

Company Registration Number: 3969063  
Charity Number: 1080784

**WATFORD NEW HOPE TRUST  
(TRADING AS NEW HOPE)**

**CONSOLIDATED FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED  
31 MARCH 2020**

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

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## CONTENTS

Trustees' Annual Report .....	3
Chairman and CEO's Welcome.....	3
Objectives and OPERATIONS.....	5
Achievements and Performance .....	11
Financial Review .....	23
Plans for Future Periods.....	25
Governance.....	26
Reference and Administrative Information .....	28
Independent Auditors' Report.....	30-33
Statement of Financial Activities.....	34
Balance Sheets.....	35
Cashflow Statement .....	36
Notes to the Financial Statements .....	37

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

## CHAIRMAN AND CEO'S WELCOME

The year to end March 2020 saw a continuation of the trends of the previous few years followed by the dramatic dislocation to both society and the work of New Hope brought about by the outbreak of the COVID-19 pandemic in early March 2020.

Writing about the eleven months up to March feels like ancient history after the huge upheaval of the last few months. However, the work of the previous year and the years before is what enabled us to respond so rapidly and effectively when the crisis struck.

In the pre-COVID period, we had seen levels of those facing homelessness continuing at very high levels with our accommodation services housing 60 people, the Watford Winter Shelter providing short term shelter for another 19 and still around 130 people either rough sleeping on the streets of Watford, sleeping on sofas and in cars, or vulnerably-housed. At a similar stage the previous year the figure had been nearer 100.

Faced with this very challenging situation we have been working hard to upskill our staff through regular training whilst building strong and effective partnerships with other local organisations focused on our service user group. Underpinning that has been a strong partnership with Watford Borough Council (WBC). This focus was behind the formation of our Street Outreach Service (SOS) in August 2019 with the help of funding through WBC. This built on our Intervention Team's work bringing together experts in mental health, addiction, benefits and housing.

When the pandemic broke out in the UK in March, there were 80 people on the streets of Watford. Clearly this was a very high risk situation. The government was emphasising washing hands and staying at home where possible – not easy when you're sleeping rough. With the passionate and sacrificial work of our staff helped by the government's support, 56 people were in temporary accommodation by the end of March (although the number shortly increased to 80). Some 35 were housed in the Travelodge, the rest in a mix of One YMCA accommodation and various properties owned by Watford Community Housing. Huge thank you to those organisations and to WBC for their wonderful support.

With the increase in people in accommodation, our SOS team moved two staff into the Travelodge as we provided support seven days a week to the often struggling cohort who had moved from the streets. Wonderfully, in the early stages, no-one in our services contracted COVID-19 for which we give thanks to God. Our team went way beyond the call of duty to provide support - from workshops to games to counselling to advice about the next move. Staff from our Tenancy Sustainment Team and Rough Sleeping Prevention Service all worked as one to rise to the challenge – helped by some amazing volunteers, donations of food and financial support. And of course through all this, our team were working with the other 60 people in our services who were also locked down.

Much has been focussed on ensuring that as few as possible of those housed in temporary accommodation would go back to the street. Inevitably some have not coped and relapsed back into old ways and have returned to the street but around 60 are now (as I write in September 2020) in more secure accommodation. On the other hand, some have been transformed by having a roof over their heads and the support of our team.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

As we look forward, we know that partnership working will continue to be critical. To that end we have been instrumental in establishing the Watford Rough Sleeping Task Force to bring together various agencies to try to ensure that there is joined-up wrap-around support in the lives of those on the streets as we do our best to get people off the street and back on their feet.

There will be many challenges ahead. With the government's various schemes beginning to wind down, we are very aware that there may be another wave of homelessness as landlords address tenants in arrears. Evidence suggests that lockdown, job insecurity and fear of the pandemic has also taken its toll on mental health and families, with increased incidence of domestic abuse.

With our shops closed for several months and increased costs associated with giving extra support, inevitably our finances have taken a hit. However, we are so grateful for the wonderful support we have received from so many. Volunteers have put themselves at risk. Many have given financial support. And many have prayed for us. So a huge thank you to all of you. We know that New Hope can only do the work it does with your support.

It wasn't quite how we anticipated celebrating our thirtieth anniversary but we thank God for this organisation, for Janet, Shella and Tim who founded it all those years ago and for all those who have been a part of helping those who so often fall between the cracks. We close with the verses that were such an inspiration to our founders:

*Is this not the kind of fasting that I have chosen; To loose  
the chains of injustice,  
To untie the cords of the yoke To  
set the oppressed free And  
break every yoke?*

*Is it not to share your food with the hungry And to  
provide the poor wanderer with shelter; When you  
see the naked, to clothe him,  
And not to turn away from your own flesh and blood?*

(Isaiah 58: 6-7)

Thank you.

*John Ford (Chair) and Matthew Heasman (CEO)*

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

## OBJECTIVES AND OPERATIONS

### OUR MISSION

New Hope exists to serve individuals who are homeless or vulnerably-housed through the provision of accommodation and opportunities to transform lives.

Founded upon Christian values, which are at the core of our work, we support people regardless of faith, class, disability, ethnicity, gender and sexual orientation.

Our mission is encapsulated in our strapline: 'preventing homelessness, transforming lives'.

### OUR PRIMARY OBJECTIVES

1. **Intervention** – to help those who are currently homeless (such as those who are rough sleeping and sofa surfing).
2. **Moving on positively** - to offer high quality support to those who were previously homeless (such as helping them sustain their tenancy).
3. **Continuous improvement** – to offer development opportunities for the people with whom we work.
4. **Investing in our people** – to ensure New Hope staff and volunteers are fully equipped, trained and supported in delivering safe and effective support for service users.
5. **Impact and efficiency** – to continue to seek ways of increasing our impact and improving our efficiency
6. **Resourcing our work** – to manage our resources well
7. **Being faithful** – to keep Christ at the centre of our work and in doing so fulfil the mission of the charity's founders

### OUR VALUES

- Be professional – staff will be trained to enable them to operate in accordance with best practice.
- Be responsive – we will assess and respond to the needs and aspirations of service users as individually and constructively as possible.
- Be fair – we will give equal consideration to service users of all creeds or none, and all lifestyles and abilities.
- Be accountable – we will monitor our performance and communicate with our funders and supporters in order to improve the quality and efficiency of our services.
- Be honourable – we will manage our activities with integrity, in accordance with our mission.
- Be prayerful – we will seek God's guidance and enabling through prayer.

**WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020**

---

**OUR SERVICES**

To achieve our aims and objectives, New Hope provides the following services:

**INTERVENTION**

**24-7 emergency homelessness helpline**  
Only dedicated homelessness phone service in the Watford area.

**Street Outreach Service**  
This new service provides specialist support to people who are sleeping rough in Watford. A partnership between New Hope, Change Grow Live and Herts Young Homeless.

**Watford Winter Shelter A**  
winter night shelter providing basic communal shelter for up to 19 individuals.

**Rough Sleeping Prevention Service**  
Provides food, clothes, showers, laundry facilities, sleeping bags and support to people who are sleeping rough.

**Intervention Team**  
Partnership with Change Grow Live, Citizens Advice and Herts Young Homeless offering specialised support, including support with alcohol and substance misuse, mental health, and general advice on benefits, housing, immigration and debt.

**RECOVERY**

**Sanctuary Assessment Beds**  
6-bed crisis accommodation which focuses on supporting those facing homelessness for the first time (until March 2020).

**Sanctuary Emergency Accommodation**  
14-bed emergency accommodation.

**Community Home**  
6-bed hostel for those with substance misuse problems who are motivated to change.

**New Hope House**  
10-bed home for those preparing to move onto independent living.

**Three move-on accommodations:**  
**Sanctuary Cluster Flats** 11-beds  
**The Manse** 4-beds  
**Alpha Court** 6-beds (until April 2020)

**Community Market Garden**  
A therapeutic environment offering activities to help people in their recovery.

**HopeCollege**  
Enables service users to access local training opportunities and gain skills and qualifications.

**PREVENTION**

**Tenancy Sustainment Team (TST)**  
Support for those renting after a period of homelessness to enable them to keep their tenancy.

**HopeHomes**  
Long-term affordable rental homes for people who have been homeless and are now ready to live independently.

In the provision of these services the trustees have considered the Charity Commission guidance on public benefit. The trustees consider the services New Hope provides are within the definition of public benefit.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

## OUR STRATEGY

A new strategic plan, Moving on Up, was produced in November 2018. It outlines targets for seven objectives and covers the timescale 2019-2024. The plan will be updated in two years' time (one of our values is Be Responsive therefore it's essential that we continue to respond to the changing environment and the needs we see.) Some of the objectives are divided into short-term, medium-term and long-term targets.

In broad terms, our overarching strategy is as follows:

2019-2023 – continue to strengthen the beginning and end of the journey for service users, building on the success of our multi-disciplinary approach. At the centre of our vision is the development of (including attracting funding, selecting the best site and then building) 'The Hub' (a multi-disciplinary centre combining day services and crisis accommodation) and gradually expanding HopeHomes (long-term accommodation for people who are ready to live independently)

2023 and beyond – possible expansion of services into other geographical areas

**Objective 1: Intervention** – to help those who are currently homeless (such as those who are rough sleeping and sofa surfing).

