

PEMBROKESHIRE CARE SOCIETY



ANNUAL REPORT

1st April 2017 to 31st March 2018

**PREPARED BY
PCS Senior Management and Co-ordinators**



The Council of Management present their report with the financial statements of the society for the year ended 31st March 2018. These have been prepared in accordance with the Charities Act 1993, the Companies Act 1989 and the requirements of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2005) issued in March 2005.

Pembrokeshire Care Society is a company limited by guarantee no. 3062605 and not having any share capital. It is a registered charity no. 1048218.

Reference and Administrative Information:

Charity Name Pembrokekeshire Care Society

Charity Registration Number 1048218

Company Registration Number 3062605

Registered Office 1 Corner House
Barn Street
Haverfordwest
SA61 1BW

Operational Address 1 Corner House
Barn Street
Haverfordwest
SA61 1BW

Council of Management

Mrs G. Morgan – President
Mrs J. Davies – Chairperson
Mrs A. Symons – Vice Chairperson
Mr P. Lucas – Treasurer
Mr C Sheridan – Client Safety Officer
Mr R. Sinnott
Mrs C. Phillips
Mrs G. Bowen – Senior Management Mentor
Mrs J. Foss
Mrs E. Hayes
Mrs A. Thomas
Mrs L. Hughes
Mr B. Jenkins

Senior Management Carol Crowther
Bethan Howell

Auditors Ashmole & Co
7 Goat Street
Haverfordwest

Bankers Lloyds Bank PLC

Victoria Place
Haverfordwest

Solicitors

JCP Solicitors
Oak Corner
Winch Lane
Haverfordwest

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document:

PCS is a charitable company limited by guarantee, which was founded in 1979. The company was established under a Memorandum of Association which established the objectives and powers of the charitable company. The Memorandum of Association, in the year 2000, was reviewed, amended and agreed by the Charity Commission therefore enabling the company to change its services to suit the changing needs of the homeless or threatened with homelessness in Pembrokeshire. The governing Document, in 2013, has again been reviewed, amended, adopted and accepted by the Charity Commission to simplify its objectives and better meet the charitable aims of the association.

The Company's objectives are:

- To relieve the effects of poverty, housing problems (e.g. financial management, inadequate/substandard accommodation, setting up and maintaining tenancies and other related issues including advocating with courts, landlords, statutory departments, health professionals and other organisations) and homelessness on individuals and families who present to the charity for assistance.
- To promote the study, research and campaigning into all aspects and methods of relieving and/or prevention of the effects of poverty, housing problems and homelessness.
- To raise awareness and educate the public regarding the effects of poverty, housing need and homelessness on individuals and families through activities such as consultation work, reporting, advertising, presentations to local and national groups and information sessions in schools.

Areas of Expertise:

PCS provide advice, assistance and advocacy on housing, homeless rights, evictions, welfare benefits, housing benefits and debt issues. We also administer bond guarantees and rent in advance payments in partnership with client specific organisations and local private landlords. We are also managing a large supporting people scheme, which operates across any tenure. We continue to develop formal and informal partnerships with local education, training and other like-minded organisations that assist us to meet our aims. Pathway Lettings, which is one of our social enterprises, continues to be successful.

Customer Groups Served:

PCS provides services for anyone over the age of 15, resources permitting. PCS also have specialist services available for young people and families, again dependant on Service Level Agreements continuing. The charity also, with the aim of continuation of future services, provides advice for Private Sector Landlords on tenancy law and other related issues.

Recruitment and appointment of Council of Management members:

There have been 13 members of the Council during this year, all of which are trustees. Trustees are also directors of the Company. Under the Memorandum of Association, the members of the Council are elected to serve for a period of three years after which, if they wish to remain as a trustee, they must be re-elected at the next Annual General Meeting.

At the 2017 Annual General Meeting three members of the Council were re-elected.

The Council has agreed the necessity of the use of a Management Committee for issues that may arise between the full meetings. Management Committee members are selected from the full Council of Management and will usually include the Managing Director.

Due to the diversity of the client group and the varied services that the charity provides it is important that the Council consists of members with varied backgrounds and expertise. In an effort to maintain a broad skill mix, or in the event of particular skills being lost to retirements, individuals with the identified required skills are approached, by current Council members, to offer themselves for election to the Council.

Trustee Induction and Training:

Prior to election prospective new trustees are invited to attend a meeting at the main office to view the work of the charity. They are then invited to attend a Council meeting in an observatory capacity. After election trustees are provided with a trustee handbook and can access trustee training if required.

Organisational Structure:

Full Committee meetings are held 5 times per year. The Annual General Meeting is held in September.

Meetings with the Management Committee are held as required when day-to-day running requires discussion. In addition, a pre committee meeting is held approximately three weeks prior to every full committee meeting. Any matters arising are discussed and a report if required is produced for Full Committee. Full Committee gives final approvals of proposals.

Cross Scheme Co-ordinator meetings are held monthly or as required. Relevant information from these meetings is cascaded down to Management and Staff meetings.

Scheme Management meetings are held monthly or as required to discuss operational process and to ensure cross scheme working is effective.

Scheme Staff meetings are held regularly and addition relevant issues from Scheme Management meetings are included.

Appraisal and Information Days are held twice a year. Training and scheme updates are on the agenda.

A three-year business plan is available but due to short term funding and concern of questions being raised from these same funders only short term goals can be accurately reported on. However, a more accurate analysis of the current situation and future planning is depicted in the Annual Report, which takes account of economic and other external influences, which affect development and sustainability.

A service delivery strategy, which includes appointment times, duty worker availability, advice centre timetable, staff cover for absences and cost factors, has been established and is evaluated on a regular basis by the Operational Manager.

Written Reports and Statistical Monitoring are provided to the funders and partners at agreed times.

All Policy, Procedures, Forms, Letters and Information documentation (PPFL'I) and the index are reviewed as a minimum on an Annual basis. Operational procedures are reviewed immediately changes/improvements are identified and agreed.

For additional support and in order to safeguard PCS's committee and employees, PCS subscribe to Peninsula Employment Specialists for legal and practical advice on employment issues. They also contract to Peninsula for Health and Safety Advice to ensure continual compliance.

Public Benefit:

In accordance with our aims and objectives, when providing our services to some of the most vulnerable people in society, we strive to have a positive effect on the reduction in crime, anti-social behaviour, utility and other public debt re-payments. We aim to develop sustainable tenancies and assist with the integration into the community of those who are most marginalised.

