

Company no. 01495257
Charity no. 280339

Cintre
Report and Audited Financial Statements
31 March 2019

Cintre

Reference and administrative details

For the year ended 31 March 2019

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 Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Robert Barker	Resigned 19 September 2018
Marion Billett	Appointed 13 November 2018
Graham Briscoe	Appointed 12 December 2018
Peter Clayton	
John Clements	Appointed 11 September 2018
Susan Elstob	
Sarah Fallon	Appointed 9 October 2018
Lesley Farrall	Deputy Chair
Philip Harris	
Robert Moore	Resigned 10 July 2018
Thomas Richardson	Resigned 10 July 2018
Alison Webber	Chairman
Josephine Winter	Appointed 10 July 2018

Key management personnel	Neil Baker	Deputy Chief Executive Officer
	Rachel Hoskins	Manager of Community Based Services
	Maura Laporta	Finance Manager
	Dr Claire Mould	Chief Executive Officer
	Leanne Thorne	Manager of Residential Services

Secretary Dr Claire Mould

Bankers	Cambridge & Counties Bank Limited	Secure Trust Bank	Triodos Bank
	Charnwood Court	One Arlestone Way	Deanery Road
	New Walk	Solihull	Bristol
	Leicester	B90 4LH	BS1 5AS
	LE1 6TE		

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For the year ended 31 March 2019

Bankers (continued)	United Trust Bank One Ropemaker Street London EC2Y 9AW	Virgin Money plc Jubilee House Gosforth Newcastle upon Tyne NE3 4PL
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Auditors	Godfrey Wilson Limited Chartered accountants and statutory auditors 5th Floor Mariner House 62 Prince Street Bristol BS1 4QD
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Cintre

Chair's welcome

For the year ended 31 March 2019

Chief Executive and Senior Management changes

There have been some key changes in the Senior Management Team. The Registered Manager for Residential Services, Simon Potter resigned, as did the Deputy Manager for Cintre House. They were replaced by Leanne Thorne and Karen Sangster respectively. We also said a fond farewell to our HR manager, Sonia Fernandes.

Following an analysis of the effectiveness of the Senior Management Team the new roles of Assistant Deputy and Deputy CEO were introduced. Karen Franklin Bell and Emma Waite took on Assistant Deputy at Cintre House, and Ashley Phoenix took on this role at Severnoaks. Following an internal recruitment Neil Baker was successfully appointed as Deputy CEO. We also made a decision to not replace the HR Manager with another manager but instead introduce the role of HR Officer.

Significant changes to the Board:

Tom Richardson, Chair, resigned. 10/07/18

Bob Moore, Long standing Board member and previous Chair, resigned. 10/07/18

Bob Barker, Honorary Treasurer Resigned. 26/09/18

Alison Webber, took over as Chair. The following appointments to the Board have been made (following a skills analysis and appraisals with current Trustees):

Josie Winter; 10/07/18

Sarah Fallon; 10/10/18

John Clements; 12/09/18

Marion Billett; 14/11/18

Graham Briscoe 13/12/18

Reflection on the year and Future Plans

As the year ends and I reflect on Cintre I find myself smiling at all the positive work, significant changes and outcomes that have been achieved in the last 12 months. That's not to say it has been easy, far from it at times! However, when reflecting I see how far we have come. As I look to the future, I know the road ahead has many twists, turns and challenges. I feel comfort in knowing that we have the right people in the right places to achieve the goals we have set.

There have been significant changes across the organisation. The Board has bid farewell to our two previous Chairs (to whom I am very grateful for the support and guidance they have given me), welcomed new Trustees and created effective sub-committees that utilise the skills and expertise of our Trustees.

The organisation has rebranded to represent the 'Cintre' far more effectively, so that we can easily describe who we are and what we do.

My Colleagues have worked hard to push forward into the community, creating lots of clubs, such as gardening, cooking, games, walking etc. for the individuals we support. I am also proud to report the retention of our 'Good' rating at all our services this year.

We are responding to the needs of the sector and the financial challenges social care providers face by realigning our services. Although challenging this is an exciting time. 'Cintre Points' within Weston super Mare and Southmead and new offices based in the community space in Southmead are part of the exciting and challenging plans for next year.

Cintre

Chair's welcome

For the year ended 31 March 2019

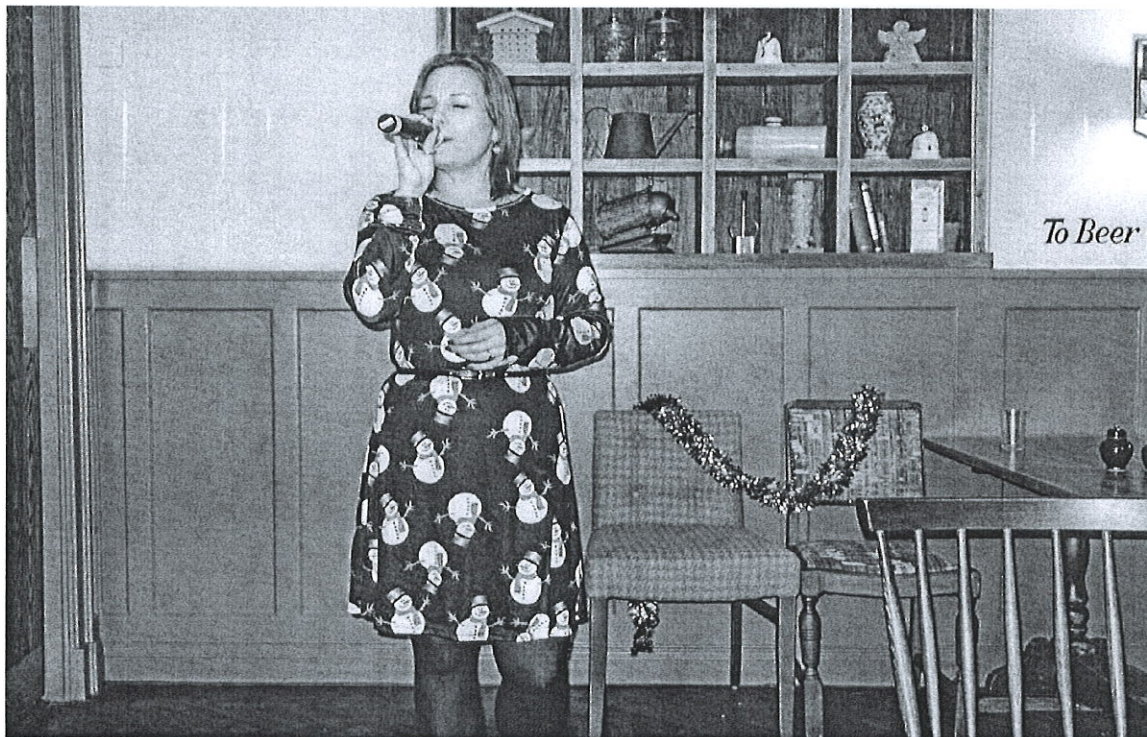
This year has seen us being even better at 'enabling independence'. The Individuals we support are benefiting greatly from the improved service we are now providing and that, to me, is the most important part of what we do.

I am looking forward to driving further forward with our goals in the coming year. We all know this is not an easy journey, but I am confident we can achieve bigger and better outcomes for the individuals we support.

I am extremely proud to be the Chair of Trustees for Cintre, to be part of the significant changes and drive towards 'enabling independence' and am looking forward to working with my Colleagues and Trustees over the next year, and thank them for their hard work and commitment that has enabled us to get to this point.

Alison Webber

Alison Webber, Chair of Trustees



Cintre

Report of the trustees

For the year ended 31 March 2019

Reference and administrative information set out on pages 1 - 2 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (effective from January 2015).

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 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 of the Board members.

Sub committees were formally introduced this year. They included:

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

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 is working 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 agreed to meet with relevant frequency to their needs 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 in extenuating circumstances chairing disciplinary panels.