- We are grateful for our partnership with Watford Borough Council; because of their support and with funding from the Ministry of Housing, Communities and Local Government, we are able to extend and expand our street outreach provision. The Street Outreach Service (SOS) was launched in August following the appointment of the SOS manager in July. This new team is a partnership between Herts Young Homeless, Change Grow Live and New Hope. The focus of the Street Outreach Service is going out and building relationships with people who are sleeping rough.
- We continue to provide humanitarian aid to people who are sleeping rough at the Rough Sleeping Prevention Service alongside one-to-one support. People are able to access showers, food, clean clothes, laundry facilities, toiletries and sleeping bags.
- Following on from last year's launch, we ran a winter night shelter in partnership with Watford Borough Council and One YMCA.
- We provide a 24/7 widely-publicised phone number both for individuals in need and members of the public to phone for support and advice.
- The Intervention Team offers specialised support in mental health, benefits, debt, immigration, as well as support with substance and alcohol misuse) particularly (but not exclusively) for those who are rough sleeping.
- The Assessment Beds were available for those who have no access to public funds and are particularly designed for individuals who are facing homelessness for the first time.
- The Community Market Garden ran sessions at the Rough Sleeping Prevention Service for the first time.
- Work progressed on 'The Hub' project with a new taskforce set up in conjunction with Watford Borough Council.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

**Objective 2: Moving on positively** - to offer high quality support to those who were previously homeless (such as helping them sustain their tenancy).

- Prevention of homelessness is built into every service through our goal of working with people to support them into their own accommodation.
- The Tenancy Sustainment Team provides social and practical support to individuals who have experienced homelessness and are now in accommodation. TST enables those who are at risk of rough sleeping to remain in their accommodation.
- The Tenancy Sustainment Team has been taking referrals from Watford Borough Council to ensure that people in temporary accommodation do not become street homeless.
- TST provides volunteer befrienders and introduced 'Moving Mentors' to individuals who have long-term support needs.
- Our second HopeHome (funded by a generous legacy) opened in October 2018 and so we now provide affordable, safe and stable accommodation to nine people who are ready to live more independently.

**Objective 3: Continuous Improvement** – to offer development opportunities for the people with whom we work.

- The Community Market Garden offers a goal-focused service concentrating primarily on helping people improve their wellbeing and recognise and improve their existing skillset. The garden offers pre-vocational opportunities, such as bricklaying, animal husbandry and plant cultivation as well as life skill development, such as help with improving social skills and cooking.
- The Community Market Garden employed a new part-time support worker and there was an increase in sessions taking place in other services.
- Employment and education are discussed at every key work session at the Community Home alongside wellbeing activities.
- Development sessions have been run at New Hope House with a staff member and volunteers. These included a CV-building and interview skills workshop and creative writing.
- People accessing support from the Tenancy Sustainment Team were encouraged to do courses at West Herts College with seven individuals successfully completing training courses.
- The Tenancy Sustainment Team ran a weekly job club to support and empower people to look for work online, in the local press and in the job list from the local Jobcentre team. Staff and volunteers offer support with completing job applications, creating CVs and preparing for interviews.



WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

**Objective 4: Investing in our people** – to ensure New Hope staff and volunteers are fully equipped, trained and supported in delivering safe and effective support for service users.

- Staff training this year included: strength-based approaches, trauma informed care, suicide and at risk of self-harm, housing law, benefits, gambling awareness, Cocaine Anonymous workshop, Mental Health First Aid, health and safety and first aid. We use i-Hasco online training courses and staff received training in a wide range of areas, including food safety and hygiene, GDPR, safeguarding, stress awareness and conflict resolution.
- Equipping staff to deliver high-quality support through regular external inspections: both SAHA services accommodation and the Sanctuary were inspected last year by SAHA and Places For People respectively.
- The Community Market Garden manager completed his horticulture qualifications with the RHS and will now move onto studying horticultural therapy.
- We continued to carry out reflective practice across our accommodation and support services.
- Staff were able to access wellbeing support from counsellors from London School of Theology.

**Objective 5: Impact and efficiency** – to continue to seek ways of increasing our impact and improving our efficiency

- We looked again at services from a Psychologically-Informed Environment (PIE) perspective.
- The Community Home now runs on the AA 12 Steps programme.
- We continued to strengthen our links with Meadowell Health Centre, the Community Mental Health Trust and other health agencies to ensure service users are receiving timely and effective support.
- The Cluster Flats started accepting referrals for individuals with a higher level of support needs due to the demand for accommodation for people with complex needs.
- We reduced the number of social events ran by the Tenancy Sustainment Team in order to focus on the increased number of referrals from Watford Borough Council.
- We commissioned an external health and safety inspection of all services and sites.
- We moved to Beacon, a charity CRM, instead of our own in-house system to improve our fundraising administration.
- We reviewed the reliability and security of our IT systems.
- We reviewed our policies and procedures and Employee Handbook.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

**Objective 6: Resourcing our work – to manage our resources well**

- We contributed to the activities and development of the Herts Homeless Alliance.
- The Tenancy Sustainment Team moved into new offices provided by St Mary's Church, Watford at a very reasonable rent. Refurbishing costs were reduced through the involvement of staff and service users. Service users also helped refurbish the Cluster Flats.
- Donations of gifts in kind, such as a new kitchen at the Community Home, have reduced expenditure.
- Involving all staff in the monthly budget and financial decisions at the Community Home has led to reduced spending. Money owed by residents has decreased.
- Launching a 'Repair Café' at the Community Market Garden to repair and upcycle non-electrical goods and then expanding to another site to include basic electrical repairs and PAT-testing training.
- Planned a series of events to mark 30 years of New Hope in 2020.

**Objective 7: Being faithful – to keep Christ at the centre of our work and in doing so fulfil the mission of the charity's founders**

- To seek funding for a chaplain post

**Alpha Court:**

After internal discussions and reviewing the effectiveness of the service over the 15 years it has been running, the leadership team and the trustees made the decision to withdraw from Alpha Court. It was felt that it was not cost effective to run and did not see enough successful outcomes for our service users to justify its continuation. New Hope therefore handed over responsibility for Alpha Court to the Salvation Army Housing Association on 6 April 2020.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

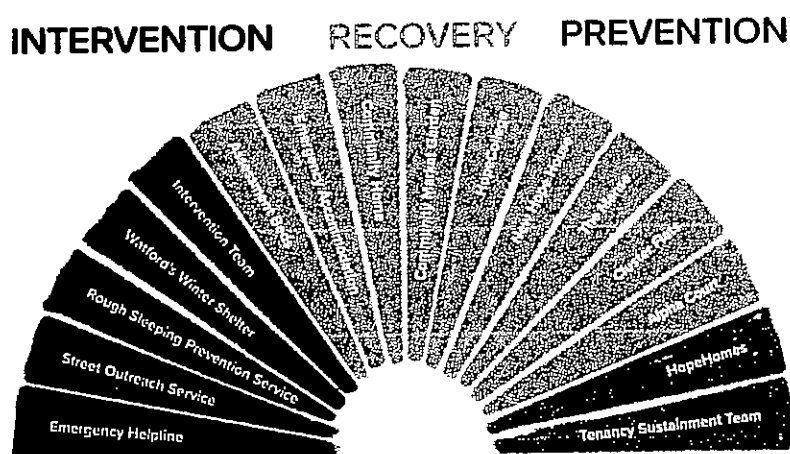
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## ACHIEVEMENTS AND PERFORMANCE

### OVERALL

This year, we have supported 618 individuals – an increase of almost 9% from the previous year. In addition, there were 1,130 calls to the 24/7 emergency helpline.

### INTERVENTION



Our Intervention services are: 24/7 emergency phone line, Street Outreach Service, Rough Sleeping Prevention Service, Watford's Winter Shelter and the Intervention Team. 515 people were supported by one of these intervention services. In addition, there were 1,130 calls to the 24/7 emergency helpline.

The Street Outreach Service following funding from the Ministry of Community, Housing and Local Government secured by Watford Borough Council. This new team with a remit to focus on assertive outreach started in September 2019 and has already seen amazing results, particularly with entrenched rough sleepers who other professionals had given up on.

The work of the Rough Sleeping Prevention Service has therefore evolved to be much more of a humanitarian aid and support centre for people sleeping rough. The two teams are based in the same building and complement each other. 477 people accessed the Rough Sleeping Prevention Service.

The Street Outreach Service organised the Winter Shelter which provided accommodation at One YMCA for 111 different people from 1 December to 15 March. (Due to the coronavirus crisis, the shelter closed early because of concerns about coronavirus transmission.)

As the coronavirus crisis began, the SOS team was able to have a tremendous impact due to their strong relationships with people who were sleeping rough and ensured people were accommodated under the government's 'Everyone In' scheme.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

We also ran extra accommodation when SWEP (Severe Weather Emergency Protocol) was operated; including on two occasions before the start of the winter shelter (18<sup>th</sup> and 29<sup>th</sup> November). In total, 40 people were accommodated.

We set the following targets for 19/20:

- Continue a thorough evaluation of the Rough Sleeping Prevention Service with a view to introducing any changes that may be required to further improve effectiveness

This evaluation was carried out but due to the circumstances we have been unable to implement any changes.

- Evaluate data and look at how to respond to exponential increase in numbers of rough sleepers and make appropriate actions

The SOS team was a response to the exponential increase in the numbers of people sleeping rough. The team are an active, daily and visible presence in the town supporting people sleeping on the streets, particular those who are entrenched and those with complex needs.

Targets for 2020/21:

- Carry out the annual rough sleeper count
- To continue to offer humanitarian aid and support to people who are street homeless in a way that is appropriate in the COVID-19 affected environment

Service user comment:

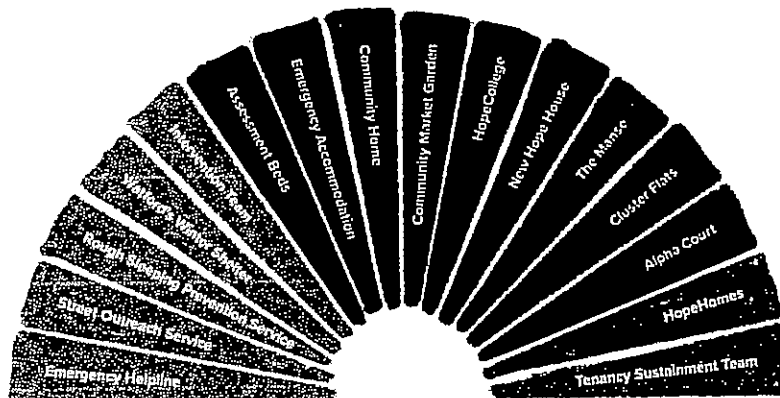
*"I was dreading my first night, but the Winter Shelter was much cleaner and friendlier than I could have imagined. The staff and volunteers were always fantastic and professional. It was actually a welcome relief at the end of another tedious day walking the streets."*

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

## RECOVERY

### INTERVENTION      RECOVERY      PREVENTION



Our recovery services are primarily accommodation services: the Assessment Beds, Emergency Accommodation, the Community Home, New Hope House, the Manse, the Cluster Flats and Alpha Court (until April 2020). The Community Market Garden and HopeCollege are also recovery services.

During the course of this year, 203 people were accommodated in these accommodation services.

Every person staying in one of our recovery accommodation services is supported by a keyworker in progressing towards Independent living, using their own personal goals as stepping stones to that. Each new resident completes a risk and needs assessment, after which a personalised support plan is developed. They then meet with their keyworker at least once a week to review progress, address any challenges and modify goals when appropriate.

We have set the following targets for 19/20:

- To achieve 90% occupancy at the Community Home

93% occupancy was achieved.

- To achieve occupancy rates of 96% for Emergency Accommodation and 88% for Cluster Flats, and claim housing benefit for 50% of the Assessment Beds residents

Occupancy at Emergency Accommodation was 98% and Cluster Flats was 81%. We claimed housing benefit for 64% of the Assessment Beds residents.

- To achieve occupancy rates of 93% at New Hope House, and the Manse

93% occupancy at New Hope House was achieved

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

The Manse had 82% occupancy across the year, with us struggling to fill the smallest bedroom in the house (or filling it and it rapidly becoming void again if a larger room became available). We are working to hold waiting lists for New Hope House and The Manse and to work pro-actively when a resident is taking steps to move on to be sure we have appropriate people to move into a room when it becomes empty.

- For 10 residents to attend in-house workshops at New Hope House

10 residents attended three in-house workshops. Quiz nights have also become very well attended by New Hope House and Manse residents.

For residents to arrange and run three outings and activities at New Hope House

Two outings were achieved – one to Top Golf, attracting the majority of New Hope House and The Manse, and one into London to support a resident who had their artwork displayed in a public exhibition.

To host two Cocaine Anonymous meetings and one AA meeting running every week at the Community Home as well as peer to peer led morning meetings

Cocaine Anonymous meetings were held weekly and there was a daily check-in at dinner which gave all the residents time to reflect on their day. All staff have now been trained in the AA model and support residents through their AA stepwork.

To offer three regular weekly workshops at the Community Market Garden and eight other workshops a year, with at least 50% led by service users

We offered three regular workshops (Art Club, poetry and bricklaying) and ran 16 other workshops, nine of which were run by service users.

To ensure a close working relationship is maintained by the Community Market Garden with the Intervention Team, the Rough Sleeping Prevention Service and the Tenancy Sustainment Team.

We ran sessions for people accessing the Tenancy Sustainment Team as well engaging with five people at the Rough Sleeping Prevention Service who were rough sleeping. One of whom took willing responsibility for setting up displays of hanging baskets at the Haven and watering them daily.

To work with 60 referred service users on gardening and creative projects.

We worked with 56 individuals.

Relaunch HopeCollege website and provision using funding currently provided.

**Intervention Team** – This represents funds received from Watford Borough Council to provide a multi-agency team providing specialist support to rough sleepers. New Hope work in partnership with HYH, Watford CAB and CGL to provide this service.

**HopeCollege** - Donations received to support the HopeCollege function.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

The website was refreshed and made accessible to service users. The funds for the Eat Well cookery and food hygiene course were fully utilised. Highlights included a service user gaining a qualification in Leadership in Running Fitness with England Athletics and the success of our running group (another service user ran a very successful 10km race).

Our targets for 2020/21

For 70% of residents at the Community Home to move on positively  
For 100% of Community Home residents to receive external support for their addictions  
The occupancy target for the Emergency Accommodation service is 96% and 90% for the Cluster Flats.  
For the Community Market Garden staff to provide a therapeutic, vocational and socially rewarding service to 60 individuals

Service user comments:

*"Before I came to the Community Home I was an alcoholic and drug addict. I felt like I was on the verge of dying and so alone. Since being at the Community Home I have been drug and alcohol free for over 10 months. There is a lot of support from the staff. My life now is amazing, I'm free, happy, have my self-confidence and self-worth back."*

*"The Community Home encapsulates that everything and everyone matters by facilitating in the individual's pride, hope and self-belief."*

*"I liked the time spent there at the garden, team bonding and working on my plot. I enjoyed socialising and lunches and I felt respected. I had a different, a good vibe. I am applying for an allotment where I am moving to by these because it is my safety net, a way of releasing stress and relaxing and taking in the environment. It has really helped me deal with my anxiety."*

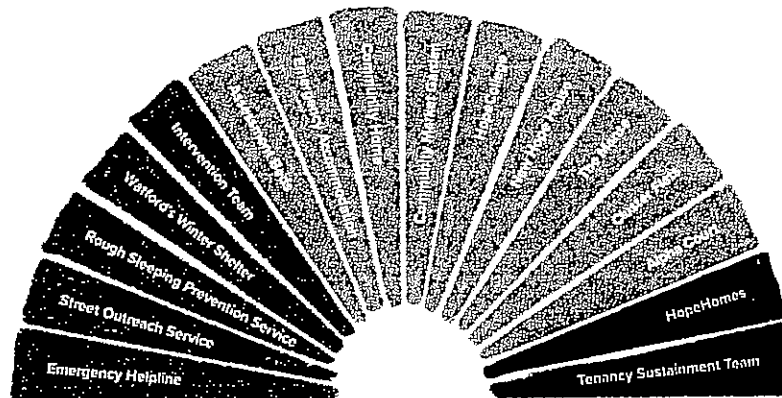
*"It broadens your cooking knowledge and I've learnt to clean as I go. Before the course I would have bought pre-made food that I would just heat up. But now I find ingredients and make my own meals. It feels really great."*

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

**PREVENTION**

**INTERVENTION      RECOVERY      PREVENTION**



Prevention services are the two HopeHomes and the Tenancy Sustainment Team. 100 people were supported by these services.

Our targets for 2019/20 were:

Achieve full occupancy at the second HopeHome and maintain full occupancy in the first HopeHome

We achieved full occupancy in one HopeHome throughout the year and in the other from 1 July 2019.

Introduce Moving Mentors to assist service users who are moving into their own property

Moving Mentors were introduced, which included supporting an individual with finding employment and learning the Highway Code in preparation for a driving theory test.

Train staff in housing management

Staff completed two day training in housing law.

Our targets for 2020/21 are:

Achieve occupancy of 94% and rent arrears of less than 2.5% at HopeHomes  
Revise the HopeHome handbook  
Update the TST leaflet and the external referral form  
Strengthen multi-agency relationships with Watford Borough Council, mental health services, the Jobcentre and Citizens Advice



WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

Service user comments:

*"Thank you. I am £224 in credit. It's unbelievable. She said I can have some back. So I'm going to ask for £74.00 then I still £150 in credit. Thank you so much."*

*"Thank you for the help and being there to talk to me, giving me advice with numerous things I am going through. I'm in a better place now and you played a part in that happening so once again... Thank you"*

**COVID-19 Response (up to 31 March 2020)**

From 23<sup>rd</sup> March, the Rough Sleeping Prevention Service changed into a seven day a week service providing three meals a day.

The SOS team worked with Watford Borough Council to secure emergency accommodation for 30 people in the Travelodge, 11 in One YMCA, 4 into a local bed and breakfast, and 11 into Watford Borough Council temporary accommodation.

The staff at the Community Market Garden were redeployed into New Hope House and the Sanctuary with a focus on wellbeing activities.

The Tenancy Sustainment Team provided support to service users via the telephone and delivery of food parcels.

(For details on how our response to COVID-19 continued into the financial year 2020-2021, please visit our website, [www.newhope.org.uk](http://www.newhope.org.uk), or contact the Fundraising and Communications Office on 01923 227 132.)

## David's Story

David (not his real name) told his story to a member of the fundraising team which then formed the letter for our Christmas 2019 fundraising appeal.

When I was at school, sometime around four years old, I used to take sweets from my teacher's treat jar. Over time this obsession became worse and moved from sweets to money. Even though I came from a wealthy family, I still never felt like it was enough. I had ADHD which, back then, just made me seen as the naughty kid. I ended up being expelled – I never fitted in at school so I spent the time with my nan. She gave me whiskey lemonades but that moved on to me topping up my glass with more whiskey but never more lemonade. **Back then I just thought this is just me, who I am.** I only realised last year that I had addictive tendencies.

I could never hold a relationship down because all I ever thought about was me. I was selfish, I always wanted what other people had.

Since then I've been in and out of prison and it was there that I got introduced to heroin. I missed the birth of my first child because I was inside. I left prison with a heroin habit that lasted a little while and I was trying to hide it from my ex-partner but one night it came out and the baby in the flat was the driving force to go cold turkey. I was clean for a year but when my mum passed away it felt like a good excuse to get straight back to drugs. Even during that clean year I was drinking a lot which I see now was just a substitute.

After that, I was in and out of hostels, on the streets, living in a car. I went into a hostel and got onto a plan to get me off the heroin but while getting this help I started doing crack – another substitute.

I met someone who helped me to stay away from the other people using crack. I was working but started drinking again during my lunch breaks. This moved on to having a drink whenever the supervisor had left and then in the evenings. I could never leave a can in the fridge once I had them. This carried on for a few years, everyday, drinking. Then me and my partner split up.

I met someone new and she changed my life, I was happier and she got pregnant. She put me through my driving test and a college course to support my job but I wasn't giving anything back. **It was all take, take, take.** On my way home I would drink before I travelled back and then buy more drink for the evening so, to her, it didn't look like I was drinking so much. It was all behind-the-back, sneakiness. Later, I met people who were doing cocaine and this led back to crack. My partner found out and I left the house, living in my car first, then a crack house, doing whatever it took to get the drugs.

In 2018, I was rough sleeping in Cassiobury Park when I realised 'I'm done with this lifestyle'. I needed to sort myself out.

I went to the New Hope Haven and found they had an Assessment Bed for me. **It was the first time I'd had a bed, a hot shower and clean clothes in months.** I'd gone in wearing the same clothes I'd worn every day. I was in there for only a week when I got a call from the Community Home saying they had a room. I went there that same day, full of self-pity.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

I was scared. I knew we had to do 28 days of strict detox and all I'd known was addiction. I was thinking 'Will I last? Will I be able to cope?' And it was hard. I was having vivid, horrible dreams, my emotions were coming back. The staff kept telling me it was normal – **knowing it wasn't just me helped.**

I was introduced to a member of Cocaine Anonymous. We sat down and he told me his story. The things he was saying I related to. It felt like my story. He was like me. Together, we went to my first CA meeting the next Friday. I was scared walking in but everyone was so friendly, I was made to feel so comfortable. I sat in there listening to other people sharing, hearing all the similarities. Other like-minded people were thinking, reacting how I used to think and react and **I knew I wasn't on my own anymore.** On the way back to the Community Home I was buzzing, I couldn't wait to get to the next meeting. I was also receiving support from the Intervention Team with my mental health and drug use which made me understand myself better and look at things in different ways.

As the months went on I felt more comfortable sharing at my meetings. My fear went away. I got a sponsor and worked through to Step 4 with them – I had to document my regrets in life and I was terrified to tell someone else the things I had done. I'd hit a brick wall.

I thought to myself 'I haven't used for a couple of months, I'm going to get on it at Christmas.' I relapsed then, but as soon as I'd done it, the guilt was worse than it had ever been. I knew I'd lose the place that I was living, I'd just started talking to my kids again but it didn't stop me. Once I'd had that one pipe, everything else was forgotten and it was all because I wasn't honest. I didn't want to talk about it. I was only out for one day and I came back to the Community Home expecting to have to leave but I was given a final warning. This made me realise what I had done. **I'd thrown everything away for just one night.** But everyone was behind me, they wanted me to succeed and that's what I'm most grateful for. This wasn't the end.

This time I got a new sponsor and got honest with myself. I got humble and went through the steps with my new sponsor and I noticed myself changing. It was like a spiritual experience. I finished my steps and now I'm able to give back. I now sponsor four other people who I help and doing that helps me as much as it helps them.

Today my children run up to me saying 'Daddy, I love you.' Ten months ago they would have run away. This year I went to my daughter's fifth birthday party but last year I was told to stay away. Today I go to CA meetings and share my story to help others. Today I have a room at New Hope House and am bidding for social housing and I'm getting further up the list every day. Today I am nine months clean and sober when on the streets I couldn't do one or two days. I'm making amends now. I'm talking to my dad and my eldest son has made me a granddad. I've been to see my grandkids for the first time in five years.

If I don't have one drink, one drug, it cannot set off my cravings. One is too much and 100 is never enough. That life of 30 years is there if I want it but I have the tools today to choose another path and today I'm free from the pain and misery of drug and alcohol addiction. **I've come from rock bottom and people are proud of me. I've got my confidence back.**

David is now living in one of our HopeHomes.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

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## FUNDRAISING AND COMMUNICATIONS

This year, the Fundraising and Communications Team raised £778,095 for the work of New Hope with costs of £150,619. In addition, the team generated £67,500 worth of gifts in kind, including a new van, a new kitchen, daily donations of fresh food, as well as non-perishable food items and toiletries.

### Fundraising appeals

This year, we ran two planned fundraising appeals: Skills for Life in the spring with the aim of raising funds for HopeCollege and A Bed Instead to raise funds for the Assessment Beds service. We were pleased that Skills for Life raised £1,171 and A Bed Instead raised £22,271.35. We were grateful for the help of David, a resident in one of our services, who told us his story which formed the appeal letter.

### Companies

TJX Europe, who have their headquarters in Watford, not only volunteered and gave items of clothing but also donated £10,000 from their foundation: £5,000 of this was for the coronavirus crisis appeal which launched at the end of March. CAE Technology organised a sponsored walk from their Watford office to their London office (and back!) for New Hope and raised £3,307.07 for our work.

### Gifts in kind

In August, we received a donation of a new van from the West Herts Charity Trust for us to use when helping people move into their own homes as well as collecting larger donations from companies, schools and individuals. We also received kitchen units from Howdens enabling us to refit the Community Home kitchen and transforming the space into a kitchen/diner. Residents and former residents worked along New Hope's maintenance worker to fit the units and refresh the space. Once again, we received donations of non-perishable food items and toiletries from the local community at Harvest and Mitzvah Day. We also received regular donations of fresh food from Ocado, Costco and Hamilton's, a local sandwich provider. These generous gifts from the local community enable us to keep our food bills very low.

We have also noticed an increase in donations of gifts in kind throughout the winter months. This year, we launched an Amazon wishlist at the beginning of November with a list of items needed by people sleeping rough, living in New Hope accommodation or new to independent living. This list was very well received with many items purchased by the general public and sent directly to New Hope for distribution.

### Corporate volunteering

We are grateful for the local companies who supported New Hope through volunteering, particularly Top Golf, who hosted groups of service users as well as visiting our accommodation services to cook meals and play games, Sainsbury's, who provided the paint and then decorated the Manse, and CSP, who were the first company to take part in our new 'sponsored breakfast' programme which involved not just cooking breakfast at the Rough Sleeping Prevention Service but also paying for the food used. Ten different groups volunteered at the Community Market Garden over the summer and early autumn.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

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#### Internal communications

The Fundraising and Communications Team is also responsible for internal communications which are crucial in an organisation with over 70 members of staff and over 200 volunteers working in seven locations in the town. The importance of clear and timely communication was demonstrated throughout the coronavirus crisis when the team disseminated vital health information to staff and service users.

#### Start of Covid-19 crisis

Sadly, our 30<sup>th</sup> birthday celebration which was due to take place on 23 March was cancelled due to the Covid-19 crisis. The financial year ended with the launch of a crisis appeal as we sought to accommodate and feed over 70 individuals who were sleeping rough. We also appealed to members of the public for help with providing food and other items. We are grateful for the way the community responded swiftly and generously to our appeals for help.

#### VOLUNTEERS

Over 200 individuals volunteered over this financial year: volunteers are involved in running our two charity shops, administration, teaching bricklaying, fundraising, design, cooking and serving food, befriending, driving our vans to collect and deliver items, cutting hair, gardening, helping with IT, sorting out food stores, painting and decorating, collecting fresh food, and helping at events.

Over 60 committed and enthusiastic volunteers helped run the winter night shelter from 1 December to 15 March. Each night, two volunteers would sleep at the night shelter assisting the staff member and one volunteer would help from 8pm to 11pm. Thanks must go to a few exceptional individuals who went above and beyond in their service.

*"I have found it humbling with work such amazing people, both the New Hope volunteers and the people they support. There are people from all walks of life that have found themselves in a fix, some still working in the day but with nowhere to go at night – so sad to see but unfortunately that's the reality. I'm thankful for the Winter Shelter, it's really crucial and the value is clear."* Chris, volunteer

When the coronavirus crisis hit, we adapted quickly with some volunteers needing to cease volunteering. We put out an appeal for new volunteers who were able to help during lockdown. We were able to recruit new volunteers to help support the work of the Street Outreach Service and the Rough Sleeping Prevention Service.

A new HR manager was appointed but due to the start of the coronavirus crisis did not start until 2020/21. In the interim responsibilities were taken up by the HR and Volunteer Officer and the Head of Resources.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

**THANK YOU**

We simply would not exist without the generosity of our funders, and we are so grateful to everyone who has supported us financially, either by making a donation or fundraising for us. A few have given us an exceptional level of support (typically £1,000 or more) and, unless they have asked to remain anonymous, we would like to say a special thank you to the following:

**Faith Groups, Community Groups and Schools**

Aldenham School  
Beechen Grove Baptist  
Church Christ Church,  
Chorleywood  
Christ Church and St John's, Radlett  
Derby Road Baptist Church  
Eastbury Church  
King's Church, Amersham  
Merchant Taylors' School  
Northwood Lions Club  
St Albans Abbey  
St George's Day Charity Club  
St Helen's Church  
St James Road Baptist Church  
St Margaret's School  
St Luke's Church, Bricket Wood  
St Luke's Church, Watford  
Soul Survivor, Watford  
Watford Probus Group  
Wellspring Church

**Companies**

ACI Worldwide  
Barclays Bank, Watford  
CAE Technology Services  
Costco Watford  
Denton's UK  
Express Vending

Hamilton's Catering  
Howden's Joinery  
Meadowell Surgery  
Ocado  
Pret a Manger  
TJX UK  
Village Hotels

**Charitable Trusts and Foundations**

E and P Morrison Family Trust  
Henry Smith Charity  
Houston Charitable Trust  
The Jandsford Trust  
John and Rita Hanford Trust  
The Maureen Behrman Trust  
Pat Newman Memorial Trust  
The Rutherford Charitable Trust  
The TJX Foundation

**Local Authorities**

Hertfordshire County Council  
Watford Borough Council  
Watford Borough Council Mayor's Fund

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

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## FINANCIAL REVIEW

### 2019/20 finances

At the end of 2019/20 New Hope had a surplus of £56,163. This is higher than the surplus in 2018/19 of £19,233. The surplus was primarily achieved by the inclusion of a large legacy, which has not yet been received, but about which New Hope has been notified.

Income for the year increased to £2,384,894 (2019: £2,176,817). The legacy increased donations and legacies, however in addition New Hope was awarded an additional contract to provide targeted street outreach in partnership with other local organisations. The remaining income remained consistent during the year.

Expenditure for the year increased to £2,328,731 (2019: £2,157,584). The expenditure this year includes the additional costs associated with the new Street Outreach team. Investment in the other areas of the charity remained consistent.

Balance sheet – The inclusion of the legacy increased debtors as this had not been received at the year end. Creditors have also increased as a result of outstanding payments to partners for the Street Outreach Service and the Intervention Team.

### Impact of Covid 19

New Hope has remained active providing an essential service since the year end during the period of lockdown. This has led to increased costs. At the same time New Hope closed its two charity shops which reduced the level of available income. During the lockdown New Hope worked closely with all partners, including the local council and county council. This reduced the impact of the increased costs through local support. The trustees regularly review the financial position of the charity and, although it is expected that there will be a deficit at the end of 2020/21, they are confident that the charity will continue to be a going concern in the next financial period.

### Reserves policy

New Hope's Reserves policy is designed to comply with the guidelines set out by the Charity Commissioner's guidance on reserves (CC19-40) which states: "To justify their holding of reserves, Trustees should have a reserves policy based on a realistic assessment of their reserves' needs."

This policy has been established so that the Trustees can be confident that reserves levels match New Hope's needs, primarily: to protect the organisation and its charitable activity by providing time to adjust to changing financial circumstances.

New Hope maintains three types of reserves; restricted reserves are given for specific purposes and cannot be spent on the general costs of the charity. At the 31 March 2020 New Hope had restricted reserves of £506,357 (2019: £494,174). Designated reserves are funds set aside by the Trustees from the unrestricted funds for specific future purposes or projects. At the 31 March 2020 New Hope had designated funds of £1,408,578 (2019: £1,436,673). General reserves are available for the Trustees to spend on the charitable activities. At 31 March 2020 New Hope had general funds of £575,295 (2019: £503,221). The free reserves available from this are £439,025 (2019: £359,408).

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

The Trustees have agreed to maintain free reserves level of approximately three months of budgeted annual expenditure. This decision has been made giving consideration to the current sources of income and the likelihood of a decrease in any one funding stream. The trustees have taken into account current trends and the reliance on any single funding stream. When setting this policy the Trustees have taken into consideration the length of time the charity will need to adjust to a change in funding.

At 31 March 2020 the required level of free reserves under this policy is £537,000. As above, New Hope currently has free reserves of £439,025. The current free reserves held are £97,975 below the target reserves level. This difference relates to the net book value of fixtures and fittings. As the assets are depreciated the difference between the target free reserves and current reserves will reduce. The trustees have earmarked designated funds specifically for the development of the HopeHomes service, however if current general funds are not sufficient for the ongoing operation of the charity these funds can be used to support the free reserves. On this basis the trustees find the current reserves held acceptable and no further action is necessary.

#### **Risks**

New Hope has compiled a risk register identifying the actions necessary to eliminate control and reduce or accept the risk. An annual review of the register is carried out by the trustees, although the leadership team keep the risks under review on a regular basis. The trustees are satisfied that sufficient policies and procedures are in place and applied for all the main areas of risk.

The register addresses the risk in nine key categories: operational risk, retail risk, financial risk, fundraising and communications, personnel, property, IT, external environment and Governance. All risks are assessed due to their likelihood and impact. Where appropriate mitigating controls are put into place.

During their last review the trustees identified the following as the three highest areas of risk for the charity:

- Incidents or accidents arising from working with challenging service users. All staff are trained to a high standard and provided with adequate supervision. The leadership also implements a full portfolio of policies and procedures.
- Lone working within services resulting in a risk of violence towards a staff member. Full risk assessments are carried out when a staff member is required to carry out lone working. This is embedded within the policies and procedures.
- Service user loss of benefits. This can impact the financial resources of New Hope. There is a clear rent policy in place and all rent debtors are monitored regularly.



WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

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## PLANS FOR FUTURE PERIODS

Our work at New Hope is about preventing homelessness and transforming lives. There's only one direction in which we are aiming to help service users move and that's upwards; primarily upwards out of homelessness, but also upwards and away from poverty, addiction, a sense of hopelessness, loneliness, isolation, rejection, boredom, poor health, exclusion, and experience of the criminal justice system.

We want service users to keep on moving up – one step at a time. Although the process will almost certainly be characterised by setbacks and serious challenges along the way, we strive to bring about long-lasting transformations in people's lives. This typically starts by offering a cup of coffee to a service user at the Rough Sleeping Prevention Service and is most likely to result in long-term changes only when the individual is appropriately housed.

We launched a new strategy in November 2018 not because our mission has changed but because the context of our work has changed and we are responding to this new landscape.

How has the context for our work changed?

- A substantial and sustained increase in the number of service users accessing the RSPS.
- A rise in the complexity of needs faced by service users, particularly an increase in mental health difficulties and substance misuse.
- Possible significant reduction of Housing Related Support
- A long-standing strategic intention to create the The Hub, as a 'one-stop shop' for people experiencing homelessness.

Our objectives for the next few years are:

1. 2019 – 2023: Continue to strengthen the beginning and end of the journey for service users, focusing on executing the key phases in development of The Hub – attracting financing; finalising selection of the appropriate site; and then developing the site - and gradually expanding HopeHomes.
2. 2023 and beyond: Possible expansion of services into other geographical area.

These objectives and activities, and the future direction of New Hope in general, have been informed by lessons learned from past successes and failures, feedback from staff, volunteers and service users, and visits to local homelessness charities across the country.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

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## GOVERNANCE

### Structure

Watford New Hope Trust is a charitable company limited by guarantee, established under a Memorandum of Association which sets out the objects and powers of the charitable company. It is governed under its Articles of Association. On 1 April 2014 the charity introduced a trading name, New Hope, and now operates under that name. The charity set up a wholly owned trading company, New Hope Retail Limited, in June 2011. New Hope Retail is a company limited by guarantee, registered company number 7667185.

### Organisational Structure

The Trustees govern the business of New Hope and decide matters of policy, governance and strategy at regular meetings. The Trustees delegate the day-to-day running of New Hope to the Chief Executive, Mr M Heasman. The Chief Executive works with a leadership team and service managers to implement the strategy and the charity's policies and procedures.

### The Trustees

The Trustees are directors for the purposes of company law and trustees for the purpose of charity law. The Trustees act on advice and information from regular meetings with the Chief Executive and with regard to the Charity Commission's guidance on public benefit. Other decisions made within the organisation are reported to the Board.

The Trustees who served during the period and up to the date of signing were:

Mr J R Ford (Chair)	Mrs M J Sillis
Mr I Peck (until September 2019)	Mr K R Stevens
Dr T W Robson OBE	Mrs A Johnson
Mr D Evans (Treasurer)	Mr A Robertson

Third party Indemnity Insurance was in place for Trustees during the year.

### Guarantees

Trustees, whilst serving, and for a period of twelve months after ceasing to be Trustees, guarantee to contribute an amount not exceeding £10 each to the assets of New Hope in the event of winding up. The total number of Trustee guarantees at 31 March 2020 was nine (2019: nine).

### Appointment and Training

New Trustees are recommended by the existing Trustees and are chosen for their ability to contribute to the needs and ethos of New Hope. All new Trustees are fully inducted on appointment. Trustees are also regularly advised of relevant training opportunities.