Risk Management:

The charity has and continues to develop policies & procedures which reduce the financial and litigation risk that the charity may face. The charity holds the Advice Quality Standard. This intensive external audit ensures that the working policies, procedures and ongoing training provide as low a risk as is possible for employees, committee and customers. The risk management policy is reviewed annually and presented to the Council for full approval at the AGM.

Grant Making Policy:

Where clients are in need of assistance to purchase basic furniture for their new accommodation or require initial financial assistance to budget for their

transfer to independent living, grants for furniture and/or food can be made available dependant on current funds.

PCS acts as a guarantor for bond certificates when required by landlords for new tenants. Whilst no payment is made initially, on many occasions the landlords claim on the guarantee and funds are made available by the Society via Welsh Government grant funding.

OBJECTIVES AND ACTIVITIES

Overview:

Pembrokeshire Care Society (PCS) which incorporates Pembrokeshire Action for the Homeless (PATH) and Pathway Lettings (PL) was founded in 1979. Our service users are often the most marginalised groups in society and the majority will be entitled to very limited statutory assistance. Our aim continues to be balancing the ever increasing demand on our services with respect to the reductions or changes to our funding streams and the changing customer group's needs by innovation and a speedy reaction to change.

We continue to serve the people of Pembrokeshire and firmly believe that our success is due to our local knowledge and expertise in our field. Our model of working has been developed to meet the demanding needs of providing services in a rural area. The quality and standard of our services has been acknowledged by independent audits and individuals as being at an exceptional standard.

Our services, both practical and legal, include housing and homeless advice, assistance and advocacy, welfare and debt advice, administration of bond schemes and our generic tenancy support scheme. We have also developed and manage Pembrokeshire's Social Letting Agency Pathway Lettings. Although we work with all customer groups we continue to provide the majority of our services to the non priority homeless.

Geographically, Pembrokeshire comprises of a large rural area with a number of large towns surrounded by villages and small rural communities. The difficulty of 'provision of services to all' remains one of our biggest challenges. We use a balance of outreach surgeries, floating support, a free phone number and our travel warrant scheme to give our customers a number of options to access PCS services. We have a generic duty worker available during core hours to deal with immediate or crisis problems and to facilitate service access options dependant on need. We also maintain a presence within the Local Authority Housing Department at agreed times during core hours.

PCS maintain the Advice Quality Standard and which will be up for review and renewal in December 2019.

Continual cost saving exercises remain key to offering value for money services to all stake-holders. Resources remain stretched and has impacted upon our open door policy. For some client groups we now have a reduced service with referrals and signposting for these customers to those statutory bodies who may have a duty and

funding to assist. As always, PCS remains open to co-working and negotiations to increase and improve formal and informal service level agreements. We continue to meet, surpass or negotiate to amend all targets in this regard.

PCS continues to focus on close working relationships with the Local Authority Housing Department. There are continued plans for shared training with regards to Housing Legislation and the forthcoming roll-out of Universal Credit Full Service. PCS provides a HNA completion service for those clients who are unable to be seen by the Housing Department.

Pathway Lettings profits continue to increase. Our leasing project of 5 units for single person accommodation has been successful and is now generating an income. It is hoped that this will lead to an additional project if the success continues and we can evidence feasibility and cost effectiveness to statutory groups.

All our services remain dependant on continued funding. Concerns continue with regard to short term funding agreements and the need to prove sustainability of the organisation when attempting to source additional funding.

ACHIEVEMENTS AND PERFORMANCE

The number of people who approach us for assistance was 1474 new clients. 1049 of who would be deemed non-priority homeless and so would have limited duties owing to them from any statutory services. With 683 existing clients at the start of the year we have this year worked with over 2000 people. Our Pathway Lettings and Bond schemes continues to provide both our non-priority homeless and the Local Authority priority homeless groups with a steady source of private sector tenancies. This year we administered 104 new bonds and manage a total bond liability across all our Bond Schemes of £65982.00. Unusually, we failed to meet our target for bond administration by 16. We attribute this to landlords wary of offering accommodation if the client is in receipt of Universal Credit. We anticipate this to continue to impact on the scheme as Universal Credit Full Service rolls out in Pembrokeshire in September 2018.

The Supporting People Generic Support Service still incorporates the GSS Local Authority scheme and we still provide support to the Gypsy Traveller community, although this comes under the umbrella of the GSS.

All quality standards have been retained and Pathway Lettings staff continue to work alongside Rent Smart Wales licensing protocol. In addition they have assisted some stand alone landlords with the process of registration.

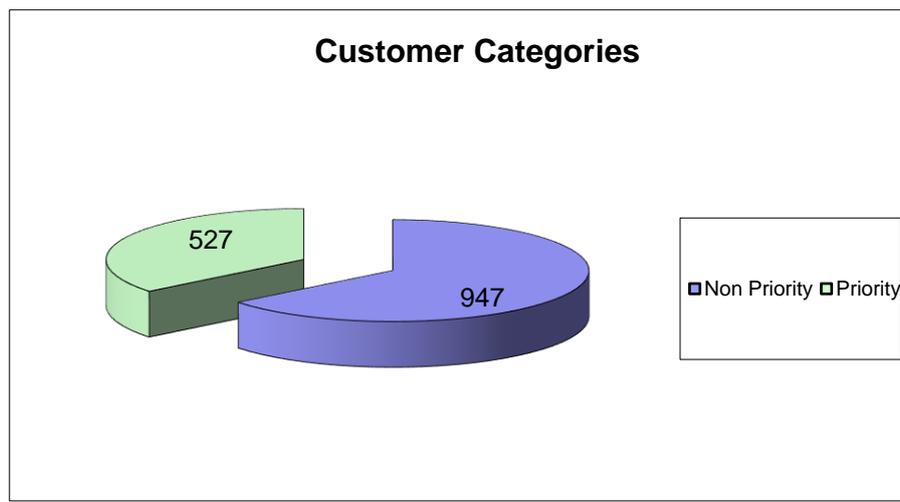
The new database has seen some improvements with continued developments on course for further improvements. The plan is to reduce data input time and duplications leaving us more time to work with clients and reduce the chance of human error. We are in the early stages of the development of a specific Pathway Lettings Database as again we could not find anything on the open market that met our needs and was deemed to be affordable.

We still aim to provide the best services possible to the people of Pembrokeshire within the current resources whilst ensuring employee's caseloads are manageable.