Cintre has continued to develop trustee induction, familiarisation, training, a skills analysis and one:one 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 will also be extended to the Trustee Board.

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Report of the trustees

For the year ended 31 March 2019



Management

To carry out its responsibilities, the Board delegates operational duties to the Chief Executive who in turn has a Deputy Chief Executive Officer, Senior Management Team, Deputies and Officers with overall responsibility for the workforce to deliver the charity's objectives.

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

- Chief Executive Officer;
- Deputy Chief Executive Officer;
- Finance Manager;
- Registered Manager of Residential Services; and
- Registered Manager of Community Based Services.

Additionally:

- HR Officer;
- Deputy Manager of Severnoaks;
- Deputy Manager of Cintre House; and
- Deputy Manager of Reachout.

Throughout this year the fundamental role of the Senior Management Team has been reviewed as part of a whole organisation analysis of who is doing what across the organisation, exploring if the right people are doing the right things, and if not, are they aware of what their roles and responsibilities are? This piece of work has exposed some gaps in the staffing structure resulting in individuals being drawn in to areas of work which don't fall within their area of responsibility.

If this continues it results in a significant gulf between the support staff and the management team. This is contributing to a 'them and us' scenario between these two groups of employees, where there is a perception that there are those who 'do' and those who 'tell you what to do'. This isn't effective practice and risks placing the Deputies and Managers in a compromised position.

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Report of the trustees

For the year ended 31 March 2019

Extending the number of Officer roles and introducing the role of Assistant Deputy Managers has encouraged the support staff to feel more part of the decision-making process, and led to an enhanced, more proactive and professional way of working. This approach narrows the gap between the management and the support staff, and also offers a career progression opportunity in between support staff and management.

There was also an identified gap between the management team and the CEO, the role of Deputy CEO was introduced to provide support to CEO to help develop and drive Cintre's strategy, and lead and support Cintre's operational delivery.

There have been some significant changes to this team throughout the 2018/19 financial year.

There have been several staff changes. We said goodbye to our residential registered manager, our residential deputy manager, and our HR manager. We have successfully recruited a residential registered manager, a residential deputy manager, a HR officer*, and a full time key worker for In Via (in response to the growing number of residents).

*The HR Manager leaving provided the opportunity to: review the needs of HR role for an organisation of Cintre's size (which actually better fit the job description of a HR officer and not manager); work with the Managers to ensure that they are taking the appropriate level of responsibility for the management of their staff and staffing issues; and, create a bank of suitable external HR expertise that we can draw on if a situation is suitably serious and it is not appropriate to deal with it internally. The shift in role from HR Manager to HR Officer also supported the move towards a great breadth of middle managers who work closely with the senior management.



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For the year ended 31 March 2019

Workforce

In addition to the Senior Managers the staff that make up the Head Office team are a Finance Assistant, an Executive Assistant (who supports the Board and their Sub Committees, CEO, and SMT), the HR Officer and the Marketing and Fundraising Officer. The two Registered Managers have teams that consists of a deputy, assistant deputy, 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. One has helped on a weekly basis at Cintre House, another helped our finance department, and the third was a service user who helped with our administration for a few hours a week, to enable her to get some experience and a reference, she left when she was successful in getting a job.

A conscious strategy of competitive pay (compared to other similar providers), a wide range of benefits and a recently introduced reward for long service are implemented to ensure that the staff know that they are respected and valued for the contribution that they make to Cintre, beyond what they are simply paid to do.

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 Motto

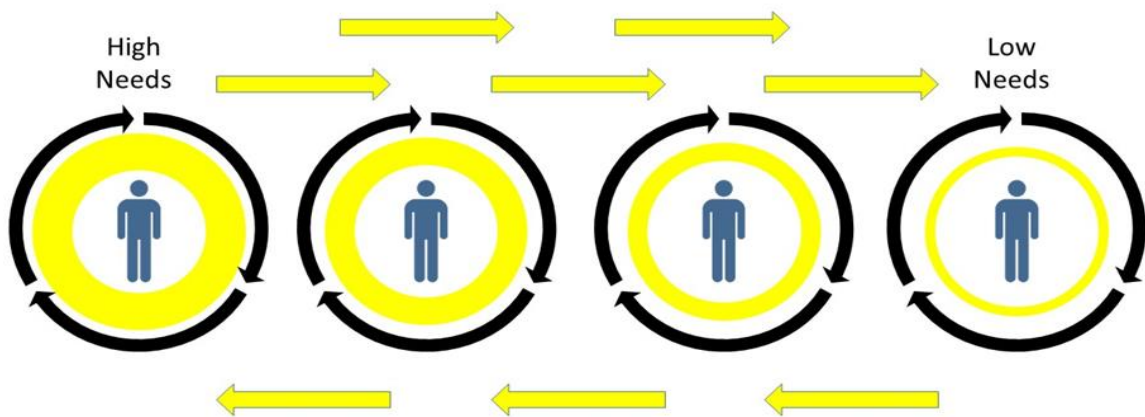
Cintre's motto "Enabling Independence" embodies the organisation's charitable purpose, and has become completely embedded into the organisation's branding through a rebrand that has taken place this year. The new logo now has an actual 'Cintre' as a visual. It is an important statement that this strong 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.



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].



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For the year ended 31 March 2019

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:

- 1 Integrity: "Being honest and having strong moral principles, the state of being whole and undivided";
- 2 Collaboration: "Establishing a purposeful relationship in which all parties strategically choose to cooperate in order to achieve shared or overlapping objectives";
- 3 Empathy: "Having the ability to identify and understand the perspective, experiences, or motivations of another individual and to comprehend another's emotional state";
- 4 Quality: "Constantly pursuing excellence to ensure that the organisation is fit for purpose and the best it can be"; and
- 5 Well Being: "Being content, healthy and fulfilled, perceiving that your life is going well which allows individuals to fully develop their potential".

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.



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Introducing The Cintre Way

As part of the need (as identified in the business goals) to gain a clear organisation wide understanding of Cintre's true Charitable Purpose and acknowledgment of what exactly it does, where it does it, how it does it, and why it does it?

Working with Response Consultancy a significant piece of work has taken place to put together a rigorous 'Cintre Way' work process, training and documentation, that not only makes up the induction and organisational introduction but provides the focus for our recruitment strategy and an outline for the Cintre Quality Assurance Framework, and an Internal Quality Kitemark.

The Cintre Way is the philosophy that underpins Cintre's service delivery model, no matter where in the organisation you are supported or work this philosophy will transcend. The core Cintre values (Collaboration; Integrity; Well Being, Empathy; Quality) provide an integral part of the Cintre Way and the expectation in relation to all communications with the individuals we support, the Staff, Trustees and visitors.

This work has involved positioning Cintre so we attract the right people from the onset, ensuring that before individuals apply for a position or start working with Cintre they will be aware of the 'Cintre Way'. Our aim is that this will stimulate the 'right' people to apply, and once they do, it is then essential that Cintre recruits the candidate who genuinely is the 'most right' of all those who have applied.

Quality Assurance Framework

In addition to the introduction of a rigorous recruitment strategy and induction process there will be a clear outline of Quality, Work Instructions and Guidelines as to how to adopt this, drawing 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.

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.

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Report of the trustees

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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 service for individuals with complex needs. Cintre House received an overall rating of Good following a positive CQC inspection on 12th June 2018. In summary the report highlighted that:

- The service was safe. *People told us they felt safe and that there was always staff available if they needed them;*
- People were supported by staff who were kind and caring. *It was evident that positive relationships had been built between people and staff. Staff treated people with dignity and respect;*
- The service was responsive to people's needs. *Staff understood people well and knew the signs to look for that people's mental health might be deteriorating. People were able to follow their own hobbies and interests;*
- The service was well led. *There was a registered manager in place supported by a deputy. Staff told us senior staff within the organisation were approachable and they felt able to raise concerns and voice their opinions; and*
- The individual domain Effective was rated Good in the last inspection but at this inspection was rated Requires Improvement. This is because we found that although staff and the registered manager understood the principles of the Mental Capacity Act 2005 (MCA), some slight improvements were required in the recording of decision making and gaining consent. These points were already in the process of being addressed and we continue to review our practices to ensure that they are fully complying with the requirements of the Act.

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Report of the trustees

For the year ended 31 March 2019

Cintre House has had a period of one sustained void in this financial year following the move on of one of the residents who lived in one of the training flats at the top of the building. Cintre have taken the necessary time to fill the void as it is imperative that the new resident is compatible with the remaining five male service users who span an age range of early twenties to early forties, who have remained consistent throughout the year. It is proving challenging to find an appropriate replacement as many of the referrals that come through for 24 hour residential care are extremely challenging and would prove a threat to the other residents and staff (for example, they have a history of violence, aggression or arson). It is essential that we remain rigorous with the risk assessments that are carried out and are not tempted to move an incompatible person in simply to fill a void. The Registered Manager is working hard to establish relationships with commissioners and social workers to ensure we can fill voids with suitable referrals.

Cintre House is a solid asset and although due to the age and nature of the property there will be frequent maintenance required, it does provide Cintre with the potential for a strong return on investment and the service users thoroughly enjoy living there. However, the challenge to ensure that there are no voids is not to be underestimated.



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For the year ended 31 March 2019

Severnoaks, Clevedon, North Somerset

Severnoaks is a residential home located in Clevedon, North Somerset. The service provides a twenty-four hour staffed service for individuals with learning disabilities and mental health needs.

Following on from last year's annual report after careful consideration a decision was made to sell Severnoaks as the type of 24 hour residential care that Cintre provides is not in line with North Somerset Local Authority, social workers and commissioners long term funding strategy.

Cintre has owned this property since 2000 and has seen a decline in referrals and income that warranted closer consideration. Throughout this year we have met with North Somerset Local Authority, social workers and commissioners who all confirmed that it was not part of this long-term plan to make referrals to residential houses such as Severnoaks. As a result of the decision to sell Severnoaks, we have set a specific goal (goal two cited subsequently in this document) of establishing a community hub and low-level supported living base in Weston super Mare, which is more appropriate for the needs of the individuals the Cintre support. Although there is still an overarching aim to purchase both a community space and accommodation, in the first instance there is an openness to buying or leasing a community hub property if such a property in the right location at the right price. Then subsequently buying a suitable accommodation.

It is also important to note that each of the current residents who are living at Severnoaks are at a position whereby they are ready to move on irrespective of whether Cintre was selling Severnoaks or not. Some have the capacity to live in their own accommodation with community based support, others are exploring options to move into other Cintre properties that offer more opportunities for the next step of their development, and another is exploring the option of buying his own property. It is our intention to continue supporting these individuals within Cintre, by the same staff that they have been used to being supported with throughout their time at Severnoaks.



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For the year ended 31 March 2019

In Via, Kingswood, South Gloucestershire



In Via, is a five bedroom property located in Kingswood, South Gloucestershire. Cintre renovated the property, working with an architect to create a light and spacious shared living space. This was a significant investment by Cintre in response to the growing demand for supported living. We had aimed that the property would be full by the end of this financial year. This was not achieved for three main reasons:

- This is a new service and Cintre had to establish a good reputation with social workers;
- It was important to ensure that potential referrals were compatible with the current residents; and
- It was essential that rigorous risk analyses was carried out before anyone moved in.

However, this does not mean that the InVia property has been without activity. Throughout the year cookery programmes and a gardening group have been run from InVia, these have been very successful and will continue to run throughout the next financial year.

It is planned that InVia will be consistently full by the end of the next financial year, with four residents living there by the second quarter.

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Report of the trustees

For the year ended 31 March 2019



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. Although the service does span from South Gloucestershire to North Somerset, most of the referrals are Bristol based. Reachout currently supports just under sixty service users, this figure has fallen over this financial year. This is not because of a lack of referrals but as a result of staffing and recruitment, to ensure that the delivery is effective and high quality but also sustainable. It has become increasingly apparent that the current model of Reachout delivery is not financially sustainable, even though there is an increasing demand for Community Based Services.

This has necessitated a complete review of this model, with a view to shifting the delivery style to a greater focus on community services in group as well as individual services at a Cintre location rather than predominantly 1:1 support in service users' homes. An integral part of this plan is the launch of our Cintre Point concept. There will be one in Weston Super Mare and Southmead. Our experience has highlighted that it is important to minimise any potential or perceived barriers / obstacles to attending. It is therefore essential that these locations are safe, non-threatening, accessible and in an area known to many of the individuals that Cintre support.

The key factors in this shift in delivery approach that will make Cintre's Community Based Services model sustainable are: Staff are spending less time driving as Service Users are mostly coming to the Cintre Points for support; an increased offering of activities increasing the potential of external funding, this has already been demonstrated through the gardening project and the cookery programme; and, increased activity in the community increases Cintre's profile which could lead to a greater number of referrals or opportunities for collaboration and/or development.

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This will be a challenging year for the Community Based Services arm of the organisation as it needs to break even. However, the relevant staff and Board are aware of this significant challenge and proactively addressing the areas of concern.



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 been strengthened throughout this year by the introduction of community activities and we anticipate more through the launch of the Cintre Points. It is important that the voice of the service users is heard throughout every part of the organisation, and this is an area that we can continually improve on.



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Report of the trustees

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A Reflection on 2018/19 Goals

Nine goals were identified in the 18/19 business plan and cited in the annual report with a view to greatly enhancing Cintre's capacity to realise a breakeven budget in 2018/19, fulfil its mission statement and ultimately enable independence. Although Cintre was unable to realise a breakeven budget due to necessary unbudgeted asset costs however, Cintre have successfully achieved the 2018/19 following goals, which have subsequently been built upon to create new goals, and demonstrate a clear and coherent trajectory of organisational growth and business planning.

Goal One: Move out of Shore House

In November 2018 the Reachout team moved out of Shore House to work out of Cintre House and InVia. The Reachout team have also been given laptops so they can work remotely.

In December 2018 the Head Office team moved out of Shore House into temporary offices at the Freeways Head Quarters in Abbots Leigh.

Goal Two: Start explorations into the viability of renovating Severn Oaks to make it fit for purpose to commissioning needs versus selling the property and reinvesting in property that is more appropriate for the needs of the individuals that it needs to support.

This goal has been achieved, Severnoaks is in the process of being sold, and we are launching a community service in Weston Super Mare.

Goal Three: Sell a strip of the InVia back garden and reinvest the money from this in a 'replacement' Severn Oaks property

This goal was not able to be achieved as the land survey highlighted that the work needed to be done on the land to enable this to happen would make this price prohibitive (i.e. it would cost more to do the work than the organisation would gain from the sale of the land). This has led to a new goal extending from this focusing on the development of the outside area.

Goal Four: Buy a large property and launch a 'One Cintre service' that brings together the core components of Cintre combining residential and community-based support, with the head office and Reachout team based on site. This site would also act as a community 'pop up' health centre.

This goal is ongoing and in the interim the head office was located at the Freeways property at Abbots Leigh, and the Reachout team started working out of Cintre House and InVia, with staff having laptops so they can work remotely. The next stage of this goal (which has developed into a new goal) involves us moving into units at the Greenway Centre, Southmead.

Goal Five: Retain Cintre House and continue operating as is.

This goal was achieved.

Goal Six: The organisation needs to ensure that the most suitable staff are recruited and that they are adequately qualified and supported in relevant areas of expertise, providing clear, personal and professional development opportunities.

This goal is ongoing and is in the process of being achieved as recruitments made throughout 2018/19 have been rigorous and value based, ensuring that Cintre has 'all the right people on the bus, sitting in the right place'.

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Goal Seven: Cintre need to broaden its 'buyer' focus away from Local Authority commissioners to include other types of investment and investor.

This goal has been addressed through a joint approach of:

- new branding, website and improved social media coverage, making Cintre look more professional with greater clarity as to what our purpose is; and
- increased networking with relevant 'connectors' in Bristol and the surrounding areas who are able to advise and connect Cintre with individuals and organisations that would be beneficial to the growth and sustainability of Cintre.

Having reached the point of completion with (a) and in the process of establishing a network in relation to (b), this has led to a new goal as it requires focused attention in the forthcoming months to get to a point of fruition.

Goal Eight: To review Cintre's position in the market place

This goal has been achieved in as much as Cintre's position in the market place has been reviewed. However, as the results of this review highlighted that this position was not strong enough there has been a necessary focus on improving this. This has been aided by the actions described in addressing Goal Seven. In addition to that we have been more proactive in meeting with commissioners and social workers.

Goal Nine: To explore the benefits of working in a more collaborative way with similar providers

Throughout 2018/19 Cintre developed links with other charities and these have provided a good foundation for collaborative work with other organisations through 2019/20.



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Cintre's 2019/20 business goals extend directly from the successful completion and / or learning and enhancement of the afore mentioned 2018/19 goals, providing a coherent, consistent and achievable approach to future planning.

Future Plans

Business Plan 2019/20 Goals

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'.

The starting premise from the main Community Based Services goal within this business plan is that continuing to deliver our traditional Reachout services on a purely 1:1 basis in service user homes is not sustainable. Cintre have been aware that the traditional Reachout model has not been financially viable for a few years now. As a charity a decision can be made to continue with the delivery of this traditional model, drawing on additional fundraising to prop up the service if the specific delivery was completely fulfilling the charitable aims and objectives, and genuinely 'enabling independence'. However, research has highlighted that in addition to the financial considerations evidence in relation to social isolation and effectively enabling independence highlights that it is beneficial for individuals to experience social interaction with others and, unless there is a specific need, for this to take place outside of their normal living environments.

This presented a need to review the traditional Reachout model to ensure that it is now truly enabling independence – rather than potentially creating a dependence on Cintre through only seeing service users in their own homes, and not introducing them to social groups, areas of interest outside of their own environment.

Over the last twelve months Cintre have moved towards offering group activities (in addition to 1:1 support) and 'surgery' style meetings with service users at a central location. This has had varying degrees of success, working very well with some individuals and others needing more support before they are at a point where they would feel ready to participate. This approach is not applicable to a small number of individuals Cintre supports, because they need to be supported from their own homes, or the nature of their support warrants a different approach.

So, in summary, in addition to the traditional 1:1 'home based' Reachout support, that will be delivered if it is assessed that this is the most productive form of support, the majority of Reachout support will be genuinely Community Based. This will take place over four different locations:

- InVia – where outside community activities / groups will take place;
- Cintre House – where indoor 'home base' community activities take place, such as a cookery programme, and arts and craft sessions. We are going to apply for funding to develop the basement so it can provide computer sessions and music activities / programmes;
- Greenway Business Centre – where health-based sessions, 1:1 support sessions, drop in activities and community groups; and
- Wider Community Venues – where popular activities are arranged in already established locations, for example, board game cafes, gyms and swimming.

Cintre

Report of the trustees

For the year ended 31 March 2019

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

As a result of the decision to sell Severnoaks, this goal has been replaced with the goal of establishing a community hub and low-level supported living base in Weston super Mare, which is more appropriate for the needs of the individuals that Cintre support. Although there is still an overarching aim to purchase both a community hub and accommodation. However, if the appropriate property is not forthcoming rather than just waiting, and delaying the commencement of delivery, there is an openness to buying or leasing a community hub property if such a property in the right location at the right price. Then subsequently buying a suitable accommodation.

The Weston Super Mare Hub, called the Cintre Point Weston

This Cintre Point would have aspirations to establish a vibrant and safe community space. Ideas proposed to take place within this hub would include:

- Bistro night (subject to license/planning permission) – a regular event for service users, their families, friends and members of the public. Food would be charged on a per head basis. Prices would be reasonable i.e. £10 per head for 2 courses. Bookings would need to be made in advance to ensure that the event would cover its costs. Services of a chef would be provided free of charge through Tania's contacts;
- Volunteer slots from a barber, counsellor and dental hygienist (consultation only, no treatment) have been secured. We anticipate these services being provided free of charge (with the cost covered through funding). Users of the service may be encouraged to make a donation if appropriate. Such services would attract service users and other users to the venue who might participate in other paid activities;
- Social Enterprise, for example, Pallet Workshop – A scheme to reuse pallets to create Christmas trees is already running at Severnoaks. Other items could be made by service users and volunteers and sold from the hub premises. The materials and labour would be free. Service users and volunteers would be learning new skills so we would expect the majority of income generated from this to be a surplus;
- Charity Shop (subject to license/planning permission) – we feel that it is increasingly important to have a trading arm to go along with the hub although this would need research. As a starter, the idea would be to sell all items, mostly clothing probably, under £10 to attract potential clientele who would then spread the word. There was a concern that many WSN charity shops inflate their merchandise prices and therefore we would buck this trend at the hub;
- Arts and Crafts – A regular arts and crafts sessions could take place. Volunteers for painting and working with clay have been secured by Tania. Service users would get involved and items made would be sold to the public; and
- Coffee Shop (subject to license/planning permission) – a coffee shop would be the centre of the hub. Without somewhere providing refreshments and a range of food items (cakes, pastries etc.) it would be a challenge to get members of the public in. The food and beverages would be prepared on site, and service users would be involved in this. This could be an extension of the cookery club already successfully operating within Cintre. Items would be reasonably priced, not Costa prices.

Cintre

Report of the trustees

For the year ended 31 March 2019

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.

InVia has a very large outdoor space, and now Cintre know from the land survey that it would be price prohibitive to build at the bottom of the back garden it is essential that this space is fully utilised as a resource. Research highlights the significant benefits on health and well being of being outdoors, this has found prominence with children and been celebrated through Forest Schools. Unsurprisingly similar benefits can emerge with adults, and particularly adults with learning disabilities and complex mental health needs, providing a great opportunity for individuals to be active, to be social, to stimulate various interests and to have fun. There are organisations that provide outdoor days out and breaks, however, these can be intimidating for many of the individuals we support. Our own experience demonstrates that even though many of the individuals that we support state that they feel socially isolated or are at risk of isolation they were still hesitant about participating in activities in the wider community (even with our support). However, our internal groups gather more interest, and one of the activities that has proved to be very popular is our gardening, attracting a wide cross section of individuals.

As we have the large outdoor space at InVia we are keen to build on the momentum gained from the gardening group and establish a vibrant, stimulating, accessible and non-threatening outdoor space. Establishing this kind of environment attached to a supported living home would be very innovative – providing the great outdoors, on your doorstep. Social value is incredibly important to us and it is envisaged that as the confidence and skills of the individuals grows through their access of the garden and associated activities, they could become peer mentors, begin to run the groups and potentially take up paid employment as the garden project grows.

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.

These units are owned by Southmead Development Trust and they provide:

- Office space for Head office and Reachout Senior team, and meetings;
- A community space (called the Cintre Point) for community activities / group sessions, with some desk space for Reachout support staff; and
- A space for 1:1 meetings, drop in surgeries, confidential conversation.

This location is a safe, non-threatening, accessible space known to many of the individuals that Cintre support. These factors are essential when launching a service in a new environment in which to run activities or provide support, to vulnerable individuals. Our experience has highlighted that It is important to minimise any potential or perceived barriers / obstacles to attending, so being located next to the Greenway Centre is highly advantageous.

