

Company Registration Number: 3969063
Charity Number: 1080784

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

CONSOLIDATED FINANCIAL STATEMENTS

**FOR THE YEAR ENDED
31 MARCH 2019**

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2019

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CHAIRMAN AND CEO'S WELCOME

For some years we have talked about the national problem of increasing levels of homelessness. Sadly that situation continues and the pressure on our services in Watford remains at high levels.

While it's helpful to look at statistics and you will be able to read about our positive move-ons, occupancy levels and other quantitative measures later in this report, we never forget that we are dealing with individuals. We also know that many of these individuals face complex mental health, physical health and addiction problems which are often related to their homelessness – either as cause or effect. At New Hope we continue to strive to address not only the presenting issues of our service users – their need for a roof over their heads – but also some of these underlying issues.

In order to focus our work more intensively on those in greatest need, in 2016 we limited access to our drop-in service to those presenting as rough sleeping. Even having tightened access to the service we now have over 100 people on our books. Of those, 38 are sleeping on the streets of Watford while the balance are rough sleepers who have found temporary respite sofa-surfing, sleeping in cars or sheds or other precarious short term fixes. This number is a helpful indicator of trends in homelessness in Watford as it reflects those we can't house in our 60 beds – which remains fixed for most of the year.

During the winter months we were able to house up to another 15 people in our winter night shelter. This was made possible by generous support from Watford Borough Council and the willingness of 57 volunteers, St Mary's Church, Wellspring Church and One YMCA. The response of the local community to that initiative was nothing short of remarkable. Huge thank you to all those who made this possible. The opening of our second HopeHome has also yielded another 5 beds – this time for those ready to move into more independent living.

To increase our effectiveness, over the past few years we have introduced and embedded partnership working, trauma-informed care and the use of psychologically informed environments. This has had a significant impact on the lives of our service users and our ability to help them. The renewal and expansion of funding for our multi-disciplinary team of mental health, substance misuse, housing and benefits experts was particularly welcome in this regard.

Experience with this team as well as visits to a number of organisations around the country have confirmed us in our belief that this kind of partnership working is critical to lasting impact in service users' lives. Over the last few years we have been drawing up plans and canvassing support for a new "Hub" that would bring together our emergency accommodation, Rough Sleeping Prevention Service and outside agencies into one building. This project has now stepped up a gear as we search actively for funding and try to identify potential sites. We appreciate that this is an ambitious project but if successful it could revolutionise and underpin our impact for many years to come.

As we look at that impact, we monitor several key performance indicators such as occupancy, positive move-ons and numbers served. Some of these indicators show whether we are making the best use of our services at a time of high need; some give an insight into whether

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we are making a positive difference in the lives of our service users; and some show whether we are going to be able to pay the rent on our accommodation and pay our staff.

Looking at positive move-ons for example, there is a huge range of individual experiences covered in that number. Our Community Home takes in service users who have serious addiction problems and works intensively with them in what their manager describes as a family atmosphere to get them back on the path to recovery. When any of those service users move on positively and stay in recovery, it is the result of months of patience, work and love, often tough love. A move-on from the assessment beds on the other hand might be catching a young woman who has been kicked out of her house by an abusive husband and we connect her with a safe place in a matter of days. Whatever the situation, as Rob Edmonds, our Head of Services, often says, New Hope never gives up on anyone. New Hope aims to treat each service user with dignity and respect.

Quoting the Bible verse in the memorial space at the Community Market Garden: 'Are not two sparrows sold for a penny? Yet not one of them will fall to the ground outside your Father's care. But the very hairs of your head are all numbered. Do not fear therefore; you are of more value than many sparrows.'

All at New Hope were deeply saddened by the loss of our friend and colleague, Hugh Lloyd. Hugh served faithfully in so many roles, latterly as our Treasurer. His faith, good nature, broad smile and wisdom are much missed.

We would also like to say a huge thank you to John Stuart who has served on the boards of New Hope and New Hope Retail for a number of years. His common sense, down-to-earth and pithy comments have been much appreciated – not to mention his wealth and depth of experience in property and the hours he has put in supporting our staff in all matters property related.

To finish, we give thanks to God for our staff, volunteers, supporters and for the steadfast and faithful love you all show to our service users. We are acutely aware that we could not achieve anything without your support.

Thank you.

John Ford (Chair) and Matthew Heasman (CEO)

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 and prevention** – 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.

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OUR SERVICES

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

ACCOMMODATION	SUPPORT	DEVELOPMENT
<p>SWEP+ A winter night shelter providing basic communal shelter for up to 15 individuals</p> <p>Sanctuary Emergency Accommodation 14-bed emergency accommodation.</p> <p>Sanctuary Assessment Beds 6-bed crisis accommodation which focuses on supporting those facing homelessness for the first time.</p> <p>Community Home 6-bed hostel for or those with substance misuse problems who are motivated to change.</p> <p>New Hope House 10-bed home for those preparing to move onto independent living</p> <p>Three move-on accommodations: Sanctuary Cluster Flats 11-beds The Manse 4-beds Alpha Court 6-beds</p> <p>HopeHomes Long-term affordable rental homes for people who have been homeless and are now ready to live independently.</p>	<p>Rough Sleeping Prevention Service Engages with people who are homeless and enables them to access the support they need.</p> <p>Rough Sleeping 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.</p> <p>24-7 emergency homelessness helpline Only dedicated homelessness phone service in the Watford area.</p> <p>Tenancy Sustainment Team (TST) Support for those renting after a period of homelessness to enable them to keep their tenancy.</p>	<p>Community Market Garden Enables service users to benefit from ecotherapy whilst developing their skills and confidence.</p> <p>HopeCollege Enables service users to access local training opportunities and to gain skills and qualifications.</p>

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.