### Sub Committees

The Trustees operate three subcommittees:

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

The **Finance and Audit Committee** consists of three Board members. The committee meets before each trustee meeting to consider financial reports in more detail. The committee also reviews the annual budget and financial statements and makes recommendations prior to approval by the full Board of Trustees.

The **Remuneration Committee** consisting of three board members and one staff member meets annually to review the CEO's remuneration and to review management's recommendations regarding overall remuneration structure and make recommendations to the board.

The **Board Development Committee** consists of three trustees and meets on an ad hoc basis to seek and review new candidates for the board.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

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**REFERENCE AND ADMINISTRATIVE INFORMATION**

Charity registration number: 1080784

Company registration number: 03969063

**Registered office:**

67 Queens Road  
Watford  
Hertfordshire  
WD17 2QN

**The Trustees (Directors):**

Mr J R Ford (Chair)

Mr K R Stevens

Mrs M J Sills

Mr I Peck (until September 2019)

Mr T Robson OBE

Mrs A Johnson

Mr D Evans (Treasurer)

Mr A Robertson

**Leadership Team:**

Mr M Heasman	Chief Executive
Mrs S Holford	Head of Finance
Mrs A Bowyer	Head of Resources
Mr R Edmonds	Head of Services

**Bankers and other Financial Advisers:**

Royal Bank of Scotland	CafCash Limited
19-21 Clarendon Road	Kings Hill
Watford	West Malling
Hertfordshire	Kent
WD17 1HD	ME19 4TA

**Auditors:**

Cansdales Audit  
LLP Bourbon Court  
Nightingales Corner  
Little Chalfont  
Buckinghamshire  
HP7 9QS

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

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## RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also directors of New Hope for the purposes of company law) are responsible for preparing the Trustees' Annual 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements the trustees are required to:

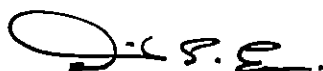
- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2015 (FRS 102);
- Make the judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statement 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 adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the Trustees on 17<sup>th</sup> September 2020 and signed on behalf of the Trustees



Mr D Evans

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

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## INDEPENDENT AUDITORS' REPORT

### Opinion

We have audited the financial statements of Watford New Hope Trust (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2020 which comprise the group Statement of Financial Activities, the group and parent Balance Sheet, the group statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2020, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company 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 group's or parent charitable company'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 trustees' 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.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

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

We have nothing to report in this regard.

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

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

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

**Matters on which we are required to report by exception**

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

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

- adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' 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' exemption from the requirement to prepare a strategic report.

**Responsibilities of trustees**

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, 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.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

---

In preparing the financial statements, the trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent 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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the group's or charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the group or parent charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.



WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

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- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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

29/01/2021

.....  
James Foskett (Senior Statutory Auditor)  
for and on behalf of Cansdales Audit LLP  
Nightingales Corner  
Bourbon Court, Little  
Chalfont Bucks, HP7 9QS

.....  
Date

Cansdales Audit LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

**WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)**  
**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE ACCOUNT)**  
**YEAR ENDED 31 MARCH 2020**

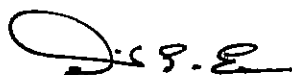
	Note	Unrestricted funds	Restricted funds	Total funds 2020	Unrestricted funds £	Restricted funds £	Total funds 2019 £
<b>Income</b>							
Donations and legacies	2	422,779	355,316	778,095	425,928	220,879	646,807
Charitable activities:							
Intervention	3a	69,946	-	69,946	61,510	-	61,510
Recovery	3b	1,101,467	53,897	1,155,364	1,099,062	53,897	1,152,959
Prevention	3c	128,009	-	128,009	101,187	-	101,187
Other trading activities:							
Retail income		244,905	-	244,905	206,658	-	206,658
Investments		4,379	-	4,379	3,899	-	3,899
Other income		4,196	-	4,196	3,797	-	3,797
<b>Total income</b>		<b>1,975,681</b>	<b>409,213</b>	<b>2,384,894</b>	<b>1,902,041</b>	<b>274,776</b>	<b>2,176,817</b>
<b>Expenditure</b>							
Raising funds:							
Retail	4	132,023	-	132,023	115,792	-	115,792
Fundraising and communications	4	150,619	-	150,619	155,531	-	155,531
Charitable activities:							
Intervention	4	165,603	341,783	507,386	363,149	32,320	395,469
Recovery	4	1,347,920	33,119	1,381,039	1,134,745	215,690	1,350,435
Prevention	4	135,536	22,128	157,664	119,237	21,120	140,357
<b>Total expenditure</b>		<b>1,931,701</b>	<b>397,030</b>	<b>2,328,731</b>	<b>1,888,454</b>	<b>269,130</b>	<b>2,157,584</b>
 Net movement in funds		 43,980	 12,183	 56,163	 13,587	 5,646	 19,233
 <b>Reconciliation of funds</b>							
Total funds brought forward		1,939,894	494,174	2,434,068	1,926,307	488,528	2,414,835
 Total funds carried forward	8,9	 1,983,874	 506,357	 2,490,231	 1,939,894	 494,174	 2,434,068

All of the charitable company's activities are considered to be continuing  
There were no recognised gains or losses other than the result for the year  
The notes numbered 1 to 17 form part of these financial statements

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CONSOLIDATED BALANCE SHEET  
AT 31 MARCH 2020

		2020		2019	
	Note	Charity £	Group £	Charity £	Group £
Fixed Assets					
Tangible assets	5	1,430,222	1,430,222	1,472,319	1,472,319
Current Assets					
Debtors	6	300,728	228,958	132,092	62,860
Cash at bank and in hand		921,479	993,249	895,884	967,655
		<u>1,222,207</u>	<u>1,222,207</u>	<u>1,027,976</u>	<u>1,030,515</u>
Creditors: Amounts falling due within one year	7	162,198	162,198	66,227	68,766
Net Current Assets		<u>1,060,009</u>	<u>1,060,009</u>	<u>961,749</u>	<u>961,749</u>
Total Assets Less Total Liabilities		<u><b>2,490,231</b></u>	<u><b>2,490,231</b></u>	<u><b>2,434,068</b></u>	<u><b>2,434,068</b></u>
Funds					
Unrestricted:					
Designated	8,10	1,408,578	1,408,578	1,436,673	1,436,673
General funds	8,10	575,296	575,296	503,221	503,221
		<u>1,983,874</u>	<u>1,983,874</u>	<u>1,939,894</u>	<u>1,939,894</u>
Restricted	9,10	506,357	506,357	494,174	494,174
		<u><b>2,490,231</b></u>	<u><b>2,490,231</b></u>	<u><b>2,434,068</b></u>	<u><b>2,434,068</b></u>

These financial statements have been prepared in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006. These financial statements were approved by the Trustees on 17th September 2020 and are signed on their behalf by:



Mr D Evans

Company number 03969063

The notes numbered 1 to 17 form part of these financial statements

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
CASHFLOW STATEMENT  
AT 31 MARCH 2020

	2020	2019
	£	£
Cashflows from operating activities		
Net income/(expenditure) for the reporting period	56,163	19,233
Adjustments for:		
Depreciation	55,589	55,538
Investment income	(4,379)	(3,899)
 (Increase)/decrease in debtors	(166,098)	93,869
Increase/(decrease) in creditors	93,432	(23,976)
 Net cash provided by / (used in) operating activities	<u>34,707</u>	<u>140,765</u>
 Cashflows from investing activities		
Purchase of fixed assets	(13,492)	(704,559)
Investment income	<u>4,379</u>	<u>3,899</u>
Net cash provided by / (used in) operating activities	(9,113)	(700,660)
 Net increase in cash and cash equivalents	<u>25,594</u>	<u>(559,895)</u>
 Cash and cash equivalents at 1 April	<u>967,655</u>	<u>1,527,550</u>
 Cash and cash equivalents at 31 March	<u>993,248</u>	<u>967,655</u>
 Analysis of cash and cash equivalents:		
 Cash in hand	993,249	967,655
 Total cash and cash equivalents	<u>993,249</u>	<u>967,655</u>

## 1. ACCOUNTING POLICIES

### Company information

Watford New Hope Trust is a private charitable company limited by guarantee, incorporated in England & Wales. Details of the registered office and principal address can be found on the reference and administrative information pages.

### Basis of accounting

The financial statements have been prepared in accordance with the charitable company'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 for accounting periods commencing from 1 January 2019). The charitable company is a Public Benefit Entity as defined by FRS 102.

The trustees consider that sufficient income has been secured to cover all anticipated liabilities. The trustees are not aware of any material uncertainties which will restrict New Hope's ability to continue as a going concern and the financial statements have, therefore, been prepared on a going concern basis.

### Income

Income is recognised in the period in which New Hope is legally entitled to the income provided that:

- any performance conditions have been met,
- it is probable that the income will be received and
- the amount can be quantified with reasonable accuracy.

Legacies are recognised in the Statement of Financial Activities when notification of the legacy has been received and a reasonable estimate of the value of the legacy can be made. Donations and grants are recognised when the charity has been notified in writing of the amount. In the event that a grant or donation is subject to conditions, that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

### Expenditure

Expenditure is accounted for on an accruals basis, inclusive of VAT, which cannot be recovered. Certain expenditure is directly attributable to specific activities and has been allocated to those cost categories. Where these costs are attributable to more than one activity, they have been apportioned to the individual activities on the basis of the time spent by staff on matters relating to those activities. Head Office costs have been allocated on the basis of incoming resources and direct costs and have been apportioned to the cost centres of fundraising and publicity and individual projects within charitable expenditure in accordance with the requirements of the Statement of Recommended Practice.

### Gifts in kind

Donated gifts and services are recognised as income when the charity has control over the item and the economic benefit can be measured reliably. Such goods and services are recognised on the basis of the value that the charity would have been willing to pay to obtain such services or facilities on the open market. In accordance with the Charities SORP (FRS 102) the time and commitment donated by the volunteers has not been recognised in the Statement of Financial Activities. Gifts donated for resale are included as income when they are sold due to the administrative difficulty in estimating the fair value of the goods.

## 1. ACCOUNTING POLICIES (continued)

### Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against income on a straight line basis over the period of the lease.

### Tangible fixed assets

Individual assets costs £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows: Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Freehold buildings	- 2% per annum straight line
Leasehold buildings	- over the length of the lease
Equipment	- 25% per annum straight line
Fixtures and fittings	- 10% to 25% per annum straight line

Depreciation is calculated monthly and is included from the first full month after purchase. Freehold land is not depreciated. Other property interests are depreciated over the term of the lease of the property concerned or the relevant management agreement.

### Tax status

New Hope is a registered charity and therefore it is not assessable to corporation tax on any surplus charitable funds.

### Pensions

New Hope operates both a stakeholder pension scheme for employees, to which the employer does not make contributions and a group personal pension. The group personal pension is a defined contribution scheme and New Hope makes a 3% contribution where employees are also contributing to the group personal pension scheme. This scheme is managed by Source Pensions and the plan invests the contributions made by the employee and employer in an investment fund to build up over the term of the plan. New Hope has no liability beyond making its contributions and paying across the deductions for the employee's contributions.

### Funds

Funds held by New Hope are:

*Unrestricted general funds* - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

*Designated funds* - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

*Restricted funds* - these are funds which can only be used for particular purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

The nature and purpose of each fund is explained further in the notes to the financial statements.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

**1. ACCOUNTING POLICIES (continued)**

**Group financial statements**

The consolidated accounts incorporate those of Watford New Hope Trust (trading as New Hope) and its subsidiary undertaking, New Hope Retail, for the year ended 31 March 2020. As permitted by section 408 of the Companies Act 2006, the Statement of Financial Activities of the parent company is not presented as part of these financial statements. The result of the charitable company alone for the year was a surplus of £56,163 (2019 : £19,233). New Hope Retail has not carried out any trading during the year.

**2. DONATIONS AND LEGACIES**

	2020			2019		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Grants	34,450	303,390	337,840	58,977	175,041	234,018
Legacies	113,996	-	113,996	145,283	-	145,283
Individual donations	110,186	39,404	149,590	117,436	16,982	134,418
Tax reclaimed	14,353	4,000	18,353	16,613	4,000	20,613
Other donations	149,794	8,522	158,316	87,619	24,856	112,475
	<b>422,779</b>	<b>355,316</b>	<b>778,095</b>	<b>425,928</b>	<b>220,879</b>	<b>646,807</b>

**Gifts in kind**

New Hope receives significant donations of food during the harvest period from schools and churches. In addition New Hope receives regular food donations from local companies including Costco, Ocado and Pret a Manger. All food donations are included in the financial statements at the estimated value the charity would have paid for them. From time to time New Hope also received other gifts to assist in the operation of New Hope's activities. During the year New hope received a vehicle (£10,000), a new kitchen (£2,500) and food (£55,000, 2019: £22,259). The total amount of gifts in kind included in the financial statements is £67,500 (2019: £22,259).

**3. CHARITABLE ACTIVITIES**

	2020			2019		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
<b>3a Intervention</b>						
Contracts	69,197	-	69,197	60,681	-	60,681
Other income	749	-	749	829	-	829
<b>Total Intervention</b>	<b>69,946</b>	<b>-</b>	<b>69,946</b>	<b>61,510</b>	<b>-</b>	<b>61,510</b>

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

	2020			2019		
	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
<b>3b Recovery</b>						
Housing Benefit	684,470	-	684,470	688,257	-	688,257
Ineligible charges	44,923	-	44,923	44,920	-	44,920
Contracts	310,741	53,897	364,638	312,613	53,897	366,510
Sales income	2,444	-	2,444	-	-	-
Other income	58,889	-	58,889	53,272	-	53,272
<b>Total Recovery</b>	<b>1,101,467</b>	<b>53,897</b>	<b>1,155,364</b>	<b>1,099,062</b>	<b>53,897</b>	<b>1,152,959</b>
<b>3c Prevention</b>						
Housing Benefit	61,148	-	61,148	34,639	-	34,639
Ineligible charges	6,180	-	6,180	5,867	-	5,867
Contracts	60,681	-	60,681	60,681	-	60,681
<b>Total Prevention</b>	<b>128,009</b>	<b>-</b>	<b>128,009</b>	<b>101,187</b>	<b>-</b>	<b>101,187</b>
<b>Total charitable income</b>	<b>1,299,422</b>	<b>53,897</b>	<b>1,353,319</b>	<b>1,261,759</b>	<b>53,897</b>	<b>1,315,656</b>



WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

4. TOTAL EXPENDITURE	2020					2019	
	Intervention	Recovery	Prevention	Fundraising and communications	Retail	Head office	Total costs
	£	£	£	£	£	£	£
Staff costs	214,468	734,647	97,439	97,946	23,454	230,689	1,398,643
Other staff costs	666	587	807	122	-	79,062	81,244
RSL charges	-	259,006	-	-	-	-	259,006
Premises costs	20,588	91,763	21,440	1,266	38,405	4,472	177,934
Office costs	2,183	3,284	1,364	4,051	5,440	4,102	20,424
IT costs	-	-	-	-	-	10,581	10,581
Service user costs	39,480	75,178	3,331	17	-	-	118,006
Insurance	2,823	3,057	2,622	546	4,331	4,755	18,134
Depreciation	17,133	4,035	9,113	-	22,726	2,582	55,589
Professional costs	1,511	5,057	510	915	982	10,740	19,715
Other costs	42	1,472	379	10,090	-	10,256	22,239
Partnership costs	147,216	-	-	-	-	-	147,216
Head office costs	61,276	202,953	20,659	35,666	36,685	(357,239)	-
<b>Total</b>	<b>507,386</b>	<b>1,381,039</b>	<b>157,664</b>	<b>150,619</b>	<b>132,023</b>	<b>-</b>	<b>2,328,731</b>
							<b>2,157,584</b>

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

**4. EXPENDITURE (continued)**

**Staff costs**

	2020	2019
	£	£
Wages and salaries	1,260,513	1,173,156
Social security costs	96,785	88,317
Pension costs	25,590	16,079
Agency costs	15,755	20,307
Redundancy costs	-	-
	<u>1,398,643</u>	<u>1,297,858</u>

One employee was paid at a rate of £60,000 or more (2019: nil).

In addition to around 200 volunteers during the year the full time equivalent number of staff employed by New Hope during the year, excluding trustees, are set out below.

**Employee numbers**

	2020	2019
	No.	No.
Direct charitable work	35.2	31.8
Fundraising and communications	3.0	2.7
Head office	7.5	7.1
Retail	1.0	1.0
	<u>46.7</u>	<u>42.6</u>

**Key Management**

No trustee was remunerated during the year (2019: nil) and there were no trustee expenses during year (2019: nil).

The leadership team are considered the only key management of the organisation. Total remuneration paid to the leadership team during the year was £155,845 (2019: £159,634). The leadership team consists of three employees; CEO, Head of Services and Head of Resources. In addition the charity engages the services of a financial consultant to carry out the role of Head of Finance.

**Auditors' remuneration:**

	2020	2019
	£	£
Audit	9,870	10,697
Other services	534	2,017
	<u>10,404</u>	<u>12,714</u>

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

**5. FIXED ASSETS**

CHARITY & GROUP Cost	Interests in property £	Plant and machinery etc £	Total £
At 1 April 2019	1,834,198	367,784	2,201,982
Additions	-	13,492	13,492
Disposals		(15,309)	(15,309)
At 31 March 2020	1,834,198	365,967	2,200,165
<b>Depreciation</b>			
At 1 April 2019	506,459	223,204	729,663
Charge for the period	33,787	21,802	55,589
On disposals	-	(15,309)	(15,309)
At 31 March 2020	540,246	229,697	769,943
<b>Net Book Value</b>			
At 31 March 2020	1,293,952	136,270	1,430,222
At 31 March 2019	1,327,739	144,580	1,472,319

The cost of plant and machinery includes donated assets valued by the trustees at £13,940 (2019: £3,940). All of the assets held by the charity are used for charitable purposes.

New Hope owns the freehold interest in the The Manse and the Haven Support Centre and has a leasehold interest in the building accommodating the shop and office. The charity's interest in New Hope House represents costs of £171,768 which are fully depreciated. The title to the property is held by Salvation Army Housing Association (SAHA) and there is a charge registered on the title deeds at the Land Registry noting New Hope's interest. There is a management agreement between New Hope and SAHA under which the charity undertakes the day to day management of the property. If the property is sold the charity is entitled to a 50% share in the sale proceeds. In the opinion of the trustees the amount to which the charity would be entitled is at least equal to the value at which the charity's interest is included in these financial statements.

