

Company no. 01495257
Charity no. 280339

Cintre
Report and Audited Financial Statements
31 March 2017

Cintre

Report of the trustees

For the year ended 31 March 2017

I am pleased to report that the past year has been one of success for Cintre. Much of the change programme introduced as part of a review of our strategic direction in 2013 is now well established and embedded in the way the charity works both internally and with our partners.

I mentioned last year that our industry was close to facing a perfect storm with budgets being cut centrally and the demands affecting costs increasing. It was pleasing therefore that the Care industry's voice was heard and some extra funding was provided for Local Authorities. There is still much to be done to arrive at a robust funding model for the future and to attract the quality staff to the Care industry that is required to provide the best outcomes for those we support.

By the time you receive this report the first residents will have arrived at our new supported living accommodation, Cintre In Via, in South Gloucestershire. This is the culmination of a two year project to source and convert a building suitable to be a home for five people who are approaching a major milestone on their journey to independent living. Cintre was fortunate to be able to fund this project as there was no suitable accommodation forthcoming from third parties. There is a need for a regular flow of properties to be made available for charities to convert to enable places to be made available for all those people who are ready for supported living.

As well as funding its own supported living accommodation Cintre took over responsibility for a contract where the existing supplier could no longer provide the service. The agile approach that the Cintre management team has developed over the past year for such an occurrence ensured that there was no disruption to the individuals involved.

The two residential services in Clifton and Clevedon have maintained good occupancy rates this year and work tirelessly with the assistance of the Reachout community team to prepare residents to move onto lighter touch support options when they are ready. This is a critical step in allowing people to progress along a pathway towards independence.

After a significant change programme over the past few years Cintre is where it is today due to the dedication of its staff and the leadership qualities of its management team. On behalf of the Board I would like to thank everyone for their contribution over the past year and their continued commitment.

My thanks go to all my colleagues on the Board who have worked tirelessly often unnoticed for the good of the charity.

During the year new Memorandum and Articles of Association were introduced after many months of work, finance modelling reviewed to improve robustness, a much needed new property brought on-line and governance constantly reviewed. During the year David Gosling retired after 11 years as a trustee and his knowledge will be greatly missed. We thank him for his contribution over many years and wish him well for the future.

I stepped down as Chair of Trustees in January having completed 3 years and have been replaced by Tom Richardson. Tom brings a wealth of experience to the role and is committed to strengthening Cintre's position and I look forward to working with him.

Finally can I thank everyone who has supported Cintre over the past year. Your contribution of time, gifts or services allows those much needed "extras" to be provided.

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Report of the trustees

For the year ended 31 March 2017

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 (March 2015). The Documents were approved by our Trustees on 26 June 2017.

Bob Moore, Chair of Trustees
(April to January)

Handwritten signature of Bob Moore in black ink.

Tom Richardson, Chair of Trustees
(February to March)

Handwritten signature of Tom Richardson in black ink.

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Report of the trustees

For the year ended 31 March 2017

Reference and administrative information set out on page 31 - 32 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).

Objectives and activities

Objects (amended by Special Resolution passed on 13th September 2016)

Cintre's objects 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:

1. To advance by care, education and training that they aspire to and acquire independence in the wider community;
2. 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
3. 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.

Charity name (amended by Special Resolution passed on 13th September 2016)

"Cintre Community Limited" has changed its name to **Cintre**. This has been effected at Companies House, The Charity Commission and the Care Quality Commission. The charity is now known as **Cintre**.

Mission

Our Mission is to sustain, realign and grow Cintre in order to be the leading provider in the region. This will be achieved by growth in numbers we support, development of new services and investment in our staff.

Our 2014 - 2019 planned objectives set out:

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| <ol style="list-style-type: none">1. <i>A fresh focus on meeting the current and future needs of our service users and to double the number of service offerings along the M4/M5 corridor;</i>2. <i>A complete review and redevelopment of our internal systems to achieve "One Cintre" sharing common practice, process and application;</i>3. <i>To make better use of finite resources and invest in growth;</i>4. <i>To develop our staff;</i>5. <i>To increase our visibility and engagement; and</i>6. <i>Increase revenues and secure funding.</i> |
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These planned objectives are regularly under review. The Cintre Trustee Board met and discussed potential revisions in January 2017 and deemed no significant change was warranted.

Cintre

Report of the trustees

For the year ended 31 March 2017

Activities

Our residential provision is based in two locations, **Cintre House** in Clifton, Bristol and the other at **Cintre Severnoaks** in Clevedon, North Somerset. Both provide accommodation based support models where service users live whilst we work closely with them to enable the transition to further independence.

Each has a slightly differing profile and support model best suited to that location and the communities they serve. Whilst we have established strong links with adult social services and mental health services locally, we support people from all over the UK responsive to individual needs. We are almost at capacity and in demand, limited only by premises and registration limits.

Our community based service, **Cintre Reachout**, provides support to people who live in their own homes and need a lighter touch model of visiting support for the final stages to full independence. This may only be a few hours a week, to help with budgeting, tenancy, socialising and life based skills. This service is also growing significantly consequent to health and social policy and we have increased resource to meet increasing numbers of enquiries.