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 and prevention

- The Rough Sleeping Prevention Service offers intensive one-to-one support for people who are rough sleeping, or at immediate risk of rough sleeping, to refer them into accommodation and other services.
- We provide varied hot breakfasts, packed lunches, clean clothes and sleeping bags to people who are currently sleeping rough as well as providing showers and laundry facilities.
- Support workers carry out regular street outreach.
- For the first time in many years, we ran a winter night shelter in partnership with Watford Borough Council. Called SWEP+, additional emergency beds were provided every night during the winter months.
- 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 for those who are rough sleeping, including entrenched rough sleepers.
- The Assessment Beds are 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, and its wide variety of creative and therapeutic activities, is available for those who are rough sleeping and sofa surfing.
- The Community Home takes direct referrals from the Rough Sleeping Prevention Service and the Sanctuary.
- A taskforce has started work on 'The Hub' project with the aim of refining the purpose, the funding and location of this new service.

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Objective 2: Moving on positively

- 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.
- TST has started providing volunteer befrienders to individuals who have long-term support needs.
- Our second HopeHome (funded by a generous legacy) opened in October 2018. We are now able to provide affordable, safe and stable accommodation to nine people who are ready to live more independently.
- Both the Community Market Garden and HopeCollege are available to those who are now in their own accommodation.

Objective 3: Continuous improvement

Alongside New Hope's accommodation and support services, we offer opportunities for development. We want to improve these services.

- HopeCollege has expanded to provide travel grants for college courses, in-house certificated courses, such as Food Hygiene and PAT-testing, and coaching. A volunteer is assisting with the HopeCollege website.
- The Community Market Garden has offered flexible drop-in days to promote awareness of the garden and to reduce anxiety about initial visits.

Objective 4: Investing in our people

- Improving staff training through implementing the core training matrix; this includes training in benefits, listening skills, coaching skills, motivation interviewing techniques, managing conflict, mental health awareness, first aid, fire warden training, safeguarding, professional boundaries, substance misuse awareness, psychologically informed environments, trauma-informed care, person-centred support planning, and the strengths and assets-based approach.
- A new part-time volunteer and HR administrator was appointed to expand and develop volunteering at New Hope – 57 individuals volunteered at the winter night shelter and there has been an increase in volunteering across the services.
- A group is meeting to review our recruitment and induction procedures to ensure that we are recruiting capable and resilient staff.
- Equipping staff to deliver high-quality support through applying the Quality Assessment Framework, commissioning inspections of our services (Places for People have inspected the Sanctuary and the Salvation Army Housing Association have inspected the Haven, New Hope House, TST, Community Home and the Sanctuary) and rolling out the use of exit interviews with service users across all our accommodations.
- Continuing to carry out reflective practice across our accommodation and support services.

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- Counsellors from London School of Theology have been appointed to head up the new staff wellbeing programme.
- The Community Market Garden manager is continuing to study horticulture and horticultural therapy with the RHS.

Objective 5: Impact and efficiency

Continuing to embed the Psychologically-Informed Environment (PIE) approach in all our services

- Maximising opportunities for people to attend support groups such as Alcoholics Anonymous, Cocaine Anonymous and Gambling Anonymous.
- Strengthening links with Meadowell Health Centre, Community Mental Health Trust and other health agencies to ensure service users are receiving timely and effective support.
- Preparing a report assessing the benefits and effectiveness of centralising key working support for service users from a central location
- Commissioning annual health and safety inspections of all services
- Reviewing the service user database and the fundraising and communications database
- Reviewing the reliability and security of our IT systems annually
- Undertaking reviews of all policies and procedures

Objective 6: Resourcing our work

- Contributing to the activities and development of the Herts Homeless Alliance
- Further tightening controls to help reduce the level of service users' arrears
- Actively promoting the value of supporters leaving legacies to New Hope
- Maintaining the profile of the charity with local and regional decision makers
- Creating and implementing a social media strategy
- We were delighted to announce that three of our long term supporters had agreed to become our first patrons: Baroness Dorothy Thornhill (former long-serving elected mayor of Watford), Gary Grant (Founder and CEO of 'The Entertainer') and the Rev Tim Roberts (Founder and Pastor of Wellspring Church, Watford), at our annual celebration service.
- In 2020, we will celebrate 30 years of New Hope and we have started to draw up plans to mark this occasion.

ACHIEVEMENTS AND PERFORMANCE

OVERALL

This year, we have supported 569 individuals – an increase of 6% more than the previous year. In addition, there were 1,181 calls to the 24/7 emergency helpline.

ACCOMMODATION

We provided accommodation for 271 individuals through our nine accommodation services, including SWEP+.

Every person staying in one of our accommodation services (with the exception of SWEP+) 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 set the following targets for 18/19:

- 70% positive move-on rate at the Community Home.

64% - nine individuals out of a total of 14 residents moved on positively. We have seen a higher number of service users with substance misuse as well as all 14 residents experiencing mental health difficulties. All residents engaged with support with Cocaine Anonymous running once a week in the house.

- To achieve occupancy rates of 50% for Assessment Beds, 96% for Emergency Accommodation and 88% for Cluster Flats.

Occupancy at the Assessment Beds was 93% and 98% for Emergency Accommodation – these are our two crisis accommodation services. Occupancy at the Cluster Flats was 84%.

- To achieve occupancy rates of 92% at New Hope House, 92% at The Manse and 90% at Alpha Court.

Occupancy at New Hope House was 88%, The Manse was 77% and Alpha Court was 78%. The occupancy targets were not met as during the year referrals to Alpha Court were put on hold pending a review of the service.