Interests in property includes:	2020 £	2019 £
The Manse	66,566	68,040
Haven Support Centre	259,818	276,052
Sanctuary Cluster conversion costs	2,168	3,204
Purchase of Shop and offices	536,070	543,620
HopeHomes	429,330	436,823
	1,293,952	1,327,739

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

**6. DEBTORS**

	2020		2019	
	Charity	Group	Charity	Group
	£	£	£	£
Housing benefit debtors	28,057	28,057	20,836	20,836
Prepayments and accrued income	23,368	23,368	7,360	10,024
Other debtors	160,549	160,549	15,145	15,145
Tax recoverable	16,984	16,984	16,855	16,855
Intercompany account	71,770	-	71,896	-
	<b>300,728</b>	<b>228,958</b>	<b>132,092</b>	<b>62,860</b>

**7. CREDITORS**

	2020		2019	
	Charity	Group	Charity	Group
	£	£	£	£
<i>Within one year</i>				
Accruals and deferred income	85,804	85,804	36,456	38,995
Payments on account	33,419	33,419	20,924	20,924
Tax and social security	2,789	2,789	167	167
Other creditors	40,186	40,186	8,680	8,680
	<b>162,198</b>	<b>162,198</b>	<b>66,227</b>	<b>68,766</b>

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

**8. DESIGNATED FUNDS (CHARITY AND GROUP)**

	31 March 2019	Income	Expenditure	Transfers	31 March 2020
	£	£	£	£	£
<b>Designated funds</b>					
Property	1,216,204	-	(28,095)	-	1,188,109
HopeHomes	202,348	-	-	-	202,348
Building repairs fund	15,302	-	-	-	15,302
Women's hostel	2,819	-	-	-	2,819
	<u>1,436,673</u>	<u>-</u>	<u>(28,095)</u>	<u>-</u>	<u>1,408,578</u>
 General unrestricted funds	 503,221	 1,975,681	 (1,903,606)	 -	 575,296
 Total unrestricted funds	 <u>1,939,894</u>	 <u>1,975,681</u>	 <u>(1,931,701)</u>	 <u>-</u>	 <u>1,983,874</u>

**Purposes of designated funds**

**Property Fund** - This comprises a sum set aside by the trustees to reflect the investment in property held by New Hope. The amount represents the net book value of property interests less any amounts held in restricted funds for specific properties.

**HopeHomes** - These funds were received by a legacy and have been set aside to assist in the costs of purchasing property for the HopeHomes service.

**Building Repairs Fund** - This represents reserves set aside by the trustees towards the cost of major repairs to the properties in which New Hope has an interest.

**Women's Hostel** - The fund represents donations given in 2008-9 in memory of Janet Hosier. These funds are being held to fund the cost of a women's hostel.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

**9. RESTRICTED FUNDS (CHARITY AND GROUP)**

	31 March 2019	Income	Expenditure	31 March 2020
	£	£	£	£
Haven Support Centre - capital	111,535	-	(5,692)	105,843
RSPS - running costs	1,471	28,315	(28,390)	1,396
Intervention team	7,302	222,448	(209,293)	20,457
Assessment beds	-	28,317	(28,317)	-
Watford winter shelter	4,627	20,000	(20,000)	4,627
Personalised budgets	3,286	20,000	(13,901)	9,385
Outreach	-	53,897	(53,897)	-
Impact fund	126	-	(1,301)	(1,175)
Community Market Garden	5,420	-	-	5,420
Donations for residents	1,378	-	-	1,378
HopeCollege	351	1,279	(1,012)	618
Tenancy Sustainment Team	36,236	20,300	(21,116)	35,420
Rough sleeper support	8,902	-	-	8,902
Covid support	-	12,442	(12,442)	-
HopeHomes	310,543	-	-	310,543
Other restricted funds	2,997	2,215	(1,669)	3,543
	<b>494,174</b>	<b>409,213</b>	<b>(397,030)</b>	<b>506,357</b>

**Purposes of Restricted funds**

Haven Support Centre, capital - This represents funding provided for the building housing the Rough Sleepers Prevention Service, the Street outreach team and the Intervention team. The provision for depreciation of the building is being charged to this fund.

Rough Sleepers Prevention Service, running costs - Various donations towards the general running costs for the service

Assessment Beds - Funds provided to support the running costs of the Assessment Beds.

Watford winter shelter - This funding is provided by Watford Borough Council to support the costs of additional accommodation for rough sleepers during extreme weather conditions.

## 9. RESTRICTED FUNDS (CHARITY AND GROUP) (CONT)

### Purpose of restricted funds (cont)

Personalised budgets - Funding provided by Watford Borough Council to assist with purchases or other financial support to rough sleepers to enable them to move off the streets.

Outreach - Funding to provide staffing and overhead costs for the outreach service provided by the Rough Sleepers Prevention Service. The funds are provided in the form of a grant from Watford Borough Council.

Impact Fund -funds provided by Watford Borough Council to provide a rapid response to issues which could make all the difference in preventing homelessness or helping people access accommodation.

Community Market Garden - Grants and donations to support the costs of providing the service at the Community Market Garden.

Donations for residents - A number of donations provided to finance capital items and other items for the benefit of specific residents at New Hope House, the Community Home and the Sanctuary.

Tenancy Sustainment Team - Donations received contributing towards the cost of an additional staff member for the team.

Rough sleeper support -Financial assistance given to help the entrenched rough sleepers with individual support.

Covid support - Funds provided by Hertfordshire County Council to support additional costs incurred by New Hope during the Coronavirus crisis.

HopeHomes - New Hope received a gift of a property through a legacy in 2015. This property was to be used to provide accommodation to those who have experienced homelessness. One property has been purchased with the funds and the remaining funds are held to purchase additional accommodation for this purpose.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

**10. ANALYSIS OF NET ASSETS BETWEEN RESTRICTED AND UNRESTRICTED FUNDS**

**CHARITY AND GROUP**

	Tangible fixed assets £	Cash at bank and in hand £	Net current assets/ (liabilities) £	Creditors more than one year £	Total £
Haven Support Centre - capital	105,843	-	-	-	105,843
Other restricted funds	-	400,514	-	-	400,514
	105,843	400,514	-	-	506,357
Designated funds	1,188,109	220,469	-	-	1,408,578
General unrestricted funds	136,270	372,266	66,760	-	575,296
	<b>1,430,222</b>	<b>993,249</b>	<b>66,760</b>	<b>-</b>	<b>2,490,231</b>

**11. PENSIONS**

New Hope operates a Stakeholder Pension Scheme for all employees but does not contribute to the pension scheme on behalf of its employees. A group personal pension scheme, a defined contribution scheme, is also offered. New Hope pays a matched contribution of 3% for all employees within the scheme. A payment of £282 is included in creditors at 31 March 2020 relating to the employer and employee contributions (2019: £188).

**12. CONTINGENCIES**

There are no contingent liabilities which should be disclosed at 31 March 2020 (31 March 2019: nil).

**13. CAPITAL COMMITMENTS**

There are no capital commitments as at 31 March 2020.

**14. ULTIMATE CONTROLLING PARTY**

There is no ultimate controlling party.



WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

## 15. TRADING SUBSIDIARY

New Hope Retail Limited, the charitable company's trading subsidiary (Company number: 7667185) was incorporated on the 13 June 2011. New Hope Retail Limited began to operate during 2011/12. The subsidiary's financial statements can be obtained from the operational address on page 3 of these financial statements.

The company was established to operate retail opportunities on behalf of New Hope. New Hope Retail Limited is a company limited by guarantee and the only member is New Hope. There are two directors, one member of the board of trustees of New Hope and the Chief Executive of the New Hope.

New Hope Retail ceased trading on 31 March 2019.

The results of the company are as follows:

	2020	2019
	£	£
Turnover	-	53,871
Cost of sales	-	(46,722)
Gross profit	-	7,149
Administrative expenses	-	(2,628)
Gift aid to Watford New Hope Trust	-	-
Profit on ordinary activities before taxation	-	4,521
Taxation for the period	-	-
Results for the period	-	4,521

The aggregate of the assets, liabilities and funds at the 31 March were:

	2020	2019
	£	£
Assets	71,770	69,232
Liabilities	(71,770)	(69,232)
Share Capital	-	-
Accumulated Profit/(loss)	-	-

## 16. RELATED PARTY TRANSACTIONS

New Hope Retail Limited, a wholly owned subsidiary, gift aids all profits to New Hope. The total gift aid donation relating to 2020 is £Nil (2019: £Nil).

New Hope Retail was dormant during the year and there were no payments from New Hope Retail to New Hope (2019: £19,042). The total amount owing from New Hope Retail Ltd at 31 March 2020 to New Hope is £71,770 (2019: £71,896).

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)  
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2020

**16. RELATED PARTY TRANSACTIONS (CONTINUED)**

Donations received from Trustees and other charities for which Trustees act totalled £8,866 (2019: £7,560) during the reporting period.

**17. OPERATING LEASE COMMITMENTS**

At 31 March 2020 New Hope had total commitments under non-cancellable operating leases as set out below:

**GROUP & CHARITY**

	2020		2019	
	Land and buildings	Other items	Land and buildings	Other items
	£	£	£	£
Operating leases which expire:				
Within one year	37,500	9,874	31,500	9,874
Within two to five years	7,084	20,586	22,084	26,994
In more than five years	-	-	-	1,426
	<b>44,584</b>	<b>30,460</b>	<b>53,584</b>	<b>38,294</b>

The operating leases for land and buildings expiring in more than five years relate to 225 Whippendell Road and laundry machine hire at Sanctuary.