Cintre In Via, our newest service and first in South Gloucestershire, has been subject to major investment by the Board. It has been managed as a separate project in readiness for its commissioning in mid 2017. This supported living model will fall under the **Cintre Reachout** service and will provide the final transition stage on a service user's journey to independence through a focus on community and life skills such as tenancy, neighbourhoods and self-sufficiency.

It is envisaged the length of stay at the supported living service will be capped at 18 months in order to fully utilise the benefit of the service and open it up to others in succession with a maximum stay not exceeding 24 months.

We have grown the **Service User's Forum (SUF)** to foster a wider group participation and to develop community and social skills and it is open to all our service users whether residentially based or community based. The group have developed and now regularly edit or produce the newsletter for all service user – *Cintre Life*.

SUF meets regularly and has been successful in organising field trips, socials and group activities during the past year and are major contributors to the Cintre Celebration Day. SUF has its own organising committee with its officers drawn from the client base of people we support. They operate autonomously to the day-to-day running of Cintre being assisted and facilitated by Cintre staff as appropriate. They have applied for and secured part funding through grant awards themselves. Cintre funds this group from core resources.

Cintre's services will be augmented in future years by further new developments as we recognise gaps in the wider sector provision and the need for continuing models of support. Some of these developments are undergoing feasibility studies at present.

Achievements and performance

We have developed a set of strategies with supporting business planning for the period 2014 to 2019. Our overall **Continuum of Care** strategy clearly aims to bring choice and options for a range of needs to a variety of recipients by Cintre being creative, flexible and adaptable in a challenging operating environment.

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Report of the trustees

For the year ended 31 March 2017

Our 2014 to 2019 planned objectives set out:

1. A fresh focus on meeting the current and future needs of our service users and to double the number of service offerings along the M4/M5 corridor

During 2016 - 2017...

- *Occupancy levels at our residential establishments stands at 86% and we anticipate this to rise as commissioning frameworks unfold during the coming year;*
- *Community services have grown by 27.5% as more service users are deemed to be ready for independence by local authorities and Cintre has been well placed to meet that need;*
- *We are supporting people in the community from South Gloucestershire to Weston super Mare and are developing potential work with neighbouring authorities to the east and north;*
- *We have taken on a new group of service users at very short notice from another provider at the behest of the local authority and are now working closely with the social housing provider;*
- *Our strong links with mental health services has strengthened and we are at 100% capacity at Cintre House with demand high; and*
- *We have acquired an additional property during 2016 to set up and deliver a Supported Living service in 2017. This has been our key growth investment and focus during the year.*

2. A complete review and redevelopment of our internal systems to achieve "One Cintre" sharing common practice, process and application
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During 2016 - 2017...

- *We have invested and installed an online policy document service, which is updated externally, ensuring we are fully compliant at all times. This includes the full catalogue of policies from care through employment to health and safety. All locations have online access to this resource;*
- *We have invested and installed an on-line HR system which incorporates bio-metric time and attendance as well as a full HR function with online personnel files, people management data with resulting MIS for more informed decision making;*
- *We have set up internal review groups and installed shared documentation modelling to ensure local conditions are represented;*
- *We have maximised our recruiting options by embracing social media as well as more traditional methods to ensure cost traditional effectiveness;*
- *During the year, we undertook a governance and risk review as well as a full review of remuneration, staff training and a sense check on our strategy and mission and are satisfied we have sufficient systems that are transparent and effective in place; and*
- *We have reviewed and introduced a more meaningful and contemporary set of Objectives and Rules and have put these to the Charity Commission, including a name change, which have all been agreed. Companies House has also approved the changes.*

3. Making better use of finite resources and investing in growth

During 2016 - 2017...

- *The Cintre Board has invested significant amounts from its reserves into the procurement of an additional property in South Gloucestershire, its subsequent refurbishment and the launch of the new Supported Living service – Cintre In Via;*
- *We have maintained the level of staff training by seeking enhancements at outcome and reviewed the market for sources of training expertise during the year for greater efficacy;*
- *We have ensured we have access to as many opportunities as possible by seeking accreditation on all appropriate local authority frameworks and tender opportunities;*
- *External benchmarking (Care2Improve) put in place in 2015-2016 has delivered two full surveys from staff, service users, families and other professionals. The results have shown a gradual improvement in both take up of the responses and also in the resulting levels of satisfaction; and*
- *Cintre has also invested in a “secret shopper” service to measure our responses to enquiries and our subsequent actions. This is now providing a benchmark for which we are to deliver more training during the coming year to further improve perception of Cintre in the community we serve.*

4. To develop our staff

During 2016 - 2017...