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We have set the following targets for 19/20:

- To achieve 90% occupancy at the Community Home
- To achieve occupancy rates of 50% for Assessment Beds, 96% for Emergency Accommodation and 88% for Cluster Flats
- To achieve occupancy rates of 93% at New Hope House, and the Manse
- For 10 residents to attend in-house workshops at New Hope House
- For residents to arrange and run three outings and activities at New Hope House
- 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

Service user voices

SWEP+, the winter night shelter

"I think SWEP+ has been an exceptionally helpful service with friendly staff, who have always tried their best to cater to people's welfare and wellbeing. The service itself has given me in particular, the ability to work while homeless and have somewhere to stay. Without SWEP+, saving money for a deposit and rent seems impossible, or at best exceptionally difficult, particularly when you are trying to keep your private life hidden at work."

"Without SWEP+ I would have been sleeping on the streets and hungry. It's allowed me to get my head together and get help."

"This place has saved me from getting cold and wet and has kept me off the streets and we have all been made to feel as happy as possible. Thanks."

Tyler's Story

At only 18 years old, Tyler had to leave the care of his guardian. Although he had begun to make arrangements for other accommodation, this application was taking too long to process and a room would not be available in time.

Tyler was about to become homeless.

"I felt drained and there were times that I felt so low and deflated."

Not knowing where to turn, Tyler visited Citizens Advice who told him about New Hope. He visited the Rough Sleeping Prevention Service who found an available space at the Assessment Beds. For over a month, Tyler stayed there and, as well as receiving a bed, he was supported in making his claim for Universal Credit.

Staying in the Assessment Beds gave Tyler the time and space to process and decide how to develop his relationship with his birth family. Benefitting from the social support of staff and other Sanctuary residents, Tyler became more open and trusting, building new relationships with others.

"I would like to work for a charity like New Hope in the future to see lives change for the better."

Finally, Tyler's application for independent accommodation was approved and now he has a room of his own and a space from which he has begun a level two course in health and social care.

"I didn't want to be in that situation but now I'm in a good place. I'm grateful for meeting such amazing people, both residents and staff."

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SERVICE USER SUPPORT

New Hope supported 502 people through our three support services: the Rough Sleeping Prevention Service, the Intervention Team and the Tenancy Sustainment Team. In addition, our emergency homelessness helpline received 1,181 phone calls between April 2018 and March 2019.

We set the following targets for 18/19:

- 75% of service users accessing the Haven to have an up-to-date risk and needs assessment and support plan

50% of services accessing the Haven had an up-to-date risk and needs assessment. This is due to increased numbers of people sleeping rough and staff shortages. Looking ahead to 2019-2020, a new protocol is in place which will enable us to achieve a target of 90% of service users having an up-to-date risk and needs assessment.

- 45 individuals to be supported by the Intervention Team each quarter

In Quarter One, the Intervention Team supported 59 individuals, in Quarter Two, 59, Quarter Three, 54 and in Quarter 4, 50 people.

- To enable 20 individuals off the streets and into accommodation each quarter.

An average of 50 individuals moved off the street per quarter. This figure is higher than expected due to the swift progress by some into the Assessment Beds service for a short period as well as the provision of the winter night shelter.

- 95% of TST service users to have moved on from TST after receiving support for 18 months or fewer

Due to a number of individuals, with complex needs, who require ongoing support from TST, 84% of service users have received support for 18 months or fewer. A befriending initiative has been set up to provide additional support for those individuals who require longer-term help.

- HopeHomes occupancy to be 95% or higher and for rent arrears to be less than 2.5%.

The occupancy rate for both HopeHomes for the year is 85%. The first HopeHomes has had 100% occupancy since July 2018. The second HopeHome opened in October 2018 and at the end of March 2019 had three residents. We hope to see full occupancy by July 2019.

Rent arrears for Hope Homes were less than 2.5%.

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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
- Evaluate data and look at how to respond to exponential increase in numbers of rough sleepers and make appropriate actions
- Achieve full occupancy at the second HopeHome and maintain full occupancy in the first HopeHome
- Introduce Moving Mentors to assist service users who are moving into their own property
- Train TST staff in housing management

Service user voices

The Intervention Team and Tenancy Sustainment Team

"I would like to say from the bottom of my heart a big massive thank you for helping me overcome a difficult, hard time and a dark place I was in and for helping with my benefit situation. Thank you New Hope and keep up the fantastic work you guys are doing." Intervention Team service user

"The Intervention Team has made me realise that I need make changes to move on with my life. I realise that I am not alone." Intervention Team service user

"The work done and support given has helped me regain control of my life, substance misuse and mental health and emotional stability. I owe so much to all for their excellent level of support." Intervention Team service user

"The staff are available every time when I asked for help. They help me with translating and write documents for me. They also helped me when I moved into my flat" TST service user

"Any problems that comes up or matter that need dealing with, they help." TST service user

"The support we receive has been brilliant." HopeHomes resident

DEVELOPMENT

Last year, we enabled 45 people to move towards a point of being able to live independently through opportunities for development at our Community Market Garden.

Development remains a fundamental part of the support we offer. The Community Market Garden is the hub for a range of activities, including bricklaying, poetry, woodwork, a mindfulness programme, sessions on healthy eating as well as traditional horticulture.

HopeCollege was initially designed as a website linking people with available courses and workshops, it has grown over the year to include two in-house courses: The Eat Well programme – a nutrition, budgeting and Level 2 food safety course created to promote life skills and enhance employability for those interested in a career in the catering industry – and a Portable Appliance Testing course – trained staff supporting residents to achieve the external examination and qualifications for participants. Qualified residents have since engaged in PAT-testing across New Hope in a voluntary capacity gaining work experience.