Advice Assistance and Advocacy:

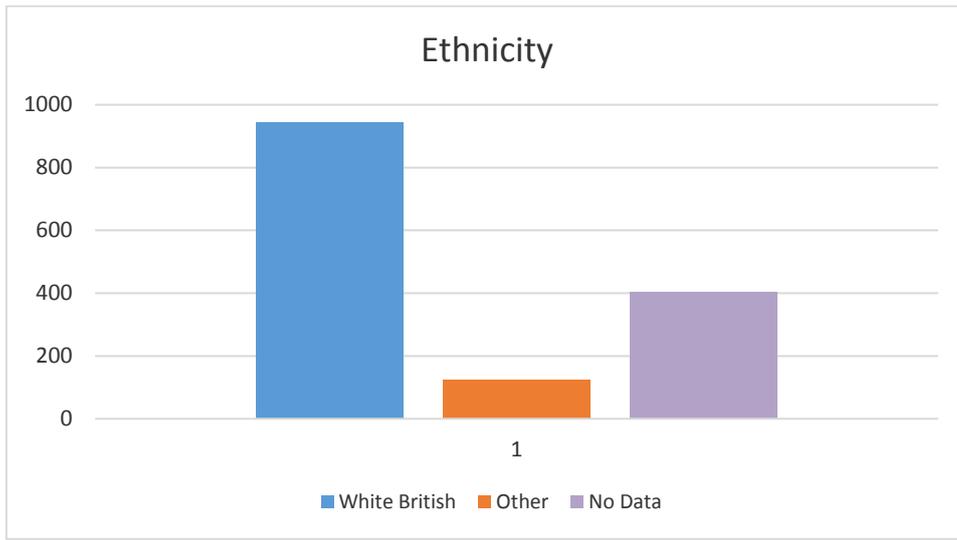
1474 new customers approached PCS for advice, assistance and advocacy due to homelessness or prevention of homeless need. Unless directly referred for a support package by another organisation, this is the customer's first point of contact with PCS. To recognize and identify the individual's service needs, a full assessment is completed. Of the 1474, 64.25% (947) are non-priority single homeless or threatened with the prospect of homelessness whereas 35.75% (527) are priority groups at year end. We continue to see an increase in the trend of debt related issues linked with the housing or homelessness and more recently specifically relevant to the Welfare Reforms. Our aim is primarily prevention and we continue to trust that this is the most effective and efficient method of working for both the customer and PCS.

Total 1474



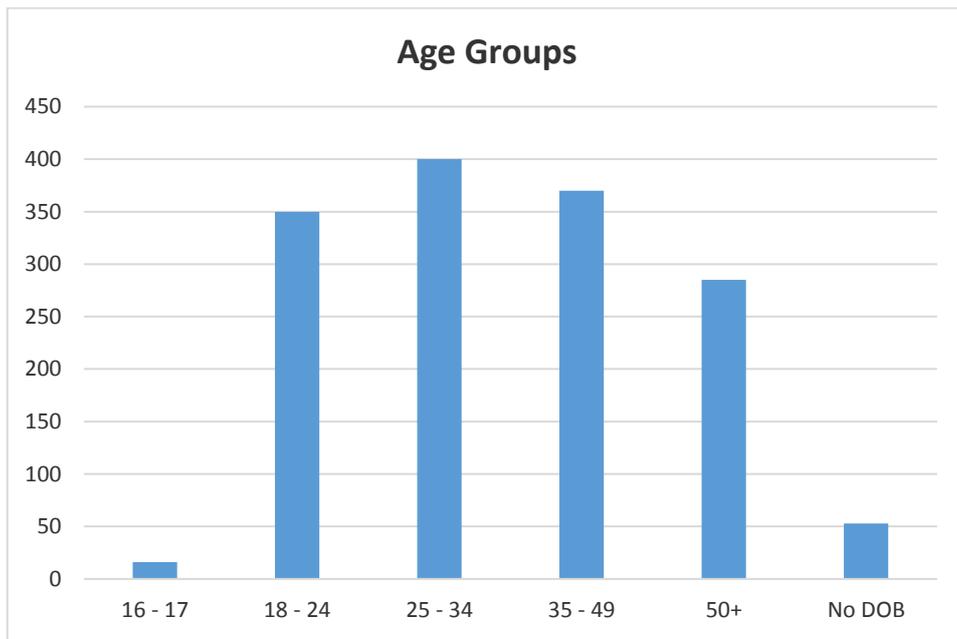
Historic and continuing trends show that White/Welsh-British remain the predominant ethnic group of amongst our customers. Pembrokeshire has a high percentage of White Welsh/British residents in comparison to many other Local Authority areas and this high white Welsh/British trend continue throughout the majority of all Pembrokeshire's services.

Total 1474



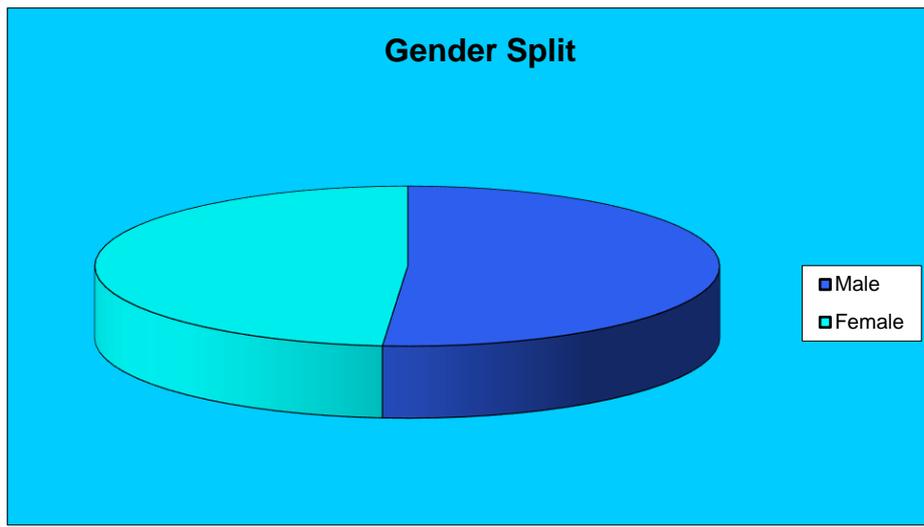
Customer statistical data remains relatively constant with regard to age groups. The majority of our customers are aged between 18-34, which are proven to be the most difficult age category to accommodate due to their lower housing benefit / housing element entitlement and the lack of shared accommodation within Pembrokeshire. Male and Female application ratios also remains static.