- *The implications of the Care Act enacted from April 2015 continues to have a positive impact upon staff and their personal development which we applaud;*
- *Cintre further strengthened its staff appraisal system and replaced this with a new Performance Development Review (PDR) which has been welcomed by staff eager to develop their careers and knowledge;*
- *Our Remuneration Sub Group, made up of trustees and staff has been active in reviewing all training, pay and benefits with a positive result for all staff now for the preceding three years;*
- *We have recognised the pressures on the sector recruitment issue and have been active in utilising social media for all our staff recruitment which has been both successful and cost effective. Subsequently our recruitment costs have fallen substantially;*
- *We have continued to invest in specialist training mainly to increase our knowledge of mental health issues and more complex presentations. This has been welcomed by staff who are now more confident in meeting the needs of more challenging work;*
- *We have supported staff in gaining both internal and external accreditation from NVQ (QCF) level 3 Key Workers through to level 5 for Registered Managers. Additionally, we have funded Institute of Fundraising accreditation, bookkeeping online and other specialist non-health and social care personal development; and*
- *We have supported one of our staff, Richard Luck, to undertake a fundraising challenge trek in Northern India to raise funds for service user activities. The trek will take place in April 2017 but much of the preparatory work has been done in this reporting year.*

5. Increase our visibility and engagement
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During 2016 - 2017...

- *Our Cintre Celebration Day in September 2016 was a great success as we engaged with professionals, families, service users and other organisations and shared stories and work we do;*
- *Utilising the benefits of social media we recorded a fivefold increase in the number of subsequent interactions online compared to those who physically attended the event, thus confirming our higher visibility on social media platforms;*
- *We have continued to broaden the reach of our brand with increased activity across all social media platforms by growing the number of followers through the posting of more notifications and articles to attract comment at much higher levels than ever before;*
- *We have engaged with all our local authorities during the year and been successful in securing accreditation on suitable frameworks and have been duly noted as being active in this work by commissioners; and*
- *Our Marketing and Communications Strategy and Plan has been put in place and is supported by a quarterly review to allow realignment as required by external factors. This has been working well as we refine the web pages, develop social media messages and impact upon audiences and continue to build strong relationships with local authorities, CCG's and mental health professionals.*

6. Revenues and Funding

During 2016 - 2017...

- *We continued to adapt and be responsive to the public sector funding crisis and have protected our income streams by maintaining fee levels with good financial management;*
- *We have grown our work with the NHS though the support of more and more mental health patients leaving hospital and beginning to live in the wider community. The work has been difficult and demanding but we have gained credibility with colleagues in the mental health sector with sufficiency of funding and professional support networks in place;*
- *We have designated large amounts of free reserves to the development of the Cintre In Via supported living service and project that the financial model will work well for us;*
- *We have secured repeat funding in some cases, where others have lost theirs, due to the reputation and good work our staff undertake;*
- *We have secured a new cluster of service recipients at one multi-site address from another provider who was withdrawing at very short notice. The local authority awarded the work to Cintre Reachout at 48 hours' notice and we have worked closely with them on developing the improved outcomes of this cluster; and*
- *Cintre has employed its first part time fundraiser in late 2016 to seek support from grant makers in trusts and foundations and will continue to refine its call for support to maximise this income generation investment.*

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Report of the trustees

For the year ended 31 March 2017

Future plans

Trustees and Management have developed plans to further enhance the service provision and build future sustainability. A joint away-day refined key priorities for the immediate future:

1. Set out our Vision statements as viewed retrospectively from 2020 and refine our Mission accordingly;
2. Aim to move Cintre from "Good" to "Outstanding" by a focus on quality and refinement during 2017 to 2020;
3. Mobilising and operating **Cintre In Via**, the supported living service, as a further Cintre proposition and seek to replicate the model as it becomes successful;
4. Enhancing opportunities to meet the service user training needs and to refine individual care plans to meet these;
5. Develop newer community based services offering with the **Cintre Reachout** floating support service expanded outwards to surrounding areas;
6. Continue to achieve positive financial trends in line with agreed KPIs;
7. Manage our online quality driven policies and procedures as an ongoing discipline as new requirements roll out from legislation and compliance;
8. Profile and align the delivery model for each individual service and ensuring proposition has clarity of purpose and impact;
9. Continue to refine the Performance Development Reviews for all staff first rolled out in 2015 and continue to identify performance and personal development needs;
10. Revisit and refine the Marketing and Communications Plan;
11. Follow through the initial investment in a directly employed fundraiser by capitalising on grant making bodies for furtherance of our objects and plans for service users;
12. Setting up of a property sub group to oversee the built environment; now that we have increased our property portfolio;
13. Design and implement a volunteering engagement strategy and development plan for Cintre; and
14. Revisit the Values by which we work through a number of away days and discussion.

Moving forward into successive years we will be investigating additional geographical clusters as well as, a crisis intervention centre and further feasibility investigation into 16 - 25 service provision. It is our intention to have multiple services and options by 2020; increasing effectiveness, reach and choice.

We currently support around 65 people who have a mix of learning difficulties, may have behaviours that challenge and/or mental health issues. By the end of 2016 - 2017 we hope to raise this to 75 people and by the end of 2018 to 90 people.

Financial review

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

The income for the year was £1,274k, an increase of 0.1% compared to last year. The charity held restricted funds of £2k as at 31st March 2017, which are continuing to be utilised in setting up Cintre In Via, our supported living service.