It is very significant that Cintre's Head office will be based with the community based services and activities. Everyone who works for Cintre, no matter what area of the organisation that they are located in chose to work for a charity. Even though some individual's daily tasks don't involve the direct support of the individuals that we work with they are still involved in the charitable work of Cintre and should not be located in a remote office completely detached from the reality of the service.

It is incredibly important that meetings are held in a location that truly reflects the work that Cintre does and visitors can observe the work in practice, feel the atmosphere and get a true sense of the philosophy.

Cintre

Report of the trustees

For the year ended 31 March 2019

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.

This will involve some significant changes to the lay out of the property and some significant enhancements to the philosophy of the service. The changes to the lay out will include:

- Making the entrance and hall way more welcoming and brighter;
- Moving the staff office downstairs to the ground floor;
- Having a discrete medication administration and confidential 1:1 space, on the ground floor;
- Refurbishing the kitchen and dining to make them both a more accessible community space;
- Developing the garden;
- Converting the old staff office into another resident's room;
- Refitting the basement as a community space, with a separate entrance; and
- Developing the first floor into a 'homely' environment for the residents, so they genuinely feel this is their home and their rooms are valued, personal spaces for them.

The enhancements to the philosophy of the service are:

- There will be a sharper focus on 'enabling independence' – just because the individuals who are supported at Cintre House require 24 hour care, it is essential that there is still a focus on how they can work towards being more independent. This will require activities and an environment that goes beyond the basic support to extend from the genuine interests and needs of the residents, to fully engage the 'whole person'; and
- There needs to be an understanding that each interaction can support the individual a bit closer towards functioning independently. This could be in relation to individuals getting themselves up and dressed in the morning, keeping themselves and their clothes clean and fresh, having a haircut, helping prepare a meal, going shopping alone, catching the bus to go somewhere of their choice or planning and going on a holiday (of their choice).

It is essential that staff don't inadvertently (or worse advertently) initiate interactions that create dependence – extending from the misguided belief that they are supporting individuals or allowing them to be independent. For example, allowing someone to regularly wear their pyjamas all day, letting someone lie in bed until the afternoon most days, or not intervening if someone is continually eating unhealthy food. These are all areas that could negatively impact the individual and will not aid them in working towards living an independent life – occasionally all of these things could be seen as a treat, however if it becomes habitual then the individual risk becoming institutionalised. Even if an individual needs 24 hour support indefinitely there is no need for them not to become more independent, and live as fully functioning a life as they have the capacity to do so.

If individuals don't have the confidence or capacity to socialise in the community then they should not lose the opportunity to socialise with others (outside of their fellow resident group). Unless it would cause undue stress to an individual, community activities can take place within the home. These could include cookery sessions and meals, quizzes, craft sessions, film and games nights, gardening groups etc. where not only the residents are invited but also individuals from a wider Cintre community.

There needs to be a wide range of regular off-site activities that take place to allow the individuals Cintre support to fully experience something that they are interested in. This could include watching or participating in sport or music, going to the cinema or theatre, having a meal in a café, shopping or going on a bus or a train. These are all activities that contribute to enabling independence.

Cintre

Report of the trustees

For the year ended 31 March 2019

It is important to recognise that because someone lives in a 24 hour residential home that does not mean that they should not have access to going on holiday or a day trip. It is important that individuals have the right to access fun experiences, spending time doing something of their choice that they genuinely enjoy (not what the staff want to do or feel 'would be nice'). There are many variations of accessible, inclusive holidays in length of time, location and content. These can be explored in relation to the interests and needs of the individuals Cintre support in a 24 hour capacity.

It is also important that opportunities for work or volunteering are fully considered. There are a many businesses and organisations that are inclusive in their employment, and again, it is necessary to recognise that just because an individual requires 24 hour residential support does not mean that they do not have the capacity to work or volunteer. What is required are staff who are aware of the true capacity (in its broadest sense) of the individuals they support to contribute to employment or volunteering. Then to take this 'skill set' to the potential organisations, and propose a mutually beneficial, workable way forward either into volunteering or employment.

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.

This goal has already been discussed under the afore named "Introducing the Cintre Way" section.

2019/20 Business Plan Goal Seven: Be proactive in disseminating the relevant information about Cintre to the relevant individuals and organisations. This will involve presenting a clear message about what we do, and have the capacity to do (as discussed in Goal Five).

In order to reach those outside of Cintre, the 'Cintre Way' (as referred to in Goal Six) will be clearly illustrated through Cintre's website and proactive social media coverage, as well as meetings and conversations. There is an awareness that individuals (be they commissioners, social workers, potential collaborators, potential employees or potential service users) will do a background search on an organisation – it is therefore essential that the message that is portrayed verbally or in any adverts needs to directly reflect social media messages and marketing, and most importantly all these messages genuinely reflect the practice that is happening across the services.

It is fundamental that individuals are clearly aware of who we are, the way we operate and the standards we work by. This isn't simply about an impression that staff are hard-working, conscientious and service user led. It will also highlight that service users and staff are valued at Cintre and given a variety of additional opportunities and benefits to further reinforce our value based, person centred approach.

Cintre

Report of the trustees

For the year ended 31 March 2019

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.

An example of a working collaboration that we have established this year and will extend to fruition throughout 2019/20 include working with an accredited training specialist (Management and Safety Training Ltd); and a compliance expert (Penarth Management Ltd) to found Occam. Occam was formed in response to an informal discussion between Cintre and Andy Farrall (Management and Safety Training Ltd) where we expressed our concerns about the lack of specialist management level training specifically designed for the care and support sectors, training to address the stark reality of the necessary decisions that are made in these sectors every day. In further discussions with Jodie Read (Penarth Management Ltd) the three organisations made the decision to draw on our individual and inter-related areas of expertise and experience and fill the skills gap by developing our own training packages, and establishing a completely independent organisation called Occam. Not only has this now provided a relevant training programme focused on the critical decision-making reality of health and safety management and practice in health and social care that will really benefit Cintre, a third of all profits made selling this programme to training providers will be allocated to Cintre (with the other monies being split equally between the other two organisations).

Another example of potential collaborations that need to be nurtured through 2019/20 are local charities that are potentially going to contribute to our new community spaces, which we will call 'Cintre Points' – we want our Cintre Points to add a richness and diversity to the services that Cintre already provide; so there can be a broad community offering without Cintre drifting into areas that are not within our charitable purpose. These could include projects including young people or organisations that provide catering – these are not areas that Cintre would be interested in delivering but both could bring a positive addition to the space, and enhance community-based funding bids. In addition to that we are working on establishing relationships to be part of the Clinical Commissioning Group (CCG) 'Healthy Weston' initiative. This will provide a great launching platform for the Weston Cintre Point as it will involve working in close communication with other organisations that are providing similar, but slightly different services under the 'Healthy Weston' project umbrella.

In a similar vein, the Head office and Reachout move to the business centre part, of the Greenway centre will open up some positive opportunities to develop stronger links with Southmead Development Trust (SDT). This could involve potentially working with them on joint projects (with Cintre providing support in areas that SDT aren't specialists in, such as specialist mental health support). The Greenway location will also open up access to a variety of other organisations that are based there, provide services from the Greenway centre or work in the community.

The important thing will be to continue to develop relationships with similar organisations where all parties can be stronger as a result of this positive communication and information sharing – in the current, challenging economic climate it is essential that like-minded charities pull together through collaboration and not driven apart by competition.

Cintre

Report of the trustees

For the year ended 31 March 2019



Strategic Ambition (as identified in the 2019/20 Business Plan)

In addition to outlining the above eight goals the 2019/20 business plan focuses on the need for high quality practice genuinely being at the centre of every dimension of service delivery, and the level of this quality being consistent across the whole organisation. It identifies the need to focus on:

- the continued drive towards genuinely enabling the independence of the individuals we support;
- the move towards delivering more community-based services and activities (around the Hub concept and in the wider community);
- embedding the 'Cintre Way' internally across the organisation, and then disseminating a clear message externally;
- ensuring there is a clear Quality Assurance Framework and Internal Quality Kitemark;
- highlighting the fundamental importance of 'conscious choice' and 'discipline';
- increasing Cintre's profile and reputation; and
- working to achieve a break-even budget.

Cintre

Report of the trustees

For the year ended 31 March 2019



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 £1,167k, a reduction of 7.5% on last year due to reduced occupancy levels within our residential services. The charity held restricted funds of £13k as at 31 March 2019. Total expenditure on charitable activities reduced by £22k. We sustained an overall operating deficit of £157k for the year, which included unexpected legal and professional costs following the relocation from Shore House, together with increased investment in technology, telephony, our website and rebranding. The revaluation of one of our property assets Severnoaks in the year gave rise to an additional, unrealised loss of £105k.

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 £203k as at 31 March 2019. The Trustees are seeking to increase the charity's free reserves (the unrestricted reserves that are not represented by the charity's fixed assets) to equate to gross budgeted expenditure cover for three months, currently estimated to be £352k. This figure is regarded as a target to be attained through the part realisation of funds following the sale of Severnoaks, investment growth, revenues and other income. It is intended to utilise the majority of the realised funds to establish a new Community Hub and Supported Living service in Weston Super Mare.

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.

Cintre

Report of the trustees

For the year ended 31 March 2019

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 of 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.



Cintre

Report of the trustees

For the year ended 31 March 2019

Statement of responsibilities of the trustees

The trustees are required 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 the incoming resources and application of resources, including the net income or expenditure, of the charitable company for the year. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice 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 operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and which enable them to ensure that the financial statements comply with the Companies Act 2006. The trustees 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.

The trustees confirm that to the best of their knowledge there is no information relevant to the audit of which the auditors are unaware. The trustees also confirm that they have taken all necessary steps to ensure that they themselves are aware of all relevant audit information and that this information has been communicated to the auditors.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.



Cintre

Report of the trustees

For the year ended 31 March 2019

Auditors

Godfrey Wilson Limited were re-appointed as auditors to the charitable company during the year. They have expressed not willing to continue in this capacity in future periods.

Approved by the trustees on 4 September 2019 and signed on their behalf by



Alison Webber, Chair of Trustees

Independent auditors' report

To the members of

Cintre

Opinion

We have audited the financial statements of Cintre (the 'charity') for the year ended 31 March 2019 which comprise the statement of financial activities, balance sheet and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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 at least twelve months from the date when the financial statements are authorised for issue.

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.

Independent auditors' report

To the members of

Cintre

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

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- 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 the trustees

As explained more fully in the trustees' responsibilities statement set out in the trustees' report, 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.

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.

Independent auditors' report

To the members of

Cintre

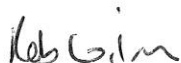
Our responsibilities for the audit of the financial statements

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

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

Use of our report

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 to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



Date: 7 October 2019

Rob Wilson FCA
(Senior Statutory Auditor)

For and on behalf of:

GODFREY WILSON LIMITED

Chartered accountants and statutory auditors
5th Floor Mariner House
62 Prince Street
Bristol
BS1 4QD

Cintre

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2019

	Note	Restricted £	Unrestricted £	2019 Total £	2018 Total £
Income from:					
Donations	3	14,877	2,390	17,267	9,887
Charitable activities	4	-	1,145,208	1,145,208	1,248,155
Investments	5	-	4,200	4,200	4,063
Total income		<u>14,877</u>	<u>1,151,798</u>	<u>1,166,675</u>	<u>1,262,105</u>
Expenditure on:					
Raising funds		-	28,129	28,129	16,972
Charitable activities		<u>7,492</u>	<u>1,287,943</u>	<u>1,295,435</u>	<u>1,317,240</u>
Total expenditure	6	<u>7,492</u>	<u>1,316,072</u>	<u>1,323,564</u>	<u>1,334,212</u>
Net income / (expenditure)		7,385	(164,274)	(156,889)	(72,107)
Other recognised gains/(losses)					
Gains/(losses) on revaluation of fixed assets		-	(104,750)	(104,750)	(42,714)
Net movement in funds	7	7,385	(269,024)	(261,639)	(114,821)
Reconciliation of funds:					
Total funds brought forward		<u>6,024</u>	<u>2,975,682</u>	<u>2,981,706</u>	<u>3,096,527</u>
Total funds carried forward		<u><u>13,409</u></u>	<u><u>2,706,658</u></u>	<u><u>2,720,067</u></u>	<u><u>2,981,706</u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17 to the accounts.

Cintre

Balance sheet

As at 31 March 2019

	Note	£	2019 £	2018 £
Fixed assets				
Tangible assets	10		2,503,738	2,673,143
Investments	11		<u>75</u>	<u>64</u>
			2,503,813	2,673,207
Current assets				
Debtors	12	58,640		72,523
Current asset investments	13	137,189		135,309
Cash at bank and in hand		<u>120,688</u>		<u>225,918</u>
		316,517		433,750
Liabilities				
Creditors: amounts falling due within 1 year	14	<u>(91,590)</u>		<u>(100,390)</u>
Net current assets			<u>224,927</u>	<u>333,360</u>
Total assets less current liabilities			2,728,740	3,006,567
Creditors: amounts falling due after more than 1 year	15		<u>(8,673)</u>	<u>(24,861)</u>
Net assets	16		<u>2,720,067</u>	<u>2,981,706</u>
Funds				
Restricted income funds	17		13,409	6,024
Designated funds				
<i>Capital fund</i>				
Historical cost			1,204,478	1,232,233
Revaluation reserve			1,299,260	1,440,910
General funds			<u>202,920</u>	<u>302,539</u>
Total charity funds			<u>2,720,067</u>	<u>2,981,706</u>

Approved by the trustees on 4 September 2019 and signed on their behalf by



Alison Webber, Chair of Trustees

Cintre

Statement of cash flows

For the year ended 31 March 2019

	2019	2018
	£	£
Cash used in operating activities:		
Net movement in funds	(261,639)	(114,821)
Adjustments for:		
Depreciation charges	64,655	70,184
Revaluation of freehold property	104,750	42,714
Interest from investments	(4,200)	(4,063)
Decrease / (increase) in debtors	13,883	(7,568)
Increase / (decrease) in creditors	<u>(9,091)</u>	<u>(60,680)</u>
Net cash provided by / (used in) operating activities	(91,642)	(74,234)
Cash flows from investing activities:		
Interest from investments	4,200	4,063
Purchase of tangible fixed assets	-	(99,346)
Deposits on current asset investments	(1,891)	(1,313)
Withdrawals from current asset investments	<u>-</u>	<u>29,084</u>
Net cash provided by / (used in) investing activities	2,309	(67,512)
Cash flows from financing activities:		
Repayment of borrowing	<u>(15,897)</u>	<u>(15,606)</u>
Net cash provided in / (used in) financing activities	(15,897)	(15,606)
Increase / (decrease) in cash and cash equivalents in the year	(105,230)	(157,352)
Cash and cash equivalents at the beginning of the year	<u>225,918</u>	<u>383,270</u>
Cash and cash equivalents at the end of the year	<u>120,688</u>	<u>225,918</u>

Notes to the financial statements

For the year ended 31 March 2019

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) (effective 1 January 2015) - (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

The accounts have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves. There are no material uncertainties about the charity's ability to continue as a going concern.

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) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised as expenditure in the period of receipt.

e) 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.

Notes to the financial statements

For the year ended 31 March 2019

f) Funds 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.

g) 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.

h) 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.

i) 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 improvements	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 property valuation is assessed at each financial period end and is revalued if there is a material change in valuation with any unrealised gains and losses arising recognised in the Statement of Financial Activities in the year of revaluation.

Assets in the course of construction will be depreciated once they are brought into use.

j) 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.

k) 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.

Notes to the financial statements

For the year ended 31 March 2019

l) 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.

m) 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.

n) Financial instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are recognised at amortised cost using the effective interest method.

o) 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.

p) Accounting estimates and key judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are described below.

Depreciation

As described in note 1i to the financial statements, depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life.

Revaluation reserve

As described in note 10 to the financial statements, freehold property is revalued at the market rate. Depreciation is provided at rates calculated to write down the cost of each property to its estimated residual value over its expected useful life, split between the revaluation reserve and general funds.

Cintre

Notes to the financial statements

For the year ended 31 March 2019

2. Prior period comparatives

	Restricted £	Unrestricted £	2018 Total £
Income from:			
Donations	6,608	3,279	9,887
Charitable activities	-	1,248,155	1,248,155
Investments	-	4,063	4,063
Total income	6,608	1,255,497	1,262,105
Expenditure on:			
Raising funds	-	16,972	16,972
Charitable activities	2,991	1,314,249	1,317,240
Total expenditure	2,991	1,331,221	1,334,212
Net movement in funds	3,617	(75,724)	(72,107)

3. Donations

	Restricted £	Unrestricted £	2019 Total £
Gifts in kind	-	-	-
Donations	-	2,390	2,390
Grants of less than £1,000			
D'Oyly Carte Charitable Trust	1,000	-	1,000
Grants of more than £1,000			
Hallmark Hulme	10,000	-	10,000
Percy Bilton Charity	3,877	-	3,877
Quartet Community Foundation	-	-	-
Total donations	14,877	2,390	17,267

Prior period comparative:

	Restricted £	Unrestricted £	2018 Total £
Gifts in kind	-	1,866	1,866
Donations	5,608	1,413	7,021
Grants of less than £1,000			
Quartet Community Foundation	1,000	-	1,000
Total donations	6,608	3,279	9,887

Cintre

Notes to the financial statements

For the year ended 31 March 2019

4. Charitable activities

	Unrestricted £	2019 Total £	2018 Total £
Service user contribution	16,444	16,444	28,121
Cintre House service user income	456,048	456,048	527,605
Severnoaks service user income	358,204	358,204	399,752
Reachout service user income	269,528	269,528	274,132
In Via service user income	26,369	26,369	3,333
Statutory benefits	16,649	16,649	6,943
Service user contribution	-	-	5,355
Service user personal money	-	-	-
Miscellaneous income	1,966	1,966	2,914
Total charitable activities	1,145,208	1,145,208	1,248,155

All income from charitable activities in the prior year was unrestricted.

5. Investment income

	Unrestricted £	2019 Total £	2018 Total £
Bank interest	4,200	4,200	4,063

All investment income in the prior year was unrestricted.

Cintre

Notes to the financial statements

For the year ended 31 March 2019

6. Total expenditure

	Raising funds £	Charitable activities £	Support costs £	2019 Total £
Grants payable	-	197	-	197
Staff costs (note 8)	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

Total governance costs were £8,096 (2018: £8,005)

Cintre

Notes to the financial statements

For the year ended 31 March 2019

6. Total expenditure

Prior period comparative	Raising funds £	Charitable activities £	Support costs £	2018 Total £
Grants payable	-	1,537	-	1,537
Staff costs (note 8)	12,819	740,108	251,725	1,004,652
Rent, rates and water	-	23,431	30,168	53,599
Light and heat	-	10,678	1,306	11,984
Repairs and maintenance	2,487	40,009	720	43,216
Insurance	-	-	16,959	16,959
Motor and travel costs	-	26,226	1,620	27,846
Legal and professional	-	3,970	5,929	9,899
Telephone	213	6,449	2,197	8,859
Other office expenses	513	6,515	1,986	9,014
IT costs	-	5,192	1,611	6,803
Recruitment	-	489	825	1,314
Marketing and fundraising	17	204	1,301	1,522
Statutory controls	-	4,959	170	5,129
Depreciation	-	-	70,184	70,184
Training programme	279	10,480	1,676	12,435
Food	-	17,685	507	18,192
Therapeutic activities	-	4,762	-	4,762
Household expenses	-	9,105	-	9,105
Counselling, education and events	644	4,765	1,768	7,177
Audit fees	-	-	5,160	5,160
Interest payable	-	1,016	-	1,016
Printing, postage and stationery	-	29	3,246	3,275
Bank charges	-	-	573	573
Loss on disposal of fixed assets	-	-	-	-
Sub-total	16,972	917,609	399,631	1,334,212
Allocation of support costs	-	399,631	(399,631)	-
Total expenditure	16,972	1,317,240	-	1,334,212

Cintre

Notes to the financial statements

For the year ended 31 March 2019

7. Net movement in funds

This is stated after charging:

	2019	2018
	£	£
Depreciation	64,655	70,184
Trustees' reimbursed expenses	1,181	2,845
Auditors' remuneration:		
▪ Statutory audit (including VAT)	5,310	5,160
▪ Bookkeeping consultancy (including VAT)	-	474
	<u> </u>	<u> </u>

During the year trustees received reimbursed expenses as follows: J Clements £115 (2018: £nil) for travel expenses, G Briscoe £87 (2018: £nil) for travel expenses, T Richardson £333 (2018: £1,448) for travel expenses, A Webber £527 (2018: £291) for travel expenses, R Barker £119 (2018: £697) for travel expenses, and P Clayton £nil (2018: £150) for governance expenses.

8. Staff costs and numbers

Staff costs were as follows:

	2019	2018
	£	£
Salaries and wages	867,021	901,712
Social security costs	65,466	69,104
Pension costs	20,243	23,535
Subcontract and sickness cover	14,219	10,301
	<u>966,949</u>	<u>1,004,652</u>

No employee earned 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 1. The total employee benefits of the key management personnel of the charity were £250,338 (2018: £268,997).

	2019	2018
	No.	No.
Average head count	<u>44</u>	<u>46</u>

9. 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

For the year ended 31 March 2019

10. Tangible fixed assets

	Land and buildings £	Leasehold improvement £	Plant and machinery £	Motor vehicles £	Total £
Cost					
At 1 April 2018	2,675,000	13,596	57,075	22,000	2,767,671
Additions in year	-	-	-	-	-
Disposals in year	-	(13,596)	-	-	(13,596)
Revaluation	(125,000)	-	-	-	(125,000)
At 31 March 2019	<u>2,550,000</u>	<u>-</u>	<u>57,075</u>	<u>22,000</u>	<u>2,629,075</u>
Depreciation					
At 1 April 2018	26,750	10,876	41,862	15,040	94,528
Charge for the year	53,500	2,720	6,695	1,740	64,655
Disposals in year	-	(13,596)	-	-	(13,596)
Revaluation	(20,250)	-	-	-	(20,250)
At 31 March 2019	<u>60,000</u>	<u>-</u>	<u>48,557</u>	<u>16,780</u>	<u>125,337</u>
Net book value					
At 31 March 2019	<u>2,490,000</u>	<u>-</u>	<u>8,518</u>	<u>5,220</u>	<u>2,503,738</u>
At 31 March 2018	<u>2,648,250</u>	<u>2,720</u>	<u>15,213</u>	<u>6,960</u>	<u>2,673,143</u>

Freehold property is represented by land and buildings at Cintre House (54 St John's Road, Clifton), Severnoaks (6 Jesmond Road, Clevedon) and In Via (72 Downend Road, Kingswood) at valuation. The last independent full valuation was carried out on 30 September 2017 by Maggs and Allen Chartered Surveyors.

In May 2019 Severnoaks (6 Jesmond Road, Clevedon) was put up for sale with an asking price of £550,000, a full asking price offer has been accepted. This sales price was materially below the valuation in September 2017 of £675,000, the property has been revalued down to this lower amount.

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Notes to the financial statements

For the year ended 31 March 2019

11. Investments

	2019 £	2018 £
Market value at 1 April 2018	<u>75</u>	<u>64</u>
Market value at 31 March 2019	<u>75</u>	<u>64</u>
Historical cost:		
At 31 March 2019	<u>50</u>	<u>50</u>
At 31 March 2018	<u>50</u>	<u>50</u>

12. Debtors

	2019 £	2018 £
Trade debtors	42,523	48,043
Prepayments and accrued income	15,522	23,885
Other debtors	<u>595</u>	<u>595</u>
	<u>58,640</u>	<u>72,523</u>

13. Current asset investments

	2019 £	2018 £
Cash equivalents on deposit	<u>137,189</u>	<u>135,309</u>

14. Creditors : amounts due within 1 year

	2019 £	2018 £
Trade creditors	12,673	10,672
Bank loans	15,897	15,606
PAYE and social security	16,765	18,808
Other creditors	12,082	14,196
Accruals and deferred income	<u>34,173</u>	<u>41,108</u>
	<u>91,590</u>	<u>100,390</u>

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Notes to the financial statements

For the year ended 31 March 2019

15. Creditors: amounts due after 1 year

	2019	2018
	£	£
Bank loans	<u>8,673</u>	<u>24,861</u>

The Triodos bank loan is secured by a mortgage on the freehold property at Severnoaks (6 Jesmond Road, Clevedon). The interest rate on this loan is base rate plus 1.75%.

16. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	2,503,738	-	2,503,738
Investments	75	-	75
Current assets	303,108	13,409	316,517
Current liabilities	(91,590)	-	(91,590)
Liabilities due after 1 year	<u>(8,673)</u>	<u>-</u>	<u>(8,673)</u>
Net assets at 31 March 2019	<u>2,706,658</u>	<u>13,409</u>	<u>2,720,067</u>

Prior period comparatives

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	2,673,143	-	2,673,143
Investments	64	-	64
Current assets	427,726	6,024	433,750
Current liabilities	(100,390)	-	(100,390)
Liabilities due after 1 year	<u>(24,861)</u>	<u>-</u>	<u>(24,861)</u>
Net assets at 31 March 2018	<u>2,975,682</u>	<u>6,024</u>	<u>2,981,706</u>

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Notes to the financial statements

For the year ended 31 March 2019

17. Movements in funds

	At 1 April 2018 £	Income £	Expenditure £	Transfers / revaluation £	At 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)	-	-
Total restricted funds	6,024	14,877	(7,492)	-	13,409
Unrestricted funds					
Designated funds					
<i>Capital fund</i>					
Historical cost	1,232,233	-	(35,555)	7,800	1,204,478
Revaluation reserve	1,440,910	-	(29,100)	(112,550)	1,299,260
<i>Total designated funds</i>	<i>2,673,143</i>	<i>-</i>	<i>(64,655)</i>	<i>(104,750)</i>	<i>2,503,738</i>
General funds	302,539	1,151,798	(1,251,417)	-	202,920
Total unrestricted funds	2,975,682	1,151,798	(1,316,072)	(104,750)	2,706,658
Total funds	2,981,706	1,166,675	(1,323,564)	(104,750)	2,720,067

Purposes of restricted funds

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 together with healthy physical activity.

Burgess Salmon Charitable Trust

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

Dalai 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.

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Notes to the financial statements

For the year ended 31 March 2019

17. Movements in funds (continued)

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.

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 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.

The Leeds Building Society and The Percy Bilton Charity

Grants were 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.

Purpose of capital funds

This represents the net book value of assets held.

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Notes to the financial statements

For the year ended 31 March 2019

17. Movements in funds (continued)

Prior period comparatives

	At 1 April 2017 £	Income £	Expenditure £	Transfers £	At 31 March 2018 £
Restricted funds					
Alpkit Foundation	-	500	-	-	500
Burgess Salmon Charitable Trust	-	150	-	-	150
Dalai Lama Trek - Health and Fitn	616	489	(344)	-	761
Quartet Community Foundation	760	1,000	(1,545)	-	215
Savills UK	-	250	(250)	-	-
The Big Lottery Fund	-	4,084	-	-	4,084
The Leeds Building Society	800	-	(621)	-	179
The R S Brownless Charitable Tru	162	-	(162)	-	-
The Roger Vere Foundation	69	-	(69)	-	-
The Vegetarian Society	-	135	-	-	135
Total restricted funds	2,407	6,608	(2,991)	-	6,024
Unrestricted funds					
Designated funds					
<i>Capital fund</i>					
Historical cost	1,248,057	-	(40,331)	24,507	1,232,233
Revaluation reserve	<u>1,438,638</u>	-	<u>(72,568)</u>	<u>74,840</u>	<u>1,440,910</u>
<i>Total designated funds</i>	<u>2,686,695</u>	-	<u>(112,899)</u>	<u>99,347</u>	<u>2,673,143</u>
General funds	<u>407,425</u>	<u>1,255,497</u>	<u>(1,218,322)</u>	<u>(142,061)</u>	<u>302,539</u>
Total unrestricted funds	<u>3,094,120</u>	<u>1,255,497</u>	<u>(1,331,221)</u>	<u>(42,714)</u>	<u>2,975,682</u>
Total funds	<u><u>3,096,527</u></u>	<u><u>1,262,105</u></u>	<u><u>(1,334,212)</u></u>	<u><u>(42,714)</u></u>	<u><u>2,981,706</u></u>

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Notes to the financial statements

For the year ended 31 March 2019

18. Revaluation reserve

	2019 £	2018 £
Revaluation reserve brought forward	1,440,910	1,438,638
Gain / (loss) on revaluation	(112,550)	32,131
Freehold property depreciation	<u>(29,100)</u>	<u>(29,859)</u>
Revaluation reserve carried forward	<u>1,299,260</u>	<u>1,440,910</u>

The historic cost of freehold property is £1,351,064 (2018: £1,351,064)

19. Financial instruments

	2019 £	2018 £
Financial assets measured at fair value	2,490,000	2,648,250
Financial assets measured at amortised cost	330,330	458,707
Financial liabilities measured at amortised cost	<u>(100,263)</u>	<u>(125,251)</u>

Financial assets measured at fair value comprise freehold property.

Financial assets measured at amortised cost comprise cash and cash equivalents, fixed assets, trade debtors, accrued income and other debtors.

Financial liabilities measured at amortised cost comprise bank loans, trade creditors, accruals and other creditors.

20. Related party transactions

John Bennett, the Chief Executive until August 2017, and Claire Mould, the current Chief Executive, serves as a director of Care and Support West Limited as part of their role with Cintre. During the year, Care and Support West Limited invoiced Cintre £991 (2018: £1,046) in respect of DBS checks, marketing and membership services.

Alison Webber, a trustee of Cintre, provided training services to the charitable company through Bespoke Consultancy & Education Ltd. During the year Bespoke Consultancy & Education Ltd invoiced Cintre £594 (2018: £1,380) in respect of mental health and wellbeing training. There were no amounts outstanding at the year end (2018: £nil).

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Notes to the financial statements

For the year ended 31 March 2019

21. Deferred income

	2019 £	2018 £
At 1 April 2018	28,061	31,575
Amounts deferred during the year	23,205	28,061
Amounts released during the year	<u>(28,061)</u>	<u>(31,575)</u>
At 31 March 2019	<u>23,205</u>	<u>28,061</u>

All deferred income relates to service user income which has been invoiced in advance of service delivery.

22. Post balance sheet events

One of Cintre's freehold properties was put on the market and received a full asking price offer of £550,000. As disclosed in note 10 to the accounts, this property was last valued in September 2017 at £675,000. An adjustment has been included in these accounts to bring the value in the accounts down to the full asking price offer.