Total 1474



Male 756 (51.3%) – Female 718 (48.7%)

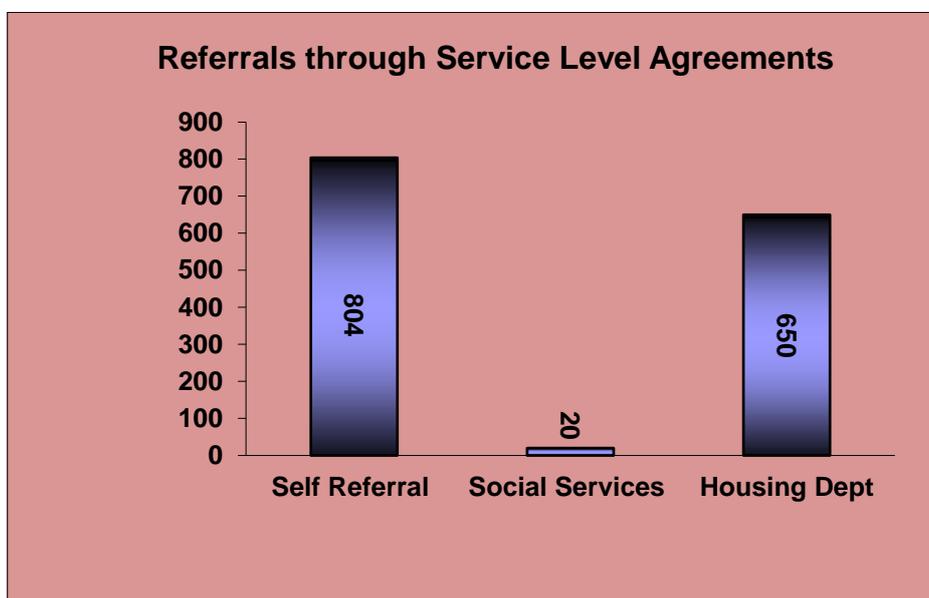
Total 1474



Our Long standing Service Level Agreements with the Local Authority Housing Department and Corporate Parenting Team continue. These locally arranged agreements allow PCS to provide our core services, in a more specialised model, to meet the different needs of those customer groups. We have been informed that all long term existing Service Level Agreements will continue into 2018-2019

Due to their own changes in service delivery, Social Services have not made their expected levels of referrals to PCS. PCS have attempted to address this with them, however PCS have undertaken work over and above the funding received and have evidenced this to them. The referrals shown below do not specify priority or non-priority homeless status. The graph depicts referral source only.

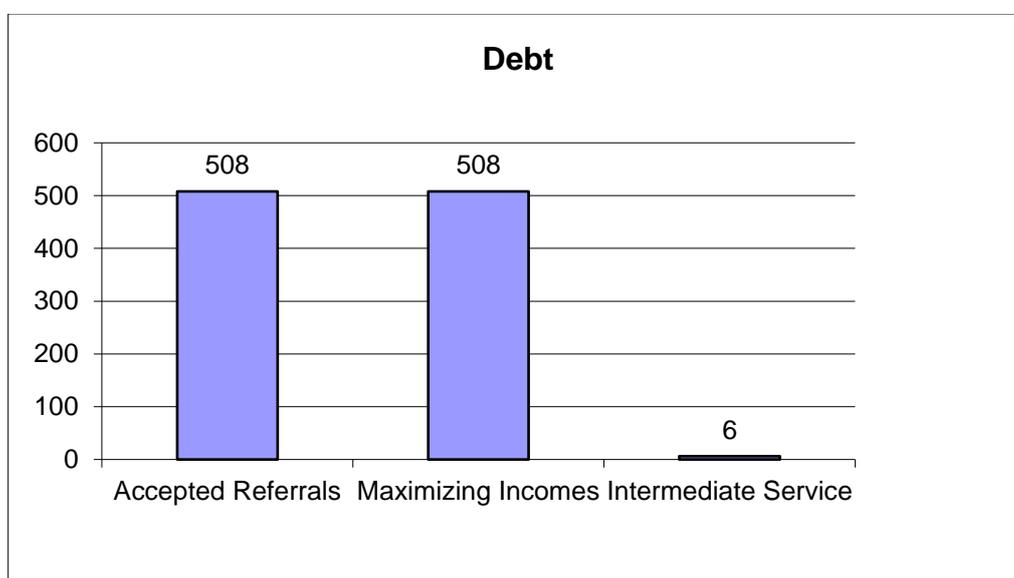
Total 1474



Debt Advice:

Debt issues including poor management of finances remain the main cause of homelessness or threat of homelessness for our customers. This year we had 508 referrals for debt advice and assistance. To remain within our funding restrictions we continue to concentrate our time on the low and intermediate level of debt service, referring the high needs cases onto other specialist providers. However, due to demand on the service we have now undertaken an advanced training programme to be able to provide a higher level of service for our clients.

We continue to assist clients to maximise their income by applying for eligible benefits and offer advice on budgeting. We are currently working with the Local Authority and DWP as part of a Universal Credit Forum, which allows us to provide feedback on any issues that clients are experiencing with this benefit. The completion of a financial statement with clients has allowed PCS to advise on the affordability of housing in the private rented sector, and as part of the joint working strategy this process is being used by the housing officers of the local authority to be better able to assess affordability when they discharge their duty in to the private rented sector.



Supporting People – Generic Support Service GSS:

We continue to see the benefit that low level short term support provides to our customers. The service, which remains open to all customer groups and across all tenures, now equates to 50% of our funding. This year we received 635 referrals. All were invited to complete an initial assessment within three working days of referral being received.

We continue to participate in the pilot SPURS database collection System.

