



Our year

ANNUAL REPORT 2018-19



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ABOUT US

At Nugent we offer a diverse range of support to adults and children in Merseyside through our schools, care homes, community and social work services and social enterprise. We work at the heart of some of the most vulnerable and disadvantaged communities. We strive also to generate interest, awareness and an understanding of the issues they face and the impact of this on our wider communities.

We support thousands of people each year. We are a major employer in the area, with over 600 staff and supporting over 200 volunteers. We advocate on issues of justice and fairness.

We aim to:

- Care, educate, protect and inspire those in need.
- Be an employer of choice.
- Be an advocate: a voice for the voiceless.

The origins of Nugent date back to the 1800's and the pioneering work of Father James Nugent (1822-1905) in relation to child welfare, relief from poverty and social reform. His work continues through Nugent and we are the social welfare arm of the Catholic Archdiocese of Liverpool.

CEO'S WELCOME

Dear friends of Nugent,

2018-19 is the penultimate year of a four-year strategy to take us into the roaring 20s. I have already begun consultations on our next strategic plan.

Our strategic plan is the main key document for the organisation that informs all our plans for the coming years from a strategic perspective. The strategic plan is supported by a financial plan that assures our Trustees and stakeholders that we have the finances to do the planning we have put forward. Whilst the plan has not yet been consulted on or finalised, I will give you a flavour of what we will be thinking about for the coming years.

We will continue to focus on children and services that affect families with an increased focus on substance misuse, offending and mental health. Our children's services and our education provision will see an increased focus in the years to come and we will continue to go for new services that are in line with our charitable trust deed and are in alignment with the focus I just mentioned.

Our adult services will not be forgotten. They will be sustained, loved and invested in, providing the service is sustainable. We will not be opening up any new adult residential care homes, unless there

is a significant shift in funding. We will work closely with our adult care homes to review their staffing and their fees to work together to ensure sustainability and review care homes that are not financially sustainable.

We will continue to increase our use of technology, review our impact on the environment, increase the outcomes for the people we serve and increase and improve our opportunities for the people we work with to have access to therapies and therapeutic environments.

I would like to thank all of our trustees, staff, volunteers, supporters and stakeholders for their continued faith and dedication to our charity. Without this support, the work we would do would be that much harder.



Normandie Wragg
Chief Executive Officer

CHAIR'S MESSAGE

Welcome to the Annual Report of Nugent, the official social welfare arm of the Archdiocese of Liverpool.

We continue to live in challenging times when the need for our services is growing and expanding and at the same time the economic climate continues to put unique pressure on our finances and therefore our services.

I want to take this opportunity to thank our dedicated staff team who, under the leadership of our CEO Normandie Wragg, continue to respond creatively and with ambition and courage to continue providing care and support to those who face difficulties in their lives.

I would also like to pay tribute to our dedicated volunteers who make such a difference in the lives of so many people supported by Nugent. The work of my fellow Trustees and members of the Governing Body in facing challenges and continuing to steer Nugent forwards with hope and determination have been particularly appreciated this past year.

Our staff, volunteers and supporters make a real difference in the lives of people and communities in many different ways through Nugent's diverse projects and services.

Pope Francis continues to inspire us here at Nugent, the wider church and indeed many people of goodwill.

Recently he launched the inaugural World Day of the Poor with the wish that: "Christian communities will make every effort to create moments of encounter and friendship, solidarity and concrete assistance."

Nugent embodies that wish by reaching out, listening, and responding to the call of so many vulnerable children, adults and communities. I hope you find in this report the real examples of encounter and solidarity that make Nugent what it is today, continuing the vision of our founder Father James Nugent to be a friend to all in need.



Fr Michael Fitzsimons

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of the charity are to provide for the:

- Relief and care of children through the provision of an adoption service;
- Provision of residential establishments and/or supportive community services for families, parents and children;
- Advancement of education and religion (in accordance with the Roman Catholic foundation of the charity) through its specialist schools, residential establishments and community based provision;
- Support and improvement of the quality of life of people with physical and/or learning disabilities through the provision of residential establishments and supportive community services, including day provision and listening and advocacy services;
- Provision of residential establishments and supportive community services for older people.
- Support of such other charitable purposes for the furtherance of education or the relief of poverty or suffering of those in need as the Trustees from time to time think fit.

The Trustees are satisfied that the objectives of the charity are being met in the range of activities that

it undertakes. The Trustees believe that the charity's well founded reputation for excellence in the services it provides in the North West will enable it to meet any emerging needs in the future in continuing advancement of its objectives.

Public benefit

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and when planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Staff and Volunteers

The Trustees wish to record their appreciation to all staff and volunteers for their expertise, unstinting efforts and dedication. Through this dedication, Nugent is able to reach out and meet the needs of so many people in our community and make a real difference to their lives.



ACHIEVEMENT AND PERFORMANCE

Education



76

Special education for 76 children and young people with behavioural difficulties.

120

The School Social Work service supported 120* young people.

*Includes: **26** EHAT's** opened; **3** YPAS*** referrals; **2** Safeguarding referrals; **4** Community Paediatrician referrals; **4** Young Addaction; **1** Stronger Families; **1** Domestic Violence refuge; **12** Gubay Crisis Fund applications.

Residential

88

24-hour residential care and support for 88 children, young people and mothers with babies.

24-hour residential care and support for 93 older people.

93

24-hour residential care and support for 24 individuals with mental health difficulties and two respite placements.

Also: 24-hour residential care and support for **18** individuals with an acquired brain injury; Day care for **12** older people.



Our first Service User Ambassador, Sue Nuttall

Nugent describes its charitable activities under four main families; *Education, Residential, Family* and *Community*.

becoming an ambassador

In Summer 2018 Sue Nuttall, who lives at Margaret Roper House, became our first Service User Ambassador.

The scheme aims to find people living in our care who can be voice for other residents and to ensure our service users have a say in how care is delivered.

"Being an ambassador involves listening to others, finding solutions to put things right, support people and speak on their behalf. It's new to me but I do enjoy it. Even though I have learning difficulties myself I always try to help others."

I like to help people. If I can fix it or do something to make their life better I will. I want to visit Nugent's other homes now and see how I can help residents to get out more and help improve things."

Since joining the scheme Sue's confidence has grown. She has joined the committee at our food market in Ainsdale and has been able to go on holiday to Llandudno.

"I've become more independent and have more control. I do my own teas and baking. I'm now self-medicating and not relying on others."

Family: Nugent Adoption



171

171** enquiries into our adoption service.

14 children were placed with 12 families - 10 individual children and 2x sibling groups of 2 children.

14

** 55 domestic adoption enquiries; 116 access to records enquiries (Nugent, 44, Shrewsbury, 19, Leeds, 39, Middlesbrough, 10, Hallam, 4).

Community

74
Providing housing related support to 74 people.

1st
The first family of 4 Syrian refugees arrived in December 2018.

110
On average 110 people supported in food poverty each week through Community Food Markets in Ainsdale and Kirkdale.

221
221 people benefitted from Gubay Crisis Fund grants.

1,500
Over 1,500 children and teachers attended our Good Shepherd masses.

24,000

Over 24,000 hours of voluntary support this year from 300 volunteers.

Also: Horticultural programmes for **8** individuals with learning disabilities; Providing housing support to **11** people in supported tenancies with learning disabilities; Providing community support to **30** people in supported tenancies with mental health difficulties; Over **100** local children and families benefitted from the Christmas Panto at St John Stone, funded by our partner - a credit union; Approximately **12** people attend the community drop-ins twice a week at Epsom Street; **7** parishes involved in Community sponsorship. (**150** volunteers joined Nugent as a result of this project); **30** people have received training in

liturgical sign language; **80** Deaf people attended the pilgrimage to Walsingham; **13** Deaf people have received pastoral support; **15** Deaf people attended the Eucharistic congress; **22** BSL masses have been organised, **351** people attended; The integrated mass at St Sebastians - **66** people attended; **3** people with learning difficulties have been prepared for the sacraments; **6** Interpreters arranged for funerals; **70** Deaf people in total accessed funerals because of this; Newsletter (monthly and Signpost): **135** people in the Deaf community receive the newsletter;



Providing individualised community and day service support to 31 people with learning disabilities.

Delivered Basic Sign Language courses training to **52** people; BSL **10** week course schools: Cardinal Heenan **29** and Broughton Hall **14** pupils; Delivered Basic Deaf Awareness training to **310** people; Catholic Deaf Association workshops - **45** Deaf people attended; **13** children in a catechetical group on 'With You Always' programme in parish; **3** children were supported who had learning difficulties; **19** Hampers were delivered to families in Leyland, Up Holland and Skelmersdale; St Teresa's, Up Holland - catechetical workshop on disability, for **40** people; Lenten assemblies - over **500** pupils attended; Welfare benefits:

Completed **30** PIP forms and accompanied clients to assessments/tribunals/medicals and mandatory reconsideration; Successful at tribunal - **17** cases (**7** people still waiting for dates); **15** employment support allowance forms completed - achieved **100%** success with this benefit claim; **2** Universal credit claims completed. Both claims were successful; **7** Discretionary housing benefit claims - successful with **6** claims; **160** enquiries to DWP/ council and Utility companies for clients; Received **£6,500** in back pay for clients after appeal.

Developments in Services

Community Sponsorship Scheme

Two years on from the arrival of the first refugee family to be resettled by a community group in the UK, the Community Sponsorship Scheme continues to have a transformative impact on refugee families and Catholic communities.

Nugent is the lead sponsor for community sponsorship in the Archdiocese of Liverpool and is working with 5 parishes, 2 in Liverpool, one in Rainhill, one in Ormskirk and one parish in Warrington.

Parish volunteers typically describe the experience as “the best thing I have ever done in my life” and speak of the profound joy and blessing of

befriending families of such immense courage, resilience and determination.

We welcomed our first family in December 2018. The family is living in Liverpool and is supported by a team of over 20 volunteers to help them settle and integrate into the local community. We have three further families arriving in 2019.

The Home Office and Local Authorities, have been impressed with the patience, professionalism and dedication of Catholic projects. With training and support from Nugent, these projects are increasingly seen as exemplars of best practice in this important work.



The first family being welcomed at the airport

New Services Development

Four children's homes were renovated and re-opened at Nugent House School.

Service Closures

Clarence High School closed in August 2018. The closure of our school was not a reflection on the quality of our staff, the quality of the education or the outcomes our students achieve. At closure, Ofsted rated Clarence 'Good'. Our staff at Clarence were exceptional and the children that attended Clarence accomplished excellent results. This closure was about an ageing building needing significant repairs, and the unsustainable deficit that the school experienced. All of the 21 pupils at Clarence were offered a place at our sister school which would facilitate a smooth transition and continuity of education and care. Where possible, staff were redeployed at Nugent House School or elsewhere in the charity.

Other Developments

Culture of Excellence Framework (Compliance, Governance and Risk)

Following challenges with outcomes in regulatory inspections the CEO, with the support of the Trustees, took the decision to review, deconstruct and reconstruct Nugent's internal compliance, governance and risk processes in 2018/19. The purpose of this document is to ensure that we are able to demonstrate to our beneficiaries, stakeholders, staff and community, evidence of good governance and quality. In February 2019, a new role of Chief Governance Officer was developed and appointed to refine and deliver our new outcomes framework, A Culture of Excellence. This framework will demonstrate quality and assist to mitigate emerging risk and therefore will positively impact future financial sustainability.

Communication

- Employee involvement and employment of disabled persons Employees are consulted and informed on issues of concern to them by means of regular staff meetings,
- Yearly Leadership Summit in April for the leaders of the organisation to be involved in the development of yearly business plans.
- Yearly Start of the Year Conference for all staff and volunteers.
- Emails from the CEO on issues of significant concern or interest.
- E-newsletters and Executive Leadership Team member visits to projects.
- The charity offers an exit interview for all staff resigning from the organisation.

Equal Opportunities

The charity has a positive approach to the employment of disabled persons. It ensures that all people with disabilities have proper access to their right to Equal Opportunities, both to enter employment with the Charity and also to progress their career and achieve their individual potential.

The charity's systems are effective and rigorous in their compliance with statutory requirements and clearly defined procedures are in place to ensure fair and equitable consideration in the selection process for disabled applicants.

The charity is committed to maintaining equality of opportunity for the training and career development needs of disabled persons. For those colleagues in-service who become disabled every effort is made, including re-training and other reasonable adjustments where appropriate, to facilitate their continued employment as members of the charity's staff.



FINANCIAL REVIEW

Investment policy and objectives

The Trust Deed gives the Trustees unrestricted powers to determine investment policy.

The Trustees appoint investment managers and have agreed arrangements for reviewing and assessing their performance and portfolio selection. All investment decisions are delegated to the appointed investment managers, but must comply with Nugent Care's ethical considerations. Nugent Care's ethical investment policy states that no investments are knowingly to be made in any company which generates more than 10% of turnover from military activity or 10% from the production or distribution of pornography and/or adult entertainment or more than 1% from the production of anything which threatens the sanctity of life.

The investment objective of the Trustees is to limit the risks to which the charity is exposed through its stockholdings, whilst maintaining the portfolio's capital valuation in real terms, and to provide an income stream to support charitable objectives. The instructions to the investment managers reflect this objective.

The listed investment portfolio increased in value by £1,410,000 to £10,199,000 (2018 - £8,789,000). This included the addition of £1,000,000 from

part of the proceeds of the sale of property in the year. The portfolio produced an income stream of £372,000 to support our charitable activities.

An investment property was disposed of during the year for £1,315,000. The fair value of investment property at the year-end amounted to £310,000 (2018: £1,315,000) and relates to land valued at £170,000 based on post year-end sales proceeds and a legacy property valued at £140,000 based on an informal valuation provided by an Estate Agent from a desktop review of similar properties and taking into account the recent refurbishment of the property.

Reserves policy

Nugent is a charitable trust with activities dependent on donations, legacies and other charitable gifts. It also functions as a service provider, managing fees and grants from statutory bodies for specific activities, projects and services.

Reserves are held to enable Nugent to meet its legal and moral commitments to the people it serves and its obligations as a good employer. The specific purposes of the reserves held are to enable the Trustees to:

- Cover the financial risks involved in providing the level of services and activities already approved;
- Provide for the development of existing and new services appropriate for the charity.
- Meet the shortfall between expected levels of fundraising and the economic cost of activities wholly or partially dependent on voluntary funds.

The Trustees consider and review the appropriate requirements for free reserves (being those unrestricted funds not expended on fixed assets, designated for specific purposes or otherwise committed).

After deducting designated funds, uncommitted reserves freely available for current activities

decreased by £1,146,000 this year to produce an accumulated deficit of £556,000.

The Trustees have assessed the attendant risks and are satisfied that, given that the charity's operations are substantially funded from statutory sources, the level of resources is sufficient to meet them.

Income

Total



Schools



Residential Homes and Individual Day Services



Donations



Legacies



We also had grant income of **£608,000** which was towards improvements to our secure children's home.

Expenditure

Total

| | |
|---------|-------------|
| 2017/18 | £20,803,000 |
| 2018/19 | £20,915,000 |

Schools

| | |
|---------|------------|
| 2017/18 | £3,857,000 |
| 2018/19 | £3,355,000 |

Residential Homes and Individual Day Services

| | |
|---------|-------------|
| 2017/18 | £15,381,000 |
| 2018/19 | £16,047,000 |

Childrens, Adults and Community Services

| | |
|---------|------------|
| 2017/18 | £1,153,000 |
| 2018/19 | £1,160,000 |



Surplus/Deficit

The Statement of Financial Activities shows Net Expenditure of £481,000 after taking into account gains on investments of £691,000. This is compared to Net Expenditure of £1,906,000 in 2018.

Nugent's Strategic Plan is ambitious and rigorous in order to turn around the financial performance of the charity.

Nugent continues to operate within a difficult environment as a result of the financial constraints placed on Local Authorities with regard to the funding of adults' and children's homes. Fee increases are difficult to obtain from Local Authorities.

Reserves policy

The Trustees regularly review operations to ensure that there is no jeopardy to the charity's objectives and that the level of approved deficit funding of some services provided is consistent with the longer term objective stated in the reserves policy.

Significant Events

Existing Services - Major Capital Works

- We continue to explore innovative and effective Carbon reduction initiatives involving improvements to heating and energy consumption. Boilers within our buildings are well maintained and controlled; all function properly.
- A boiler from Clarence High School (CHS) was relocated to St Josephs care home which added resilience and cost savings for reactive calls and efficiency on heating output. A further initiative of redeploying the CHS Air Source Heat Pump was deferred due to costs.
- NHS Boilers were delivered at £65k from a budget of £150,000. This has delivered greater reliability and efficiency in heating costs.
- St Catherine's Marydale Secure Children's Home has obtained £836,000 in grant funding to update the rooms and doors. A&FM are acting as contract administrator on the programme. Works are on time and on budget.
- Electronic gates to St Catherine's were installed.
- Four Homes at Nugent House School were renovated and re-opened.

Land Disposals

The land at 38 Newarth Lane, Hesketh Bank

The land at Newarth Lane was sold in June 2019 for £170,000 following a number of abortive offers. The Residential premises were refurbished at a cost of circa £15,000 and now generate a rental income of £6,000 pa by way of rent though an Assured Shorthold Tenancy agreement. The value of the property has also been increased by some £30,000.

The land on the East side of West Lane Formby

Following the break down in negotiations between the purchaser and LPA in respect of planning permission for the residential element of the proposed scheme both parties agreed to rescind the contract for sale to allow Nugent to progress alternative opportunities. Preliminary negotiations have been held with a number of under bidders.

Geel and Hitchen Court

The sale of Geel and Hitchen Court was recognised in the financial year realising £1,000,000. However, part of these receipts were utilised to release a charge over the property to NHS England for £438,000.

Ravenmeols Lane, Formby

An offer of £275,000 on the site has been accepted and exchange is expected shortly with planning and commensurate completion allowed within the contract for 24 months.

The former Blackbrook House site in St Helens

The proposed disposal continues to be on hold whilst alternative redevelopment options as a Nugent Service are considered.

Livingstone Drive

A sale was agreed to Praya Homes and realised sales proceeds of £1.315m in April 2018.

Fundraising

Nugent is registered with the Fundraising Regulator and has an Ethical Fundraising Statement:

We respect the rights of our Donors and supporters to clear, truthful information on the work of Nugent. We manage Donors' information responsibly.

We comply with the Charity Commission and UK law in every respect including openness and honesty with our donors, supporters and members of the public.

-
- We do not employ any external fundraisers to contact members of the public to obtain donations. We never 'cold call' a member of the public either by written material, telephone, door to door contact or stop people in the street to obtain donations.
 - We have never sold or passed on any data or donor information.
 - We do not accept gifts or donations if they are from a source that is said to be ethically dubious, or whose behaviour is inconsistent with the aims of the charity.
 - All fundraising undertaken by Nugent is conducted in an ethical, honest and transparent basis.
 - Spending on fundraising and administration is kept as low as is cost-effective.
 - We put the interests of our donors at the very heart of our fundraising activity. We value our donors and supporters and connect our donors to the cause at every opportunity.
 - We act in the best interests of the Charity when deciding to accept or refuse a particular donation.
 - Our website provides clear information on how people can remove themselves from mailing lists.
 - Nugent is a fully paid up member of the

Fundraising Regulator and complies with the Fundraising Regulator's Code of Fundraising Practice.

- This promise outlines the commitment made to donors and the public by fundraising organisations which register with the Fundraising Regulator. Those who register with the regulator agree to ensure their fundraising is legal, open, honest and respectful.

Additionally;

- The standards for fundraising are set out in the Code of Fundraising Practice.
- We provide information on our website linked to the Fundraising Regulator and to the Nugent Governance department should an individual wish to complain.
- Nugent has a Fundraising Promise.



FUTURE PLANS

Changes to Trustee Structure

In February of 2019, at a Trustee away day, the Trustees reviewed the structure and governance of the Governing Body and Trustee board. With solicitor advice, they agreed, following that day to move to a scheme and structure that would offer increased protection to individual Trustees whilst limiting the impact on the charity.

Nugent Care 2019 Limited will ultimately be a charitable company limited by guarantee. This will be the vehicle that will house the current Trustees and most of the Governing Body members of Nugent Care (the unincorporated charity). Once Nugent 2019 is established as a charitable company limited by guarantee, it will apply to the Charity Commission to become the sole corporate Trustee of Nugent Care (the unincorporated charity) and we will effectively remove the current individual Trustees associated with the charity. This will therefore mean that Nugent 2019 will control its subsidiary undertaking Nugent Care and will consolidate the activity of the Nugent Care Charity into its accounts as a subsidiary undertaking.

Nugent is anticipating that this change will occur by April 1st 2020 subject to Charity Commission approval.

Future Focus

The Trustees have agreed in principle the future direction of the charity (subject to the financial position).

The options that will be reviewed include:

- Possibility of new modular school at Nugent House School and improvement to the existing building.
- Potentially to sell Central Office in the next 3 years. A smaller office could be utilised in the Liverpool area or co-location with a charitable partner.
- Invest in Therapies and Research.
- Refurbishment of Clumber Lodge children's home.
- Re-invest sales receipts where possible.
- To see the Clarence site used for a charitable purpose rather than sold entirely for housing.
- Focus on Children's Services going forward and de-prioritise new adult residential services.
- To progress with consultation on the closure of James Nugent Court due to financial sustainability associated with low statutory fees.

Nugent aims to continue to serve the needs of its community through the provision and adaptation of existing services and the development of new services. Nugent will continue to respond to relevant tender opportunities that fit with its mission and strategic plan, but also look for other development opportunities. We will ambitiously search out and enter into tender processes for block contracts with a view to increase our turnover and ability to help more people. To focus on block contracts with regard to substance misuse, mental health and offending.

The Trustees acknowledge that in relation to existing services difficult decisions may have to be made in relation to services that cannot attract sufficient income to be economically viable.

New services will be fully self-funded through a variety of income streams such as grants, fees and tender bids, but there will be flexibility to develop some innovative services that are not initially fully self-funded. In making applications for new services, the service will be assessed for its adherence to Nugent's philosophies, strategic direction and objectives.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The names of the Trustees and Governing Body members are shown on page 28.

In 2015 the charity revised its Trust Deed. The Archbishop of Liverpool is now noted as the 'President' of the charity and the role of 'Controller' has been removed. The Archbishop of Liverpool, in accordance with the powers vested in him by the Trust Deed, appoints one Nominee to the Trustees. Further Trustees are appointed by a resolution of the Trustees in accordance with the powers vested in them by the Trust Deed.

Additionally, the Trustees, in accordance with the powers vested in them by the Trust Deed, appoint all members of the Governing Body. Governing Body members are recruited via an Equal Opportunities recruitment process to ensure a balance of skills and experience to oversee strategic and operational objectives. All new Trustees and Governing Body members undergo an induction process, and on-going training and yearly appraisal is conducted.

Related parties

Nugent is linked with the Roman Catholic Archdiocese of Liverpool and the incumbent Archbishop is the President of Nugent. This link is

a contributing influence on the ethos, culture and objectives of the charity.

Nugent Social Enterprises CIC* (NSE) was formed by Nugent. The company is a community interest company and as such is a separate entity from Nugent but its activities are controlled by the NSE Board of Directors. The activities of NSE are not considered material to show a true and fair view and have not been consolidated into these accounts.

NSE was incorporated on 23 December 2013 and began trading in May 2014. Its accounts for the period ended 31 March 2019 show an operating deficit of £0 (2018 £9,000). It ceased trading as The Courtyard in May 2017 and the company became dormant.

Risk management

The Trustees examine and review the significant strategic, financial and operational risks that the charity faces. They have established systems and structures for ongoing identification and monitoring of risks, and receive regular written reports relating to the operations and finances of the charity in all relevant respects.

The Trustees have regard to the recommendations contained in 'Guidance on Risk Management,

Internal Control and Related Financial and Business Reporting' issued by the Financial Reporting Council in pursuit of sound Corporate Governance. The Trustees are satisfied that all reasonable steps are being taken to manage all identified risks.

REFERENCE AND ADMINISTRATIVE DETAILS

Governing document

Nugent Care (also known as Nugent) is a registered, unincorporated charity founded in 1881 and constituted under an original Trust Deed dated 1889 and revised in May 1906, April 1924, September 1976, March 2002, December 2005 and June 2015. The 2005 Trust Deed incorporated the appropriate amendments to enable the charity to change its name to 'Nugent Care' from 'The Nugent Care Society'.

Registered charity number

222930

Principal address

99 Edge Lane
Liverpool
L7 2PE

Trustees

Mr M Boardman
Mrs K Batt
Mr JP Dennis
Father M Fitzsimons (chair)
Mrs S Worden (appointed February 2019)
Nugent Care Trustees Inc.

President

Most Rev Archbishop Malcolm McMahon OP

Central Governing Body

Mrs K Batt
Mr J Berry
Mr M Boardman
Mr JP Dennis
Ms M Ennis
Father M Fitzsimons
Mrs S Johnson
Mr D O'Connor
Mr W Stead
Mr A Dean
Mrs S Worden (appointed February 2019)
Mrs N Sampson (appointed February 2019)

Chief Executive Officer

Ms Normandie Wragg MA, NCW

Chief Operating Officer

Mrs Liz Jackson, CQSW

Chief Governance Officer

Mrs Joanne Henney (appointed February 2019)

Associate Director of Finance (Chief Finance Officer from April 2019)

Mr Adrian Bloor

Commercial and Finance Director

Mr Mike Fowler (appointed March 2018;
resigned April 2018)

Auditors

Malthouse & Company
Chartered Accountants and Statutory
Auditors

America House
Rumford Court
Rumford Place
Liverpool
L3 9DD

Bankers

HSBC
99-101 Lord Street
Liverpool
L2 6PG

Solicitors

Hill Dickinson LLP
No. 1 St. Paul's Square
Liverpool
L3 9SJ

Investment Advisers

Martin Currie Investment Management
Limited

Saltire Court
20 Castle Terrace
Edinburgh
EH1 2ES

BlackRock Investment Managers

12 Throgmorton Avenue
London
EC2N 2DL

Insurance Brokers

Howden Insurance Brokers Limited

30a Port of Liverpool Building
Pier Head
Liverpool
L3 1BY

EVENTS SINCE THE END OF THE YEAR

During April 2019 Nugent Care was subjected to an unauthorised breach of the charity's IT systems by an external party.

As soon as we became aware of the incident, we took immediate steps to respond and manage the situation. This included engaging specialist technical security consultants to assist with the technical investigation of the incident and to advise on appropriate remedial action. The incident did not impact our ability to operate.

All relevant authorities were notified of the incident including the police, ICO, Charity Commission, OFSTED and CQC.

The investigation of the incident by the ICO, following the voluntary disclosure of the case, resulted in no action being taken against Nugent. This was due to the fact that they were satisfied that the steps we took adequately safeguarded the people whose data we process and that no Service Users were harmed by the incident.

Owing to the nature of the charity's records as a result of the unauthorised breach our Auditors, Malthousc & Company, were ultimately unable to obtain sufficient, appropriate audit evidence regarding the completeness, existence and accuracy of the Income and Expenditure Account of the Charity. This has resulted in a qualified audit

opinion on part of the Income and Expenditure Account of the charity for the year ending 31st March 2019.

Information relating to other events since the end of the year is given in the notes to the financial statements.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 “The Financial Reporting Standard applicable in the UK and Republic of Ireland”.

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are 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 the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. 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.

Approved by order of the Board of Trustees on 6 December 2019 and signed on its behalf by:

Mr JP Dennis - Vice-Chair of Trustees

CLOSING STATEMENT

Malthouse & Company

We have examined the summarised accounts of Nugent Care for the year ended 31 March 2019 which comprises the statement of Income and Expenditure and Other Gains and Losses and the Balance Sheet.

This report is made solely to the charity's Trustees, as a body. Our audit work has been undertaken so that we might make this statement 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of Trustees and auditors

The trustees are responsible for preparing the summarised accounts. Our responsibility is to report to you our opinion on the consistency of the summarised accounts with the full annual financial statements and the Report of the Trustees.

Basis of audit opinion

We conducted our work in accordance with Bulletin 2008/3 'The Auditors' Statement on the Summary Financial Statement in the United Kingdom' issued by the Auditing Practices Board.

Our report on the charity's full annual financial statements describes the basis of our audit opinion on those financial statements.

Opinion

In our opinion the summarised accounts are consistent with the full annual financial statements and the Report of the Trustees of Nugent Care for the year ended 31 March 2019.

Malthouse & Company

Chartered Accountants and Statutory Auditors
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

America House
Rumford Court
Rumford Place
Liverpool
L3 9DD



ACCOUNTS

Income and expenditure account and other gains/losses for the year ended 31 March 2019.

| | 31.03.2019 | 31.03.2018 |
|--|----------------|----------------|
| | Total funds | Total funds |
| | £'000 | £'000 |
| OPERATIONAL INCOME | | |
| Voluntary and other generated income | | |
| Voluntary income | 835 | 224 |
| Charity shop | 84 | 93 |
| Investment income | 372 | 372 |
| Income from services | | |
| Childrens', adults' and community services | 799 | 783 |
| Special schools | 2,861 | 3,490 |
| Residential homes and individualised day support projects | 14,223 | 14,076 |
| Miscellaneous | 9 | 4 |
| Total Operational Income | 19,183 | 19,042 |
| OPERATIONAL EXPENDITURE | | |
| Costs of generating income | | |
| Raising funds | 298 | 261 |
| Expenditure on services | | |
| Childrens', adults' and community services | 1,160 | 1,153 |
| Special schools | 3,355 | 3,857 |
| Residential homes and individual day support projects | 16,047 | 15,381 |
| Total Operational Expenditure | 20,860 | 20,652 |
| OPERATIONAL (DEFICIT)/SURPLUS | (1,677) | (1,610) |
| Non-operational income and expenditure and other gains/losses | | |
| Miscellaneous expenditure - loss on disposal of fixed assets | (55) | (151) |
| Other income - profit on disposal of fixed assets | 560 | - |
| Increase/(decrease) in market value of investments | 691 | (145) |
| Net movement in funds | (481) | (1,906) |
| Total funds brought forward | 20,041 | 21,947 |
| TOTAL FUNDS CARRIED FORWARD | 19,560 | 20,041 |

| BALANCE SHEET | 31.03.2019 | 31.03.2018 |
|--|---------------|---------------|
| | Total funds | Total funds |
| | £'000 | £'000 |
| FIXED ASSETS | | |
| Tangible assets | 9,956 | 9,776 |
| Investments | 10,509 | 10,104 |
| | 20,465 | 19,880 |
| Current assets | | |
| Debtors; amounts falling due within one year | 2,146 | 2,482 |
| Investments | 53 | 72 |
| Cash in hand | 14 | 17 |
| | 2,213 | 2,571 |
| Creditors | | |
| Amounts falling due within one year | (2,721) | (1,910) |
| Net current assets | (508) | 661 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | 19,957 | 20,541 |
| Creditors | | |
| Amounts falling due after more than one year | (397) | (500) |
| NET ASSETS | 19,560 | 20,041 |
| Funds | | |
| Unrestricted funds: | | |
| General | (556) | 590 |
| Designated - tangible fixed asset fund | 8,768 | 9,037 |
| Designated - investments fund | 10,509 | 10,104 |
| Restricted funds | 18,721 | 19,731 |
| | 839 | 310 |
| TOTAL FUNDS | 19,560 | 20,041 |



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**99 Edge Lane,
Liverpool, L7 2PE**



n together we are
nugent