

**Charity Registration No. NIC105748**

**Company Registration No. NI031975 (Northern Ireland)**

**FIRST HOUSING AID & SUPPORT SERVICES LTD**

**ANNUAL REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2020**

# FIRST HOUSING AID & SUPPORT SERVICES LTD

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# FIRST HOUSING AID & SUPPORT SERVICES LTD

## LEGAL AND ADMINISTRATIVE INFORMATION

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<b>Trustees</b>	Phil Mahon (Chairperson) Stephen Connolly Patrick Gray Deborah Lamberton Liam Milligan Lucy Campfield Sharon Williams	(Appointed 24 February 2020)
<b>Secretary</b>	Kevin Wright	
<b>Charity number</b>	NIC105748	
<b>Company number</b>	NI031975	
<b>Registered office</b>	23 Bishop Street Derry~Londonderry BT48 6PR	
<b>Auditor</b>	Moore (NI) LLP 21/23 Clarendon Street Derry BT48 7EP	
<b>Bankers</b>	First Trust Bank Meadowbank Strand Road Derry~Londonderry BT48 7TN	
<b>Solicitors</b>	Clarendon Legal Solicitors 48 Clarendon Street Derry BT48 7ET	

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2020

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The Trustees present their report and accounts for the year ended 31 March 2020.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended by "Amendments to FRS 102 - Triennial Review 2017 - Incremental improvements and clarifications" for accounting periods commencing from 1 January 2019)

#### Objectives and activities

First Housing Aid and Support Services (FHASS) is a voluntary sector non-profit making organisation in operation since 1989 (formerly known as Foyle Homeless Action and Advice Service), which provides professional advice on housing in Northern Ireland and solutions to people who find themselves in housing difficulties.

First Housing is committed to providing and developing services that offer a meaningful response to the needs of all homeless people. It is our commitment to ensure that a decent home is within the reach of every family and single person. First Housing continues to play a key role in the much-needed provision of support and accommodation to people in severe housing difficulty throughout Northern Ireland.

First Housing believes that everyone has a fundamental right to a home that is safe, secure and affordable. First Housing responds to the needs of homeless people through initiatives focused towards providing quality accommodation and support. These services are based on preventing individuals and families from becoming homeless in the first place, and the provision of accommodation and support to help ensure individuals achieve the skills they need for them to live independently in the community.

#### Primary Purpose

First Housing was established for the relief of poverty and sickness and the advancement of education, and in particular to establish or promote the establishment within the area of Northern Ireland ('the area of benefit') of a specialist advice service providing information and support for homeless/vulnerable people.

Our **mission** is to respond effectively to the social needs of the community through the provision of high quality temporary accommodation, education and specialist services.

Our **values** are:

Integrity - We are ethical, honest and transparent in our decisions and actions.

Respect - We honour all people, acknowledge differences and uphold dignity at all times.

Hope - We are inspired by the possibilities for all people to find their strengths and take control of their life choices.

Compassion - We genuinely care for others.

Courage - We are willing to face challenges and be creative and imaginative in finding solutions.

Excellence - We strive to achieve excellence across all our programmes and services.

Our charitable activities are conducted through four main services. Our **Addiction Services** provides accommodation, floating support and specialist outreach services. Our **Floating Support and Resettlement Service** provides support for families, young people and those living independently who may experience difficulties with mental health. Our **Accommodation Services** supports families and young people whilst in temporary accommodation and **Smart Move** provides private rented sector accommodation and tenancy support.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

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### Primary Objectives for the Year 2019-20

- Continue to provide high quality supported accommodation with housing related support to people who are homeless across Northern Ireland. This will involve working closely with our current funding bodies to ensure financial sustainability.
- We look forward to completing Wi-Fi installation at a number of our accommodation projects. We are committed to securing funding to continue with refurbishment across our families projects.
- Continue to develop partnerships and working protocols with relevant agencies and organisations across the voluntary, community and statutory sectors. Our recent experience of developing strong working relations with Business in the Community NI is a case in point and we hope to expand on partnerships within all sectors This will align us fully with The Homelessness Strategy "Ending Homelessness Together"
- Build future financial sustainability for our SmartMove Private Rented Sector Accommodation
- Further develop the quality and effectiveness of our alcohol and addiction services. In particular, we will explore opportunities for future financial sustainability for the Way2Go Project
- Further develop the quality and effectiveness of our Floating Support Service and work with the Housing Executive and Supporting People to deliver models that suit the needs of our users.
- Secure sustainable future funding for our crèche facility at Shepherd's View
- Ensure compliance with compulsory registration requirements of the Northern Ireland Social Care Council on an annual basis.
- Focus on initiatives to address isolation amongst young people. The recent provision of diversionary activities within these accommodation projects have been a great success. We are committed to sourcing specific funding to sustain these programmes that provide valuable life skills, build confidence, self esteem and motivation amongst our young people. In this way we will focus on continued service user involvement
- Continue with our commitment to Equal Opportunities.
- Review, revise and update our information and publicity materials for the organisation. In particular, we will review, revise and update our company website.
- Ensure quality standards are maintained across our projects and services in line with best practice and regulatory requirements.

Our long-term commitment is to provide quality services that offer value for money and choice to our service users. We will continue to evaluate our services in conjunction with our service users, offering them a voice and choice as to how services can meet their needs. We will also continue to work towards our strategic goals of **championing early intervention, tackling rough sleeping, supporting young people, promoting the private rented sector and improving the well-being of vulnerable people.**

### Public Benefit

The Trustees have considered the Charity legislation which sets out the requirements for charities to demonstrate the aims and activities are for public benefit. The Trustees confirm that they have had regard to the Charity Commission NI guidance on public benefit.

The direct benefits flowing from our purposes include reduced levels of homelessness and the risk of becoming homeless for people that use our services. First Housing responds to the needs of people that are homeless, or at risk of becoming homeless, through initiatives focused towards providing quality accommodation and support. The benefits to society include an increase in independent living within communities as individuals acquire the skills they need to do so.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

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### **Main services provided to further the charity's purposes for public benefit**

- Temporary accommodation and specialised housing projects for single person households and families who are homeless.
- Supported housing in the community for people living with mental health issues.
- Specialist accommodation projects for young people leaving care, young parents and people suffering alcohol abuse who are sleeping rough.
- Crèche and play facilities for children 0-3 years living in interim accommodation and the surrounding communities.
- Self contained accommodation with support for clients waiting permanent public sector housing.
- Resettlement and floating support services for young people, families and people with mental health difficulties living in the community.
- Private sector housing and 'SmartMove' Private Sector Access Schemes for people requiring immediate and permanent housing.
- Mediation and tenancy support services for tenants living in the private rented sector.
- Property management and landlord support services.
- Night Support Services and outreach support to rough sleepers and people with chronic alcohol issues in need of help and support.
- Services to provide young people that are homeless to be able to tackle the barriers to education, training and employment.