In addition, we participate in recording Support Outcomes to our funders via the SNAP electronic system. This is completed for each client at support commencement, at 6 monthly intervals thereafter and at the end of support, to show

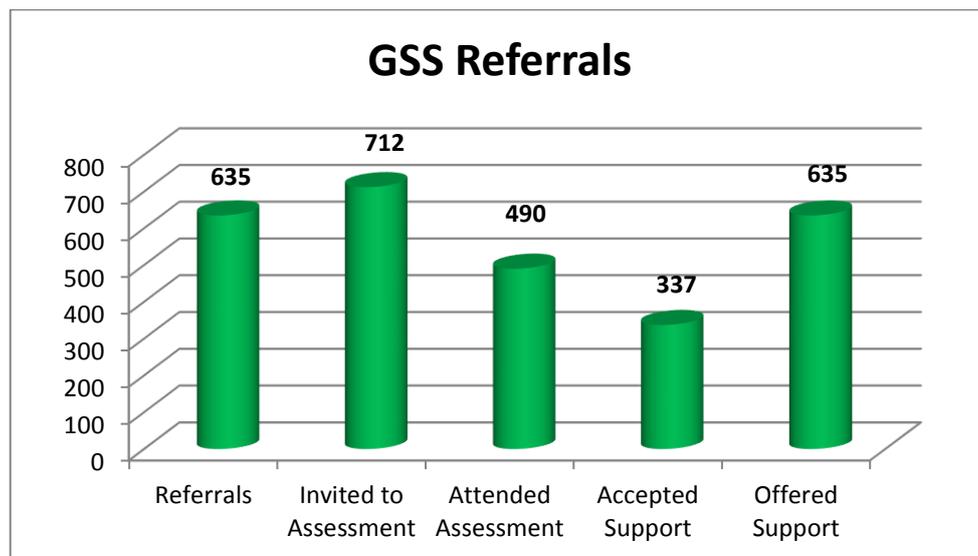
clients' records of progress and achievement in identified support areas. This is an extremely useful tool, which allows us to monitor client progress and/or non-engagement, which means we can react quickly to areas of concern, withdraw from clients who have achieved their goals, to allow other clients to access the service and ultimately shows the benefits of the GSS to our funding body. It is essential that all outcomes are reported in order that we continue to evidence the difference the Supporting People Programme makes to people lives, highlight the preventative impact of the service and help us understand what would happen to people if the service were not in place.

We continue to work with the Local Authority's Housing Department and the GSS incorporates the GSS Local Authority scheme which is very much in demand.

Statistical information: Due to the graph being produced from a snapshot of the scheme, it does not reflect the true benefits of this scheme:

1. Invited for Assessment figure includes second and third offer of assessment due to non-attendance.
2. Offered Support figure takes account of any previous year's referrals that began support during this financial year – some of last year's referrals were placed on the GSS Waiting for Accommodation List
3. Accepted Support figure does not include those with a referral during the previous year or the current year's referrals that were offered support after the 1st April 2017.

On average the GSS scheme is supporting 261 clients at any one time, with an average of 38 clients on the GSS Waiting for Accommodation List at any one time due to waiting to access accommodation before support begins.



Our Main Office:

Pathway Lettings are now well established within their external offices, which has allowed more space for staff in the main office. PCS are continuing to search for a more suitable premises to buy, with ample office accommodation. The General Data Protection Regulation (GDPR) is soon to be in operation and preparations for additional storage is key. At our main office we took over 10,400 telephone calls, held over 1024 booked interviews and provided interviews for over 580 more who were dealt with by the duty caseworker.

Appointment Times:

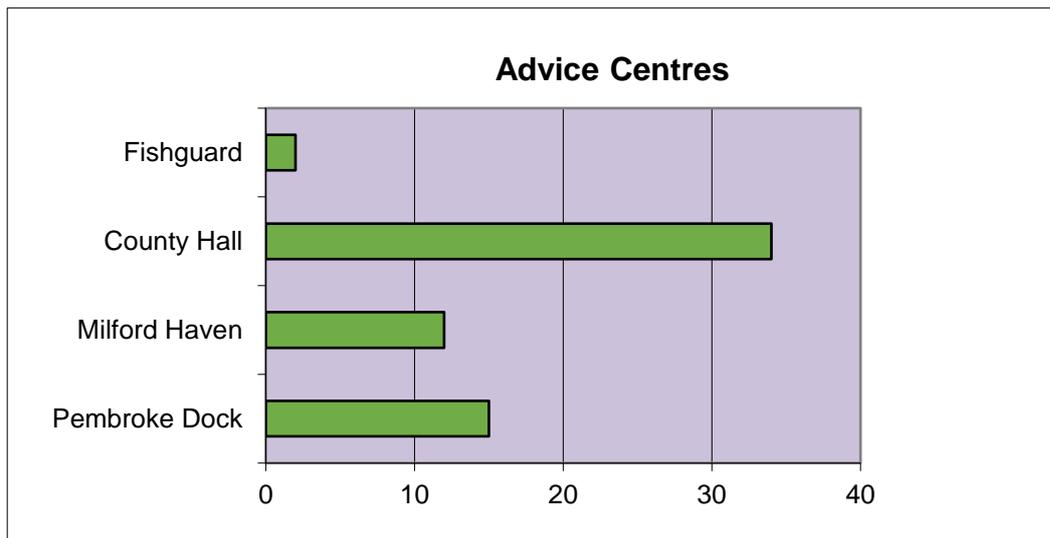
We remain committed to providing a high quality service to our customers. We firmly believe that time is important to both service users and the organisation and therefore continue with our long standing service delivery commitment that anyone with a booked appointment will not have to wait longer than 15 minutes to see their caseworker. We have again been 100% successful. We are obviously unable to offer this delivery commitment to those that drop in to see our duty worker as demand dictates waiting time.

Outreach Advice Centres:

Our annual target to provide 50 advice surgeries in outreach areas has exceeded this figure with 63 being achieved. This increase is due to PCS now providing an advice service in County Hall. It remains more time and cost effective to utilise our Travel Warrant Scheme for service users to access our main office if the numbers booked in for an outreach centre appointment is less than three. This has assisted with a reduction in travel costs and allows caseworkers more client focused time. This year we continued to make our services available in Milford Haven, Pembroke Dock and Fishguard.

Our joint working service with PCC Housing Department enabled us to offer them aspects of this provision to assist with their Housing Need Assessment caseload. At the discretion of PCS, caseworkers assisted by completing initial housing assessments on behalf of the Housing Department, in order to assist with easing pressures during times of high capacity to their service.

Total 63



Duty Worker:

We continue to provide a duty worker during our core opening times. Although we encourage appointments whenever possible we are fully aware that housing and homeless issues can arise and require immediate advice and intervention. This is more apparent with the non priority homeless as they have no safety net with regard to temporary accommodation. We were able to provide a duty worker for 100% of our core opening hours.

External Agency Feedback:

External agencies are invited to evaluate the advice service on an annual basis. This assists the organisation to improve and maintain a quality service for both customer and external partner agencies. Again this year, 100% positive feedback was received from our external partner agencies, accompanied with encouraging analysis which was extremely complimentary to our service and the capability and approachability of staff members.

Pathway Lettings:

PL continues to work closely with the Advice, Bond and Tenancy Support Teams, with the aim of accessing and maintaining tenancies. Our landlord services now include gas safety inspections, EPC referrals, an inventory only service along with a three tier service letting option. A quarterly Landlord's Newsletter giving up to date links for guidance and useful information is still welcomed by our stand-alone landlords. PL tries to support landlords as they are often overlooked in favour of social landlords. Our belief that the best choice and availability for our customers is dependent on good working relationships with other local letting agencies continues. All team members are fully trained and licenced with Rent Smart Wales and while this is a mandatory requirement we are embracing this opportunity to show commitment to services for landlords and tenants.

Now in its second year, our leasing pilot of 5 units accommodating single people in Haverfordwest continues to enjoy success. Situated directly below the Pathway

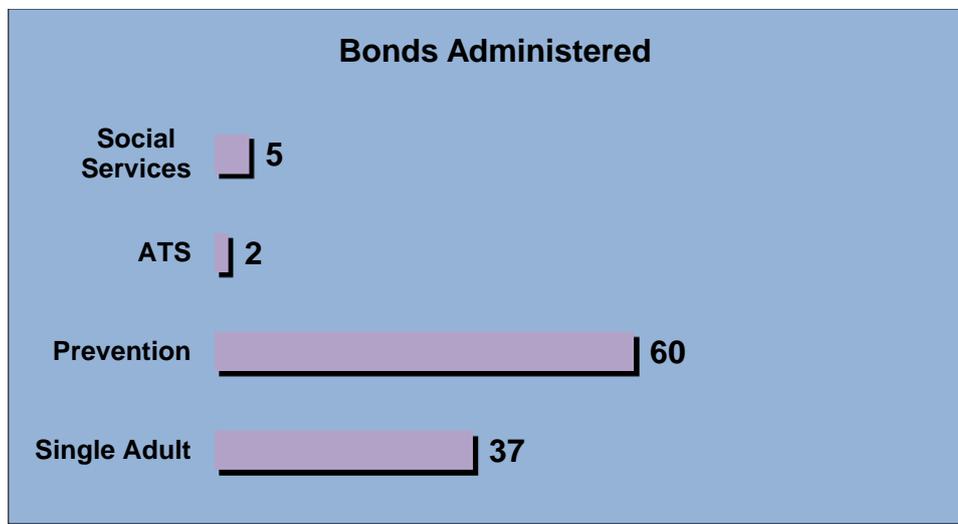
Lettings office means any issues threatening a tenancy can be addressed quickly and effectively. It is hoped that a second project may be considered in the near future.

We now have 124 fully managed properties in Pembrokeshire.

Bond Scheme and RIA:

This year we administered a total of 104 bonds slightly short of our expected target of 110. We did however accommodate over 265 without the need for a Bond. There is clear evidence of landlords pre-empting the roll-out of Universal Credit and have been giving preferences to working tenants. Recent joint working developments have assisted PCS to change the way in which the Bond Scheme is facilitated, reflecting in a lower number of referrals to the bond scheme. Clients are now pre-assessed with regards to affordability, suitability and sustainability prior to bond application stage; therefore the number of referrals is closely reflected within the number of administered bonds. The 100% successful bond outcome rate is also attributed to the pre-assessment working method, and tenant’s uptake of tenancy support services. Due to our time-limited bonds, we have now reduced our own liability to £15275.00.

Total: 104



PATH Forum:

The introduction of other working parties and the overlapping of information provision has seen numbers and attendance declining for this event. PCS has taken the decision to disband the PATH Forum at the end of 17-18 and concentrate on a quarterly newsletter in its place.

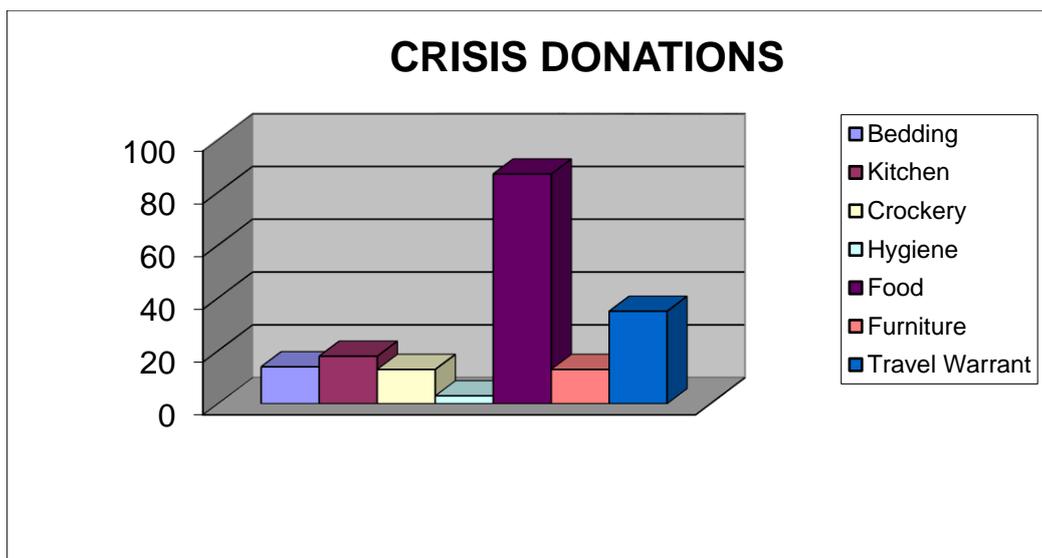
Resettlement and Crisis Work:

The nature of our work and the often chaotic lifestyle of a small percentage of our service users, require us to provide a quick response and crisis intervention service which we identify as our resettlement service. This service is often repeatedly utilised by the same people who only engage when a crisis arises. The service is limited to availability of a caseworker which this year, due to the high demand for our other services has seen some restrictions. We have however intervened at some level 6981 times.

Crisis Goods and Funds Donations:

Both our Crisis and Furniture funds are funded by local donation and we continue to ensure that 100% of donation go direct to these funds. We supplement these funds by the volunteering of current employees in arranging and undertaking fund raising events. Pembrokeshire Care Society's Crisis Fund has now changed to the Alyson Bevan Fund in memory of a long-standing employee who sadly passed away. Our partnership with PATCH (Pembrokeshire Action to Combat Hardship) continues to the mutual benefit of both organisations. The local based charity, supported by volunteers, allocates crisis donations on behalf of PCS, freeing us to concentrate on homeless prevention services. PCS continues to fundraise and collect food items and are very happy to have PATCH as a partnership agency. PCS also hold Pembrokeshire Food Bank vouchers for us to distribute to our clients if deemed necessary.