Our targets for 2018/19 were:

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

The garden team worked with 30 individuals who were referred to the garden and an additional 15 who came to drop-in sessions. This reduction in referrals from other services is likely due to the higher levels of needs amongst service users. There was also a change in staffing at the garden and a period of staff absence. However, looking ahead, a new Community Market Garden support worker has been appointed to assist the manager and in 2019/20 the garden team will have the capacity to visit other New Hope services to promote this wonderful, therapeutic space.

- To sell plants from the garden and represent New Hope at four local community events.

We had stalls at five community events in the summer and autumn, promoting the work of New Hope alongside selling plants and produce from the garden.

- To provide back-to-work mentoring for 12 service users.

Unfortunately, this aspect of HopeCollege has not got off the ground yet and will be developed in 19/20.

- To train 10 service users with certified training in food hygiene.

Ten service users achieved the Level 2 qualification in Food Hygiene.

- To trial small grants for service users so that they can access training and education.

This trial has been a success; residents have been able to access grants to cover the cost of travelling to college and to pay for courses.

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Our targets for 2019/20 are:

- To work with 60 people on gardening and creative projects
- To offer three regular workshops a week and eight other workshops a year at least 50% led by service users
- To ensure a close working relationship is maintained with the Intervention Team, the Rough Sleeping Prevention Service and the Tenancy Sustainment Team and outreach sessions to other places where rough sleepers engage.
- Relaunch HopeCollege website and provision using funding currently provided.

Service User Voices

“Completing this course gave me a good sense of achievement and I feel encouraged that I’m building towards my future career.”

“The course was good for knowledge and for practical use in the field. Very good for my CV when I get back into work, it adds onto the electrician part of my CV that I’ve been building towards.”

“Due to my past addiction and what it did to my health I can never return to my career. I have never done anything like this before and now I think it is something I would like to do more of. When I was offered the chance to do the training it motivated me, gave me something to do and something to aim for. I’m really grateful.”

“I needed to be focused on things. The garden was great for engaging with people and sharing ideas and using tools and making things. Peace of mind and chill time. 100% brilliant place. Fun. Cosy. Relaxing...”

“I enjoy the peace and tranquillity of the garden, an oasis of calm in a world of chaos!”

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FUNDRAISING

This year, Fundraising and Communications raised £624,548 for the work of New Hope with costs of £155,531.

Once again, we have been overwhelmed by the support from our local community: faith groups, community groups, local companies, schools, statutory services and of course, individuals. We are particularly grateful to Peter Taylor, Elected Mayor of Watford, who chose New Hope to be the recipient of his sponsored Christmas card and GS8, a property development company, who donated £16,236 for the provision of a new support worker at the Tenancy Sustainment Team. We were also honoured to be Sigma Pharmaceuticals charity of the year; a former service user (now a member of staff) spoke at their international conference in Oman about the impact of New Hope on his life.

Once again, we received gifts of fresh food throughout the year from local businesses, such as Costco and Pret a Manger, and donations of long life food and toiletries from local churches, synagogues and schools during Harvest, Sukkot and Mitzvah Day. At various points during the year, we put out appeals on social media for items we urgently needed such as sleeping bags, underwear and jars of coffee. We are grateful to all those who responded swiftly and generously.

Christmas is always an exceptionally busy time and we are grateful for everyone who contributed to our Christmas Appeal: Somewhere to Turn which raised almost £18,000 for the Assessment Beds. Concerned about the impact of a reduced mailing list due to the changes in data protection, we were more than satisfied with the amount raised. We invested in our social media and online fundraising and have been pleased to see this area of fundraising and communications grow.

We were pleased to announce three patrons: Baroness Dorothy Thornhill, the first elected mayor of Watford, Gary Grant, the founder and managing director of The Entertainer chain of toyshops, and the Rev Tim Roberts, Senior Minister at Wellspring Church. All three have long-standing relationships with New Hope and have supported our work in the town for many years. We are looking forward to working with them in this more ambassadorial role.

The Fundraising and Communications Team is also responsible for internal communications. This can be a challenge in a charity with over 150 volunteers and over 70 staff working in seven different locations across Watford (and one shop in neighbouring village, Croxley Green)! Each year, we all come together for a team conference hosted in a local church. This year we heard from a prison chaplain who inspired us with stories of transformation he had witnessed in his ministry.

The Fundraising and Communications team also works hard to raise awareness of homelessness in the town and the best and most appropriate ways to help. We work closely with Watford Borough Council's communications team, the police and the Council's anti-social behaviour officer. Two short films were created in conjunction with Watford Borough Council as part of a campaign to show how donations to charities, such as New Hope, can change lives.

VOLUNTEERS

A new volunteer and HR administrator started in June 2018 who has had an immediate positive impact on volunteering at New Hope. Volunteers are involved in running our two charity shops (we notably celebrated 25 years of our Watford shop!), administration, teaching bricklaying, fundraising, design, cooking and serving food, befriending, driving our vans to collect and deliver items, gardening, helping with IT, sorting out food stores, painting and decorating, collecting fresh food, and helping at events. We were pleased to find a volunteer hairdresser who attends the Haven Support Centre once a week to give free haircuts.

Fifty-seven committed and enthusiastic volunteers helped run the winter night shelter from 1 December to 31 March. Each night, two volunteers would sleep at the night shelter assisting the staff member. Thanks must go to a few exceptional individuals who went above and beyond in their service.

“It felt lovely to have my hair cut and feel like a real human again. I looked stylish for college – it gave me a boost of confidence.”

