

The Trustees of Fledge Youth Support (Charitable Incorporated Organisation)

Annual Report and Accounts for the year ended 31st March 2017



Fledge Youth Support:

117A Leigh Road, Eastleigh, Hants, SO50 9DS.
Tel.: 023 8122 5384; E-mail: info@fledge.org.uk;
Website: www.fledge.org.uk
Facebook: [fledge.eastleigh](https://www.facebook.com/fledge.eastleigh); Twitter: [_fledge](https://twitter.com/_fledge)

Bank:

The Co-operative Bank.

Independent Examiner:

Mr. Chris. Goodhead FCA,
Knight Goodhead Ltd. Chartered Accountants,
7 Bournemouth Road, Chandler's Ford, Eastleigh. Hants. SO53 3DA.

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Annual Report of the Trustees of Fledge Youth Support

(Charitable Incorporated Organisation)

2016 -2017

Aims and purposes

Fledge Youth Support (Fledge), exists to provide support and advice for homeless young people and to offer hospitality to vulnerable young people through meals and support within a 'family' environment. To achieve this, Fledge runs housing provision through a shared house, providing accommodation for up to six homeless young people, and through a developing supported lodgings model. These accommodation provisions are supplemented by floating support, one to one and group mentoring, and advice and support for access to statutory welfare and benefits provisions.

As a result, Fledge strives to fulfil its vision:

"That [all local] young people live and develop in a safe and supported environment with the skills to achieve their potential."

In support of this Vision, Fledge's Mission Statement is:

"Fledge Youth Support provides accommodation, mentoring and support to equip and empower young people to reach their potential."

Fledge also actively raises awareness of the housing and other needs of vulnerable young people in the local community.

During the period covered by this report, Fledge's principal focus was on 18 – 24 year olds.

Values

As a charitable organisation founded on Christian principles, Fledge's organisational values reflect that ethos. Hence Fledge is:

- Youth focused;
- Compassionate and directed towards supportive relationships;
- Empowering and enabling;
- Holistic;
- Accessible & inclusive;
- Run professionally and with Integrity;

Additionally, Fledge's corporate philosophy of offering Christian love and service enables Fledge to be:

- Rooted in our local community;
- Excellent value for money, using well trained local volunteers;
- Needs led, flexible and responsive.

Strategic planning

To aid in defining a strategic direction and objectives for Fledge over the period 2017 - 2022, a Five-Year Business Strategy and Strategic Plan was prepared during the latter months of the year being reported on. This document was formally adopted by Trustees at their meeting in May 2017.

It includes a series of Strategic Objectives and 'SMART' Goals which frame Fledge's working agenda for the coming months and years.

Public benefit

Fledge delivers public benefit through delivering its objectives, and by engaging in a range of activities to advance in life, and relieve the needs of, vulnerable and homeless young people, including, but not restricted to:

- The provision of support, including housing, mentoring, befriending and hospitality - provided in the interests of social welfare, and designed to improve the conditions of life of the beneficiaries;
- Providing support and activities which develop the skills, capacities and capabilities of vulnerable and homeless young people, to enable them to participate in society as mature and responsible individuals.

To this end, Fledge provides:

- Buildings and facilities;
- Mentoring services;
- Advocacy, advice and information.

Fledge may also provide supported lodgings in the future.

Activities and achievements

Residential property:

Fledge's business took on a significant new dimension in May 2016, when it took possession of the lease for its first residential "Fledge House". Working with a supportive landlord, 117A Leigh Road, Eastleigh was fitted out to accommodate up to six, otherwise homeless and vulnerable young people, in bedrooms with shared kitchen and bathroom facilities.

During the ensuing four months, Fledge welcomed five young women, each referred by Eastleigh Borough Council.

A decision was made by the Trustees that the sixth bedroom (which has en suite facilities) would become the Fledge administrative office, until Fledge became sufficiently financially stable as to fund separate headquarters office space.

Of our first five residents, two moved on during the reporting year, with the help of Fledge Support workers, to other more permanent accommodation suited to their particular needs. Their places were taken by other young ladies referred by Eastleigh Borough Council.

While some residents may have had prior accommodation and various possessions, others arrive with very little. Each new resident has been provided with a free 'welcome pack' containing a duvet and cover, fitted sheet, pillows and pillow cases and mattress protector, plus glassware, crockery, cutlery, a range of toiletries and laundry aids. Fledge is extremely grateful to those sponsors and donors whose gifts have assisted in the compiling of the packs.

Mentoring:

A major facet of the Fledge service offering is Mentoring: both one to one and in group environments.

Fledge aims to match each service user with a suitable, trained volunteer mentor who we hope will develop an appropriate relationship with the service user that will last for several years, as the service user's confidence and capabilities to face the realities of life grow. One of the key learning points during this first year of operation of the Fledge House has been that many of our service users are homeless due to the wider

impacts and consequences of their emotional or mental health or social skills. Fledge is actively developing its support and mentoring services to respond to these needs, and to this end bid for, and secured funding from “Awards for All” to recruit a Mentor Co-ordinator to undertake a one-year project to develop Fledge’s mentoring services, recruit and train additional volunteer mentors and develop a business case for the employment of a permanent Mentor Co-ordinator.

Recruitment had been successfully completed just prior to the end of the reporting year, with the project commencing in April 2017.

Supported Lodgings:

In line with the initial intentions of Fledge’s founders, work continued in the background to hone a Supported Lodgings business model. This would enable the recruitment and training of suitable volunteer hosts who would offer lodgings accommodation within a home context, together with some life-skills and related support to the service user. With the advent of the Fledge House, the need for supported lodgings has been overtaken, for the time being.

Other successes:

In keeping with its Christian ethos, and the desire to create a ‘family’ environment within Fledge accommodation, residential service users were able to benefit considerably from the generosity of members of local churches at Christmas 2016. A full Christmas dinner was donated, cooked and served by donors to five residents plus a small group of Trustees and Volunteers. Christmas stockings with useful as well as light-hearted items were also donated and gifted to each resident by local churches.

Wider community engagement and support:

Fledge undertook a regular programme of meetings with, and presentations to local churches, community groups and other potentially benevolent organisations, as well as engaging with statutory authorities and other charities and organisations concerned with housing and welfare needs for the homeless and vulnerable.

Among the successful outcomes, was involvement of the local professional Football Club: National League Eastleigh FC, in the erection of a storage shed on site at the Fledge House. Under Eastleigh FC’s own community engagement programme, several members of the first team playing staff and a maintenance technician spent an afternoon helping to erect the shed, while also gaining valuable media publicity for both the Football Club and for Fledge.

Financial model:

Throughout the period of this report, Fledge was heavily reliant on the voluntary donations and financial gifts of its donors and church and charitable supporters. Fledge is hugely grateful to those organisations and individuals who continued to support Fledge financially during 2016-17, enabling it to flourish, meet all its financial obligations and make a small surplus towards building up necessary reserves.

Key to the Fledge House business model has been the statutory benefits funding which its residents are able to bring. Their housing benefit contributes substantially to the rental payable by Fledge on the lease of the property, while their supplementary support benefit contributes towards the costs of providing one-to-one and group support aimed at developing service users’ social, life and financial skills, providing support and assistance related to physical and mental health needs and towards long-term mentoring.

Management and staffing:

At the start of 2016-17 Fledge had five trustees and one employed staff member. During the year two further trustees were appointed, one becoming acting Chair, to address personal circumstances among the Board. Two further part-time staff, a Senior Support Worker and a Support Worker, were also recruited

during the year to work with Fledge service users. At the year-end a Project manager was appointed to run a year-long Mentor Co-ordination pilot project, with the work commencing early in 2017-18.

Structure, governance and management

Legal form:

Fledge Youth Support is a Charitable Incorporated Organisation, registered in England and Wales: CIO Number 1157207.

The organisation is governed by a Board of up to nine Trustees, appointed by vote of the Board, on a renewable three-year term of office.

The Board of Trustees met six times, bi-monthly, during 2016-17 in full session, while selected Trustees met in working group mode to focus on the development of specific aspects of the business, its policies and practices, in alternate months, save August.

Property:

Fledge occupies a residential property in Leigh Road, Eastleigh, Hants. The property is held Leasehold from a Landlord, and contains five residential units (self-contained bedrooms) with shared kitchen and bathroom facilities, and one residential unit with en-suite bathroom; all sharing access to the kitchen. This en-suite unit is currently occupied by Fledge Youth Support as its sole administration office.

Fledge pays a monthly rent under the lease agreement with the Landlord, for each residential room in the property (including the office).

Assets:

In addition to its management office equipment, furniture and resources, Fledge provides furnished accommodation for the residents of its house. Much of the furnishing is acquired by the generous donations of individual supporters and benevolent donor organisations, including local Churches.

Fledge maintains an Asset Register of all items with an acquisition cost of £ 1,000 or more.

Safeguarding:

Mindful of the focus of its work with young and vulnerable people, Fledge pursues policies which reflect relevant safeguarding legislation. This includes appropriate background checks on all Trustees, Staff and relevant Volunteers.

Insurance:

Fledge holds appropriate comprehensive insurance cover including public liability, employers' liability and professional indemnity cover for Trustees and staff involved in providing support and/or mentoring to service users.

Volunteers:

As a small, but growing Charity, Fledge is heavily reliant on the contribution made by volunteers, dealing with both administrative work and in mentoring roles. Fledge's Board of Trustees wishes to place on record its grateful thanks and appreciation for the contributions made by its volunteers in all areas of Fledge business.

This Annual Report was approved by the Board of Trustees of Fledge Youth Support on 13th November 2017, and signed on their behalf by:


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Philip A G Watts OBE MRICS – Chair of Trustees

Date: ...13th November 2017.....

Administrative information:

Fledge Youth Support: A Charitable Incorporated Organisation, registered in England and Wales:
CIO Number 1157207.

Registered Office: 117A Leigh Road, EASTLEIGH, Hants. SO50 9DW.

Board of Trustees: 2016-2017.

			Expiry of Term of Office
Mr. Neil Chambers	Founding Trustee		2018
Mrs. Lauren Cheshire	Founding Trustee		2019
Mr. Mark Cheshire	Founding Trustee		2018
Ms. Tracey Hemmerdinger	Founding Trustee	Chair of Trustees (until 15 November 2016)	2019
Mrs. Penny Thatcher		Appointed: 17 January 2017.	2020
Mrs. Elizabeth Watts	Founding Trustee	Treasurer. Re-appointed: 21 March 2017.	2020
Mr. Philip Watts OBE		Appointed: 15 November 2016. Acting Chair of Trustees (from 15 November 2016)	2019
Ms. Sue Mansbridge	Secretary to the Board of Trustees		

Office holders appointed by the Trustees:

Ms. Tracey Hemmerdinger	Safeguarding Officer.	
Ms. Nerissa Dean	Data Controller.	Appointed: 17 January 2017.
Mrs. Penny Thatcher	H.R. Advisor	From February 2016.
Mr. Chris Goodhead FCA	Independent Examiner.	From 1 January 2017.

Staff:

The average number of employees calculated on a full-time equivalent basis was:

	2016-17	(2015-16)
Management & administration of the charity:	0.6	0.8
Support to service users	1.4	0.0

The average staff headcount during the year was 2. (2015-16 = 1).

Volunteers:

Fledge relies on the support of volunteers to assist in its work. At the end of 2016-17 Fledge had seven active volunteers assisting it work – the majority of whom acted as Mentors.

Financial Overview

General financial situation:

Receipts:

Income, at £ 89,241 was significantly above the previous year reflecting the first part-year of operation of the Fledge residential house. Hence Operational Income (indicated for the first time in Fledge Accounts), at £ 44,810 reflected the receipts of Housing Benefit and Support Benefits associated with residents' occupation of the house.

Fundraising Income from Charitable Grants rose considerably to £ 17,405 thanks to grants from *Awards for All* (a restricted grant) and *Zurich*. *Seedbed* funding continued for a final year at the same level as previously.

Donations at £ 27,026 were 51% up on the previous year, thanks in part to fundraising at the start of the year towards the costs of taking on the Fledge House, and due to the higher profile which the Fledge House has given the Charity among the individual donor community, particularly within local church congregations.

That fundraising almost matched Operational Income during the year indicates the extent to which Fledge relies on the generosity of donors and funders to support its work and help grow the business and the services which it can provide to a needy community.

Payments:

As might be expected, costs related to operating a property (the Fledge House) appear in the accounts for the first time in 2016-17. At £24,319, they represent one third of the total cost of running Fledge during the year.

Staff and people-related costs (Fledge's largest area of expenditure) amounted to £36,258 – virtually 50% of total costs. The 225% increase in these costs over 2015-16 reflects the recruitment of staff to provide support and key worker input to Fledge Residents and Service Users.

Administrative Costs show the largest increase over 2015-16, but again this is related to the occupation of Fledge House, and the decision to accommodate the administrative functions "on site", in Bedroom 6. This resulted in accommodation rental and equipment costs necessary to provide the infrastructure for operation with residents and support workers.

Designated and Restricted Funds:

Designated Funds are those which the Trustees had determined shall be set aside with the aim of using them for particular purposes, either now or in the future. At present Fledge has no Designated Funds.

Restricted Funds are those whose application and use had been determined by the source or donor.

Presently funds granted by Hampshire County Council Awards for All initiative are Restricted in that they were donated solely to fund a Mentor Co-ordinator Project to take place in 2017-18, to co-ordinate and develop Fledge's mentoring services.

Reserves policy:

It is the aim of the trustees to accumulate sufficient reserves to cover the costs of at least six month's operations, together with capacity to invest in equipping and resourcing new properties at such times as the Trustees feel it appropriate to expand residential accommodation provisions.

To this end, a modest increase in overall unrestricted funds of £6,599 to £23,355 is a small step towards this aim. The trustees will make decisions during 2016-17 as to the appropriate point at which accumulated funds should be transferred to designated reserves.

Staff salaries and national insurance:

Three (part-time) staff received salaries during 2016-17, amounting in total to £36,188 including Employers' National Insurance Contributions. This compared to £16,008 in 2015-16 when one part time member of staff was employed.

All staff are pay rates are above the National Living Wage. No member of staff received more than £20,000.

Trustees' Remuneration:

No Trustee received or waived any emoluments during the year. Out of pocket expenses incurred by Trustees on behalf of Fledge Youth Support were reimbursed as follows:

Expense:	Number of Trustees Reimbursed	Total Value of Reimbursements (£)
Travel:	1 (0)	70.00 (0.00)
Accommodation:	0 (0)	0.00 (0.00)
Other (including goods, materials and equipment purchases):	0 (1)	0.00 (50.00)
(Values for 2015-16 in parenthesis)		

Financial Statements and Accounts for the year ending 31st March 2017

Charity number: 1157207
Receipts and Payment Account
For the year ended 31 March 2017

	General Fund	Restricted Fund	Total Unrestricted Funds 2017	Total Unrestricted Funds 2016 £ Re-stated
	£	£	£	
<u>RECEIPTS</u>				
<u>Operational Income:</u>				
Property-related Statutory Benefits/Grants				
EBC Housing Benefit	42,830	-	42,830	-
Young People's Contribution	1,980	-	1,980	-
Total Operational Income	44,810	-	44,810	-
<u>Fundraising Income:</u>				
Charitable Grants				
Awards for All	-	9,905	9,905	-
Zurich	2,500	-	2,500	-
Seedbed	5,000	-	5,000	8,000
Donations				
Local Authority	300	-	300	2,300
Local Churches	2,424	-	2,424	4,119
General donations	22,178	-	22,178	10,265
Gift Aid Tax reclaimed	1,497	-	1,497	-
Other fundraising	627	-	627	1,187
Interest	-	-	-	4
Total Fundraising	34,526	9,905	44,431	25,875
TOTAL INCOME	79,336	9,905	89,241	25,875
<u>PAYMENTS</u>				
<u>Operational Costs:</u>				
Staff costs				
Salaries	36,188	-	36,188	16,008
People-related costs: travel and expenses				
Staff	-	-	-	-
Volunteers	-	-	-	-
Trustees and Governance	70	-	70	-
People-related costs: training				
Staff	-	-	-	-
Volunteers	-	-	-	-
Trustees and Governance	-	-	-	50
TOTAL PEOPLE-RELATED COSTS	36,258	-	36,258	16,058
Central Administrative costs				
Office Rental	3,000	-	3,000	-
Office Costs	478	-	478	348
It software Homeless link	3,352	-	3,352	52
Insurances	881	-	881	312
Mobile phone	376	-	376	120
Fundraising Costs	398	-	398	791
CCPAS Safeguarding	264	-	264	103
Publicity inc. printing	764	-	764	-
Website / computer purchase/IT	2,647	-	2,647	-
TOTAL CORE COSTS	12,160	-	12,160	1,726
Property-related costs				
Rent rooms	15,000	-	15,000	-
Housing set-up costs	1,994	-	1,994	-
Out of hours security	4,613	-	4,613	-
TV licence	146	-	146	-
Sanitary disposal	40	-	40	-
Operation house costs	603	-	603	-
Residents Support	1,018	-	1,018	-
Discretionary fund	305	-	305	-
Shed	600	-	600	-
TOTAL PROPERTY RELATED COSTS	24,319	-	24,319	-
TOTAL EXPENDITURE	72,737	-	72,737	17,784
SURPLUS / DEFICIT	6,599	9,905	16,504	8,091
BALANCE b/f	16,756	-	16,756	8,665
BALANCE c/f	23,355	9,905	33,260	16,756

Balance Sheet for the year ending 31st March 2017

Fledge Youth Support Balance Sheet As at 31 March 2017

	2017		2016	
	£	£	£	£
Assets				
Bank accounts	33,218		16,756	
Petty Cash	<u>42</u>		<u>-</u>	
		<u>33,260</u>		<u>16,756</u>
Net assets		<u>33,260</u>		<u>16,756</u>
 Represented by				
Previous year balance b/f	16,756		8,665	
Net profit this year	<u>16,504</u>		<u>8,091</u>	
		<u>33,260</u>		<u>16,756</u>
Total funds		<u>33,260</u>		<u>16,756</u>
 General Fund	23,355		16,756	
Restricted Fund	<u>9,905</u>		<u>-</u>	
		<u>33,260</u>		<u>16,756</u>

These accounts were approved by the Board of Trustees on 13th November 2017 and signed on their behalf:

Philip A G Watts OBE MRICS – Chair of Trustees: 

Date: ...13th November 2017.....

Notes to the financial statements for the year ended 31 March 2017

Accounting Policies:

The financial statements have been prepared in accordance with applicable accounting standards and SORP 2015. The financial statements have been prepared on a Receipts and Payments accounting basis.

1. Funds

- **The General Fund (Unrestricted):** represents the funds of the Trustees of Fledge Youth Support that are not subject to any restrictions regarding their use and are available for application on the general purposes of the Charity;
- **Designated Funds:** The Trustees may designate funds for a particular purpose. No funds are presently designated by the Trustees. Designated funds are also unrestricted;
- **Restricted Funds:** These are grants or donations that the donor requires to be used in a specific way or for a specific purpose. They can be considered a contract between the donating party and the receiving party.

The accounts include all transactions, assets and liabilities for which the Trustees are responsible in law.

2. Income:

- All income is recognised when received into Fledge accounts;
- Income tax recoverable on Gift Aid donations is recognised when the tax is received;
- Grants and legacies to the Trustees are accounted for when they are received;
- Funds raised by social fundraising and similar events are accounted for gross and recognised when received;
- All other incoming resources are accounted for gross and recognised when received;
- Income from investments is accounted for when received.

3. Expenditure

- Expenditure on all activities relating to the operation and administration of the Charity are accounted for when paid.

4. Fixed Assets:

- *Furniture, fixtures and fittings provided into the Fledge House and purchased by Fledge:* are written off at the time of purchase, as in many cases these are not able to be used by future residents;
- *Items of office and computer equipment:* Individual items of equipment with a purchase price of £ 2,000 or less are written off when the asset is acquired. Items costing more than £ 2,000 are depreciated on a straight-line basis over 4 years. There were none held in 2017;
- *Current assets:* Amounts owing to the Trustees at 31 March are included within the income when received;
- *Short term deposits:* include cash held on deposit with the bank.

Independent Examiner's Report to the Trustees of Fledge Youth Support CIO

I report to the trustees on my examination of the accounts of Fledge Youth Support CIO for the year ended 31 March 2017 which are set out on pages 10 to 12.

Responsibilities and basis of report

As the trustees of the CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trustee's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- (1) accounting records were not kept in respect of the CIO as required by section 130 of the Act; or
- (2) the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Chris. Goodhead FCA

Knight Goodhead Limited Chartered Accountants
7 Bournemouth Road, Chandler's Ford
Eastleigh, Hampshire. SO53 3DA.

Date:

