



**COMPASS SUPPORT SERVICES LIMITED  
(A Company Limited by Guarantee)**

**REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2021**

Company No: 3506460

Charity No: 1068324

**FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

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## CHARITY INFORMATION

<b>Company Number:</b>	3506460
<b>Charity Number:</b>	1068324
<b>Registered Office:</b>	The Sanctuary Tangmere Drive Castle Vale Birmingham B35 7PX
<b>Bankers:</b>	Barclays Bank 15 Colmore Row Birmingham B3 2BH
<b>Auditor:</b>	Mazars LLP 1st Floor 2 Chamberlain Square Birmingham B3 2AX
<b>Solicitors:</b>	Bevan Brittan Interchange Place Edmund Street Birmingham B3 2TA

The Trustees, who are also Directors of the charity for the purposes of the Companies Act, present their report and the financial statements for the year ended 31 March 2021. The Trustees have adopted the provisions of the Charities Statement of Recommended Practice (Financial Reporting Standard 102).

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing document**

The organisation is a charitable company limited by guarantee registered in England and Wales (3506460), incorporated on 3 February 1998. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up, the liability of the members is limited to a maximum contribution of £1.

The company is a registered charity (1068324), regulated by the Charity Commission.

### **Directors and Trustees**

The Directors of the company, who served during the year, were:

James Walsh (Chair)  
 Francis Burrows  
 Barbara Hedley  
 Ian Lowe  
 Pamela Liburd  
 Wendy Stokes  
 Kate Algate – from 2nd December 2020  
 Philip Done – from 2nd December 2020  
 Dan Wakely – from 2nd December 2020

Being a company limited by guarantee, the Directors have no interest in the company.

### **Director / Trustee appointment**

Trustees are selected in accordance with the Memorandum and Articles of Association and the Pioneer Group Board Membership, Recruitment & Succession Policy to bring in a diverse range of skills and expertise.

Trustees are recruited through an open recruitment process as vacancies arise and/or skills gaps are identified. New Trustees undergo induction and training to brief them on their legal obligations under charity and company law. Trustees complete an annual review with the Chair of the Board and this informs a Governance Training and Development Plan for the forthcoming year.

The Board reviews its effectiveness annually and this is independently reviewed every three years.

The Pioneer Housing and Community Group Limited (The Pioneer Group) is the sole member of Compass Support Services Limited. Appointment and removal of Trustees of the company is controlled by The Pioneer Group. Compass Support Services Limited has delegated authority as set out within the Terms of Reference.

The Trustees also provide regular reports to the Pioneer Group Board, including items for approval as set out within the governance framework.

## **Organisational management**

The charity is governed by its Board of Directors which is responsible for formulating its strategies and policies including risk management, policies and performance, the approval of budgets and the exercising of financial controls.

The day to day management of Compass Support Services Limited is delegated to the Pioneer Group Executive Leadership Team, with the Community Regeneration Director as lead officer. The Community Regeneration Director manages the staff team and the operational delivery of the corporate plan supported by the Head of Operations and Community Hubs Manager.

The benchmarking and setting of the remuneration of the key senior personnel of the organisation is undertaken by The Pioneer Group's Remuneration Committee. For other recruitment, this is undertaken in accordance with the Group's Recruitment and Selection Policy which includes a job evaluation process and external market testing where required.

## **Risk management**

The charity's risk plan is presented to the Board every quarter to provide an update on actions against risks and identify any new risks that have arisen. The Directors have reviewed the major risks to which the charity is exposed and consider that they have taken appropriate action to mitigate these risks.

## **OBJECTS, OBJECTIVES AND ACTIVITIES**

### **Charitable objects**

The charity is constituted as a company limited by guarantee. The Directors confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities. The principal activity of the company is to carry on for the benefit of the community:

- the provision of a community centre for the use and benefit of the inhabitants of Castle Vale, Birmingham, and the surrounding areas;
- to provide social and recreational facilities in the interests of social welfare with the object of improving the conditions of life of persons in need because of their youth, age, infirmity, disability, poverty or social or economic circumstances;
- to provide care, community amenities, other services or assistance for persons who are in need of such care because they are poor or are chronically sick, aged or have mental or physical disabilities or are in necessitous circumstances;
- to relieve sickness generally and in particular through providing facilities for primary health care;
- to promote good health (both mental and physical) among the inhabitants of the Area of Benefit;
- to relieve poverty;
- to advance education;
- to promote any other charitable purpose from time to time.

## **Our Vision:**

### **Making Lives and Communities Better**

The activities undertaken by the charity are for 'public benefit' and reflect the objectives stated in the Memorandum and Articles. Compass Support Services Limited is a charitable social enterprise with a primary focus upon Castle Vale and delivery within north and east Birmingham. We provide services to enable the community to develop and flourish. We also share our experiences with others to support their community to grow. We enable positive change for people through our services.

### **Our Strategic Aims and Objectives:**

#### Strong Vibrant Communities

- Support People
- Partnerships
- Community Voice

#### Business Excellence

- People
- Money
- Governance

### **Our Values**

- Community
- Respect
- Empower
- Better together

### **Activities for the year**

Our activities for 2020/21 reflected our main service areas which are:

- Family Support
- Independent Living
- Employment Support
- Services for children and young people
- Health and well-being
- Community Hubs

Our activities are aligned with our strategic aims and objectives and continue to respond to local need. The pandemic has had a significant impact upon our service-users and how we deliver services has changed to reflect the way in which activities could be provided during that time. We have scaled up provision and secured new opportunities to pro-actively respond to changing needs, in a way that best suits our local residents and communities.

This has provided new opportunities and also some new challenges, however, we have worked through this to identify any areas for improvement and plan for how some of the gaps in delivering virtual services can continue to be adapted in the forthcoming year.

## **STRONG VIBRANT COMMUNITIES**

### **Support People**

We have continued to deliver a service offer to support young people, adults, families and communities to improve quality of life and well-being.

- **Health and well-being** – through securing emergency grant funding we have been able to develop new support services to continue to reduce isolation and support vulnerable adults. During this time we expanded our be-friending service, with 68 volunteers providing weekly, and sometimes daily contact to 108 local people. We have also engaged with adults through delivery of our wellbeing activity packs which have focused upon people's hobbies or activities they would like to try. During this time 5,610 activity packs have been distributed with service-users sharing their stories on line and/or with our volunteers/staff. Our Health and Well-being team has continued to support delivery of Neighbourhood Network Schemes (NNS) both in Sutton Coldfield and Erdington constituencies delivering a community asset approach to support vulnerable adults. NNS has complemented our continued delivery of Ageing Better within specific wards in Erdington with our continuing to support their networks. We are pleased to have secured a new Social Prescription contract, which complements our existing provision to support more GP practices within north, and some within south Birmingham. We received GP referrals for 139 patients and our community offer has led to improving health and wellbeing for these individuals.
- **Family Support** – we have been successful in engaging in Birmingham Children's Partnership's new Early Help model. This was developed as a direct result of responding to covid and also to set out longer-term strategic plans for mobilising at a locality level. This model has led to us being the voluntary and community sector lead for Erdington constituency. Our Community Connectors have worked with local community assets to identify and refer support for families, to reduce escalation to statutory services. During the year we received 806 referrals for support. Community grants were also provided to over 20 local groups to support with this delivery. This complemented the activity being undertaken to support local food distribution and crisis funds for families in need. In addition, we have continued to deliver a high quality family support provision – working directly with families to provide them with the right tools to manage their home life. During the last 12 months this has been particularly important due to not just a local, but a national escalation in domestic abuse, financial exclusion and food poverty.
- **Independent Living** – whilst we have continued to support vulnerable adults to live independently this year has been particularly challenging with engaging with some service-users through virtual means. The nature of the service lends itself to face-to-face contact and not all of our service-users have adapted to this delivery platform. Staff have noted a trend for customers to disengage as soon as their immediate presenting issue has been addressed, rather than developing and working through a support plan and disengaging in a planned way. We continue to identify improvements for the year ahead to minimise this risk. In spite of this over 150 individuals were supported during this time. Our focus upon hoarding has also provided a niche area of support with a toolkit being developed to support practitioners in responding to this issue. This framework raises awareness and practical solutions to addressing support required for people.
- **Education and Employment Support** – at a time of economic downturn, people placed on furlough and redundancies this service became increasingly important. During the year we supported 180 service-users, this was mainly during the first lockdown, as we saw a reduction in engagement as the year progressed. Several of the key factors related to digital access and

confidence. Whilst 1-1 support was provided, where possible, due to restrictions group work was postponed. The nature of the client group also lends itself to face-to-face delivery especially in light of usage of technology in developing CV's, submitting applications and support with welfare paperwork. However, we were able to secure new opportunities and delivered a new ESF project 'Ignite Aspirations' supporting those furthest away from the labour market. This project will continue into 2021/22 and will be heavily supported with face-to-face activities.

- **Children and young people** – there has been a lot of research undertaken to evidence the impact of covid on children and young people. During this time, like many other providers, we saw an increase in poor mental health. We were able to mobilise our services effectively to continue support through virtual platforms, and during the latter part of the year were able to remobilise 1-1 mentoring and small group work. This proved extremely beneficial for those attending. As a result of the blended offer we have seen an increase in older, younger people attending sessions. This has provided new opportunities to engage with this service-user group and will continue in the forthcoming year. However, we did see a reduction in the engagement of younger children who would normally regularly access our universal offer. This means that our staff prioritised continuation of engagement to maintain contact as much as possible during the year. As with other services, we were fortunate to secure covid related funding which enabled upscaling of on-line activities.

## Partnerships

We have continued to enable effective partnership working to support community regeneration. We have worked collaboratively with key partners and local residents in our priority neighbourhoods; Castle Vale, Stockland Green and Falcon Lodge. Alongside this, the breadth of service delivery has continued to increase to cover greater areas of north Birmingham. We have led and supported strategic groups relating to employment and skills, early help and children and young people. Continuing to be and advocate for the sector and the communities which we serve. We have also focused upon collaborative working with colleagues and local partners which were particularly driven through a local community response to covid. The coming together of local partners to respond to the crisis was inspiring and motivating and provided a platform for further collaboration. Our Senior Managers continue to lead on key city-wide discussions, inputting into strategy development, opening up of new opportunities for the sector and bringing a voice to sector wide discussions. Being part of the voluntary and community sector Brum C-19 network has been a powerful and rewarding experience to assess priorities and challenge the systems in place.

Our new Community Hubs business plan was approved and sets out the priorities for our facilities over the next 3 years. Through our offer as an anchor organisation we have continued to support local communities and provide safe spaces for critical services during the year. Our hubs have seen the impact of closures, however, where possible we have retained contact and provision in line with guidance for our most vulnerable service-users.

## Community Voice

Our volunteers have continued to be actively engaged during the pandemic, in assisting with delivery of food parcels, collating and distributing activity packs, providing well-being calls and being on call for peer-peer support. During this time we have asked our service-users about the impact of covid and our changes in delivery platforms to enable us to effectively respond to their needs. We have received different opinions on what works and doesn't work, however there remained over-riding themes related to digital access and technology, alongside the confidence and ability to engage in this way. Though we have continued to provide digital support during this time, it is evident that for some, the move to on-line/virtual support was too much. This was regularly reviewed and plans in place for the year ahead. We were pleased to be part of the Pioneer Group's Customer Voice project which focused



upon gaining in-depth insight into views of our charity. Alongside many positives we recognise there is more work to do to raise the profile of our brand.

## **BUSINESS EXCELLENCE**

### **People**

This year has seen once again our staff rise to the challenge, go above and beyond in all that they do to support our service-users. In responding to the pandemic our staff team have secured new opportunities, developed new partnerships, effectively mobilised to deliver in new ways whilst also managing the pressures of their own personal circumstances. Our staff team have supported each other and across teams to enable scaling up of delivery. Not surprisingly we have, during the year, placed some staff on furlough, but sought to minimise this where possible and offered opportunity for staff affected to support other projects. The furlough scheme has been a great help in retaining staff in service areas that have had the most impact. During the year we have provided wellbeing support to our staff. Access to mental health first aiders, and well-being champions, alongside webinar talks has proven beneficial. Teams have been kept in touch with on a weekly, and for some daily, basis which has provided support and assurance during this time.

### **Money**

Our success in securing covid related funding has led us to be able to deliver against our plan and more. Over £350k of emergency funding or grants has been secured to scale up and continue provision during the year. This, along with securing new opportunities has placed us in a stronger financial position. With a funding success rate of 73% the relationships developed further with existing and new funders lays strong foundations for the year ahead. Our year end position means we have been able to increase our reserves and strengthen our financial resilience.

### **Governance**

During the year our Board of Trustees and our Management Team were pro-active in:

- Responding and monitoring delivery against the pandemic challenges
- reviewing delivery of activities against our Corporate Plan 2015-2020
- setting the strategic direction and approval of our new Corporate Plan 2021-2024
- the planning process for 2021/22
- managing current risks and identifying emerging risks to monitor
- managing performance and developing new systems and processes
- ensuring strong financial management and reporting
- appointing 3 new trustees and maintaining strong governance
- providing positive challenge and support to Officers

## ACHIEVEMENT AND PERFORMANCE

### Performance against objectives for the year

In spite of the external challenges during 2020/21 we made positive progress against our actions and targets and successfully continued to deliver a range of community regeneration opportunities. We have built upon existing services and developed new projects for 'public benefit'. The lessons learned from the pandemic have been reflected upon and have informed our priorities for 2021/22.

Performance Measure	2019/20 performance	2020/21 target	2020/21 performance
121 support to employment clients (No.)	133	120	180
Adults moving into employment, education or training (% of those supported)	32%	30%	17%
People receiving independent living support (No.)	113	100	151
Independent Living Adults achieving a positive outcome	100%	95%	93%
People participating in targeted health activities	2172	600	20,563*
Participants report an improvement in well-being (%)	99%	95%	100%
Families receiving Family Support (no.)	110	110	111
Families achieving a positive outcome (% of those engaged)	100%	95%	96%
Number of young people engaged	2267	900	1735*
Young people achieving a successful outcome (% of those engaged)	97%	95%	86%
Customer satisfaction	98%	98%	99%

\*no of engagements including on-line open access to activities

Overall, the Charity delivered in line with our Corporate Plan and continued to access new opportunities to enable more people to benefit from our provision. We continue to review performance and focus upon continuous improvement to increase engagement and outcomes for our service-users. Where target was not met, this was partly as a result of covid and the changing landscape that was being operated. We continued to have a clear focus upon maintaining and building up engagement, working towards achievable outcomes with service-users during this time.

## FINANCIAL REVIEW

The Statement of Financial Activities (SoFA) shows that incoming resources totalled £1,273k for 2021 (2020: £1,160k). The increase in income, despite the pandemic causing community facilities to be closed for large periods of the year, is a mark of how funders have recognised the importance of community support services during a period of national crisis.

Charitable expenditure reduced to £1,083k (2020: £1,186k) and the charity's general fund balance at 31 March rose to £423k (2020: £235k).

## Reserves

The increase in reserves to £423k at 31 March 2021 achieves the Trustees' policy aim of holding sufficient reserves to cover three months of operating expenditure. This increase in financial resilience provides welcome additional assurance that the essential services provided by the charity are sustainable.

## FUTURE PLANS

The charity has clear objectives for the year ahead, based upon our new Corporate Plan 2021-2024, which aligns with the strategic priorities set out in The Pioneer Group's Corporate Plan 2020-25.

This has considered the challenges and opportunities over the last 12 months, the wider environment, local data and insight.

Our priorities for 2021/22 are:

- Delivery of Compass Support Corporate Plan 2021-2024:
  - Sustainability of services
  - Partnerships
  - Marketing
- Employment and Skills strategy
- Community Hubs Plan delivery:
  - Volunteering
  - Community leaders network
- Quality and data assurance
- Customer insight

## Principal risks and uncertainties

Principal risks and uncertainties for Compass Support Services Limited are:

- Corporate plan not realised – impacts upon the ability for making lives and communities better
- Community Hubs not viable – impacting upon positive outcomes for people
- Diversification/competition from other providers – services significantly reduce or close
- Pandemic business recovery – impact upon income, services delivery and succession planning

Whilst we have robustly managed risk we are not risk averse and understand that managed risks are essential to continued success. As a forward thinking charity we are ambitious and realistic and will continue to regularly review our strategy, the environment, resources and risks.

## **ACCOUNTING AND REPORTING RESPONSIBILITIES**

### **Statement of Directors' Responsibilities**

The Directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Directors to prepare financial statements for each financial year. Under that law the Directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charitable Company and of the profit or loss of the Charitable Company for that period. In preparing these financial statements, the Directors are required to:

- select suitable accounting policies and then apply them consistently;
- state whether applicable UK Accounting Standards have been followed, or disclose and explain any material departures from the standards;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in business.

The Directors are responsible for keeping adequate accounting records that are sufficient to show and explain the Charitable Company's transactions and 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 responsible for such internal control as they determine necessary to enable the preparation of financial statements that are free from material misstatement; whether due to fraud or error, and have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

### **Statement as to Disclosure of Information to the Auditor**

The Directors have taken all the necessary steps to make us themselves aware of any relevant audit information and to establish that the auditor is aware of that information. As far as the Directors are aware, there is no relevant audit information of which the company's auditor is unaware.

In preparing this report, the Directors have taken advantage of the small companies exemption provided by Section 415A of the Companies Act 2006.

The report was approved by the Board on 6 July 2021.

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**Martyn Hencher**  
**Company Secretary**

## **CHAIR'S REPORT FOR THE YEAR ENDED 31 MARCH 2021**

No-one could have guessed the situation that we found ourselves in on the 23<sup>rd</sup> March 2020 and the unprecedented year we have experienced. During this time the Board has continued to go from strength to strength to support the operations and strategic direction of the charity.

Retaining local residents on the Board alongside recruiting expert knowledge from the Third Sector has been a very positive outcome for strengthening our Governance.

I cannot express my gratitude enough to the staff at Compass Support for continuing to deliver high quality provision during the last 12 months. The mobilisation of virtual delivery, the scaling up of provision, the support provided within the team, and the level of engagement has been phenomenal.

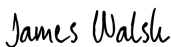
Services were mobilised effectively and efficiently with staff supporting each other to ensure provision could continue through this very difficult time. I am thankful that additional income was secured and government support utilised to ensure that the services for our service-users and communities could continue. Again, we have been able to demonstrate innovation, and thrive on the challenge that lay before us. I am proud of how staff have remained committed and have continued to go above and beyond, when all were adapting personally to the new world of work and their personal circumstances – always considering the service-users and their needs.

During the year Trustees have had the time to learn more about services and projects with regular presentations being received from Team Leaders. We have learnt about new opportunities being secured and strategic alliances being formed and built upon further. The breadth of delivery is wide, and yet we continue to deliver well with often limited resources. Trustees understand the resource implications and are keen to ensure the model of operations is fluid and agile to respond to our sector and the wider environment.

I am pleased that we have approved a new Corporate Plan for Compass Support that sets our direction for the next 3 years. The world in which we operate will continue to change, however, I am confident we will continue to adapt and be successful.

I would like to thank all of my fellow Trustees for their on-going support and commitment. I would also like to extend my gratitude to The Pioneer Group Board for their acknowledgement of the value of the work undertaken by Compass Support, the financial contribution and the infra-structure support that enables Compass Support to focus upon what we do best.

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**James Walsh**  
**Chair**

6 July 2021

## **Independent auditor's report to the members of Compass Support Services Limited**

### **Opinion**

We have audited the financial statements of Compass Support Services Limited (the 'charity') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and the 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 FRS 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 charity's affairs as at 31 March 2021 and of 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 charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of 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 Directors' and Trustees' Report which includes the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Report has been prepared in accordance with applicable legal requirements.

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

In light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

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

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.
- 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 in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

### **Responsibilities of Trustees**

As explained more fully in the trustees' responsibilities statement set out on page 2, 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.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. Based on our understanding of the charity and its activities, we identified that the principal risks of non-compliance with laws and regulations related to the Charities Act 2011, the Charities Statement of Recommended Practice and non-compliance with implementation of government support schemes relating to COVID-19, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, such as the Companies Act 2006.

We evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance and management bias through judgements and assumptions in significant accounting estimates, in particular in relation to significant one-off or unusual transactions.

Our audit procedures were designed to respond to those identified risks, including non-compliance with laws and regulations (irregularities) and fraud that are material to the financial statements. Our audit procedures included but were not limited to:

- Discussing with the trustees and management their policies and procedures regarding compliance with laws and regulations;
- Communicating identified laws and regulations throughout our engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.




There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

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

### **Use of the audit report**

This report is made solely to the charity'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 charity'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 charity and the charity's members as a body for our audit work, for this report, or for the opinions we have formed.

Signed:

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David Hoose (Senior Statutory Auditor)  
for and on behalf of Mazars LLP  
Chartered Accountants and Statutory Auditor  
1st Floor  
2 Chamberlain Square  
Birmingham  
B3 2AX

Date: 25/08/2021

**STATEMENT OF FINANCIAL ACTIVITIES**  
**for the year ended 31 March 2021**

		<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total Funds</b>	<b>Total Funds</b>
				<b>Year Ended 31 March 2021 £'000</b>	<b>Year Ended 31 March 2020 £'000</b>
	<b>Note</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
<b>Income from:</b>					
<i>Income from generated funds:</i>					
Investment Income	2	2	-	2	2
<i>Income from charitable activities:</i>					
	3				
Central Infrastructure		151	-	151	390
Health & Wellbeing		202	572	774	462
Youth & Employment		171	173	344	306
		<u>524</u>	<u>745</u>	<u>1,269</u>	<u>1,158</u>
<b>Total income</b>		<b><u>526</u></b>	<b><u>745</u></b>	<b><u>1,271</u></b>	<b><u>1,160</u></b>
<b>Expenditure on:</b>					
<i>Charitable activities</i>					
	4				
Central Infrastructure		(121)	-	(121)	(384)
Health & Wellbeing		(97)	(572)	(669)	(479)
Youth & Employment		(120)	(173)	(293)	(323)
<b>Total expenditure</b>		<b><u>(338)</u></b>	<b><u>(745)</u></b>	<b><u>(1,083)</u></b>	<b><u>(1,186)</u></b>
<b>Net movement in funds</b>		<b><u>188</u></b>	<b><u>-</u></b>	<b><u>188</u></b>	<b><u>(26)</u></b>
<i>Reconciliation of Funds</i>					
Total Funds brought forward		235		235	261
<b>Total Funds carried forward</b>		<b><u>423</u></b>		<b><u>423</u></b>	<b><u>235</u></b>

The notes on pages 19 to 30 form part of these accounts

**BALANCE SHEET**  
**As at 31 March 2021**

	Note	31 March 2021 £'000	31 March 2020 £'000
<b>Fixed Assets:</b>			
Tangible Fixed Assets	10	2	15
<b>Total Fixed Assets</b>		2	15
<b>Current Assets:</b>			
Debtors	11	575	424
Cash at bank and in hand	15	11	11
<b>Total Current Assets</b>		586	435
<b>Liabilities:</b>			
Creditors: Amounts falling due within one year	12	(165)	(215)
<b>Net current assets</b>		421	220
<b>Total assets less current liabilities</b>		423	235
<b>The funds of the charity:</b>			
Restricted income funds	13	-	-
Unrestricted income funds		423	235
<b>Total charity funds</b>		423	235

The financial statements were approved and authorised for issue by the Board and were signed on its behalf on 6 July 2021

DocuSigned by:  
  
 8C1A7452FE474F9...  
**James Walsh**  
**Chair**

The notes on pages 19 to 30 form part of these accounts.

## STATEMENT OF CASH FLOWS

For the year ended 31 March 2021

	Note	2021 £'000	2021 £'000	2020 £'000	2020 £'000
<b>Net cash generated from operating activities</b>	15		0		0
<b>Cash flows from investing activities</b>					
Purchase of Property, Plant & Equipment		-		-	
Interest received		-		-	-
<b>Net cash flows from investing activities</b>					
<b>Cash flows from financing activities</b>					
Interest paid		-	-	-	-
<b>Net cash flows from financing activities</b>					
<b>Net decrease in cash and cash equivalents</b>			-		-
<b>Cash and cash equivalents at the beginning of year</b>			11		11
<b>Cash and cash equivalents at end of year</b>			<u>11</u>		<u>11</u>

## **NOTES TO THE FINANCIAL STATEMENTS**

### **31 March 2021**

#### **1 ACCOUNTING POLICIES**

The following policies have been applied consistently in preparing the accounts of the company.

##### **(a) Accounting convention**

The financial statements have been prepared under the historical cost convention in accordance with Financial Reporting Standard 102 (FRS 102).

In preparing the financial statements the Directors have adopted the provisions of the Charities Statement of Recommended Practice (Financial Reporting Standard 102) – “Accounting and Reporting by Charities” effective from 1 January 2019.

Compass Support Services Limited is a public benefit entity (PBE), as defined in FRS 102 and applies the relevant paragraphs prefixed “PBE” in FRS 102.

The entity is a qualifying entity and has also taken advantage of the financial instrument disclosures exemption under FRS 102 (section 1.12).

##### **(b) Company Status**

The charity is a company limited by guarantee. The sole member of the company is The Pioneer Housing and Community Group Limited (The Pioneer Group), which has responsibility for the appointment and removal of Directors of the Board.

##### **(c) Fund accounting**

Unrestricted funds are general funds which are available for use at the discretion of the Directors in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

##### **(d) Incoming resources**

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income is deferred, in agreement with the relevant provider, where the expenditure funded by the income has not yet taken place. Income so deferred is utilised in subsequent years to fund project expenditure in accordance with grant conditions.

##### **(e) Resources expended**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs relating to that category.

## **NOTES TO THE FINANCIAL STATEMENTS**

### **31 March 2021**

**(f) Governance**

Governance costs of the charity include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charitable company.

**(g) Debtors**

Within current assets, debtors are shown at their recoverable amount.

**(h) Cash and cash equivalents**

Cash and cash equivalents comprise cash on hand and demand deposits, together with other short term, highly liquid investments that are readily convertible into known amounts of cash and are subject to an insignificant risk of changes in value.

**(i) Creditors**

Creditors are measured at their settlement amount at the balance sheet date. A liability is recognised for the amount that the charity anticipates it will pay to settle the debt or the amount it has received as an advance payment for goods or services it must provide.

Income is deferred, in agreement with the relevant provider, where the expenditure funded by the income has not yet taken place. Income so deferred is utilised in subsequent years to fund project expenditure in accordance with grant conditions and is shown within creditors at the balance sheet date.

**(j) Leasing**

Payments under an operating lease are charged to the Statement of Financial Activities over the period in which the cost is incurred.

**(k) VAT**

The company is included within The Pioneer Group VAT registration. A large proportion of the group's income is exempt from VAT, giving rise to a partial exemption calculation. This significantly restricts the recovery of VAT incurred on expenditure, which is therefore shown VAT inclusive.

**(l) Employees and pensions**

All Compass Support Services Limited staff are employed by The Pioneer Group and recharged to Compass at cost, including NI and pensions contributions made for service during the year.

The Pioneer Group participates in an industry wide multi-employer defined benefit pension scheme accounted for in line with FRS 102. Compass is not recharged for the cost of past service deficits or other non-cash accounting entries required under FRS 102.

**NOTES TO THE FINANCIAL STATEMENTS**  
**31 March 2021**

**(m) Tangible Fixed Assets**

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value over their expected useful life on the following basis:

Leasehold Property component replacements	10 years
Plant & Machinery	4 years
Fixture and Fittings	4 years
Computers	4 years

**(n) Going Concern**

Compass Support Services Limited operates as a going concern and the directors are of the view that it will continue to do so for the foreseeable future.

**(o) Significant management judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses.

The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in any future periods affected.

**NOTES TO THE FINANCIAL STATEMENTS**  
**31 March 2021**

**2 INVESTMENT INCOME**

	<b>2021</b>	<b>2020</b>
	<b>£'000</b>	<b>£'000</b>
Interest on group current account	2	2
	2	2

**3 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES**

	<b>Room Hire &amp; Use of Facilities £'000</b>	<b>Grant Funding £'000</b>	<b>TOTAL 2021 £'000</b>	<b>TOTAL 2020 £'000</b>
<b>Central Infrastructure</b>				
Support Services	-	-		163
Sanctuary	19	70	89	152
Falcon Lodge	33	29	62	75
	52	99	151	390
<b>Health &amp; Wellbeing</b>				
Health	-	414	414	291
Family Support	-	360	360	171
	-	774	774	462
<b>Youth &amp; Employment</b>				
Youth Outreach	-	189	189	60
Youth Investment Fund	-	36	36	160
Employment Support	-	119	119	86
	-	344	344	306
	52	1,217	1,269	1,158

Grant funding for 2021 includes £16,000 from the Government's Coronavirus Job Retention Scheme.



**NOTES TO THE FINANCIAL STATEMENTS**  
**31 March 2021**

**4 CHARITABLE EXPENDITURE**

	<b>Activities Undertaken Directly £'000</b>	<b>Support Costs £'000</b>	<b>2021 £'000</b>	<b>2020 £'000</b>
<b>Central Infrastructure</b>				
Support Services	-	-	-	160
Sanctuary	45	16	61	138
Falcon Lodge	54	6	60	86
	<u>99</u>	<u>22</u>	<u>121</u>	<u>384</u>
<b>Health &amp; Wellbeing Activities</b>				
Health	307	58	365	291
Family Support	264	40	304	188
	<u>571</u>	<u>98</u>	<u>669</u>	<u>479</u>
<b>Youth &amp; Employment Activities</b>				
Youth Outreach	141	29	170	60
Youth Investment Fund	35	1	36	178
Employment Support	72	15	87	85
	<u>248</u>	<u>45</u>	<u>293</u>	<u>323</u>
	<u>918</u>	<u>165</u>	<u>1,083</u>	<u>1,186</u>

**NOTES TO THE FINANCIAL STATEMENTS**  
**31 March 2021**

**5 SUPPORT COSTS**

	<b>Staff Costs</b>	<b>Office Costs</b>	<b>Central Functions &amp; Governance</b>	<b>2021 £'000</b>	<b>2020 £'000</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
<b>Central Infrastructure</b>					
Support Services	-	-	-	-	158
Sanctuary	10	2	4	16	14
Falcon Lodge	4	-	2	6	4
	<u>14</u>	<u>2</u>	<u>6</u>	<u>22</u>	<u>176</u>
<b>Health &amp; Wellbeing</b>					
Health	36	6	16	58	14
Family Support	25	4	11	40	17
	<u>61</u>	<u>10</u>	<u>27</u>	<u>98</u>	<u>31</u>
<b>Youth &amp; Employment</b>					
Youth Outreach	18	3	8	29	6
YIF	1	-	-	1	8
Employment	10	1	4	15	6
	<u>29</u>	<u>4</u>	<u>12</u>	<u>45</u>	<u>20</u>
	<u>104</u>	<u>16</u>	<u>45</u>	<u>165</u>	<u>227</u>

Support costs have been apportioned using the number of staff directly employed in each project.

**6 GOVERNANCE COSTS**

	<b>2021 £'000</b>	<b>2020 £'000</b>
Auditor's remuneration excluding VAT in their capacity as auditor	1	1
	<u>1</u>	<u>1</u>

## NOTES TO THE FINANCIAL STATEMENTS

### 31 March 2021

#### 7 NET MOVEMENT IN FUNDS FOR THE YEAR

<b>Net movement in funds is arrived at after charging:</b>	<b>2021</b> <b>£'000</b>	<b>2020</b> <b>£'000</b>
Depreciation on tangible owned fixed assets	13	14
Auditor's remuneration	1	1
Operating leases	5	6

#### 8 STAFF COSTS

	<b>2021</b> <b>Number</b>	<b>2020</b> <b>Number</b>
The average weekly number of persons employed during the year expressed as headcount	33	41
	<b>£'000</b>	<b>£'000</b>
<b>Staff costs for the above</b>		
Wages and salaries	680	808
Social security costs	58	71
Other pension costs	20	28
Redundancy	8	-
	766	907

Compass does not directly employ any staff. These figures represent the amounts recharged at cost by the group parent, for staff working wholly and directly on Compass activities.

#### 9 DIRECTORS' EMOLUMENTS

The directors are defined as the members of the Board, the Chief Executive and Senior Executive Staff.

None of the Board members received any emoluments. The amount of expenses reimbursed to Board members was nil (2021: nil)

The Chief Executive and senior executive staff are employees of The Pioneer Group and details of their emoluments are presented in the parent company's accounts. The contribution paid by Compass towards Senior Executive Staff was £65,926 (2020: £69,545).

**NOTES TO THE FINANCIAL STATEMENTS**  
**31 March 2021**

**10 TANGIBLE FIXED ASSETS**

	<b>Computers</b>	<b>Fixtures &amp; Fittings</b>	<b>Leasehold Premises</b>	<b>Total</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
<b>Cost</b>				
At 1 April 2020	2	53	18	73
Additions	-	-	-	-
<b>At 31 March 2021</b>	<b>2</b>	<b>53</b>	<b>18</b>	<b>73</b>
<b>Depreciation</b>				
At 1 April 2020	(2)	(39)	(17)	(58)
Charge for the year	-	(13)	-	(13)
<b>At 31 March 2021</b>	<b>(2)</b>	<b>(52)</b>	<b>(17)</b>	<b>(71)</b>
<b>Net book value at 31 March 2021</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>2</b>
Net book value at 31 March 2020	-	14	1	15

Capital expenditure contracted for, but not provided in the financial statements was nil (2020: nil).

**11 DEBTORS**

	<b>2021</b>	<b>2020</b>
	<b>£'000</b>	<b>£'000</b>
Amounts due from group companies	494	337
Other debtors	81	87
	<b>575</b>	<b>424</b>

**12 CREDITORS: Amounts falling due within one year**

	<b>2021</b>	<b>2020</b>
	<b>£'000</b>	<b>£'000</b>
Other creditors and accruals	56	60
Deferred income	109	155
	<b>165</b>	<b>215</b>
	<b>2021</b>	<b>2020</b>
	<b>£'000</b>	<b>£'000</b>
<b>Movement on deferred income</b>		
Deferred income brought forward	155	66
Released in year	(155)	(66)
Deferred in year	109	155
Deferred income carried forward	<b>109</b>	<b>155</b>

**NOTES TO THE FINANCIAL STATEMENTS**  
**31 March 2021**

**13 CHARITABLE FUNDS**

	<b>Incoming Resources</b>					
	<b>2020 B/Fwd £'000</b>	<b>Deferred income B/Fwd £'000</b>	<b>Income Received £'000</b>	<b>Deferred income C/Fwd £'000</b>	<b>Resources expended £'000</b>	<b>2021 C/Fwd £'000</b>
<b>RESTRICTED FUNDS:</b>						
<b>Central</b>						
<b>Infrastructure</b>						
Falcon Lodge SCCG	-	-	20	(20)	-	-
	-	-	20	(20)	-	-
<b>Health and Wellbeing</b>						
BVSC Ageing Better	-	61	51	(12)	(100)	-
Neighbourhood Network	-	-	83	-	(83)	-
Wellbeing Early Health	-	-	73	(9)	(64)	-
Health projects	-	-	72	-	(72)	-
Family HS2 Groundwork	-	17	-	-	(17)	-
Family projects	-	17	233	(14)	(236)	-
	-	95	512	(35)	(572)	-
<b>Youth &amp; Employment</b>						
Youth projects	-	2	96	(27)	(71)	-
Youth Investment Fund	-	35	-	-	(35)	-
Henry Smith	-	23	42	(13)	(52)	-
Employment projects	-	-	15	-	(15)	-
	-	60	153	(40)	(173)	-
	-	155	685	(95)	(745)	-
<b>UNRESTRICTED FUNDS:</b>						
<b>General Fund</b>						
	235	-	540	(14)	(338)	423
<b>TOTAL FUNDS</b>	<b>235</b>	<b>155</b>	<b>1,225</b>	<b>(109)</b>	<b>(1,083)</b>	<b>423</b>

The general fund represents the free funds of the charity which are not designated for particular purposes.

## NOTES TO THE FINANCIAL STATEMENTS

### 31 March 2021

#### 14 OPERATING LEASE COMMITMENTS

The company has a lease agreement with the Castle Vale Community Fund in respect of its community building, the payments of which extend over 125 years from 25 March 1995. The total future minimum rental payments are:

	<b>Buildings</b>	<b>Total</b>	<b>Total</b>
	<b>£'000</b>	<b>2021</b>	<b>2020</b>
		<b>£'000</b>	<b>£'000</b>
Up to one year	5	5	5
Between one and five years	19	19	19
After five years	451	451	456
	<u>475</u>	<u>475</u>	<u>480</u>

#### 15 STATEMENT OF CASH FLOWS

	<b>2021</b>	<b>2020</b>
	<b>£'000</b>	<b>£'000</b>
<b>Cash flow from operating activities</b>		
Surplus for the year	188	(26)
Adjustment for non-cash items:		
Depreciation of tangible fixed assets	13	14
Increase in debtors	(151)	(117)
Decrease in creditors	(4)	40
Adjustments for investing or financing activities:		
Decrease in deferred income	(46)	89
Interest received	-	-
Cash generated by operations	<u>0</u>	<u>0</u>
<b>Cash and cash equivalents</b>		
Cash at bank and in hand	<u>11</u>	<u>11</u>
Cash and cash equivalents	<u>11</u>	<u>11</u>

#### 16 TAXATION

The company has charitable status and has no liability for taxation on the activities it undertakes at the present time.

#### 17 MEMBERS GUARANTEE

In the event of the charity being wound up, the liability of individual members is limited to a maximum contribution of £1.

**NOTES TO THE FINANCIAL STATEMENTS**  
**31 March 2021**

**18 ULTIMATE CONTROLLING PARTY**

The ultimate controlling party of the company is its parent, The Pioneer Housing and Community Group Limited, a Registered Society under the Co-operative and Community Benefit Societies Act 2014 incorporated in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

The smallest and largest group in which the results of the company are consolidated is that headed by The Pioneer Housing and Community Group Limited. Copies of the parent's consolidated financial statements can be obtained from the Company Secretary, 11 High Street, Castle Vale, Birmingham, B35 7PR.

**19 RELATED PARTY TRANSACTIONS**

The company has taken advantage of the exemption under FRS 102 "Related Party Disclosures" not to disclose related party transactions between companies which are 100% owned by the ultimate parent company.

**NOTES TO THE FINANCIAL STATEMENTS**  
**31 March 2021**

**20 Statement of Financial Activities - 31 March 2020 comparatives**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total Funds Year Ended 31 March 2020</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
<b>Income from:</b>			
<i>Income from generated funds:</i>	2	-	2
Investment Income			
<i>Income from charitable activities:</i>			
Central Infrastructure	390	-	390
Health & Wellbeing Activities	70	392	462
Youth Activities	118	188	306
	<u>578</u>	<u>580</u>	<u>1,158</u>
<b>Total income</b>	<b><u>580</u></b>	<b><u>580</u></b>	<b><u>1,160</u></b>
<b>Expenditure on:</b>			
<i>Charitable activities</i>			
Central Infrastructure	(384)	-	(384)
Health & Wellbeing Activities	(87)	(392)	(479)
Youth Activities	(135)	(188)	(323)
<b>Total expenditure</b>	<u>(606)</u>	<u>(580)</u>	<u>(1,186)</u>
<b>Net movement in funds</b>	<b><u>(26)</u></b>	<b><u>-</u></b>	<b><u>(26)</u></b>
<i>Reconciliation of Funds</i>			
Total Funds brought forward	261		261
<b>Total Funds carried forward</b>	<b><u>235</u></b>		<b><u>235</u></b>