These services are provided across Northern Ireland by approximately 128 full time staff. To measure public benefit we use a bespoke database system (PSOCC) that allows us to record the individual needs of our service users, the support provided and the outcomes that have been achieved. This is monitored on a continuous basis to allow us to assess successful outcomes. We can also measure the reduced levels of homelessness and the reduced risk of becoming homeless for people that use our service.

### **Volunteers**

We are very fortunate to have dedicated volunteers that allow us to add value to the work we do. They offer support and befriending through our buddy system and play an active role in organising and participating in activities, support groups and events alongside our staff. During the period 2019 - 2020, we had 6 volunteers, contributing approximately 1248 hours, helping with our gardening project at Ramona House.

In addition, we have an ongoing commitment to providing student placement opportunities with local education providers. During the period 2019 – 2020 we accommodated:

- 1 student placement from Bryson Care for 4 months (Shepherd's View Accommodation Project)
- 1 Health and Social Care placement for 2 days per week (Ramona House)
- 1 student Social Worker for 15 weeks (Floating Support and Resettlement Services)
- 2 student Social Workers for 3 months each (Floating Support and Resettlement Services)
- 1 Coleraine University Psychology student for 9 months (Floating Support and Resettlement Services)

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

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### Achievements and performance

#### *Front-Line Delivery*

- *Continue to provide high quality supported accommodation with housing related support to people who are homeless across Northern Ireland.*
- *Further develop the quality and effectiveness of our Floating Support Service and work with the Housing Executive and Supporting People to deliver models that suit the needs of our users.*

Throughout the year First Housing continued to provide high quality supported accommodation with housing related support to people that are homeless across Northern Ireland. We responded to the needs of 1890 individuals in crisis requiring either accommodation, floating support or advice and guidance. This is a slight decrease from last year; despite the fact homeless figures remained the same. At the same time many more people are being accepted for Full Duty Applicant Status which effectively meant they did require supported accommodation, or single lets in many cases. We experienced a decrease in people moving through our services this year. In the main this is due to complexity of need and the fact there is less available move on accommodation. Our service continues to support individuals with very complex needs related to benefit changes, mental ill health and serious addiction issues. As a result of this we have found it necessary to increase the duration of support to people in crisis.

Within our supported accommodation units we provided accommodation to 554 individuals and families. This allows us to work in partnership with the NIHE to fulfil their statutory duty under The Homeless Persons (NI) Order 1988, as amended 2003.

All our Floating Support Services are working over and above their capacity due to a marked increase in referrals. Floating Support Families currently provide support to 234 families and Adults at Risk in the Western Trust area. Youth Accommodation Support Service currently provides support to 99 young people.

This service continues to be in high demand given the rising levels of homelessness in Northern Ireland. Each year nearly 19,000 households present as homeless, requiring a response to their housing need. The statutory homeless acceptance rate is relatively high compared to other areas on the mainland. This year we have witnessed a slowing down of offers of permanent accommodation in the community, which means that supported accommodation silts up and is not available to cope with the demand of those in need.

This year the Floating Support portfolio has been expanded to include clients who are over 55 years and who are vulnerable and in danger of becoming homeless in the community in Derry/Londonderry, Strabane and Limavady. Our Floating Support capacity has increased this year by an additional staffing compliment of 1 Senior Floating Support worker and 3 Support staff with a caseload capacity of 60.

#### *Start Right Project, Enniskillen*

Floating Support Enniskillen received Grant Aid funding from the NIHE from the Homelessness Prevention Fund. As part of their project the staff team spent a night sleeping out in Enniskillen town centre on the 13th December 2019, with the aim of raising awareness of homelessness within a rural setting. They raised an amazing £2,957 for their service users.

Following on from the awareness raising events, the team processed 41 grants worth £3,500 to help with tenancy sustainment. Grants were used mostly for fuel purchases, electricity and food. In addition to receiving one of these grants service users (SU) had benefits check completed for them and underwent a budgeting assessment with their support worker. In evaluating the impact of this grant:

- 41 SU responded that the grant helped them to sustain their tenancy
- 33 SU responded that the grant reduced financial stress (some service users were much more in debt that this grant just skimmed the surface of their debt so they did not feel a significant reduction, just a short term relief in terms of providing immediate essentials
- 10 SU responded that the grant helped them become aware of and develop basic budgeting skills
- 31 SU responded that the grant helped to improve their mental wellbeing

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

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Some of the comments made by grant recipients include:

"I appreciate all that has been done for me, I was worrying, it was very stressful, but this has been a great help"

"You have helped me so much; I can't get over it, so much appreciated, so friendly and helpful"

"This will definitely help with me and my daughter, I don't know when I will be able to return to work, and so glad someone out there cares"

We have an innovative and extremely dedicated team at Enniskillen and this project required substantive work over a very short time period. Congratulations to all involved.

- *We look forward to completing Wi-Fi installation at a number of our accommodation projects. We are committed to securing funding to continue with refurbishment across our families projects.*

We were successful in an application for funding to the NIHE Project Improvement Fund and were awarded £18,613 to improve our project Wi-Fi and CCTV provision. During the months of January and February we installed the new Cat6 network cabling in Damien House, Shepherd's View and Ramona House. We fully completed the CCTV and Wireless installation at Ramona House.

The feedback from the staff and residents there is excellent. The end product is similar to what would be found in a new build hotel or shopping centre and a result we are very pleased.

The onsite network cable installation and the configuration of the equipment at Damien House and Shepherd's View is completed, but unfortunately due to the Covid-19 restrictions the final fit out of the end point devices had to be suspended at the beginning of March.

Damien House has since been completed as of July 2020 and we hope to complete Ardmoulin and Shepherds View projects in the coming year.

We were also fortunate to receive further funding from the NIHE to improve furnishings in the temporary units and the staff office at Dillon Court. At time of reporting the work in the staff area has been completed with the accommodation upgrades ongoing.

- *Continue to develop partnerships and working protocols with relevant agencies and organisations across the voluntary, community and statutory sectors.*

First Housing continues to work in partnership under the Public Health Agenda with two agencies, Arc and De Paul, to deliver low threshold services to people in the community who are impacted by alcohol and who have acute and complex needs. Our Harm Reduction Service continues to meet people "where they are at" to help them to reduce the harms associated with addiction. This year due to demand we have approached the PHA for funding to expand this service to make more of an impact in rural locations such as Strabane and Limavady. A full proposal for this extension was submitted in July 2020 and we await a decision from PHA.

Way2Go staff continued to deliver in-house tailored workshops to schools/ colleges and Youth and Community groups. Partnership working remained an integral part of the service with staff working collaboratively with both internal and external services such as First Housing Night Support Service, SmartMove NI, other in-house accommodation services and local Addiction teams.

Our staff are active members of the local area Drug and Alcohol Coordination Teams. First Housing is also represented on NIHE Homelessness Strategy Forum, NIHE Client Reference Group which looks at the needs of service users and service delivery and NIHE Operations Group led by CHNI which lends itself to learning and achievement of good practice throughout the sector. Through these partnerships staff members continue to have a valued input into advocating and influencing policy and practice as well as ensuring quality service delivery.