Total: 183



Furniture Grant Scheme:

This year, 13 grants have been provided for customers moving into unfurnished accommodation. Due to continued generous local donations we have been able to maintain our increased budget of £200.00 per application. With this money, clients are able to purchase items which allow them to purchase the most basic necessities. This consists of a bed, seating, table and a microwave. The continued excellent working relationship with Pembrokeshire Frame, Paul Sartori Foundation and Greenacres Rescue enables us to obtain second hand furniture at a discounted rate thus taking full advantage of the money available.

Travel Warrant Scheme:

The Travel Warrant Scheme continues to enable customers to access public transport, permitting them to attend appointments at our main office based in Haverfordwest or at one of our Outreach Advice Centres across the County. We also provide this service for the Local Authority Social Care and Housing Department, West Wales Careers, Corporate Parenting Team, Youth Justice Service and Milford Youth Matters. This service would not be possible without the goodwill and continued

support of local private transport companies. The scheme continues to be praised for its excellence due to its partnership development between private, public and Third Sector Organisations.

Freephone:

Our freephone service is available for anyone who is homeless and this is often the only way they can access our services. We hope to retain this service but this is as always subject to funding.

Examples of Training Courses Conferences and Meetings Attended:

External Training:

Protection of Vulnerable Adults Training
Safeguarding Children Tier 2
Safeguarding Adults for Managers
Adult Safeguarding Substance Misuse Joint Working Workshop
Fire Safety
Rent Smart Wales
Safeguarding Adults at Risk
Introduction to Tendering
Adding Value to a Competitive Tendering Process
Social Services and Wellbeing Act
Section 8 & 21 Notices Training
Peninsula Health and Safety
Universal Credit
Mental Health Awareness
Presentation Training
Allegations Against Adults
Charity Financial Management Costing and Budget
Advice and Guidance NVQ Level 3 & 4

Meetings:

Homeless Network Meetings
Supporting People Forum
Welsh Quality Standard
Private Landlord Development Group
Regional Bond Scheme Meeting
DWP Customer Representative Group
Universal Credit Working Group
Landlords Forum
Rough Sleeper Cymru
PCS pre and full Committee Meetings
PATH Forums
Discretionary Assistance Fund Regional Partnership Meeting

To reduce the cost to PCS the following training programme has been developed and is completed in-house:

Undertaken this year:

Lone Working and Safety Procedures
Personal Safety
Inter Agency and Outgoing Referrals
Managing Difficult People

Whistleblowing
Safeguarding
Emergency at Fully Managed Property
Positive Holding and Restrictive Interventions
PCS Welsh Language Scheme
Perfect HNA / Contact Form and Diary Entry Completion
Data Protection / GDPR
Understanding Sex Offenders
Communicating with Adult Service Users
Young People and Housing
Employment and Support Allowance
Personal Independent Payment (PIP)
Rent Smart Wales Overview
Substance Misuse Adolescence Development
Joint Working Practices
Homelessness Overview
Advice & Bond Scheme Overview
GSS Scheme Overview
Debt and Welfare Benefit Scheme Overview
Pathway Lettings Scheme Overview
Welfare Reform
Overview of Welfare Benefits
Lone Parents and Tax Credits
Young People and Alcohol
Domestic Abuse and the Effects on Children
Legal Highs
Cannabis Education
Alcohol and Substance Misuse
Food Packs, Donations and PATCH Vouchers
Section 8 and 21 Notices Overview
Accessing Hostels for the Homeless
Mutual Exchange List
Checklist for People Moving into New Property
Completion of Customer Packs and Diary Entries
SP Service Outcomes and Exit Questionnaires

And finally our thanks to all who have supported our organisation over the last year:

Without the continued support and funding we receive we would not be in a position to provide any of our services. To funders and individuals who have and continue to support us we thank you on behalf of Pembrokeshire Care Society and all our customers.

Special Thanks to:

Welsh Government
Local Authority SP Team
Our Private Landlords
Housing Department
Corporate Parenting Team
Bus Companies

For your continued funding and support
For continued Funding and Support
Continued support for our clients
Partnership Agreements
Partnership Agreement
Accepting our Travel Warrants Scheme

McDonalds	Meal Vouchers
Frame	Discounts on purchases
Paul Sartori Foundation	Discounts on purchases
Meadow Carpets	Discounts on purchases
Greenacres	Discounts on purchases
TKMAXX	Your continued donations and thoughts
St Marys Church Tenby	Your continued donations and thoughts
HELP Charity Shop	Your continued donations and thoughts
Lamphey School and Community	Your continued donations and thoughts
Milford Haven Quakers	Your continued donations and thoughts
Tabernacle Church	Your continued donations and thoughts
Local Churches	Your continued donations and thoughts
Other local people of Pembrokeshire	Continuation of your donations of food and items which assist our clients to set up home.
PCS employees	Who voluntarily continue to organise fundraising events for the benefit of the Society.

FINANCIAL REVIEW

Reserves Policy:

In order that the Society can continue to operate if grant funding aid is not forthcoming in the future, unrestricted free reserves (excluding funds designated for specific purposes) are being maintained in order to allow time to identify alternative sources of funds and/or meet any resulting redundancy costs. The Council of Management has built the free reserves up to a level equivalent to 4.8 months running costs plus longer term contractual costs (based on expenditure in the current year), the balance at 31st March 2018 amounting to £244,895 (2017 - £372,330)

The Society has designated funds for the purpose of Senior Management Succession Planning, £90,000 remaining designated amount as at 31st March 2018.

Redundancy costs are calculated at statutory minimum level as at 31st January each year the Society holds £60,954 for this purpose.

£15,689 remains as designated for the ongoing development and maintenance of the new database and £10,000 remains designated for staff related costs. The Pathway Lettings development fund stands at £36,342 as at the year end, and a total of £250,000 has been ring-fenced towards the purchase and refurbishment of a property for office accommodation and residential letting units

The organisation also has a bond reserve allowing for the issuing of Bond Guarantees to landlords on behalf of the homeless clients Pembrokeshire Care Society serves. As of 31st March 2018 the Society has a bond liability of £15,275 and a bond reserve of £15,275

We also have money under management for the Local Authority which is used specifically for the following purposes e.g Bonds, Rent In Advance, White Goods, Landlord Enhancements and PCC Travel Warrants.

