150
Dalai Lama Trek - Health & Fitness	761	-	(494)	-	-	267
Hallmark Hume - Community Hub	-	2,000	(816)	-	-	1,184
Hallmark Hume - Refurbishment	-	8,000	-	-	-	8,000
Quartet Community Foundation	215	-	(215)	-	-	-
The Big Lottery Fund	4,084	-	(1,175)	-	-	2,909
The D'Oyly Club Charitable Trust	-	1,000	(101)	-	-	899
The Leeds Building Society	179	-	(179)	-	-	-
The Percy Bilton Charity	-	3,877	(3,877)	-	-	-
The Vegetarian Society	135	-	(135)	-	-	-
	<u>6,024</u>	<u>14,877</u>	<u>(7,492)</u>	<u>-</u>	<u>-</u>	<u>13,409</u>

Unrestricted funds

Designated funds

Capital fund

<i>Historical cost</i>	1,232,233	-	(35,555)	7,800	-	1,204,478
<i>Revaluation reserve</i>	1,440,910	-	(29,100)	(112,550)	-	1,299,260
General funds	302,539	1,151,798	(1,251,417)	-	-	202,920

	<u>2,981,706</u>	<u>1,166,675</u>	<u>(1,323,564)</u>	<u>(104,750)</u>	<u>-</u>	<u>2,720,067</u>
--	------------------	------------------	--------------------	------------------	----------	------------------

Burgess Salmon Charitable Trust

A donation was received towards setting up football activities for service users to increase their physical activities.

Bungee Jumping Fund

A grant was received towards Cintre community service activities, specifically in relation to running activities from Cintre Point Bristol.

CINTRE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

14 Movement in funds (*continued*)

Dalal Lama Trek- Health and Fitness

Mr Richard Luck who was the Registered Manager of Cintre House organised and undertook a challenge event trek in northern India to raise funds for service user activities.

Hallmark Hume - Hub Activities

A grant was applied for to set up a Community Hub providing group activities for service users including IT skills training, art classes and music workshops.

Hallmark Hume –Refurbishment

A grant was awarded towards the renovation and replacement of fixtures and fittings with Cintre House.

Edward Gostling Foundation

A grant was awarded towards the costs of potting and storage shed, construction labour, compost & soil and potting supplies & seeds.

The Big Lottery Fund

The Big Lottery Fund award was applied for to set up a cooking club to give service users the opportunity to cook nutritious meals, as well as socialise with others and learn to communally engage with food.

The D'Oyly Club Charitable Trust

A grant was awarded for materials and equipment to set up a gardening group for service users.

Alpkit Foundation

A grant was awarded for the purchase of camping equipment to enable service users to undertake the activity promoting social and team building activities with healthy physical activity.

Quartet Community Foundation

A grant was applied for on behalf of a service user to attend a PC systems and networking fundamentals college course.

The Leeds Building Society and The Percy Bilton Charity.

Grants awarded towards furnishing the Supported Living Service.

The Vegetarian Society

A donation was received to organise a vegetarian cooking and taster session for service users, enabling them to experience healthy eating and to encourage and empower them to cook their own vegetarian meals.

15 Analysis of net assets at 31 March 2020

	Unrestricted	Restricted	Total
	£	£	£
Tangible assets	1,915,175	-	1,915,175
Investments	254,640	-	254,640
Other assets	176,542	18,206	194,748
	<u>2,346,357</u>	<u>18,206</u>	<u>2,364,563</u>

CINTRE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

15 Analysis of net assets at 31 March 2020 (continued)

Analysis of net assets at 31 March 2019

	Unrestricted £	Restricted £	Total £
Tangible assets	2,503,738	-	2,503,738
Investments	75	-	75
Other assets	211,518	13,409	224,927
Non current liabilities	(8,673)	-	(8,673)
	<u>2,706,658</u>	<u>13,409</u>	<u>2,720,067</u>

16 Related party transactions

Claire Mould, the current Chief Executive, serves as a director of Care & Support West Limited as part of their role with Cintre. During the year, Care and Support West Limited invoiced Cintre £1,070 (2019: £991) in respect of DBS checks, marketing and membership services. Included within trade creditors in the year are fees outstanding in relation to Claire Mould amounting to £365 (2019: £Nil).

Alison Webber, a trustee of Cintre, provided training services to the charitable company through Bespoke Consultancy & Education Ltd, as permitted by the charity's governing document. During the year Bespoke Consultancy & Education Ltd invoiced Cintre £Nil (2019: £594) in respect of mental health and wellbeing training. There were no amounts outstanding at the year end (2019: £nil).

CINTRE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

17 Prior year comparative

	Unrestricted Funds £	Restricted Funds £	Total 2019 £
Income from:			
Donations	2,390	14,877	17,267
Charitable activities	1,145,208	-	1,145,208
Investments	4,200	-	4,200
Total income	1,151,798	14,877	1,166,675
Expenditure on:			
Raising funds	28,129	-	28,129
Charitable activities	1,287,943	7,492	1,295,435
Total expenditure	1,316,072	7,492	1,323,564
Net income / (expenditure)	(164,274)	7,385	(156,889)
Gains/ (losses) on revaluation of fixed assets	(104,750)	-	(104,750)
Net movement in funds	(269,024)	7,385	(261,639)
Total funds brought forward	2,975,682	6,024	2,981,706
Total funds carried forward	2,706,658	13,409	2,720,067

18 Reconciliation of net movement in funds to net cash inflow from operating activities

	2020 £	2019 £
Statement of Financial Activities: Net movement in funds	(355,504)	(261,639)
Depreciation	52,694	64,655
(Gains)/losses on investments	45,435	-
Interest from investments	(873)	(4,200)
Revaluation of freehold property	-	104,750
Loss/(profit) on sale of fixed assets	54,575	-
(Increase)/decrease in debtors	(4,946)	13,883
Increase/ (decrease) in creditors	(5,855)	(9,091)
Net cash outflow from operating activities	(214,474)	(91,642)

CINTRE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

19 Analysis of changes in cash flow during the year

	2020 £	2019 £	Change £
Cash at bank and in hand	26,950	120,688	(93,738)

	2019 £	2018 £	Change £
Cash at bank and in hand	120,688	225,918	(105,230)

20 Analysis of changes in net debt

	At 01-Apr-2019 £	Cash flows £	Non cash flows £	At 31-Mar-2020 £
Cash and cash equivalents				
Cash	120,688	(93,738)	-	26,950
Total	120,688	(93,738)	-	26,950

	At 01-Apr-2018 £	Cash flows £	Non cash flows £	At 31-Mar-2019 £
Cash and cash equivalents				
Cash	225,918	(105,230)	-	120,688
Total	225,918	(105,230)	-	120,688