# FIRST HOUSING AID & SUPPORT SERVICES LTD

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

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- *Build future financial sustainability for our SmartMove Private Rented Sector Accommodation*

SmartMove had a total of 475 tenancies during the period 2019-2020. We worked with 204 landlords and managed 410 properties.

At year end we were working closely with the Oak Foundation to secure grant funding that will allow us to create a new model for SmartMove which will allow it to become 'self – sustaining'. During the initial days of Covid-19 work on this application halted for a while.

At the end of July we had the very welcome news that we had been successful in our application to Oak Foundation, securing £333,775 over three years. This will give SmartMove great stability moving forward.

- *Further develop the quality and effectiveness of our alcohol and addiction services. In particular, we will explore opportunities for future financial sustainability for the Way2Go Project*

We were delighted to be involved in partnering with Northern Ireland Housing Executive in counting the number of chronic homeless people sleeping rough in our city in November 2019. This year the numbers on our streets during the count was low, a total of 6, as opposed to the previous year where we found a total of 13 people on our streets. We continue to have links with the North West Migrant Centre who can assist by providing translators on the streets accompanying our Night Support Service. This year we worked in partnership with a range of stakeholders within the city including City Centre Initiative, PSNI, De Paul, North West Migrant Forum, NIHE and City Council.

We continue to maintain strong links with all local hostel and day shelter providers to deliver responses focused on support and help for a very vulnerable group of individual, inclusive of a small migrant population whom NIHE also placed indoors despite the fact they had no statutory duty.

This year at the outbreak of Covid-19 we saw a decrease in the numbers of people sleeping rough on our streets. This was mainly due to the NIHE Policy of bringing everyone indoors to minimise the spread of infection. However, some people did fall through the gaps due to family breakdown and / or deterioration in mental well-being. In the initial stages of this crisis, Night Support offered an emergency response, initially sleeping bags, warm clothing, food and drink prior to advocating to NIHE on their behalf. This meant that people only spent a minimal time on the streets prior to intervention and prevention. We are happy to report that our service continued during Covid-19 and successfully worked with the NIHE Housing Solutions Team to get 16 people indoors to safe secure accommodation.

There was a joined up, humanitarian effort during the first wave of Covid-19. For example, Night Support also worked closely with De Paul helping them to deliver food and hot meals to people in the Community suffering from addictions.

Due to some unspent funds in the Way2Go year 5 budgets, we were able to run the impact of alcohol project until 31st March '20, although unfortunately we were unsuccessful in identifying future viable funding streams to continue with the project beyond that date. During the 2019-20 period there has been substantial time spent with individual clients, all of which have high complex needs and required in-depth long term support. In the first quarter of this monitoring period there continued to be a wide range of in-house workshops in schools, colleges and community groups. The workshops covered alcohol, drugs, risk taking behaviour and the impact on the still growing young person to their physical and mental health. We also highlighted the huge numbers of drugs being bought over the internet and addressed the number of accidental overdoses due to individuals not knowing what they are buying. As some young people were going to experiment with alcohol and drugs, we spent time on Harm Minimisation and promoting sexual health.

As the project planned for wind down, staff departures meant lower volumes of service users could be supported, although the remaining staff were kept busy with a smaller number of service users with 961 actions of home visits and phone calls.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

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This year, the Way2Go project provided 47 individuals /families with tailored support to support to sustain and maintain a tenancy and to reduce homelessness. There were 489 actions made on behalf of clients these included; advocacy, referrals, making appointments, family contact and information gathering. Staff were instrumental in clients attending residential alcohol treatment, counselling, in-patient psychiatric care, attending support projects for mental health, securing specialist help with benefits and form filling and housing issues. 668 young people received training and information on the impact of alcohol with 610 young people reporting a reduction after taking part in workshops and diversionary activities and all 47 individuals that received tailored support reported an increase confidence and self esteem. We also continued to run a weekly SWAP group (a support group) for ladies with alcohol dependency for most of the year despite a reduction in staff numbers.

- *Secure sustainable funding for our crèche facility at Shepherd's View for the future*

We secured a further year of funding from 'The Pathways Fund (Department of Education and Learning) until 31st March '20. It was a difficult year, as this funding stream was greatly reduced.

Our 'Early Years' crèche therefore continued to offer young parents, who are housed within our Shepherds View Project, the opportunity to avail of training to help them with parenting needs and tackling isolation. Our aim is to help our young parents move on in a positive way to independent accommodation in the community.

In response to risks associated with Covid-19 we took the decision to temporarily close the crèche facility near the end of March '20. We also applied to the Pathways Fund for a further year of funding for the crèche to provide match funding that we receive from the Western Health and Social Care Trust, but were unsuccessful in April 2020.

Without the recourse to other funding we had the sad decision to close the Crèche as an operating childcare facility. We hope to work further with the WHSCT to promote Early Years intervention work by hiring a dedicated worker additional to the housing support team in Shepherds View. The Crèche is a fabulous play space for the children and we hope to re-open it as a communal area as soon as Covid-19 restrictions allow.

- *Ensure compliance with compulsory registration requirements of the Northern Ireland Social Care Council*

We continue to comply with compulsory registration for all relevant staff with the Northern Ireland Social Care Council.

- *Focus on initiatives to address isolation amongst young people, with continued focus on service user involvement*

### Initiatives to address isolation

This year we have continued to deliver various programmes in all of our projects to encourage interaction and participation on site. Below is a snapshot of activities that took place this year.

### # Work It Out

The # WorkItOut project, funded by the Big Lottery, continues to foster links with many training agencies and community organisations in the local area. We have met with key personnel to promote the service and develop flexible working arrangements for our young people. Much of our work in the last 6 months has focused on the area of education. This year we have, once again, seen a huge increase in the number of young people enrolling for courses in the North West Regional College who wish to continue to enhance their prospects towards employment. In addition some of our young people have secured employment with caring agencies in the community, security firms and Hair and Beauty establishments.

# **FIRST HOUSING AID & SUPPORT SERVICES LTD**

## **TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)** **FOR THE YEAR ENDED 31 MARCH 2020**

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Residents in Shepherd's View and Jefferson Court in particular availed of many the divisionary activities offered by #WIO, including some exciting new opportunities including free gym sessions with personal trainers and driving lessons.

During the initial Covid-19 lockdown, we were concerned about our young people and how they would cope with the new set of rules imposed. However, various community and statutory initiatives were up and running before long, including hygiene packs and emergency provisions funded by WHSCT. These were distributed to young people as and when needed. Healthy eating packs were also given to all young people courtesy of Long Tower Youth Club on a weekly basis.

### Ramona House

Our gardening project is now in its 4th year and our service users are still very much involved as is our connections with Omagh Men's Shed and The Conservation Volunteers NI. We continued with the project until Lock Down due to Covid-19. Sadly we are not in a position to work with said organisations until the Covid-19 crisis has been averted. Our long term residents are now maintaining and growing vegetables for use in the house and are being supported by staff where necessary. Unfortunately we have had to postpone some of our activities during this time, however it is our hope we will be able to begin our Art classes in the near future in a safe way. Our local Marks & Spencer nominated us for funding to repair our outdoor gazebo; this is currently on hold but we are assured that Marks & Spenser staff will be able to offer support when Covid-19 restrictions end.

### Francis Street

Francis Street continued with informal training sessions in its common room – First Aid, Internet Safety and Building Healthy Relationships. Partnerships have been developed with 16+, Extern and Give and Take to deliver programmes chosen and designed around the young people; these are popular and very well attended. Francis Street continues to encourage our young people to participate in communal activities. This year we have been successful in securing some funding from the Western Trust to help young people with activities during Covid-19 and deliver some feel good recreational activities. We have held pamper nights for the residents within the project wherein they were treated to getting their nails done, face masks and other such treats. With the funding we have been able to purchase games consoles, x box for the common room for games nights, and with the financial aid of 16+ we have also purchased SKY TV for movies nights.

Due to Covid-19 we had to put our breakfast club on hold but more recently this has been re-activated using guidance from PHA on social distancing and good hand hygiene to make the project a safe place for the young people.

### Jefferson Court

As always, during seasonal events such as Summer BBQ, and Halloween and Christmas Parties, we make an extra special effort in engaging the Young People to come together. Our young people continue to be very proud of their achievements. A special mention should go to the staff from Jefferson and Francis St who participated in the Human Library event this year, which highlighted one individual's journey from becoming homeless and having to access services to gaining employment within the sector as a support worker.

This year, our projects are engaging in research being conducted by the NIHE to look at a service user's journey into homelessness. We are fortunate in that we have also been able to engage former homeless young people who came through our services to tell their stories of transition from being homeless to having secure tenancies and improving their employment opportunities.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

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### Ardmoulin Project

As in previous years, Ardmoulin continues to host the Sure Start classes for Mother and Toddlers. This is open to the wider community as well as the residents in the hostel. During the year we used our crèche facility as a lovely interactive space that allows us options to host parties for the residents' children. This proved a great success as it gives the opportunity for the child to interact with other children and many friendships are formed through these events. Just before lockdown, in conjunction with a local Youth Group, we received a grant to transform the crèche facility for multifunctional use. This included repainting, additional seating, flat screen TV and refrigerator. The space was planned for holding classes and group work for our service users. Unfortunately, this has been disrupted with Covid-19 pandemic but it is our hope that we can restart these works when it is safe to do so.

### Resettlement Mental Health Supported Housing

The service is currently in the process of a reconfiguration in consultation with Supporting People and the Trust to expand services to the community. This proposal will offer a hybrid service of accommodation with support and resettlement support within the community aimed at prevention of homelessness and sustainability of accommodation. The new model will allow more capacity, increasing from 18 at present to 30 service users, and offer more value for money. The proposal will allow us to work with persons within the community who have mental health difficulties. Discussions with Mental Health Services have indicated that there is currently a high demand for this service and, post Covid-19, we anticipate building a strong referral base in the community. This service will allow us to assist individuals to sustain their accommodation in the community thereby offering a preventative response to homelessness.

### Continue with our commitment to Equal Opportunities

First Housing is committed to ensuring equality for all who come within our service. Our Annual Equality Reports and Equality Action Plans underlines our commitment in this area. This Plan is presented each year to our Board of Directors to focus on actions to be delivered in this important area of our work.

- *Review, revise and update our information and publicity materials for the organisation*

During the year we received £5,000 from the NIHE Homelessness Prevention Fund to run an awareness campaign to promote all of our services. Connect -19 completed the following before Covid-19 restrictions came about.

In December 2019 a new organisational poster created, listing all of FHASS services. The poster was distributed before Christmas to GP surgeries, local community & resource centres, other support and advice centres. Particular emphasis was put on areas where FHASS literature was not previously distributed. The response was extremely positive. All service literature was reviewed and updated including a winter postcard which highlighted FHASS floating support services, including the Night Support Team.

The poster was also made available as a download on our website. As part of this project our website had a full revamp and we expanded and stream-lined the Recruitment section.

Future plans for an Art Event and one day conference were put on hold during initial Covid-19 restrictions.

- *Ensure quality standards are maintained across our projects and services in line with best practice and regulatory requirements*

Our Jointly commissioned projects, Francis Street and Jefferson Court, had inspections conducted by RQIA. The benefit of these inspections is that it continually focuses our commitment to quality standards, to continue to learn and improve for the benefit of all users of our services. The inspectors were especially happy with the quality of the services and the amount of service user involvement within each of our projects. We believe that it is only by listening to the people who use the services that true improvement can be made.

Damien House had an inspection from Supporting People, NIHE in August of 2019. The project passed with 'flying colours' and remarked on an excellent pre-inspection desk top exercise.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2020**

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### Significant Factors

The challenging environment in relation to funding continues. Our success has been driven by good employee relations, a highly experienced and dedicated staff team and our commitment to training and development. We have mitigated the impact on training for our staff by updating our bespoke Interactive suite of training with additional courses directed by the needs of our projects.

### Financial review

The Statement of Financial Activities (SOFA) shows gross income from all sources and the split of activity between restricted and unrestricted funds.

### Incoming Resources

First Housing Aid & Support Services enjoy a long standing relationship with a number of funding bodies, as illustrated in the accounts. The services that the Charity provides are funded either by contract agreements set up with various organisations or grant aid funding. Having recognised the importance of these relationships, the trustees and management of First Housing have worked tirelessly towards accreditation standards set by these organisations.

Total income for the year was £4,149,711 of which approximately 99% was generated from charitable activities including receipt of grant aid funding. The balance of income was generated from donations and legacies received and other income. Total expenditure by the charity was £4,361,924, all of which was expended on direct charitable activities. The balance on unrestricted funds and restricted funds at the period end was £239,527 and £654,238 respectively.

### Reserves Policy

The Trustees consider it prudent to hold monies in reserve in the event that unforeseen circumstances should lead to financial difficulties which might put the future of the aims and objectives of the charity in doubt.

Free reserves are defined by the Trustees as unrestricted income funds freely available for use as the charity so determines and thereby excludes any funds committed, invested in tangible fixed assets held by the charity and restricted or designated funds.

The Trustees have established a formal policy which stipulates that free reserves be maintained at a level based on the costs required to cease the charity's activities in an orderly fashion in the event that a significant drop of funding does not allow the continuation of services. At the reporting date, the Trustees have calculated the level of reserves required in such a scenario to be in the region of £600,000. Unrestricted funds as at 31st March 2020 are £239,527. The Trustees continue to strive to build a general level of reserves in accordance with their policy.

### Risk Management

The Trustees, in conjunction with the senior management team, are aware of the major risks to which the charity is exposed. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Internal control risks are minimised through the procedures for authorisation of all transactions and projects. Procedures are periodically reviewed to ensure that they continue to meet the needs of the group. Procedures are in place to ensure compliance with applicable laws and regulations. These procedures are reviewed periodically to ensure that they meet the needs of the charity.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

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### Plans for the future

In all of our previous Trustee Reports we have concentrated on how we would be able to continue and develop our services.

This year is very different. The impact of Covid19 is likely to dominate the entire 20-21 financial year and perhaps 21-22 as well. We have had to work very quickly to adapt to the changing circumstances in order to continue to meet the needs of our service users. Our staff and board of trustees have shown considerable flexibility and embraced new technologies and ways of working in very difficult circumstances.

Much of our workload in terms of Floating Support has been fulfilled by providing support and advice services online and by phone, with visits taking place only when absolutely necessary and in line with established protocols.

The accommodation services have had to limit the amount of contact with residents by practicing social distancing and wearing a face covering. They have had to find new and innovative ways to complete what used to be routine daily tasks within the framework of a demanding set of safety guidelines while facing a very real and little understood threat to their health.

Many of us are now working from home trying to solve an entirely new set of daily challenges.

COVID-19 is already having a severe negative impact on the economy and the position is likely to get worse before it gets better. Significant increases in levels of unemployment and increased poverty are already evident and, although steps have been taken to mitigate the impact to date, increasing levels of housing stress and homelessness will be very difficult to prevent.

The Pandemic has also seen unprecedented increases in Government expenditure which are still very much ongoing. Past experience of situations requiring this level of investment indicate that, once the impact of the pandemic has subsided, a new struggle against austerity will begin with governments looking to reduce expenditure wherever possible.

The task ahead of us remains a daunting one.

Our strategy for the coming year will therefore be to concentrate on maintaining all our existing services while continuing to be flexible and constantly reviewing opportunities for new ways of working.

- We will endeavour to continue to provide high quality supported accommodation with housing related support to people who are homeless across Northern Ireland. This will involve working closely with our current funding bodies to ensure financial sustainability.
- We will work to further develop partnerships and working protocols with relevant agencies and organisations across the voluntary, community and statutory sectors. Initial experiences across all of the services, during the lockdown period of the first quarter of 2020, has only underlined the importance of such partnerships.
- We will continue to seek long term financial sustainability for our SmartMove Private Rented Sector Accommodation
- We will look to further develop the quality and effectiveness of our alcohol and addiction services.
- We will work to improve the quality and effectiveness of our Floating Support Service and liaise with the Housing Executive and Supporting People to deliver models that suit the needs of our users.
- We will ensure compliance with compulsory registration requirements of the Northern Ireland Social Care Council on an annual basis and continue with our commitment to Equal Opportunities. We will also ensure quality standards are maintained across our projects and services in line with best practice and regulatory requirements.
- We will develop new initiatives to address isolation amongst young people. The recent provision of diversionary activities within these accommodation projects have been a great success. In this new normal, with localised lockdowns occurring, we recognise the importance of continued service user involvement.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

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### COVID – 19 PANDEMIC

#### Financial Position

First Housing enjoys long standing relationships with a number of key funders, in the main the Northern Ireland Housing Executive Supporting People Programme and the Western Health & Social Care Trust. Our services are funded either by contract agreements, grant aid funding, or service level agreements. Initial funding is awarded after a competitive tender process. Assuming the services successfully operate within agreed parameters, Contract agreements are renewed on a yearly basis with Service Level agreements generally running for three year cycles.

We are extremely proud of these long term associations and work tirelessly to attain the quality standards required by these core funding bodies. At the outbreak of Covid-19 in March/April 2020 we were assured very quickly that all funding arrangements would continue as normal. This ensured smooth and continuous service provision in the new challenging conditions.

Furthermore on 8 June 2020, we received information from the Supporting People fund that the Minister for Communities NI had approved the temporary unfreezing of the accumulated SP Reserves across Supporting People provider organisations, specifically to deal with Covid-19 related pressures, in particular additional staffing costs and other Supporting People eligible expenditure. This was very welcome news as we now have access to an additional fund of £390,541.

Further funding of £11,000 was made available from WHSCT to continue with specialist support in our Young People accommodation projects.

Additional to all of the above the news in July 2020 of the successful application to Oak Foundation for our SmartMove NI re-model has given great reassurance to the project going forward.

#### Operational Changes

Since the outbreak of COVID-19 and the measures put in place to stop the spread we have been able to work with the Housing Executive to continue taking in referrals to our accommodation projects for young parents who became homeless during this time. We have been facilitating this as safely as possible following government guidelines.

Within the project's, due to social distance restrictions, our young people were encouraged to engage with Zoom groups organised by the Trust around cooking skills. In addition our # WorkItOut project held Zoom meetings looking at 5 steps to mental well-being which included physical activities to keep them motivated. All activities can be seen on the # WorkItOut face book page. Residents engaged in educational courses were also able to avail of a printing and advice service offered by staff for their coursework

### **Structure, governance and management**

#### **Governing Document**

First Housing Aid and Support Services is a company limited by guarantee and does not have a shared capital. A memorandum and Articles of Association govern it and the liability of each member is limited to an amount not exceeding £1.

The Trustees have ultimate legal and financial responsibility for the affairs of First Housing, although the management of the organisation has generally been delegated to staff, through the Chief Officer.

The Trustees of the company, all of whom have been Trustees for a full year unless otherwise stated, are listed on the first page of this document.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

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The Trustees, who are also the directors for the purpose of company law, and who served during the year were:

Phil Mahon (Chairperson)	
Kenny Martin (Vice Chairperson)	(Resigned 10 July 2019)
Stephen Connolly	
Patrick Gray	
Deborah Lamberton	
Liam Milligan	
Lucy Campfield	
Sharon Williams	(Appointed 24 February 2020)

### Method of Appointment of Trustees

The Board of Trustees manages the process of recruitment and appointment of Trustees, and may admit to membership any person interested in promoting the objects (primary purpose) of the company.

### Governance Review

The Trustees remain satisfied that First Housing Aid & Support Services is compliant with good governance practices in line with the requirements of the Charity Commission of Northern Ireland.

### Organisational Structure

Chief Officer	Mr. Kevin Wright
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### Senior Management Team

Director of Operations	Mrs Eileen Best
Head of Finance	Ms Teresa Coyle
Head of HR & Training	Mrs Sinead Mc Fadden
Head of Floating Support & Resettlement	Mrs Lorraine Lambert

The Board of Trustees has overall legal responsibility for the charity. The Senior Management Team provides a 6 weekly report to the Board in writing and every Board is attended by the Chief Officer, the Director of Operations, the Head of Finance and the Head of Human Resources. Each Project/Service has a Manager/Co-ordinator and a Deputy Manager, where appropriate. There are robust reporting structures in place throughout the organisation.



# FIRST HOUSING AID & SUPPORT SERVICES LTD

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

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### Statement of Trustees' responsibilities

The Trustees, who are also the directors of First Housing Aid & Support Services Ltd for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

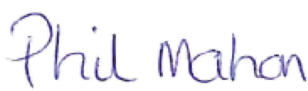
### Auditor

The auditor, Moore (NI) LLP, is deemed to be reappointed under section 487(2) of the Companies Act 2006.

### Disclosure of information to auditor

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The Trustees' report was approved by the Board of Trustees.



**Phil Mahon (Chairperson)**

Trustee

Dated: 17th November 2020

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## INDEPENDENT AUDITOR'S REPORT

### TO THE MEMBERS OF FIRST HOUSING AID & SUPPORT SERVICES LTD

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#### Opinion

We have audited the financial statements of First Housing Aid & Support Services Ltd (the 'charity') for the year ended 31 March 2020 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, 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.

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

We have nothing to report in this regard.

#### Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the Trustees' report has been prepared in accordance with applicable legal requirements.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE MEMBERS OF FIRST HOUSING AID & SUPPORT SERVICES LTD

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#### 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 directors' report included within 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; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a strategic report.

#### Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the 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 charitable company or to cease operations, or have no realistic alternative but to do so.

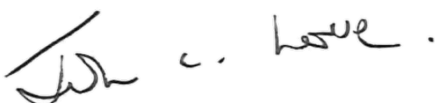
#### Auditor's responsibilities for the audit of the financial statements

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

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

#### Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



**John Love (Senior Statutory Auditor)**  
for and on behalf of Moore (NI) LLP

17th November 2020

**Chartered Accountants**  
**Statutory Auditor**

21/23 Clarendon Street  
Derry  
BT48 7EP

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2020

Current financial year					
	Notes	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Total 2019 £
<b><u>Income from:</u></b>					
Donations and legacies	3	15,313	-	15,313	10,284
Charitable activities	4	904,596	3,229,802	4,134,398	4,201,086
<b>Total income</b>		<b>919,909</b>	<b>3,229,802</b>	<b>4,149,711</b>	<b>4,211,370</b>
<b><u>Expenditure on:</u></b>					
Charitable activities	5	1,086,883	3,275,041	4,361,924	4,168,942
<b>Net (outgoing)/incoming resources before transfers</b>		<b>(166,974)</b>	<b>(45,239)</b>	<b>(212,213)</b>	<b>42,428</b>
Gross transfers between funds	16	(22,279)	22,279	-	-
<b>Net (expenditure)/income for the year/ Net movement in funds</b>		<b>(189,253)</b>	<b>(22,960)</b>	<b>(212,213)</b>	<b>42,428</b>
Fund balances at 1 April 2019		428,780	677,198	1,105,978	1,063,550
<b>Fund balances at 31 March 2020</b>		<b>239,527</b>	<b>654,238</b>	<b>893,765</b>	<b>1,105,978</b>

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

**FOR THE YEAR ENDED 31 MARCH 2020**

Prior financial year

		Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
	Notes			
<b><u>Income from:</u></b>				
Donations and legacies	3	10,284	-	10,284
Charitable activities	4	1,059,270	3,141,816	4,201,086
<b>Total income</b>		<b>1,069,554</b>	<b>3,141,816</b>	<b>4,211,370</b>
<b><u>Expenditure on:</u></b>				
Charitable activities	5	1,042,575	3,126,367	4,168,942
<b>Net (outgoing)/incoming resources before transfers</b>		<b>26,979</b>	<b>15,449</b>	<b>42,428</b>
Gross transfers between funds		(41,212)	41,212	-
<b>Net (expenditure)/income for the year/ Net movement in funds</b>		<b>(14,233)</b>	<b>56,661</b>	<b>42,428</b>
Fund balances at 1 April 2018		443,013	620,537	1,063,550
<b>Fund balances at 31 March 2019</b>		<b>428,780</b>	<b>677,198</b>	<b>1,105,978</b>

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## BALANCE SHEET


AS AT 31 MARCH 2020

	Notes	2020 £	£	2019 £	£
<b>Fixed assets</b>					
Tangible assets	10		99,284		88,607
<b>Current assets</b>					
Debtors	11	108,451		138,736	
Cash at bank and in hand		780,000		980,244	
		888,451		1,118,980	
<b>Creditors: amounts falling due within one year</b>	12	(93,970)		(101,609)	
Net current assets			794,481		1,017,371
<b>Total assets less current liabilities</b>			893,765		1,105,978
<b>Income funds</b>					
Restricted funds	14	654,238		677,198	
Unrestricted funds		239,527		428,780	
		893,765		1,105,978	

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 17th November 2020

  
Phil Mahon (Chairperson)  
Trustee

  
Stephen Connolly  
Trustee

Company Registration No. NI031975

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## STATEMENT OF CASH FLOWS

**FOR THE YEAR ENDED 31 MARCH 2020**

	Notes	2020 £	£	2019 £	£
<b>Cash flows from operating activities</b>					
Cash (absorbed by)/generated from operations	20		(144,819)		10,114
<b>Investing activities</b>					
Purchase of tangible fixed assets		(55,425)		(39,231)	
<b>Net cash used in investing activities</b>			(55,425)		(39,231)
<b>Net cash used in financing activities</b>			-		-
<b>Net decrease in cash and cash equivalents</b>			(200,244)		(29,117)
Cash and cash equivalents at beginning of year			980,244		1,009,361
<b>Cash and cash equivalents at end of year</b>			780,000		980,244

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS

**FOR THE YEAR ENDED 31 MARCH 2020**

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### **1 Accounting policies**

#### **Charity information**

First Housing Aid & Support Services Ltd is a private company limited by guarantee incorporated in Northern Ireland. The registered office is 23 Bishop Street, Derry~Londonderry, BT48 6PR.

#### **1.1 Accounting convention**

The accounts have been prepared in accordance with the charity's governing document, the Charities Act (Northern Ireland) 2008, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended by "Amendments to FRS 102 - Triennial review 2017 - Incremental improvements and clarifications" for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

#### **1.2 Going concern**

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

#### **1.3 Charitable funds**

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

#### **1.4 Incoming resources**

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

#### **1.5 Resources expended**

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

Expenditure on charitable activities includes the costs of services undertaken to further the purposes of the charity and their associated support costs.

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



# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

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### 1 Accounting policies

(Continued)

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. The bases on which support costs have been allocated are set out in note 6.

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Accommodation furniture and equipment	20% straight line p.a.
Office equipment	20% straight line p.a.
Motor vehicles	20% straight line p.a.

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

#### 1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

#### 1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

#### 1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

#### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

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### 1 Accounting policies

(Continued)

#### **Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

#### **Derecognition of financial liabilities**

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

#### **1.10 Taxation**

The company is a charity and is recognised as such by HM Revenue & Customs under the charity tax reference XR19886. As a result, there is no liability to taxation on any of its income.