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Report of the trustees

For the year ended 31 March 2017

Total expenditure was £1,316k. The charity incurred a deficit of £42k for the year. Whilst income remained constant, staff costs increased as part of our investment in the infrastructure of the organisation. In Via, our new service operation, will become operational in the near future. Our designated fund of £152k has been fully deployed in the purchase and re-fitting of the new property in Downend Road. Funds for the completion of this facility will come out of our free reserves.

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 £407k as at 31st March 2017. 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 six months, currently estimated to be £733k. This figure is regarded as a target that may take several years to attain through investment growth, revenues and other income.

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.

Structure, governance and management

Trustees and Board

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

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

We are particularly interested in more representation on the Board from people who have experience of social care or mental health services and this is our focus in recruiting new trustees during 2017.

Trustees bring their experience and abilities and through this year have included support and counsel concerning training, care, property, technology, executive and strategic leadership support, entrepreneurial experience and change management.

Board meetings are held regularly and are supplemented by Board sub groups consisting of Trustees and staff. Current sub groups are Governance and Audit, Remuneration, Risk and Property. The efficacy of these is under review and they will be further developed during 2017 - 2018.

During the year we have further developed trustee induction, familiarisation and training not only to meet existing best practice within the charity sector, but also as a result of the Care Act 2014 requirements for Fit and Proper persons.

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Report of the trustees

For the year ended 31 March 2017

Trustee induction and training has been further developed to:

- Note and understand the obligations of the Board members under both company and charity law;
- Note and appreciate the regulatory sector under which Cintre provides services;
- Note and understand the Memorandum and Articles of Cintre and other documents which provide insight into the operational framework of the charity;
- Note and understand the published Report and Accounts and other information on the latest financial position of the charity;
- Note and understand the strategic direction of Cintre and contribute and help develop future objectives and plans;
- Install twice per annum training and development days for Trustees and Trustee related issues;
- Undertake Trustee and governance audits;
- Commit to a programme of service familiarisation and engagement;
- Actively assist the process of Trustee recruitment; and
- We have increased the potential for engagement with our services and welcome input from our trustees.

To carry out its responsibilities, the Board delegates operational duties to the Chief Executive who in turn has a senior management team, deputies and officers with overall responsibility for the workforce to deliver the charity's objectives.

Management

Responsible for service delivery to around sixty-five clients and overseeing some fifty staff, the senior management at seven is small in number yet effective as a lean and flat organisational model.

At Head Office we have Marketing & Communications and Fundraising staff who also report directly to the CEO and form part of the overall organisational team. The Registered Managers at each of our services also have a team consisting of a deputy, key workers, support workers and support assistants.

The senior management team are at the forefront of the organisational change that Cintre requires to meet the changing environmental dynamics in the sector. Their functions include Finance, People and Developments at Head Office with service delivery managed by the team of Registered Managers at the three services in Bristol and Clevedon.

Workforce

External operating environments have changed and Cintre continually has recognised the need to adapt its training, core values and skills of its workforce. A conscious strategy of enhanced pay and benefits as well as participation from staff in Cintre's future have been adopted to stave off adverse recruitment predictions. We, resultantly, have a loyal and dedicated workforce with little staff churn or sickness. We recognise talent in everyone and are keen to develop this in our teams.

Within the workforce, the Board has made further major investments in their training with, typically, staff studying Level 5 Health and Social care, further QCF (NVQ) Level 2 and 3 and the introduction of higher level bespoke Cintre models of Autism and Mental Health Training. With this latter development, we have our own training booklet and workbook which is given to every member of staff to keep. Recognising the need to raise the bar once again, we have already commenced the next stages of this upward skill acquisition process.

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Report of the trustees

For the year ended 31 March 2017

Remuneration

The Remuneration sub group has developed 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.

At April 2016 a pay award was made to all grades and roles in addition to the Cintre Pension Scheme plus additional benefits such cycle to work scheme, access to independent counselling and death in service benefit for all staff. Leave entitlement at Cintre is now one of the highest in the region at thirty six days, including bank holidays.

The work of the sub group will continue through 2017 - 2018.

Decision making and communication

We have a strong model of communication throughout the organisation and whether Trustee or employee, all can access our on-line shared drive with templates, policies and procedures readily accessible.

Regular meetings and forums nurture discussion and eventually influence and contribute to better decision making. All staff can directly access Trustees and the senior management team with any concerns or issues.

During the year we have held away days for both Trustee Board and the senior management team to discuss strategic application, challenges and future priorities. We have subsequently commenced the planning required to achieve our 2020 vision for Cintre which emanated from these away days and stimulates further discussion.

Each of our services hold regular meetings at staff level and with service users. These will continue in the subsequent years and further strengthen our communications.

Risk review

During the year the Board, in conjunction with the Chief Executive Officer have reviewed the major risks appertaining to:

- Strategic choices;
- Financial integrity;
- Operational performance;
- Reputational robustness;
- Technology and data use and protection; and
- Environmental impact.

The Board continues to be satisfied that appropriate systems and controls are in place to reasonably mitigate these risks.

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Report of the trustees

For the year ended 31 March 2017

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.