“Volunteering at SWEP+ has been a moving experience and one which makes me proud that my synagogue supports New Hope. One can clearly see the difference that having shelter in cold weather makes. I have had many meaningful conversations with service users and they reinforce my commitment to ridding ourselves of homelessness.” Rabbi Aaron from Northwood and Pinner Liberal Synagogue

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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 Company
Beechen Grove Baptist Church
Bushey Baptist Church
Bushey Hall Golf Club (Ladies Section)
Cathedral and Abbey Church of St Alban
Christ Church, Chorleywood
Christ Church and St John's, Radlett
Christ First Church, Watford
Eastbury Church
Emmanuel Church, Northwood
League of Jewish Women
Merchant Taylors' School
Mill End Baptist Church
Northwood Lions
St Andrew's Church, Chorleywood
St Helen's, Northwood
St Luke's Church, Watford
St James Road Baptist Church
St Margaret's School for Girls
St Mary's Church, Watford
Soul Survivor, Watford
Watford FC CSE Trust
Watford Joggers
Wellspring Church

Companies

34SP.com
Barclays Bank, Watford
Barratt David Wilson Homes
Baywater Healthcare
Costco

Denton's UK

GS8
Hilton Worldwide
Howdens Joinery Co.
John Lewis
Ocado
Pret a Manger
The Pearly White Club
Sigma Pharmaceuticals
Warner Bros Studios
West Herts Golf Club

Charitable Trusts and Foundations

Albert Hunt Charitable Trust
Christopher Laing Foundation
Grant Foundation
Jackdaw Trust
Jandsford Trust
Pat Newman Memorial Trust
The Maureen Behrman Charity
Richard Platt's Relief-in-Need Charity
Trinity Ministries Charitable Trust

Local Authorities

Hertfordshire County Council
Watford Borough Council

FINANCIAL REVIEW

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 2019 New Hope had restricted reserves of £494,174 (2018: £488,528). Designated reserves are funds set aside by the Trustees from the unrestricted funds for specific future purposes or projects. At the 31 March 2019 New Hope had designated funds of £1,436,673 (2018: £1,471,196). General reserves are available for the Trustees to spend on the charitable activities. At 31 March 2019 New Hope had general funds of £503,221 (2018: £455,111). The free reserves available from this are £359,408 (2018: £444,033).

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 2019 the required level of free reserves under this policy is £492,307. As above, New Hope currently has free reserves of £359,408. The current free reserves held are £132,899 below the target reserves level. This difference mainly relates to the net book value of fixtures and fittings. As the assets are depreciated the difference between the target free reserves and the 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.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2019

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.

During their review the trustees identified the following as the two 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.

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 with almost certainly be characterised by setbacks and serious challenges along the way, we will strive to bring about transformations in people's lives that last a lifetime. 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)
TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2019

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)	Mr H Lloyd (Treasurer) (died: 28 November 2018)
Mr I Peck	Mrs M J Sills
Dr T W Robson OBE	Mr K R Stevens
Mr D Evans	Mrs A Johnson
	Mr J Stuart (resigned: 29 March 2018)

Sadly, Hugh Lloyd passed away in November 2018. We are grateful for his many years of service to the charity.

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 2019 was eight (2018: 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.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2019

Sub Committees

The Trustees operate four subcommittees:

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 **Resources Committee** consisting of two board members and four staff members. The committee meets regularly during the year and reviews the current asset portfolio and retail development. Findings of the committee are reported to the full Trustee Board.

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)
TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2019

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	
Mr T Robson OBE	
Mrs A Johnson	
Mr D Evans	

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

Auditor:

Cansdales, Chartered Accountants, Business Advisers & Registered Auditors
Bourbon Court
Nightingales Corner
Little Chalfont
Buckinghamshire
HP7 9QS

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2019

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:

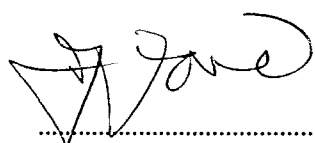
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping 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 26 September 2019 and signed on behalf of the Trustees.


.....

Mr J Ford (Chair)

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
INDEPENDENT AUDITOR'S REPORT
YEAR ENDED 31 MARCH 2019

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

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 2019 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 2019, 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

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
INDEPENDENT AUDITOR'S REPORT
YEAR ENDED 31 MARCH 2019

information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of 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)
INDEPENDENT AUDITOR'S REPORT
YEAR ENDED 31 MARCH 2019

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.
- 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.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
INDEPENDENT AUDITOR'S REPORT
YEAR ENDED 31 MARCH 2019

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.



.....
James Foscett (Senior Statutory Auditor)

for and on behalf of Cansdales Chartered Accountants, Statutory Auditor
Nightingales
Corner
Bourbon Court, Little Chalfont
Bucks, HP7 9QS

15 November 2019
.....
Date

Cansdales Chartered Accountants 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 2019

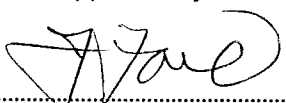
	Note	Unrestricted funds £	Restricted funds £	Total funds 2019 £	Unrestricted funds £	Restricted funds £	Total funds 2018 £
Income							
Donations and legacies	2	425,928	220,879	646,807	379,073	222,759	601,832
Charitable activities:							
Accommodation	3a	1,096,701	-	1,096,701	1,084,869	-	1,084,869
Service user support	3b	125,194	53,897	179,091	123,271	53,897	177,168
Development	3c	39,862	-	39,862	40,694	-	40,694
Other trading activities:							
Retail income		206,658	-	206,658	231,449	-	231,449
Investments		3,900	-	3,900	4,252	-	4,252
Other income		3,798	-	3,798	50	-	50
Total income		1,902,041	274,776	2,176,817	1,863,658	276,656	2,140,314
Expenditure							
Raising funds:							
Retail	4	115,792	-	115,792	121,471	-	121,471
Fundraising and communications	4	155,531	-	155,531	171,152	-	171,152
Charitable activities:							
Accommodation	4	1,293,185	32,320	1,325,505	1,237,073	64,206	1,301,279
Service user support	4	277,845	215,690	493,535	267,616	196,006	463,622
Development	4	46,101	21,120	67,221	61,344	21,841	83,185
Total expenditure		1,888,454	269,130	2,157,584	1,858,656	282,053	2,140,709
Net income/ (expenditure) for the year							
		13,587	5,646	19,233	5,002	(5,397)	(395)
Transfers between funds	8,9	-	-	-	445,852	(445,852)	-
Net movement in funds		13,587	5,646	19,233	450,854	(451,249)	(395)
Reconciliation of funds							
Total funds brought forward		1,926,307	488,528	2,414,835	1,475,453	939,777	2,415,230
Total funds carried forward	8,9	1,939,894	494,174	2,434,068	1,926,307	488,528	2,414,835

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 2019

		2019		2018	
	Note	Charity £	Group £	Charity £	Group £
Fixed Assets					
Tangible assets	5	1,472,319	1,472,319	823,298	823,298
Current Assets					
Debtors	6	132,092	62,860	219,249	156,729
Cash at bank and in hand		895,884	967,655	1,466,724	1,527,550
		<u>1,027,976</u>	<u>1,030,515</u>	<u>1,685,973</u>	<u>1,684,279</u>
Creditors: Amounts falling due within one year	7	66,227	68,766	89,526	92,742
Net Current Assets		<u>961,749</u>	<u>961,749</u>	<u>1,596,447</u>	<u>1,591,537</u>
Total Assets Less Total Liabilities		<u><u>2,434,068</u></u>	<u><u>2,434,068</u></u>	<u><u>2,419,745</u></u>	<u><u>2,414,835</u></u>
Funds					
Unrestricted:					
Designated	8,10	1,436,673	1,436,673	1,471,196	1,471,196
General funds	8,10	503,221	503,221	460,021	455,111
		<u>1,939,894</u>	<u>1,939,894</u>	<u>1,931,217</u>	<u>1,926,307</u>
Restricted	9,10	494,174	494,174	488,528	488,528
		<u><u>2,434,068</u></u>	<u><u>2,434,068</u></u>	<u><u>2,419,745</u></u>	<u><u>2,414,835</u></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 26 September 2019 and are signed on their behalf by:


.....

Mr J Ford

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 2019

	2019 £	2018 £
Cashflows from operating activities		
Net income/(expenditure) for the reporting period	19,233	(395)
Adjustments for:		
Depreciation	55,538	28,453
Investment income	(3,900)	(4,252)
 (Increase)/decrease in debtors	 93,869	 (111,288)
Increase/(decrease) in creditors	(23,976)	(26,336)
 Net cash provided by / (used in) operating activities	 <u>140,764</u>	 <u>(113,818)</u>
 Cashflows from investing activities		
Purchase of fixed assets	(704,559)	(445,852)
Investment income	<u>3,900</u>	<u>4,252</u>
Net cash provided by / (used in) operating activities	<u>(700,659)</u>	<u>(441,600)</u>
Net increase in cash and cash equivalents	(559,895)	(555,418)
 Cash and cash equivalents at 1 April	 <u>1,527,550</u>	 <u>2,082,968</u>
Cash and cash equivalents at 31 March	<u><u>967,655</u></u>	<u><u>1,527,550</u></u>
 Analysis of cash and cash equivalents:		
 Cash in hand	 967,655	 1,527,550
 Total cash and cash equivalents	 <u><u>967,655</u></u>	 <u><u>1,527,550</u></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 FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102"), "Accounting and Reporting by Charities" the Statement of Recommended Practice for charities applying FRS 102 issued on July 2014 (as updated through Update Bulletin 1 published on 2 February 2016 and Update Bulletin 2 published on 5 October 2018), the Companies Act 2006 and UK Generally Accepted Accounting Practice as it applies from 1 January 2015. The Charity 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.

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2019

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 made a 2% contribution to all employees contributing to the group personal pension scheme. This scheme is managed by Evolve 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 2019

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 2019. 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 surplus dealt with in the financial statements of the parent company was £27,435 (2018: deficit of £6,513).

2. DONATIONS AND LEGACIES

	2019			2018		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Grants	58,977	175,041	234,018	39,361	193,774	233,135
Legacies	145,283	-	145,283	67,648	-	67,648
Individual donations	117,436	16,982	134,418	115,323	725	116,048
Tax reclaimed	16,613	4,000	20,613	15,023	-	15,023
Other donations	87,619	24,856	112,475	141,718	28,260	169,978
	425,928	220,879	646,807	379,073	222,759	601,832

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. These gifts are valued at the amount the charity would have paid for them. The total amount of gifts in kind included in the financial statements is £22,259 (2018: £22,898).

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2019

3. CHARITABLE ACTIVITIES

	2019			2018		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
3a Accommodation						
Housing Benefit	722,896	-	722,896	712,114	-	712,114
Ineligible charges	48,849	-	48,849	46,029	-	46,029
Contracts	270,855	-	270,855	270,855	-	270,855
Other income	54,101	-	54,101	55,871	-	55,871
Total accommodation	1,096,701	-	1,096,701	1,084,869	-	1,084,869
3b Service user support						
Contracts	121,362	-	121,362	121,362	-	121,362
Grant income	-	53,897	53,897	-	53,897	53,897
Other income	3,832	-	3,832	1,909	-	1,909
Total client support	125,194	53,897	179,091	123,271	53,897	177,168
3c Development						
Contracts	37,925	-	37,925	37,925	-	37,925
Sales income	1,937	-	1,937	2,769	-	2,769
Other income	-	-	-	-	-	-
Total development	39,862	-	39,862	40,694	-	40,694
Total charitable income	1,261,757	53,897	1,315,654	1,248,834	53,897	1,302,731

4. TOTAL EXPENDITURE

	2019				2018			
	Accommodation	Client support	Development	Fundraising and communications	Retail	Head office	Total costs	Total costs
Staff costs	701,996	251,786	38,496	87,168	20,466	197,946	1,297,858	1,308,757
Other staff costs inc consultancy	637	1,532	10	117	715	66,493	69,504	73,965
RSL charges	261,602	-	-	-	-	-	261,602	249,215
Premises costs	107,709	23,174	2,941	9,624	41,744	10,242	195,434	196,792
Office costs	3,994	3,128	358	7,828	5,413	3,577	24,298	21,669
IT costs	-	-	-	-	-	16,934	16,934	18,468
Service user direct costs	45,035	17,554	7,006	-	-	-	69,595	64,386
Insurance	4,626	4,837	729	317	3,917	4,404	18,830	18,479
Depreciation	12,495	18,093	1,295	2,266	13,750	7,638	55,537	28,453
Professional costs	4,778	1,915	425	917	2,871	16,021	26,927	40,198
Other costs	1,779	403	28	13,494	544	7,101	23,349	22,613
Partnership costs	-	97,716	-	-	-	-	97,716	97,714
Head office costs	180,854	73,397	15,933	33,800	26,372	(330,356)	-	-
Total	1,325,505	493,535	67,221	155,531	115,792	-	2,157,584	2,140,709

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2019

4. EXPENDITURE (continued)

Staff costs

	2019	2018
	£	£
Wages and salaries	1,173,155	1,182,521
Social security costs	88,317	87,447
Pension costs	16,079	7,968
Agency costs	20,307	21,300
Redundancy costs	-	9,521
	<u>1,297,858</u>	<u>1,308,757</u>

No employee was paid at a rate of £60,000 or more.

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

	2019	2018
	No.	No.
Direct charitable work	31.8	33.3
Fundraising, communications and retail	3.7	4.2
Head office	7.1	7.9
	<u>42.6</u>	<u>45.4</u>

Key Management

No trustee was remunerated during the year (2018: nil) and there were no trustee expenses during year (2018: nil).

The leadership team are considered the only key management of the organisation. Total remuneration paid to the leadership team during the year was £159,634 (2018: £125,800). 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:

	2019	2018
	£	£
Audit	10,697	10,352
Other services	2,017	1,960
	<u>12,714</u>	<u>12,312</u>

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2019

5. FIXED ASSETS

CHARITY & GROUP	Interests in property	Plant and machinery etc	Total
Cost	£	£	£
At 1 April 2018	1,282,288	215,135	1,497,423
Additions	551,910	152,649	704,559
Disposals	-	-	-
At 31 March 2019	1,834,198	367,784	2,201,982
Depreciation			
At 1 April 2018	470,068	204,057	674,125
Charge for the period	36,391	19,147	55,538
On disposals	-	-	-
At 31 March 2019	506,459	223,204	729,663
Net Book Value			
At 31 March 2019	1,327,739	144,580	1,472,319
At 31 March 2018	812,220	11,078	823,298

The cost of plant and machinery includes donated assets valued by the trustees at £3,940 (2018: £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 now acquired the freehold 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:	2019	2018
	£	£
The Manse	68,040	69,514
Haven Support Centre	276,052	292,286
Sanctuary Cluster conversion costs	3,204	4,568
Purchase of Shop and offices	543,620	-
HopeHomes	436,823	445,852
	1,327,739	812,220

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2019

6. DEBTORS

	2019		2018	
	Charity	Group	Charity	Group
	£	£	£	£
Housing benefit debtors	20,836	20,836	23,819	23,819
Prepayments and accrued income	7,360	10,024	3,746	6,386
Other debtors	15,145	15,145	111,519	111,519
Tax recoverable	16,855	16,855	15,005	15,005
Intercompany account	71,896	-	65,160	-
	132,092	62,860	219,249	156,729

7. CREDITORS

	2019		2018	
	Charity	Group	Charity	Group
	£	£	£	£
Within one year				
Accruals and deferred income	36,456	38,995	32,287	35,502
Payments on account	20,924	20,924	33,331	33,331
Tax and social security	167	167	753	753
Other creditors	8,680	8,680	23,155	23,156
	66,227	68,766	89,526	92,742
Outside one year				
Accruals and deferred income	-	-	-	-

	2019		2018	
	Charity	Group	Charity	Group
	£	£	£	£
Deferred income at 1 April	-	-	2,500	2,500
Amounts received in the year relating to future periods	-	-	-	-
Amounts released during the year	-	-	(2,500)	(2,500)
Deferred income carried forward at 31 March	-	-	-	-

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2019

8. DESIGNATED FUNDS (CHARITY AND GROUP)

	31 March 2018 £	Income £	Expenditure £	Transfers £	31 March 2019 £
Designated funds					
Property	694,992	-	(30,698)	551,910	1,216,204
HopeHomes	754,258	-	-	(551,910)	202,348
Building repairs fund	19,127	(3,825)	-	-	15,302
Women's hostel	2,819	-	-	-	2,819
	<u>1,471,196</u>	<u>(3,825)</u>	<u>(30,698)</u>	<u>-</u>	<u>1,436,673</u>
 General unrestricted funds	 455,111	 1,905,866	 (1,857,756)	 -	 503,221
 Total unrestricted funds	 <u>1,926,307</u>	 <u>1,902,041</u>	 <u>(1,888,454)</u>	 <u>-</u>	 <u>1,939,894</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 2019

9. RESTRICTED FUNDS (CHARITY AND GROUP)

	31 March 2018	Income	Expenditure	Transfers	31 March 2019
	£	£	£	£	£
Haven Support Centre - capital	117,228	-	(5,693)	-	111,535
Haven Support Centre - running costs	1,471	2,682	(2,682)	-	1,471
Intervention team	4,491	130,241	(127,430)	-	7,302
Assessment beds	13,000	18,820	(31,820)	-	-
Severe weather funding	362	27,000	(22,735)	-	4,627
Personalised budgets	-	3,800	(514)	-	3,286
Outreach	-	53,897	(53,897)	-	-
Impact fund	2,365	-	(2,239)	-	126
Community Market Garden	5,420	1,100	(1,100)	-	5,420
Donations for residents	1,378	-	-	-	1,378
HopeCollege	5,000	-	(4,649)	-	351
Tenancy Sustainment Team	-	36,236	-	-	36,236
Rough sleeper support	8,902	-	-	-	8,902
HopeDepot	15,371	-	(15,371)	-	-
HopeHomes	310,543	-	-	-	310,543
Other restricted funds	2,997	1,000	(1,000)	-	2,997
	488,528	274,776	(269,130)	-	494,174

Purposes of Restricted funds

Haven Support Centre, capital - This represents funding provided for the Haven building. The provision for depreciation of the building is being charged to this fund.

Haven Support Centre, running costs - Various donations towards the general running costs of the Rough Sleepers prevention Service.

Intervention Team - New Hope receives funding from Watford Borough Council, through the Rapid Rehousing Pathway, towards the costs of providing a specialist support to New Hope service users. The service is operated in co-operation with three partners and New Hope receive all the funding and distribute appropriate funds to the other partners.

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

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

Personalised budgets - Funding for the personalised budgets is provided by Watford Borough Council to provide support to rough sleepers. This funding is to support the initiative funded by the Rapid Rehousing Pathway.

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

Purpose of restricted funds (cont)

Outreach - Funding to provide staffing and overhead costs for the outreach 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.

HopeCollege - Funds were received from two funders towards the costs of running HopeCollege and to support service users in available training opportunities.

Tenancy Sustainment Team - Two donations were received during the year to contribute towards the cost of an additional staff member for the team. An additional staff member has been recruited in 2019/20.

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

HopeDepot - Funds donated to support the ongoing costs of storing and sorting of food donations for use by the charity.

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. 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 2019

10. ANALYSIS OF NET ASSETS BETWEEN RESTRICTED AND UNRESTRICTED FUNDS

CHARITY

	Tangible fixed assets £	Cash at bank and in hand £	Net current assets/ (liabilities) £	Creditors more than one year £	Total £
Haven Support Centre - capital	111,535	-	-	-	111,535
Other restricted funds	-	382,639	-	-	382,639
	111,535	382,639	-	-	494,174
Designated funds	1,216,204	220,469	-	-	1,436,673
General unrestricted funds	144,580	292,776	65,865	-	503,221
	1,472,319	895,884	65,865	-	2,434,068

GROUP

	Tangible fixed assets £	Cash at bank and in hand £	Net current assets/ (liabilities) £	Creditors more than one year £	Total £
Haven Support Centre - capital	111,535	-	-	-	111,535
Other restricted funds	-	382,639	-	-	382,639
	111,535	382,639	-	-	494,174
Designated funds	1,216,204	220,469	-	-	1,436,673
General unrestricted funds	144,580	364,547	(5,906)	-	503,221
	1,472,319	967,655	(5,906)	-	2,434,068

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 paid a matched contribution of 2% during the year for all employees within the scheme. A payment of £188 is included in creditors at 31 March 2019 relating to the employer and employee contributions (2018: £1,666).

12. CONTINGENCIES

There are no contingent liabilities which should be disclosed at 31 March 2019 (31 March 2018: nil).

13. CAPITAL COMMITMENTS

There are no capital commitments as at 31 March 2019.

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 2019

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.

The results of the company are as follows:

	RESTATED	
	2019	2018
	£	£
Turnover	53,871	53,809
Cost of sales	(46,722)	(44,769)
Gross profit	7,149	9,040
Administrative expenses	(2,239)	(2,921)
Gift aid to Watford New Hope Trust	-	-
Profit on ordinary activities before taxation	4,910	6,119
Taxation for the period	-	-
Results for the period	4,910	6,119

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

	2018	2018
	£	£
Assets	74,434	63,465
Liabilities	(74,434)	(68,375)
Share Capital	-	-
Accumulated Profit/(loss)	-	(4,910)

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 2019 is £Nil (2018: £Nil).

New Hope made salary payments on behalf of New Hope Retail totalling £19,042 (2018: £19,003). In addition New Hope Retail paid £4,052 (2018: £2,895) in respect of services provided by the charity. The total amount owing from New Hope Retail Ltd at 31 March 2019 to New Hope is £71,896 (2018: £65,160).

WATFORD NEW HOPE TRUST (TRADING AS NEW HOPE)
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2019

16. RELATED PARTY TRANSACTIONS (CONTINUED)

Donations received from Trustees and other charities for which Trustees act totalled £7,560 (2018: £8,292) during the reporting period.

17. OPERATING LEASE COMMITMENTS

At 31 March 2019 New Hope had total commitments under non-cancellable operating leases as set out below:

GROUP & CHARITY

	2019		2018	
	Land and buildings	Other items	Land and buildings	Other items
	£	£	£	£
Operating leases which expire:				
Within one year	31,500	9,874	31,500	9,762
Within two to five years	22,084	26,994	41,584	29,357
In more than five years	-	1,426	-	1,426
	53,584	38,294	73,084	40,545

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