#### **1.11 Employee benefits**

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### **1.12 Retirement benefits**

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

### 2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated 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 where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

### 3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2020	2019
	£	£
Donations and gifts	<b>15,313</b>	<b>10,284</b>

### 4 Charitable activities

	2020	2019
	£	£
NIHE Smartmove PRSAS	<b>15,441</b>	366,633
Landlord management fee income	<b>72,737</b>	40,450
Hostel service income	<b>52,050</b>	50,717
Grant funding	<b>3,229,802</b>	3,141,816
Rent receivable	<b>694,993</b>	487,007
Other income	<b>69,375</b>	114,463
	<b>4,134,398</b>	4,201,086

#### Analysis by fund

Unrestricted funds	<b>904,596</b>	1,059,270
Restricted funds	<b>3,229,802</b>	3,141,816
	<b>4,134,398</b>	4,201,086

#### Grant funding

NIHE Supporting People	<b>2,518,867</b>	2,392,774
NIHE Dillon Court	<b>69,730</b>	-
WHSCT	<b>399,654</b>	400,610
Big Lottery Way to Go	-	150,000
Big Lottery Empowering Young People	<b>145,960</b>	147,547
Public Health Agency - De Paul	<b>15,750</b>	21,000
Pathway Fund Early Years	<b>18,000</b>	29,885
DHSSPS	<b>1,400</b>	-
NIHE PIF Funding	<b>14,250</b>	-
NIHE HPF Funding	<b>42,034</b>	-
Other	<b>4,157</b>	-
	<b>3,229,802</b>	3,141,816

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2020**

### 5 Charitable activities

	2020 £	2019 £
Staff costs	2,826,327	2,825,212
Depreciation and impairment	44,748	43,001
Accommodation rent and rates	617,356	477,055
Accommodation heat, light and power	86,011	83,368
Travelling and subsistence	32,597	45,263
Premises security	36,825	29,984
Maintenance costs	46,108	29,831
Food budget	17,864	17,603
Accommodation purchases	12,538	9,565
Programme costs	79,644	54,176
IT support	41,468	39,579
Printing, postage and stationery	7,453	5,250
Staff training	5,649	5,334
Telephone	30,631	32,775
Advertising and recruitment	5,900	7,763
Other costs	14,225	11,154
	<u>3,905,344</u>	<u>3,716,913</u>
Share of support costs (see note 6)	427,562	417,796
Share of governance costs (see note 6)	29,018	34,233
	<u>4,361,924</u>	<u>4,168,942</u>
<b>Analysis by fund</b>		
Unrestricted funds	1,086,883	1,042,575
Restricted funds	3,275,041	3,126,367
	<u>4,361,924</u>	<u>4,168,942</u>

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

### 6 Support costs

	Support costs £	Governance costs £	2020 £	Support costs £	Governance costs £	2019 £
Staff costs	327,198	-	327,198	318,250	-	318,250
Other support staff costs	12,062	-	12,062	12,245	-	12,245
Central premises costs	60,358	-	60,358	63,681	-	63,681
Central office costs	11,857	-	11,857	11,799	-	11,799
IT support	8,356	-	8,356	6,359	-	6,359
Bank charges	3,884	-	3,884	3,645	-	3,645
Other costs	3,847	-	3,847	1,817	-	1,817
Audit fees	-	7,200	7,200	-	7,100	7,100
Legal and professional	-	21,818	21,818	-	27,133	27,133
	<u>427,562</u>	<u>29,018</u>	<u>456,580</u>	<u>417,796</u>	<u>34,233</u>	<u>452,029</u>
Analysed between						
Charitable activities	<u>427,562</u>	<u>29,018</u>	<u>456,580</u>	<u>417,796</u>	<u>34,233</u>	<u>452,029</u>

### 7 Net movement in funds

	2020 £	2019 £
Net movement in funds is stated after charging/(crediting)		
Fees payable to the company's auditor for the audit of the company's financial statements	7,200	7,100
Depreciation of owned tangible fixed assets	<u>44,748</u>	<u>43,001</u>

### 8 Trustees

None of the Trustees (or any persons connected with them) received any remuneration, reimbursement of expenses or any other benefits from the charity during the year.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

### 9 Employees

#### Number of employees

The average monthly number of employees during the year was:

	2020 Number	2019 Number
	128	135

#### Employment costs

	2020 £	2019 £
Wages and salaries	2,884,686	2,881,752
Social security costs	228,192	232,149
Other pension costs	40,647	29,561
	<b>3,153,525</b>	<b>3,143,462</b>

There were no employees with emoluments in excess of £60,000.

### 10 Tangible fixed assets

	Accommodation furniture and equipment £	Office equipment £	Motor vehicles £	Total £
<b>Cost</b>				
At 1 April 2019	1,192,101	274,138	15,850	1,482,089
Additions	15,047	40,378	-	55,425
At 31 March 2020	<b>1,207,148</b>	<b>314,516</b>	<b>15,850</b>	<b>1,537,514</b>
<b>Depreciation and impairment</b>				
At 1 April 2019	1,140,119	250,193	3,170	1,393,482
Depreciation charged in the year	23,926	17,652	3,170	44,748
At 31 March 2020	<b>1,164,045</b>	<b>267,845</b>	<b>6,340</b>	<b>1,438,230</b>
<b>Carrying amount</b>				
At 31 March 2020	<b>43,103</b>	<b>46,671</b>	<b>9,510</b>	<b>99,284</b>
At 31 March 2019	51,982	23,945	12,680	88,607

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

### 11 Debtors

	2020 £	2019 £
Amounts falling due within one year:		
Trade debtors	80,800	125,225
Prepayments and accrued income	27,651	13,511
	<u>108,451</u>	<u>138,736</u>

### 12 Creditors: amounts falling due within one year

	2020 £	2019 £
Other taxation and social security	55,786	64,928
Trade creditors	18,607	21,393
Accruals and deferred income	19,577	15,288
	<u>93,970</u>	<u>101,609</u>

### 13 Retirement benefit schemes

#### Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £40,647 (2019 - £29,561).

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

### 14 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				Movement in funds				
	Balance at 1 April 2018	Incoming resources	Resources expended	Transfers	Balance at 1 April 2019	Incoming resources	Resources expended	Transfers	Balance at 31 March 2020
	£	£	£	£	£	£	£	£	£
NIHE Supporting People	390,540	2,392,774	(2,409,984)	17,211	390,541	2,513,216	(2,535,495)	22,279	390,541
NIHE Supporting People - non recurrent	-	-	-	-	-	5,652	(1,392)	-	4,260
WHSCT	-	400,610	(407,453)	24,001	17,158	399,654	(415,834)	10,257	11,235
WHSCT capital grants	71,881	-	-	-	71,881	-	-	(10,257)	61,624
NIHE capital grants	2,764	-	(2,764)	-	-	-	-	-	-
Big Lottery Way to Go	75,540	150,000	(141,366)	-	84,174	-	(75,555)	-	8,619
Big Lottery capital grants	8,631	-	(8,631)	-	-	-	-	-	-
Big Lottery WIO	45,002	147,547	(111,388)	-	81,161	145,960	(132,820)	-	94,301
DHSSPS	1,769	-	-	-	1,769	1,400	(1,400)	-	1,769
Victoria Homes Trust	1,800	-	(600)	-	1,200	-	(600)	-	600
ESB	1,974	-	-	-	1,974	-	-	-	1,974
Public Health Agency - De Paul	17,521	21,000	(13,181)	-	25,340	15,750	(18,855)	-	22,235
Pathways Fund Early Years	115	29,885	(30,000)	-	-	18,000	(18,000)	-	-
Santander	3,000	-	(1,000)	-	2,000	-	(1,000)	-	1,000
NIHE HPF funding	-	-	-	-	-	42,034	(33,242)	-	8,792
NIHE PIF funding	-	-	-	-	-	14,250	(18,613)	-	(4,363)
NIHE - non recurrent Dillon Court funding	-	-	-	-	-	69,730	(6,610)	-	63,120
NIHE - New Service 55+	-	-	-	-	-	-	(15,625)	-	(15,625)
Other - self funder	-	-	-	-	-	4,156	-	-	4,156
	<b>620,537</b>	<b>3,141,816</b>	<b>(3,126,367)</b>	<b>41,212</b>	<b>677,198</b>	<b>3,229,802</b>	<b>(3,275,041)</b>	<b>22,279</b>	<b>654,238</b>



# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2020**

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### 14 Restricted funds

(Continued)

#### **Nature of restricted funds**

##### **NIHE Supporting People**

NIHE funding under the Supporting People programme for provision of services supporting the charity's aim of the eradication of homelessness.

##### **WH SCT**

Funding of Jointly Commissioned Services with Accommodation Services.

##### **WH SCT capital grants**

Funding for refurbishment work at Jefferson Court and Francis St, Young Persons projects accommodation.

##### **Big Lottery Way to Go**

Big lottery funding, awarded under the Impact of Alcohol Programme for "Way to Go" project.

##### **Big Lottery # WIO**

Funding by the Big Lottery under the 'Empowering Young People ' programme First Housing's # WorkItOut project is supporting young people aged 16-25 including those from a care background who are homeless or at risk of becoming homeless in the Derry and Strabane area. We have received a £443,920 grant over three years to help our young people get involved in education, work or training, improve their health and well-being, and their relationships with others. The group is working with Business in the Community which will provide a mentor for each young person on their journey to employment, training or education.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2020**

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### 14 Restricted funds

(Continued)

#### **DHSSPS**

Training support funding for the Voluntary Sector.

#### **Victoria Homes Trust**

Funding for the installation of computer equipment for communal area in Francis St Young Persons project.

#### **ESB**

ESB Ireland - Energy for Generations Fund - the provision of an informal training space within Jefferson Court Young Parents project.

#### **Public Health Agency - De Paul**

Funding for the provision of one Harm Reduction Worker (26 hrs per week).

#### **Santander**

Santander Foundation Grant Award for the provision of Outdoor Play Equipment at Shepherds View Young Parents project.

#### **NIHE HPF Funding**

Homeless Prevention Funding 19/20 funded three projects in the year - Tipping Point, Connect 2019 and Startright.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2020**

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### 14 Restricted funds

(Continued)

#### **NIHE PIF Funding**

Funding received to help complete Wi-Fi installation and improved CCTV in some of the accommodation projects.

#### **Pathways Fund Early Years**

DE Funding from The Early Years organisation under The Pathway Fund for the provision of creche services at Shepherds View Young Parents project.

#### **NIHE - None recurrent (Dillon Court)**

Capital and Change management funding to help process a smooth takeover of Dillon Court and TUPE of existing staff

#### **NIHE - New service 55+**

Funding for a new Floating Support Service for Derry, Limavady and Strabane working with clients who are 55+.

#### **NIHE - Non recurrent**

Funding received for additional cleaning procedures as a result of Covid-19

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# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

### 15 Analysis of net assets between funds

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
Fund balances at 31 March 2020 are represented by:						
Tangible assets	24,691	74,593	99,284	19,660	68,947	88,607
Current assets/ (liabilities)	214,836	579,645	794,481	409,120	608,251	1,017,371
	<u>239,527</u>	<u>654,238</u>	<u>893,765</u>	<u>428,780</u>	<u>677,198</u>	<u>1,105,978</u>

### 16 Transfers between funds

During the year there have been net transfers between funds in the amount of £22,279 from unrestricted funds to restricted funds. Transfers from unrestricted to restricted reserves represent the charity's contribution from unrestricted funds towards the cost of providing charitable services.

### 17 Financial commitments, guarantees and contingent liabilities

Certain grants received and receivable may become repayable to the funder if the charity is no longer able to meet the conditions under which they were awarded. Due to the nature of these contingencies it may not be possible to quantify the potential financial effect or give an indication of the timing as to the liabilities that may arise.

### 18 Funds received as agent

First Housing Aid and Support Services (FHASS) acts as an agent on behalf of tenants living in accommodation applying for emergency loans, assisting with the application process and facilitating the receipt of funds from the grant awarding body and subsequent issue to the applicant. First Housing continues to value the strong relationships fostered with all grant awarding bodies and is grateful for the support afforded to their clients in respect of these emergency grants.

During the year, the charity received incoming resources amounting to £9,163 from the Glasspool Charity, £160 from Independence, £1,703 from Family Action and £2,950 from the Margaret Fund. All amounts were paid out to tenants during the year. FHASS paid out a total of £13,815 and at the year end held an amount of £161 within bank and cash.

These amounts have not been reflected in the financial statements for the year in accordance with the treatment recommended by the Statement of Recommended Practice "Accounting and Reporting by Charities". Therefore at the year end, the charity has £161 in cash and liabilities additional to the amounts disclosed in the financial statements.

# FIRST HOUSING AID & SUPPORT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

### 19 Related party transactions

#### Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2020 £	2019 £
Aggregate compensation	<u>241,978</u>	<u>228,125</u>

#### Other related party transactions

There were no other related party transactions during the year.

### 20 Cash generated from operations

	2020 £	2019 £
(Deficit)/surplus for the year	(212,213)	42,428
Adjustments for:		
Depreciation and impairment of tangible fixed assets	44,748	43,001
Movements in working capital:		
Decrease/(increase) in debtors	30,285	(59,339)
(Decrease)/increase in creditors	(7,639)	(15,976)
<b>Cash (absorbed by)/generated from operations</b>	<u><b>(144,819)</b></u>	<u><b>10,114</b></u>

### 21 Analysis of changes in net funds

The charity had no debt during the year.

### 22 Auditors' Ethical Standards

In common with many charities of our size and nature we use our auditors to assist with the compilation of the statutory financial statements.