Auditors

Godfrey Wilson Limited were re-appointed as auditors to the charitable company during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 26 June 2017 and signed on their behalf by



Thomas Richardson

Independent auditors' report

To the members of

Cintre

We have audited the financial statements of Cintre for the year ended 31 March 2017 which comprise the statement of financial activities, balance sheet, the statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state 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 and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of the trustees and auditors

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances, and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the trustees, and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies, we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2017 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.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Independent auditors' report

To the members of

Cintre

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where 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 received all the information and explanations we require for our audit.

Rob Wilson

Date: 5 JULY 2017

**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

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

For the year ended 31 March 2017

	Note	Restricted £	Unrestricted £	2017 Total £	2016 Total £
Income from:					
Donations	3	5,602	6,642	12,244	15,203
Charitable activities	4	-	1,253,998	1,253,998	1,245,560
Investments	5	-	7,412	7,412	11,048
Total income		<u>5,602</u>	<u>1,268,052</u>	<u>1,273,654</u>	<u>1,271,811</u>
Expenditure on:					
Raising funds		-	13,197	13,197	8,733
Charitable activities		<u>7,397</u>	<u>1,295,160</u>	<u>1,302,557</u>	<u>1,176,025</u>
Total expenditure	6	<u>7,397</u>	<u>1,308,357</u>	<u>1,315,754</u>	<u>1,184,758</u>
Net income / (expenditure)		(1,795)	(40,305)	(42,100)	87,053
Transfers between funds		-	-	-	-
Net movement in funds	7	(1,795)	(40,305)	(42,100)	87,053
Reconciliation of funds:					
Total funds brought forward		<u>4,202</u>	<u>3,134,425</u>	<u>3,138,627</u>	<u>3,051,574</u>
Total funds carried forward		<u><u>2,407</u></u>	<u><u>3,094,120</u></u>	<u><u>3,096,527</u></u>	<u><u>3,138,627</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.

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Balance sheet

As at 31 March 2017

	Note	£	2017 £	2016 £
Fixed assets				
Tangible assets	10		2,686,695	2,566,983
Investments	11		64	64
			2,686,759	2,567,047
Current assets				
Debtors	12	64,955		62,115
Current asset investments	13	163,081		170,541
Cash at bank and in hand		383,270		524,876
		611,306		757,532
Liabilities				
Creditors: amounts falling due within 1 year	14	(160,750)		(129,833)
Net current assets			450,556	627,699
Total assets less current liabilities			3,137,315	3,194,746
Creditors: amounts falling due after more than 1 year	15		(40,788)	(56,119)
Net assets	16		3,096,527	3,138,627
Funds				
Restricted income funds	17		2,407	4,202
Designated funds			-	152,114
<i>Capital fund</i>				
Historical cost			1,248,057	1,097,736
Revaluation reserve			1,438,638	1,469,247
General funds			407,425	415,328
Total charity funds			3,096,527	3,138,627

Approved by the trustees on 26 June 2017 and signed on their behalf by



Robert Barker

Cintre

Statement of cash flows

For the year ended 31 March 2017

	Note	2017 £	2016 £
Cash used in operating activities:			
Net cash provided by operating activities	20	<u>53,807</u>	<u>171,568</u>
Cash flows from investing activities:			
Interest from investments		7,412	11,048
Purchase of tangible fixed assets		(195,000)	(377,580)
Deposits on current asset investments		(1,648)	(3,312)
Withdrawals from current asset investments		<u>9,109</u>	<u>-</u>
Net cash provided by / (used in) investing activities		<u>(180,127)</u>	<u>(369,844)</u>
Cash flows from financing activities:			
Repayment of borrowing		<u>(15,286)</u>	<u>(14,901)</u>
Net cash provided in / (used in) financing activities		<u>(15,286)</u>	<u>(14,901)</u>
Increase / (decrease) in cash and cash equivalents in the year		(141,606)	(213,177)
Cash and cash equivalents at the beginning of the year		<u>524,876</u>	<u>738,053</u>
Cash and cash equivalents at the end of the year		<u><u>383,270</u></u>	<u><u>524,876</u></u>

Notes to the financial statements

For the year ended 31 March 2017

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.

Cintre

Notes to the financial statements

For the year ended 31 March 2017

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.

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 constitute charitable 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 is revalued every 5 years and any unrealised gains and losses arising are 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.

Notes to the financial statements

For the year ended 31 March 2017

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.

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 initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently 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.

Cintre

Notes to the financial statements

For the year ended 31 March 2017

2. Prior period comparatives

	Restricted £	Unrestricted £	2016 Total £
Income from:			
Donations	13,807	1,396	15,203
Charitable activities	-	1,245,560	1,245,560
Investments	-	11,048	11,048
Total income	13,807	1,258,004	1,271,811
Expenditure on:			
Raising funds	-	8,733	8,733
Charitable activities	14,025	1,162,000	1,176,025
Total expenditure	14,025	1,170,733	1,184,758
Net income / (expenditure)	(218)	87,271	87,053
Transfers between funds	-	-	-
Net movement in funds	(218)	87,271	87,053

3. Donations

	Restricted £	Unrestricted £	2017 Total £	2016 Total £
Gifts in kind	-	450	450	-
Donations	2,436	6,055	8,491	546
Grants of less than £1,000				
Bank of England	-	-	-	100
BAWA	-	-	-	490
Leeds Building Society Charitable Foundation	-	-	-	800
R S Brownless Charitable Trust	-	-	-	200
Stewards Company Barnabas Trust	-	-	-	1,000
The Basil Brown Charitable Trust	-	-	-	250
The Roger Vere Foundation	-	-	-	200
Yorkshire Building Society Charitable Foundation	-	-	-	500
Grants of more than £1,000				
Deposit Protection Service	-	-	-	5,000
Quartet Community Foundation	3,166	137	3,303	2,617
The Hedley Foundation	-	-	-	3,500
Total donations	5,602	6,642	12,244	15,203

Cintre

Notes to the financial statements

For the year ended 31 March 2017

4. Charitable activities

	Unrestricted £	2017 Total £	2016 Total £
Service user contribution	26,521	26,521	31,923
Cintre House service user income	561,167	561,167	523,096
Severn Oaks service user income	426,826	426,826	473,744
Reach Out service user income	220,871	220,871	193,009
Statutory benefits	7,875	7,875	6,340
Service user contribution	7,140	7,140	10,940
Service user employment payment	-	-	594
Service user personal money	960	960	555
Miscellaneous income	2,638	2,638	2,459
Uncategorised	-	-	2,900
Total charitable activities	<u>1,253,998</u>	<u>1,253,998</u>	<u>1,245,560</u>

5. Investment income

	Unrestricted £	2017 Total £	2016 Total £
Bank interest	<u>7,412</u>	<u>7,412</u>	<u>11,048</u>

Cintre

Notes to the financial statements

For the year ended 31 March 2017

6. Total expenditure

	Raising funds £	Charitable activities £	Support costs £	2017 Total £	2016 Total £
Grants payable	-	2,521	-	2,521	3,788
Staff costs (note 8)	5,178	958,270	-	963,448	846,078
Rent, rates and water	-	51,243	-	51,243	50,945
Light and heat	-	10,286	-	10,286	8,742
Repairs and maintenance	-	43,534	-	43,534	43,091
Insurance	61	21,190	-	21,251	20,704
Motor and travel costs	-	28,798	-	28,798	23,199
Legal and professional	-	-	7,134	7,134	9,634
Telephone	80	8,213	-	8,293	8,477
Other office expenses	123	6,003	-	6,126	3,290
IT costs	-	8,394	-	8,394	6,522
Recruitment	-	1,251	-	1,251	2,370
Marketing and fundraising	3,963	4,013	-	7,976	11,874
Statutory controls	64	-	4,540	4,604	3,716
Depreciation	-	61,196	-	61,196	63,948
Training programme	1,713	15,344	-	17,057	23,184
Food	-	17,517	-	17,517	17,041
Therapeutic activities	-	7,974	-	7,974	6,140
Household expenses	-	15,934	-	15,934	17,370
Counselling, education and events	2,009	7,173	-	9,182	6,084
Audit fees	-	-	4,980	4,980	4,860
Interest payable	-	-	1,360	1,360	1,788
Printing, postage and stationery	6	1,057	-	1,063	953
Bad debts	-	-	-	-	416
Bank charges	-	-	540	540	544
Dismantling of fixed assets	-	14,092	-	14,092	-
Sub-total	13,197	1,284,003	18,554	1,315,754	1,184,758
Allocation of support costs	-	18,554	(18,554)	-	-
Total expenditure	13,197	1,302,557	-	1,315,754	1,184,758

Cintre

Notes to the financial statements

For the year ended 31 March 2017

7. Net movement in funds

This is stated after charging:

	2017	2016
	£	£
Depreciation	61,196	63,948
Trustees' reimbursed expenses	3,332	3,093
Auditors' remuneration:		
▪ Statutory audit (including VAT)	4,980	4,860
▪ VAT consultancy (including VAT)	-	192
	<u> </u>	<u> </u>

During the year trustees received reimbursed expenses as follows: J Ireland £nil (2016 - £214) for travel and office expenses, D Gosling £389 (2016 - £679) for travel and office expenses, T Richardson £1,211 (2016 - £842) for travel expenses, R Moore £615 (2016 - £614) for travel expenses, A Webber £nil (2016 - £105) for travel expenses, L Farrall £nil (2016 - £26) for office expenses, R Barker £1,017 (2016 - £613) for travel and governance expenses.

8. Staff costs and numbers

Staff costs were as follows:

	2017	2016
	£	£
Salaries and wages	849,647	771,004
Social security costs	64,934	52,060
Pension costs	21,162	18,101
Subcontract and sickness cover	27,705	3,750
Apprentice costs	-	1,163
	<u> </u>	<u> </u>
	<u>963,448</u>	<u>846,078</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 £256,523 (2016: £234,405).

	2017	2016
	No.	No.
Average head count	<u>47</u>	<u>47</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 2017

10. Tangible fixed assets

	£	Assets in the course of construction £	Leasehold improvement £	Plant and machinery £	Motor vehicles £	Total £
Cost						
At 1 April 2016	2,250,000	369,474	35,227	38,380	22,000	2,715,081
Additions in year	-	178,078	13,596	3,326	-	195,000
Disposals in year	-	-	(35,227)	-	-	(35,227)
At 31 March 2017	<u>2,250,000</u>	<u>547,552</u>	<u>13,596</u>	<u>41,706</u>	<u>22,000</u>	<u>2,874,854</u>
Depreciation						
At 1 April 2016	90,000	-	21,135	27,337	9,626	148,098
Charge for the year	45,000	-	5,438	7,664	3,094	61,196
Disposals in year	-	-	(21,135)	-	-	(21,135)
At 31 March 2017	<u>135,000</u>	<u>-</u>	<u>5,438</u>	<u>35,001</u>	<u>12,720</u>	<u>188,159</u>
Net book value						
At 31 March 2017	<u>2,115,000</u>	<u>547,552</u>	<u>8,158</u>	<u>6,705</u>	<u>9,280</u>	<u>2,686,695</u>
At 31 March 2016	<u>2,160,000</u>	<u>369,474</u>	<u>14,092</u>	<u>11,043</u>	<u>12,374</u>	<u>2,566,983</u>

Freehold property is represented by land and buildings at Cintre House (54 St John's Road, Clifton) and Severn Oaks (6 Jesmond Road, Clevedon) at valuation. The last independent full valuation was carried out on 31 March 2014 by Osborne Irish Associates Chartered Surveyors.

Assets in the course of construction relate to the new property purchased during the year (72 Downend Road, Kingswood). Depreciation will be charged on this once the property has been brought into use.

Cintre

Notes to the financial statements

For the year ended 31 March 2017

11. Investments

	2017 £	2016 £
Market value at 1 April 2016	<u>64</u>	<u>64</u>
Market value at 31 March 2017	<u>64</u>	<u>64</u>
Historical cost:		
At 31 March 2017	<u>50</u>	<u>50</u>
At 31 March 2016	<u>50</u>	<u>50</u>

12. Debtors

	2017 £	2016 £
Trade debtors	38,007	19,008
Prepayments and accrued income	26,308	42,457
Other debtors	<u>640</u>	<u>650</u>
	<u>64,955</u>	<u>62,115</u>

13. Current asset investments

	2017 £	2016 £
Cash equivalents on deposit	<u>163,081</u>	<u>170,541</u>

14. Creditors : amounts due within 1 year

	2017 £	2016 £
Trade creditors	73,119	24,801
Bank loans	15,286	15,240
PAYE and social security	18,846	14,031
Other creditors	5,851	9,498
Accruals and deferred income	<u>47,648</u>	<u>66,263</u>
	<u>160,750</u>	<u>129,833</u>

Cintre

Notes to the financial statements

For the year ended 31 March 2017

15. Creditors: amounts due after 1 year

	2017	2016
	£	£
Bank loans	<u>40,788</u>	<u>56,119</u>

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

16. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	2,686,695	-	2,686,695
Investments	64	-	64
Current assets	608,899	2,407	611,306
Current liabilities	(160,750)	-	(160,750)
Liabilities due after 1 year	<u>(40,788)</u>	<u>-</u>	<u>(40,788)</u>
Net assets at 31 March 2017	<u>3,094,120</u>	<u>2,407</u>	<u>3,096,527</u>

Cintre

Notes to the financial statements

For the year ended 31 March 2017

17. Movements in funds

	At 1 April 2016 £	Income £	Expenditure £	Transfers £	At 31 March 2017 £
Restricted funds					
Deposit Protection Service	2,600	-	(2,600)	-	-
Dalai Lama Trek - Health and Fitness	-	2,436	(1,820)	-	616
Quartet Community Foundation	-	3,166	(2,406)	-	760
The Leeds Building Society	800	-	-	-	800
The R S Brownless Charitable Trust	162	-	-	-	162
The Roger Vere Foundation	140	-	(71)	-	69
The Yorkshire Building Society Charitable Foundation	500	-	(500)	-	-
Total restricted funds	4,202	5,602	(7,397)	-	2,407
Unrestricted funds					
Designated funds	152,114	-	(24,792)	(127,322)	-
<i>Capital fund</i>					
Historical cost	1,097,736	-	(30,587)	180,908	1,248,057
Revaluation reserve	1,469,247	-	(30,609)	-	1,438,638
<i>Total designated funds</i>	<i>2,719,097</i>	<i>-</i>	<i>(85,988)</i>	<i>53,586</i>	<i>2,686,695</i>
General funds	415,328	1,268,052	(1,222,369)	(53,586)	407,425
Total unrestricted funds	3,134,425	1,268,052	(1,308,357)	-	3,094,120
Total funds	3,138,627	1,273,654	(1,315,754)	-	3,096,527

Purposes of restricted funds

Deposit Protection Service, The Leeds Building Society and The R S Brownless Charitable Trust

Grants were awarded towards establishing and furnishing the new Supported Living service.

Quartet Community Foundation

Grants were applied for on behalf of service users for specific items of expenditure. These included a settee, fridge freezer, washing machine and a carpet.

The Yorkshire Building Society Charitable Foundation

Grants were applied for on behalf of service users to create a training flat at Cintre House to enable them to shop and cook for themselves prior to moving on to supported living.

The Roger Vere Foundation

A grant was applied for on behalf of service users to establish a skills programme as part of the pathway to enabling greater independence.

Cintre

Notes to the financial statements

For the year ended 31 March 2017

Dalai Lama Trek - Health and Fitness

Mr Richard Luck, Registered Manager at Cintre House, organised a challenge event trek in northern India to raise funds for service user activities. He undertook the trek in April 2017 supported by Cintre.

Purpose of designated funds

The designated fund was used to facilitate the continued reinvigoration of Cintre by strengthening its structure and operational capability, allowing the organisation to initiate and sustain new service opportunities. In line with this and our overall strategy, the fund was used for the refurbishment of the Supported Living building and fully spent during the year (see note 23).

Purpose of capital funds

This represents the net book value of assets held.

18. Revaluation reserve

	2017 £	2016 £
Revaluation reserve brought forward	1,469,247	1,499,856
Freehold property depreciation	<u>(30,609)</u>	<u>(30,609)</u>
Revaluation reserve carried forward	<u><u>1,438,638</u></u>	<u><u>1,469,247</u></u>

The historic cost of freehold property is £719,535.

19. Designated funds

	2017 £	2016 £
Designated funds brought forward	152,114	539,053
Expenditure in year	(24,792)	(19,864)
Transferred to capital reserve	<u>(127,322)</u>	<u>(367,075)</u>
Designated funds carried forward	<u><u>-</u></u>	<u><u>152,114</u></u>

Cintre

Notes to the financial statements

For the year ended 31 March 2017

20. Reconciliation of net movement in funds to net cash flow from operating activities

	2017	2016
	£	£
Net movement in funds	(42,100)	87,053
Adjustments for:		
Depreciation charges	61,196	63,948
Interest from investments	(7,412)	(11,048)
Loss / (profit) on the dismantling of fixed assets	14,092	-
Decrease / (increase) in debtors	(2,840)	25,755
Increase / (decrease) in creditors	30,871	5,860
Net cash provided by / (used in) operating activities	53,807	171,568

21. Related party transactions

John Bennett, the Chief Executive, serves as a director of Care and Support West Limited as part of his role with Cintre. During the year, Care and Support West Limited invoiced Cintre £2,774 (2016: £2,965) 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 £3,755 (2016: £5,572) in respect of mental health and first aid training. There were no amounts outstanding at the year end (2016: £400).

22. Deferred income

	2017	2016
	£	£
At 1 April 2016	42,325	48,124
Amounts deferred during the year	31,575	42,326
Amounts released during the year	(42,325)	(48,125)
At 31 March 2017	31,575	42,325

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

23. Capital commitments

At 31 March 2017, capital expenditure commitments were as follows:

	2017	2016
	£	£
<i>Not contracted or provided for in the accounts:</i>		
Completion of assets in the course of construction	90,000	100,000

At 31 March 2017 the trustees have committed to spend £90,000 on the property at 72 Downend Road (Kingswood). This is shown in tangible assets as 'Assets in the course of construction'. The expenditure on this will bring the property into use.

Cintre

Reference and administrative details

For the year ended 31 March 2017

Company number	01495257
Charity number	280339
Registered office	54 St. John's Road Clifton Bristol BS8 2HG
Operational address	2nd Floor Shore House 68 Westbury Hill Bristol BS9 3AA
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 Honorary Treasurer Peter Clayton Lesley Farrall Deputy Chair from 28 March 2017 David Gosling (retired 15 October 2016) Philip Harris Robert Moore Chairman until 31 January 2017 Thomas Richardson Chairman from 1 February 2017 Alison Webber
Key management personnel	Neil Baker Business Development Manager John Bennett Chief Executive Officer Sonia Fernandes People and Systems Manager Rachel Hoskins Registered Manager Reachout Maura Laporta Finance Manager Richard Luck Registered Manager Cintre House Simon Potter Registered Manager Severn Oaks
Secretary	Maura Laporta
Bankers	Cambridge & Counties Bank Limited Charnwood Court New Walk Leicester LE1 6TE Hodge Bank One Central Square Cardiff CF10 1FS Secure Trust Bank One Arleston Way Solihull B90 4LH

Cintre

Reference and administrative details

For the year ended 31 March 2017

Bankers (continued)	Triodos Bank Deanery Road Bristol BS1 5AS	United Trust Bank One Ropemaker Street London EC2Y 9AW	Virgin Money plc Jubilee House Gosforth Newcastle upon Tyne NE3 4PL
Solicitors	Burroughs Day LLP Queen Square House 18 - 21 Queen Square Bristol BS1 4NH		
Auditors	Godfrey Wilson Limited Chartered accountants and statutory auditors 5th Floor Mariner House 62 Prince Street Bristol BS1 4QD		