Principal Funding Sources:

The principal funding sources for the work of Pembrokeshire Care Society this year are that of the Welsh Government Homelessness Prevention Grant Programme to the value of £215,762 and the Supporting People Grant of £293,614. This year's funding was used to fulfill the aims and objectives of the organisation as set out in its Governing document and as described in the Achievements and Performance section of this report.

PLANS FOR THE FUTURE

Difficult times continue for all sectors working with vulnerable people. With regard to Pembrokeshire Care Society, the continuing cuts to funding budgets combined with the short term and late funding acceptance notices from our major funders now makes medium and long term planning, securing match funding and proving financial sustainability an impossible task.

We remain concerned about our open door policy, due to increased demand and less funding, we had unfortunately had no option but decline and/or reduce our services to some clients. These client groups were identified as other providers had received funding specifically for them. We now find that the specifications of those new service level agreements are not being met. We intend to challenge these service funders in the attempt to ensure these client groups receive a service they deserve.

Our second concern is the changes to the benefit system which is already having a negative effect on the ability to retain and support landlords who have historically accepted the more vulnerable and chaotic client groups. The changes are in direct conflict with the new housing legislation aims of utilising more of the private rented sector. We will continue to raise the awareness of this conflict and challenge for change with the aim of preventing homelessness.

Pathway Lettings (PL) is now into its third year at the new office premises. With the advantage of street access it has seen more footfall from both clients and landlords. Previous financial support from the Local Authority Environmental Health Department enabled PL to lead a local publicity campaign to champion Rent Smart Wales registration and to highlight Pathway Lettings profile. To enhance PL's public profile more and to develop further enticement of additional landlords, Local Authority Housing Department have granted a small proportion of funding to allow PL to campaign landlords and focus on the possibility of a return of a Pembrokeshire Landlord's Forum. This funding will also incorporate the development of a tenancy-training programme, which will be delivered to PCS' client group to assist with tenancy sustainability and therefore decreasing the cycle of failed tenancies. These two projects will get underway during the forthcoming year.

Pathway Lettings income continues to increase each year. If funding remains static, we envisage this income will cover the increase in expenditure for the next three years.

We will continue to look at additional ways of increasing this income for example:

Pathway Lettings leasing pilot of five units accommodating single people is now in its second year and continues to be successful. PCS hope to consider a second similar project once relocation of the main offices has taken place.

PCS have now identified a suitable building, in a favourable area, with larger office space and additional space for residential units. We hope to place an offer on the building shortly. If the property purchase goes ahead Pathway Lettings will manage the residential units. Discussions have already been held with the corporate parenting team, as we would like to offer these units as young people's training flats. The rental income generated will we envisage cover the ongoing maintenance of the purchased property. The added advantage will be we will have no office rental charges to pay for our main office, which will assist us further to manage and retain our current levels of service with static funding budgets.

Pathway Lettings are currently working towards the development of their own database, which will be rolled out next year. We envisage that a PL specific database will assist the future expansion of the Social Lettings Agency through streamlining recording methods and triggering key dates. This development is expected to reduce time spent on rental management and so allow for further development without the need for further staffing resources.

PCS' joint working with PCC Housing Department continues to strengthen. The partnership has already produced joint and standardised paperwork including Housing Needs Assessments, financial assessments and information packs. This will continue to be reviewed and developed further. The aim as always to provide the best service for vulnerable people, reduce duplication, identify other support needs early in the process and secure and maintain suitable affordable tenancies. Feedback regarding the joint working service remains positive and PCS will continue to monitor its progress and work with the local authority to develop it further.

The threat to the organisation of the loss of the Generic Support Service due to re-tendering process by Supporting People, has now overshadowed PCS for over 4 years. We have now been guaranteed that this tender process will be undertaken in September 2018. We have been guaranteed that TUPE will apply to this service if lost. Our main focus this year will be attempting to retain this service.

Negotiations on all Service Level Agreements will be undertaken during the year.

The Advice Quality Standard was successfully retained again this year. For the forthcoming audit in December 2019, Bethan Howell (Operational Manager) will be fore fronting the preparation and auditing process as the newly appointment Advice Quality Standard Representative. We are aware of changes being made to the AQS accreditation and are looking forward to

being involved in development and implementation of the Welsh specific Advice Quality Standard.

Succession Planning implementation and spending is on target and next year we will see the restructuring of the Finance and Administration Team to include the recruitment of a trainee Co-ordinator to take over this side of the business.

Next year we are aware of the Welsh Government's intention to review all Welsh Government Homelessness Prevention Grant Programme's and grant awards. In light of this, Welsh Government have awarded grant funding for a six-month period only to all schemes. PCS have no concerns regarding the retention of this grant if the review is based on compliance to grant specification and local authority support. However, any funding reduction or loss will have a serious detrimental affect including loss of staff and services.

The never changing ethos of Pembrokeshire Care Society has and will always be that no person should have to sleep rough. However, we also believe that not all persons can or should have their own tenancy. We will continue to raise awareness of the need for a project for those who are not, able or willing, at the time of homelessness to successfully manage their own accommodation. Experience and historic evidence show that however good a support service is, there are still a high number of failed tenancies often due to the tenant being not accommodation ready when entering into the tenancy.

PCS are fully aware that funders who are inclined to be sympathetic towards homelessness and the associated social problems will need to continue making difficult allocation of funding choices. There will be limited options for further development and/or additional funding to allow for the expansion of existing services. We will however strive to maintain our services and meet our aims and objectives within the limits of our resources. All within PCS remain committed to the long-term future of the organisation and provision of services specific to Pembrokeshire's needs.

Auditors:

Ashmole and Co., have agreed to offer themselves for re-appointment as charity auditors.

Small Company Exemption:

This report is prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies.

Financial Statements:

The Council of Management confirms that the financial statements have been prepared in accordance with the Companies Act 1985 and the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2005).

Prepared by

PCS Senior Management
& Co-ordinators

Approved by the Council

Joanna Davies
Chairperson

Company and charity law requires the Council to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of its financial activities for that period. In preparing those financial statements, the Council is required to

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

The Council is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with applicable Accounting Standards and Statements of Recommended Practice and the regulations made under s44 of the Charities Act 1993. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

So far as the Council is aware, there is no relevant audit information (as defined by Section 234ZA of the Companies Act 1985) of which the charity's auditors are unaware, and the Council has taken all the steps that ought to have taken as a management body in order to make aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

ON BEHALF OF THE COUNCIL OF MANAGEMENT:

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Date: