



**REVITALISE RESPITE HOLIDAYS**  
**Annual Report and Consolidated**  
**Accounts for the year ended 31<sup>st</sup> January 2018**

**Company Number 2044219. Registered Charity Number 295072.**

## ***Who we are***

Revitalise is a national charity providing short breaks (respite care) for disabled people and carers. We also offer inspirational opportunities for volunteers through one of the largest, most diverse volunteer programmes in the UK.

## ***Our Mission***

Our mission is to enable people with disabilities in the UK to access essential breaks with care, and provide inspirational volunteering opportunities.

## ***Our Year***

- We provided 4,399 breaks to individuals, including carers, who are affected by serious disabilities or medical conditions, and desperately need respite care.
- Volunteers worked 3,251 weeks at our centres to ensure that all our guests had a break that offered fun, freedom and choice.
- Our 13 charity shops benefitted from 92 volunteers working to raise funds to support our activities.
- As nominated charity for the Simplyhealth Great Run series, Revitalise benefitted both financially and in terms of public awareness.

## *The Team*

### *Trustees*

**Mindy Sawhney      Chairman**

**(Retired by rotation and was reappointed on 11 July 2017)**

Mindy joined the Revitalise Board of Trustees in 2003, becoming Chairman in September 2010. Mindy runs her own consulting practice, advising clients in the private, public and voluntary sector on strategy, change and organisation development, both in the UK and overseas. Mindy is also a member of the Property Advisory Group.

**Linda Beaney      Vice Chairman      Chair of the Property Advisory Group**

**(Retired by rotation and was reappointed on 11 July 2017)**

Linda has been a trustee of Revitalise since 2009, when it took over London Care Connections, of which she had been a trustee for four years. Linda has recently retired as Chair of a firm of London residential estate agents which she started twenty years ago. Before that, she was the partner responsible for the London residential and development operation of Hamptons and for four years was Co-Chair of the Chelsea Harbour Residents Association. Additionally, Linda has for many years devoted part of her spare time to charitable causes and was formerly a director of the Hornchurch Theatre Trust and a member of the development council of Shakespeare's Globe. In 1984 she was made a Freeman of the City of London. Linda is also on the board of Revitalise Enterprises Limited.

**Philip White      Vice Chairman**

**(Retired by rotation and was reappointed on 11 July 2017)**

Philip joined the Board in 2009 having previously served as a committee member. Philip is an accountant and has worked in the finance sector for 25 years across a wide range of disciplines, specialising in risk for the past 7 years. Philip is a member of the Finance, Audit & Risk Committee.

**Gavin Wright      Vice Chairman**

Gavin joined the Revitalise Board in 2011. Gavin is the Director of Human Resources at the University of Brighton and has had a varied career in both the private and public sector specialising in HR and people development.

**Mike Ashton      Chair of Income & Market Development Committee**

Mike is the founder and current Managing Director of consulting and training business Ashton Brand Consulting Group (ABCG), which helps businesses to implement training solutions that transform their customer experience, manage change and enhance performance. In his varied career Mike has been a Strategic Brand Advisor to the Welsh Government.

**Simon Law      Chair of Finance, Audit & Risk Committee**

Simon is currently Head of Audit at Nationwide Building Society. Previously Simon has been Finance Business Partner to the Chief Operations Officer at Nationwide. Simon's background is in stakeholder management, financial controls, financial appraisals and internal and external audit. Simon has been at Nationwide for over 9 years joining from Volvo Financial Services after qualifying at KPMG in Birmingham in

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2000 where he specialised in financial services. Simon was also trustee of Nationwide's charitable foundation for 5 years until 2013.

**Richard Poxton      Chair of Guest Experience Committee.**

Richard joined the Revitalise Board in 2010. He has worked on the policy and development side of social care for much of his working life, most recently on a self-employed basis. He has spent much of the past few years working on issues to improve outcomes for people with learning disabilities.

**Victoria Schneider**

Victoria is a solicitor with Bates Wells and Braithwaite, where she specialises in advising charities and social enterprises. Before this position Victoria worked as an in-house solicitor at the NSPCC. Victoria is a member of the Guest Experience Committee.

**Peter Cheer              Chair of Remuneration Committee**

Peter worked in social care services for 30 years, including 7 years with the Birmingham Health Authority and 16 years with Sense, the national deafblind charity, where he was Group Director of Operational Services for 6 years. In 2015, Peter founded a consultancy to provide support to providers who have to deliver person centred care and support. Peter is a member of the Guest Experience Committee.

**Lesley Lindberg**

Lesley's career has been in senior marketing positions with global companies, including KLM Royal Dutch Airlines, Hertz and Williams Lea. In 2014, Lesley co-founded KOYO – Marketing Capability, a consulting company that helps executive and marketing teams to build customer led growth strategies, and create the teams to deliver them. Lesley is a member of the Income & Market Development Committee and the Guest Experience Committee.

**David Robinson**

**(Resigned 11th July 2017)**

## ***Senior Management Team***

None of the following are directors within the meaning of the Companies Act.

<b>Chris Simmonds</b>	Chief Executive and Company Secretary
<b>Sarah Mancini</b>	Director of Operations.
<b>Kevin Laxton</b>	Finance Director
<b>Andy Simons</b>	Director of Marketing and Fund Raising.

## ***Patron***

**Samantha Cameron**

## ***Vice Presidents***

**Dame Judi Dench CH DBE**

**Dame Esther Rantzen DBE**

**Hugh Kemsley OBE**

**Denis Green**

**Tim Prideaux JP DL**

**John Spence CBE DL**

**The Rt. Hon. The Lord Crawshaw**

**Arthur Smith**

**Sir Andrew Buchanan Bt**

## ***Honorary Ambassadors***

### **Dan Bentley**

Dan has been involved with the sport of Boccia for over 12 years, being a member of the Paralympics GB team in London in 2012, and winning a gold medal at the Paralympics in Beijing in 2008.

### **Nick Skelton CBE**

Revitalise offered the position to Nick in 2016, due to his incredible show-jumping achievements, culminating in an individual show jumping gold at the 2016 Rio Olympics, and his personal experience of disability caused by a neck injury in 2000, from which Nick subsequently made a full recovery.

Nick has had a long and very successful career in equestrianism and received an OBE for services to equestrian sport in 2012. Later, Nick won a team show jumping gold medal at the London 2012 Olympics, and surpassed this with individual gold in Rio four years later - making him the oldest British Olympic gold medallist since 1908. For this, and in recognition of his continued service to equestrian sport, Nick was elevated to a CBE.

### **David Smith MBE**

David is the joint most successful British boccia player in history. David was a member of the British boccia team that won a gold medal at the 2008 Summer Paralympics in Beijing. David competed in the 2012 Summer Paralympics in London, winning a team bronze medal and an individual silver medal. At the 2016 Rio Summer Paralympics David won an individual gold medal.

## ***Our Advisers***

### **Solicitors**

Womble Bond Dickinson  
1 Whitehall Riverside  
Leeds  
LS1 4BN

### **Bankers**

Barclays Bank  
1 Churchill Place  
London  
E14 5HP

### **Statutory Auditors**

haysmacintyre  
10 Queen Street Place  
London  
EC4R 1AG

## ***Our Centres***

### **Revitalise**

#### **Jubilee Lodge**

Grange Farm  
High Road  
Chigwell  
Essex  
IG7 6DP

### **Revitalise**

#### **Netley Waterside**

Abbey Hill  
Netley Abbey  
Southampton  
Hampshire  
SO31 5FA

### **Revitalise**

#### **Sandpipers**

Fairway  
Southport  
Merseyside  
PR9 0LA

## ***Our Administration and Registered Office***

### **Revitalise Respite Holidays**

212 Business Design Centre  
52 Upper Street  
London  
N1 0QH

## ***Thank you to all our supporters***

Revitalise is very fortunate to be supported by many different individuals, trusts and companies. Our warmest thanks go out to all the kind individuals who have made generous donations to Revitalise. We would also like to thank the following trusts, foundations, grant making bodies and companies for their generous support during the 2017/18 financial year:

- **ABF The Soldiers' Charity**
- **Awards for All – Big Lottery Fund**
- **Bruce Wake Charitable Trust**
- **Burgess Hill Town Council**
- **Cantiacorum Foundation**
- **Corsham Town Council**
- **Didcot Town Council**
- **Epping Forest District Council**
- **Erewash Borough Council**
- **Eveson Charitable Trust**
- **Felixstowe Town Council**
- **Gerald Palmer Eling Trust**
- **Greenham Common Trust (The Good Exchange)**
- **Haverhill Town Council**
- **Haywards Heath Town Council**
- **Hedge End Town Council**
- **Helen Roll Charity**
- **Henley-on-Thames Town Council**
- **Jessie Spencer Trust**
- **John James Bristol Foundation**
- **Loppylugs and Barbara Morrison Charitable Trust**
- **Loughton Town Council**
- **Louis and Valerie Freedman Charitable Settlement**
- **Merchant Taylors' Consolidated Charities**
- **Mid Sussex District Council**
- **Millichope Foundation**
- **Newlands Fund**
- **Peacock Charitable Trust**
- **PJK Charitable Trust**
- **Queen Mary's Roehampton Trust**
- **RAF Benevolent Fund**
- **Richard Lawes Foundation**
- **Royal Borough of Windsor and Maidenhead**
- **Sandwich Town Council**
- **Royal Naval Benevolent Trust**
- **Scouloudi Foundation**
- **Seafarers UK**
- **Simplyhealth**
- **Sovereign Health Care**
- **Spelthorne Borough Council**
- **Torpoint Town Council**
- **Valentine Charitable Trust**
- **Westminster Amalgamated Charity**
- **Weinstock Fund**
- **Wixamtree Trust**

Every donation helps more disabled people and carers to get the break they deserve and need.

We also thank the many hundreds of volunteers who gave their time and energy, fun and compassion, through their work at all the Revitalise centres and the Revitalise Shops: you are at the heart of the Revitalise magic.

**In order to make a donation and find out more about the inspirational volunteering opportunities we offer, please log on to [www.revitalise.org.uk](http://www.revitalise.org.uk) or telephone 0303 303 0147.**

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## ***Chairman's Review***

Holidays matter – to everyone. Our staff and volunteers have worked with great imagination and commitment to provide thousands of respite breaks for disabled people and carers, filled with new experiences, renewed relationships, laughter and rest – and all with the security of 24 hour nurse-led care.

During the year we have been working with partners to develop a proposal to create a fully accessible hotel in the West Midlands. If we are successful in securing the funding needed, we will begin work on this exciting project and make it Revitalise's fourth centre.

Lots of celebrities have been sharing some of their most treasured holiday memories – captured on postcards where they've revealed their artistic talents! Dame Emma Thompson, Ewan McGregor OBE, Sir Ian McKellen and Sir Lenny Henry, to name just a few, have joined our wonderful Vice President Dame Judi Dench, to support our 'Wish You Were Here' campaign, raising awareness of how essential being able to take a break is for us all.

We were grateful to our Vice President Arthur Smith, who fronted our appeal in August 2017 on BBC Radio 4. He told the story of Mavis and Colin who have been married for 57 years. The couple married young and started a family, but Mavis developed MS at an early age and became a wheelchair user. Colin gave up work to care for her. However, fifteen years ago, Colin developed dementia and Mavis is now Colin's carer. Revitalise funded and provided a break at a time when both of them were in desperate need of support. Mavis said it was exactly what they needed to get back to who they used to be.

My thanks to all of our guests, volunteers, staff and supporters, who share their stories and gifts and in so doing make Revitalise a magical part of so many lives. I very much look forward to working together to make that magic available to many more people.



**Mindy Sawhney**  
Chairman

10<sup>th</sup> July 2018

## ***Chief Executive's Review***

2017-18 was another busy year for Revitalise. We provided a total of 4,399 breaks to disabled people and carers and, looking forward, the initial picture indicates that the need for respite holiday breaks is even greater.

We are pleased to be able to announce that, despite challenging conditions, we achieved a surplus of £215,000, a decrease from last year but higher than we achieved in 2015-16. We continue to invest our modest surpluses in improving the experience for guests.

At Revitalise we know that a respite holiday may not always be affordable, especially as disabled people face a significant squeeze to their income. In 2017-18 we provided more funding to help people cover the cost. Almost £1.2 million of donated funds was used to subsidise the cost of breaks for our guests. £660,000 was provided through initiatives such as 'Before Breaking Point', The Joan Brander Memorial Fund and our Revitalise Support Fund, where funding is provided by application specifically for those guest in financial need. The balance was used to offer reductions or special offers to attract those less able to pay.

Revitalise is extremely grateful for the support it receives from the many Trusts, individuals and companies that support our guests to get the break they desperately need. In addition, this year we were incredibly fortunate to receive a transformational gift from the Estate of Lady Sandys of Ombersley in Worcestershire.

Revitalise continues to receive exceptional feedback from our guests. More than 9 out of 10 visiting us during 2017-18 rated their accommodation, level of care, level of service and their overall experience of Revitalise as good or excellent. And our guests and carers continue to tell us that proper breaks away are essential to sustaining a good caring relationship.



**Chris Simmonds**  
Chief Executive

10<sup>th</sup> July 2018

## *Trustees' Report*

### *Objects and public benefit*

**Our objects** are to promote the welfare and rehabilitation of physically disabled persons and promote other charitable purposes.

**Our vision** is a society in which choice and opportunity are available to all.

**Our mission** is to enable people with disabilities in the UK to access essential breaks with care, and to provide inspirational volunteering opportunities.

**Our services** are the provision of short breaks for people with disabilities and carers at our accessible centres, offering on-call 24-hour care, personal support and a choice of activities and excursions. Short breaks are run from Revitalise Jubilee Lodge in Essex, Revitalise Netley Waterside House in Southampton, and Revitalise Sandpipers in Southport.

**Our partnerships** enable us to work with others to achieve our aims, as this contributes both to service relevance and to the cost effective realisation of our purpose. We have active working relationships with a number of organisations, including the Multiple Sclerosis Society, Newlands Fund, Simplyhealth, the Stroke Association and Dementia Action Alliance, all of which are designed to make our services more accessible to the people who will most benefit from them.

**Our public benefit** can be measured by first, the number of people with disabilities to whom Revitalise provides essential services, together with their carers; second, the inspirational opportunities we offer to volunteers; and third, the financial assistance we provide to help those in financial need.

In 2017-18, we provided 4,399 breaks to guests who might otherwise not have been able to take a break. According to our guest survey, more than 9 out of 10 of our guests would recommend a Revitalise break. Our average guest survey score in 2017-18 was 1.4 on a scale of 1 to 4, where 1 is Excellent and 2 is Good, which means that the majority of our guests rated their holiday as "Excellent".

We provided 1,272 volunteers with the opportunity to work with us in providing memorable experience for guests, as well as obtaining a valuable and rewarding experience themselves. Our volunteers provided 3,251 weeks of support at our three centres. 92% of our volunteers are aged between 17 and 25. Our average volunteer survey score for their Revitalise volunteering experience, was 1.3, where again 1 is Excellent and 2 is Good. This means that the majority of our Volunteers also rate their experience with Revitalise as "Excellent".

## ***Revitalise benefits people like Lesley and Beryl & Brian:***

### ***Lesley***



*“My name is Lesley Mathews, I’m 58 years old. I’m an amputee and a full-time wheelchair user. I live alone in a bungalow which is part of a care home complex. I have no immediate family except for my daughter, Chelsea. She’s 21 and is studying to be a teacher.*”

*“Chelsea is so important to me, she’s my only immediate family and I try really hard not to burden her with my problems. I want her to have her own life, a good life. She visits me when she can but she knows I want her to focus on her career. Still, we speak on the phone at least twice a week! I’m so proud of her.*”

*“In 2007 I went into hospital to have an operation on my left leg, but there were complications and in the end they had to amputate.*”

*“Since becoming a wheelchair user I realise that there are so many things I can’t do any more, so many things I miss. I used to enjoy cycling but obviously I can’t do that any more. Driving too – just having to rely on other people to get around really gets me down, but what can you do. You just have to accept it. There’s no denying I do feel isolated a lot of the time, but I try to keep myself busy.*”

*“I first heard about Revitalise from my friend. I went with her the first time back in 2011. Now I’m a regular. It’s so nice to meet up with old friends again. I usually go with a friend or else we arrange to meet up at Revitalise. I love going to Netley because of the location. When I look out over Southampton Water it reminds of when I used to go sailing with my dad – such happy times.*”

*“I don’t get out much any more so the excursions are very welcome. But it’s the social aspect that’s most important to me and the chance to meet up with old friends. At home all we can do is speak on the phone – it’s not the same.*”

*“Without Revitalise in my life I think I’d get very bored and probably very lonely too. It’s something I really look forward to now. As for the future, I try to take each day as it comes, but I don’t really like to think too much about what the future might hold for me.”*”

## **Beryl & Brian**



For the people who out of love care for someone in their family, life can be hard. Losing the ability to communicate with someone you love can be one of the most heart-breaking aspects of a life spent caring. Under these circumstances a simple break from the daily duty of care – becomes hugely important. Beryl helps us understand why:

*“We recently celebrated our golden wedding and we met I was studying nursing and he was itching to join the Corps, like his dad and his uncles. Brian was 24 when he signed up - and spent 18 years in the Marines! Brian doesn’t remember much about that now. I put pictures up to remind him.*”

*“I had my leg amputated below the knee when I was young. I get around OK, but it gets harder, and Brian was my rock back then.*”

*“Brian had his first stroke when he was still in the Marines then he had another stroke about four years ago, then later a heart attack. Becoming Brian’s carer was a gradual thing for me, but things have got much harder since Brian’s dementia diagnosis late last year.*”

*“Communication is the biggest thing we’ve lost. Brian tries to talk but he can’t always get his words out. He wants to tell me how he feels but he can’t. His memory is going now, which also makes it hard.*”

*“Brian needs a wheelchair now, but I can’t push him far. I take care of him including his medication and do everything around the bungalow.*”

*“We came to Revitalise’s Netley centre for the first time last year. It was so nice just to have a change of scenery. The most important thing for me was being able to socialise. Being made a cup of tea and not having to cook was just wonderful. It gave me strength to be around other people in the same boat.*”

*“At home my life revolves around Brian’s needs but at Netley there were no demands on me at all. I could just sit and watch the boats go by.*”

*“On our last break I made friends with a young volunteer. We got chatting and we write to each other now.*”

*“Brian doesn’t show a lot of emotion or feelings normally, but I could tell from his expression that he was happy. He seemed calmer than normal.*”

*“Brian loves holidays, he really enjoys going away. Without our breaks we’d both be stuck here at home. It doesn’t bear thinking about ...”*

According to our own research, 90% of carers have never been able to access a proper holiday away from caring and a third of carers have never had any time off since they started caring. Any one of us could find ourselves in the same situation Carers like Beryl do what they do out of love and devotion, but in doing so they often place themselves at great physical and emotional risk. Many end up disabled themselves as a consequence.

Beryl and Brian's story is of course unique, but Beryl's experience as a carer is sadly all too familiar. Without the escape of regular respite, caring relationships can come under incredible strain and even break down completely.

Revitalise is proud to have been able to help Beryl and Brian, but there are many thousands more couples in dire need of our support and we are determined to reach out to them.

**Our fundraising** enabled us to provide additional assistance totalling almost £1.2 million to subsidise the cost of breaks for our guests. £660,000 was provided through initiatives such as 'Before Breaking Point', The Joan that Brander Memorial Fund, and our Revitalise Support Fund, where funding is provided by application specifically for those guests in financial need. The balance was used to offer reductions or special offers to attract those less able to pay.

The Joan Brander Memorial Fund, established in honour of our founder, this year aided 172 individuals and families who have been prevented from taking a break for as many as 10 years due to financial Hardship. We were able to give financial assistance for a break to a further 229 people as a result of a generous donation from Simplyhealth, the health insurance provider. We also gave financial assistance to 480 people who were suffering from a demonstrable deterioration in their financial circumstances from our own Revitalise Support Fund.

**The Charity Commission's general guidance on public benefit** is referred to by the Trustees when reviewing the Charity's aims and objectives and in planning its future activities. In particular, the Trustees consider that the new planned activities will contribute to the aims and objectives that have been set.

## ***Strategic Report***

The environment in which we operate continues to be challenging, with significant competition for fundraising income and changes to government and local authority funding. The demands of our guests are also changing along with their expectations of the services we provide.

In early 2010, the Board of Trustees undertook a major review of the Charity's position. We reviewed our mission and vision and reviewed the services we provided against that benchmark. As a result of that review, the Board agreed upon a strategy that remains in place today, namely:

- Focus on the core service of:
  - providing essential breaks with care for people with disabilities and their carers;
  - providing superb nursing and social care; together with
  - providing memorable experiences
- Transfer responsibility for services not core to our mission to other providers;
- Strengthen service sustainability through
  - reducing costs; and
  - increasing fees to cover the costs of service delivery;

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- Emphasise our commitment to providing inspirational volunteering opportunities;
- Increase reserve fundraising income to invest in:
  - the guest experience and service quality;
  - financial subsidies for guests in greatest need;
- Reach out to greater numbers of disabled people and carers; and
- Strengthen the trustee and executive team.

## ***Review of activities for 2017-18***

During this period we have:

- Reviewed pay and benefits to ensure that all Revitalise staff are paid at rates that are at or above the new national living wage;
- Introduced tiered pricing of care packages so that the price that guests pay for their breaks with Revitalise is more clearly aligned with their care requirements;
- Continued the search for a site in Worcestershire on which to build our fourth centre;
- Continued to promote our Beyond Respite Capital Campaign to help fund the new centres;
- Teamed up with Simplyhealth to publicise the Revitalise brand by joint participation in the Great Runs series;
- Increased the funding available to subsidise the cost of breaks for our guests facing financial hardship via our various in-house and third party funding sources; 'Before Breaking Point', The Joan Brander Memorial Fund, Simplyhealth and our Revitalise Support Fund.

## ***Future plans***

We need to add capacity in order to allow us to provide more essential breaks and increase our social impact. To this end in the coming year we hope to begin work on our new centre in Worcestershire, having made significant progress last year in identifying a site and making detailed funding, development and refurbishment plans.

We will continue to develop and enhance our existing services by:

- offering more memorable, inspirational breaks, tailored to individual guests;
- refining our volunteering programme to enhance the experience of both the guest and of the volunteer, and to inspire a new generation of people; and
- dedicating significant funds to support those in financial need.

## ***Financial review***

### ***Financial performance***

We have continued to manage our finances to an appropriate operating surplus, whilst benefitting as many guests as possible and also continuing to invest regular sensible amounts of money in our facilities and services.

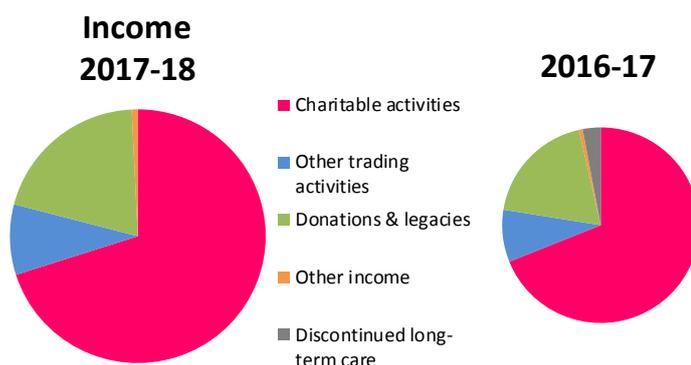
## Transfer of Residential Centre

On 28th July 2016, we transferred Ellerslie Court to an established residential care home operator. The agreement is for the new operator to purchase the care home and to rent the property within which it operates, from the Charity. The new operator also had the exclusive option to purchase the property within a period of two years. This option was exercised in April 2018, after the end of this financial year and yielded cash proceeds of £540,000, before transaction costs. The carrying value of this property asset in the accounts is £523,555 as at 31st January 2018, so a profit on disposal will be recorded next year in the 2018-19 accounts.

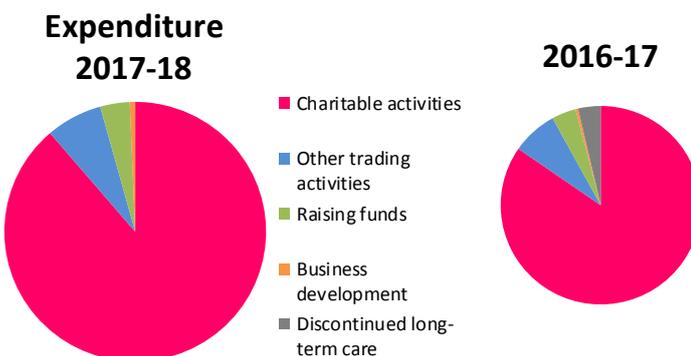
## Sources of Revenues and Use of Expenditure

Our sources of revenues and use of expenditure are as follows:

Income:	2017-18	2016-17
	£'000	£'000
Charitable activities	6,785	6,497
Other trading activities	869	812
Donations & legacies	1,954	1,782
Other income	74	58
Discontinued long-term care	0	278
<b>Total</b>	<b>9,682</b>	<b>9,427</b>



Expenditure:	2017-18	2016-17
	£'000	£'000
Charitable activities	8,466	7,547
Other trading activities	664	659
Raising funds	348	349
Business development	64	38
Discontinued long-term care	0	325
<b>Total</b>	<b>9,542</b>	<b>8,918</b>



## Reserves Policy

The Charity needs reserves so that it can continue its operations in the event of an unforeseen shortfall in income, or increase in costs. This is important in order that we can continue to support our guests and their carers, whilst also moving forward our long term project to add additional Revitalise centres. The Charity also requires reserves in order to cover potential timing differences between the receipt of its revenues and its expenditure, which is largely fixed in nature.

Looking at the historical and budgeted cash flow trends, the Charity considers that a policy of maintaining unrestricted reserves at least equivalent to its expenditure on charitable activities for a period of 3 months would be appropriate; this equates to approximately £2,000,000. Working capital funds at 31<sup>st</sup> January 2018 were £2,601,000, being £601,000 more than target. The Trustees will continue to monitor both the reserves target and actual reserves level.

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Reserves at 31 January 2018 were:

	<b>£000</b>
<b>Restricted funds</b>	
Fixed assets	510
Other restricted funds	1,090
	<hr/> 1,600
<b>Unrestricted funds</b>	
Fixed assets	3,075
Working capital	2,601
	<hr/> 5,676
<b>Total reserves</b>	<hr/> <b>7,276</b> <hr/>

## ***Investment Policy***

The Charity has placed no cash into investments since 2010 and all funds are held as cash in current or deposit accounts.

## ***Fundraising policy***

With a policy of pricing its breaks to equal the cost of providing its services, Revitalise now looks to its fundraising activities to finance both its support for guests who cannot afford a break, and the further development of its existing and proposed new centres.

Revitalise is registered with the new Fundraising Regulator and follows its Code of Fundraising Practice.

Revitalise carries out fundraising activities itself and does not utilise the services of any professional fundraising organisations. Revitalise fundraising comes from:

- Applications to trusts and foundations;
- Legacies;
- The fundraising activities of each centre's supporters friends group;
- Corporate donations;
- Sponsorship monies from participants in events;
- Individual donations; and
- Grants from local councils.

The Revitalise approach to fundraising is to build long term relationships with supporters and not to make requests that are unreasonably persistent. In keeping with its fundamental activity of providing services to disabled people, Revitalise takes great care to ensure that it does not seek donations from vulnerable people. This approach is supported by the Revitalise Fundraising Promise:

- *We will always tell you how your money is being spent, to show how you are helping provide an essential service to disabled people.*
- *We do not phone people to solicit money; we will never cold call you or anyone else to ask for donations.*
- *We will never sell your data, or share it with anyone.*
- *If you say that you want to hear from us less, or not at all, we will make sure your wishes are honoured.*

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It is very rare for Revitalise to receive a complaint about its fundraising activities. Should a complaint be received, it would follow our Complaints Policy, which in summary is:

- Initial response within 10 working days
- Full response within 20 working days
- If not satisfied, escalate to the Chief Executive
- If still not satisfied, escalate to the Fundraising Regulator

## ***Structure, governance and management***

The Charity is governed by its Memorandum and Articles of Association, which were last amended in 2014.

### ***Board of Trustees***

The Board of Trustees (“the Board”) is responsible for the overall governance of the Charity. Trustees are elected and although the number of trustees is currently limited to 20, it is within the power of the Board to amend this figure if appropriate. Trustees serve for a term of three years and at the end of that period are eligible to offer themselves for re-election.

Board meetings take place 4 times a year. The Board normally meets with the Charity’s Senior Management Team, but it also has closed sessions. It is the responsibility of the Board to develop organisational strategies in partnership with the Senior Management Team and to review operational performance, to set budgets and approve operating plans. New trustees who join the Board receive an induction to help them understand the work of the Charity and the environment in which it operates. This aids effective and informed decision-making.

In the periods between Board meetings, Senior Officers meetings take place, at which the Chairman, Vice Chairmen, and Chairs of the committees described below, meet with the Chief Executive to review current performance and issues arising.

The Board delegates the exercise of certain powers in connection with the management and administration of the Charity as set out below. This is controlled through regular reporting back to the Board so that the Trustees can oversee all decisions made under delegated powers. The committees and individuals to which the delegation takes place are shown below.

The Board delegates powers to the following committees and individuals.

- ***Finance, Audit & Risk Committee***

The Finance, Audit and Risk Committee comprises at least three trustees, together with two expert friends, and is attended by the Chief Executive, the Finance Director and the Company Secretary, along with other staff members as necessary. Its role is to provide the Board with impartial advice on the effectiveness of the Charity’s financial performance, risk and control arrangements. It provides scrutiny of the Charity’s systems and processes, ensuring that these are robust and fit for purpose and ensures that risks are catalogued, along with their control systems, investigating on behalf of the Board, anything that threatens or adversely affects the accomplishment of the charity’s aims and objectives.

- ***Income & Market Development Committee***

The Income and Market Development Committee comprises at least three trustees, together with two expert friends, and is attended by the Chief Executive, the Finance Director, the Director of Marketing and Fundraising. Its role is to review fundraising, communications and marketing plans, to support the Senior Management Team in

# REVITALISE

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developing new marketing and fundraising initiatives and to monitor subsequent performance.

- **Guest Experience Committee**

The Guest Experience Committee comprises at least two trustees, together with an expert friend and a regular guest at our centres, and is attended by the Chief Executive and the Director of Operations. Its role is to ensure Revitalise puts the guest experience, which is a combination of high quality and safe care and excellent hospitality, at the heart of the service we offer, to assure the Board that the organisation is compliant with all regulatory and legal matters in relation to guest experience, and to ensure that the Charity has all the necessary systems and processes in place to effectively deliver an excellent guest experience.

- **Portfolios**

There are two agreed portfolios whereby individual trustees act as a gateway for Revitalise expertise on key areas. These are Property and Remuneration. The portfolio holders are able to convene working groups, when needed, in consultation with the Chairman.

- **Remuneration Committee**

The Remuneration Committee comprises at least two trustees. It sets the pay and remuneration for the key staff, and the strategy for pay reviews for the remainder of the employees. The key staff comprise the Senior Management Team and the General Managers of the centres.

In setting pay the Remuneration Committee takes into account available market information, the performance of the Charity in achieving its financial objectives, and statutory obligations such as the new Living Wage.

- **Chief Executive**

The Chief Executive is responsible for the day-to-day management of the Charity's affairs and for implementing policies agreed by the Board. The Chief Executive is assisted by a team of Senior Managers and other staff.

## **Group structure**

The Charity has three wholly owned subsidiary companies but they no longer trade and all activities are now undertaken in the parent Charity.

- **Revitalise Enterprises Limited**

On 1<sup>st</sup> February 2017, the activities of Revitalise Enterprises Limited were transferred into Revitalise Respite Holidays and the company became dormant. Previously Revitalise Enterprises Limited carried out non-charitable trading activities to raise funds, donated under Gift Aid, to the Charity.

- **Revitalise Design & Build Limited**

Revitalise Design & Build Limited was incorporated on 22<sup>nd</sup> December 2016, to undertake the design and construction of new respite centres for Revitalise Respite Holidays to operate. However, all such activity is now undertaken by the parent Charity.

- **Vitalise Limited**

Vitalise Limited is dormant.

## ***Risk management and internal control***

Revitalise maintains a comprehensive Risk and Issues Register. This register is the principal tool for the management of risk and the Finance, Audit and Risk Committee monitors the key risks identified.

The principal risks facing the charity are:

- **Reputational** – Revitalise draws a large proportion of its income from members of the public through donations and the use of its charitable services. Because of this it takes every step to communicate regularly with stakeholders. It also seeks to portray a positive image in the media through regular events, press releases and promotional materials.
- **Operational** – The Charity works with a wide range of different client groups in a variety of settings, involving many staff and volunteers. This provides the organisation with a large number of potentially serious risks to manage including health and safety and the welfare of all involved. These are managed through an active programme of audits, regular site visits and reviews by senior staff, along with induction training for all staff and volunteers, pre-admission review of guests' needs and the maintenance of high standards through adherence to clear and robust policies. Our Clinical Governance programme, established in 2009 has continued to bring significant improvements.
- **Financial** – While the Charity operates with a robust set of financial controls and strong balance sheets, it continues to operate in cyclical and potentially vulnerable markets. The Charity remains committed to developing its reserves and reviewing financial plans and budgets to ensure that financial risks are minimised. The Charity uses a three year plan, annual detailed budget, monthly accounts and reforecasts, cash flow forecasts and other regular reports, to help mitigate these financial risks.

As part of this risk management process, the Trustees acknowledge their responsibility for the charity's system of internal controls and for reviewing its effectiveness. Their response to these risks is stated in the Reserves Policy above.

## ***Staff and volunteers***

### ***Staff***

Revitalise is working towards being an employer of choice for its staff. As a service provider, our employees are the heart of what we do. We expect from them commitment to our charitable mission and high levels of performance. In order to achieve this we try to ensure that employees are kept informed about the Charity's strategy and objectives, as well as day-to-day news and events. We do this through many channels, including a staff newsletter, and twice-yearly "roadshows", where the Chief Executive and Chairman meet with staff teams in each of the centres to engage them in the Charity's mission, values, current performance, and future plans. We hold an annual leadership conference, bringing together senior and middle managers, and Trustees, to create future plans.

Revitalise strives for equal opportunities and has policies and procedures in place to ensure that recruitment and promotion are on the basis of aptitude and ability without discrimination. The Charity is also dedicated to the continued employment and retraining of employees who become disabled whilst employed by the organisation. The Charity is committed to the training and career development of all employees. An individual's personal and professional development is assisted through annual appraisal and supervision. Training programmes are provided to meet on-going

needs, with the aim of developing employees for both their current and future roles. Staff are rewarded for gaining relevant qualifications.

## **Volunteers**

Volunteers continue to play a critically important role at Revitalise. Volunteers operate at all levels of the organisation and make so much of what we offer unique. Guests in our centres tell us that volunteers add a significant additional element to all of their breaks and help to make a Revitalise break feel like a real break. Volunteers also work in our charity shops, in shops within the centres, on fundraising events and in countless other ways. It is not possible to monetise the contribution of volunteers – but to our guests, it is priceless.

## **Statement of Trustees' responsibilities**

The Trustees (who are also directors of Revitalise Respite Holidays for the purposes of company law) are responsible for preparing the trustees' report, the strategic report, and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable company/group for that period. In preparing these financial statements, the Trustees are required to:

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

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees of the Charity guarantee to contribute an amount not exceeding £1 to the assets of the Charity in the event of winding up. The total number of such guarantees at 31<sup>st</sup> January 2018

was 10. The Trustees are Members of the Charity, but this entitles them only to voting rights. The Trustees have no beneficial interest in the group or the Charity.

## **Auditors**

haysmacintyre are the Charity's auditors and a proposal will be made at the Annual General Meeting to re-appoint them for the 2018-19 financial year.

The Trustees' Report and the Strategic Report are hereby approved.  
By order of the Board of Trustees

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

**Chris Simmonds**  
Company Secretary

10<sup>th</sup> July 2018

## ***Independent Auditors' Report*** **to the Members of Revitalise Respite Holidays**

### **Opinion**

We have audited the financial statements of Revitalise Respite Holidays Limited for the year ended 31 January 2018 which comprise the Consolidated Statement of Financial Activities, the Consolidated and Company Balance Sheet, Consolidated Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and parent charitable company's affairs as at 31 January 2018 and of the group and parent charitable company's net movement in funds, including the 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.

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

### **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 group 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.

### **Responsibilities of trustees for the financial statements**

As explained more fully in the trustees' responsibilities statement set out on page 20, 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 group and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group and parent charitable company or to cease operations, or have no realistic alternative but to do so.

## **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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.

## **Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group or parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Trustees Report. 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees Report (which incorporates the Directors' Report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees Report (which incorporates the Directors' Report) has been prepared in accordance with applicable legal requirements.

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

In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees Report (which incorporates the Directors' Report).

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

- adequate accounting records have not been kept by the parent charitable company; or
- the parent charitable company 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



Lee Stokes (Senior Statutory Auditor)  
For and on behalf of haysmacintyre, Statutory Auditors  
Dated: 10 July 2018

10 Queen Street Place  
London  
EC4R 1AG

## REVITALISE RESPITE HOLIDAYS

### Consolidated Statement of Financial Activities (SOFA) Incorporating Income and Expenditure Account for the Year to 31st January 2018

		Un- restricted funds	Restricted funds	Total year ended 31 Jan 2018	Un- restricted funds	Restricted funds	Total year ended 31 Jan 2017
	Notes	(Note 17) £'000	(Note 16) £'000	£'000	(Note 17) £'000	(Note 16) £'000	£'000
<b>Income and endowments from:</b>							
Donations & legacies	2	1,464	490	1,954	754	1,028	1,782
Charitable activities	1e	6,785	-	6,785	6,497	-	6,497
Other trading activities		869	-	869	812	-	812
Investment income	3	7	7	14	7	5	12
Other Income		60	-	60	46	-	46
<b>Total income from continuing activities</b>		<b>9,185</b>	<b>497</b>	<b>9,682</b>	<b>8,116</b>	<b>1,033</b>	<b>9,149</b>
<b>Discontinued Activities:</b>							
Continuing and longer-term care		-	-	-	248	-	248
Goodwill		-	-	-	30	-	30
<b>Total income from discontinued activities</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>278</b>	<b>-</b>	<b>278</b>
<b>Total income</b>		<b>9,185</b>	<b>497</b>	<b>9,682</b>	<b>8,394</b>	<b>1,033</b>	<b>9,427</b>
<b>Expenditure on:</b>							
Raising funds		348	-	348	349	-	349
Charitable activities		7,723	743	8,466	6,536	1,011	7,547
Other trading activities		664	-	664	659	-	659
Business Development Costs		64	-	64	38	-	38
<b>Total expenditure on continuing operations</b>		<b>8,799</b>	<b>743</b>	<b>9,542</b>	<b>7,582</b>	<b>1,011</b>	<b>8,593</b>
<b>Discontinued Activities:</b>							
Continuing and longer-term care		-	-	-	325	-	325
<b>Total expenditure from discontinued activities</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>325</b>	<b>-</b>	<b>325</b>
<b>Total expenditure</b>	4, 6	<b>8,799</b>	<b>743</b>	<b>9,542</b>	<b>7,907</b>	<b>1,011</b>	<b>8,918</b>
<b>Net income/(expenditure)</b>		<b>386</b>	<b>(246)</b>	<b>140</b>	<b>487</b>	<b>22</b>	<b>509</b>
<b>Other recognised gains/(losses):</b>							
Profit on Sale of Investment		75	-	75	-	-	-
<b>Net movement in funds</b>		<b>461</b>	<b>(246)</b>	<b>215</b>	<b>487</b>	<b>22</b>	<b>509</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		5,215	1,846	7,061	4,728	1,824	6,552
<b>Total funds carried forward</b>	16, 17	<b>5,676</b>	<b>1,600</b>	<b>7,276</b>	<b>5,215</b>	<b>1,846</b>	<b>7,061</b>

There were no other recognised gains or losses, other than the above.  
The accompanying notes are an integral part of this statement of consolidated financial activities.

## REVITALISE RESPITE HOLIDAYS

### Company No. 2044219 Balance Sheets as at 31st January 2018

	Notes	Consolidated		Charity	
		2018 £'000	2017 £'000	2018 £'000	2017 £'000
<b>Fixed assets</b>					
Tangible assets	10	3,585	3,831	3,585	3,824
Investments	11	-	45	-	45
		<b>3,585</b>	<b>3,876</b>	<b>3,585</b>	<b>3,869</b>
<b>Current assets</b>					
Stocks	12	24	25	24	7
Debtors	13	450	616	450	953
Bank deposits and cash	14	4,546	3,932	4,546	3,617
		<b>5,020</b>	<b>4,573</b>	<b>5,020</b>	<b>4,577</b>
<b>Liabilities</b>					
Creditors - amounts falling due within one year	15	(1,071)	(1,073)	(1,071)	(1,036)
<b>Net current assets</b>		<b>3,949</b>	<b>3,500</b>	<b>3,949</b>	<b>3,541</b>
<b>Total assets less current liabilities</b>		<b>7,534</b>	<b>7,376</b>	<b>7,534</b>	<b>7,410</b>
Creditors - amounts falling due after more than one year	15	(258)	(315)	(258)	(315)
<b>Total net assets</b>		<b>7,276</b>	<b>7,061</b>	<b>7,276</b>	<b>7,095</b>
<b>The funds of the charity:</b>					
<b>Restricted funds</b>					
Fixed assets	16	510	523	510	523
Other restricted funds	16	1,090	1,323	1,090	1,323
		<b>1,600</b>	<b>1,846</b>	<b>1,600</b>	<b>1,846</b>
<b>Unrestricted funds</b>					
Fixed assets	17	3,075	3,352	3,075	3,352
Working capital	17	2,601	1,859	2,601	1,897
Non-charitable trading funds	17	-	4	-	-
		<b>5,676</b>	<b>5,215</b>	<b>5,676</b>	<b>5,249</b>
<b>Total charity funds</b>		<b>7,276</b>	<b>7,061</b>	<b>7,276</b>	<b>7,095</b>

As permitted by section 408(3) of the Companies Act 2006, the statement of financial activities of the parent charity by itself is not presented as part of these accounts. The parent company's income for the financial year amounted to £9,682,000 (2017: £8,615,000) and it had a surplus for the year of £177,000 (2017: £509,000)

Approved by the Board of Trustees on 10th July 2018 and signed on its behalf by:

  
 Mindy Sawhney  
 Chairman

## REVITALISE RESPITE HOLIDAYS

### Consolidated Cash Flow Statement for the Year Ended 31st January 2018

	2018 £'000	2017 £'000
<b>Cash flows from operating activities:</b>		
Net Cash Provided	642	628
<b>Cash flows from investing activities:</b>		
Dividends, interest and rent from investments	14	12
Purchase of plant, plant and equipment	(19)	(54)
<b>Net cash used in investing activities</b>	(5)	(42)
<b>Cash flows from financing activities:</b>		
Disposal Of Fixed Asset	4	2
Repayment of borrowings	(27)	(27)
<b>Net cash used in financing activities</b>	(23)	(25)
Change in cash and cash equivalents in the reporting period	614	561
Cash and cash equivalents at the beginning of the reporting period	3,932	3,371
<b>Cash and cash equivalents at the end of the reporting period</b>	4,546	3,932

	2018 £'000	2017 £'000
<b>Reconciliation of net income to net cash flow from operating activities:</b>		
Net income for the reporting period as per the statement of financial activities	215	509
Adjusted for:		
Depreciation charge	261	275
Dividends, interest and rent from investments	(14)	(12)
Decrease in Investments	45	-
Decrease stocks	1	5
Decrease / (increase) in debtors	166	(110)
(Decrease) in creditors	(4)	(22)
(Decrease) in defined benefit pension scheme liability	(28)	(17)
Net cash provided / (utilised) by operating activities	642	628

# REVITALISE RESPITE HOLIDAYS

## Notes to the Accounts for the Year Ended 31st January 2018

### 1 Accounting policies

#### a Basis of accounting

These financial statements have been prepared under the historical cost convention, as modified by the revaluation of fixed assets, and in accordance with applicable accounting standards and the Companies Act 2006. They comply with the recommendations in the Statement of Recommended Practice 'Accounting and Reporting by Charities' (the Charities SORP FRS 102). In the opinion of the directors the charitable company is a going concern and therefore the accounts have been drawn up on a going concern basis.

These financial statements consolidate the results of the charitable company and its wholly-owned subsidiaries, Revitalise Enterprises Ltd, Revitalise Design & Build Limited, and Vitalise Limited, on a line by line basis. Transactions and balances between the charitable company and its subsidiaries have been eliminated from the consolidated financial statements. Balances between the companies are disclosed in the notes of the charitable company's balance sheet. A separate statement of financial activities, or income and expenditure account, for the charitable company itself is not presented because the charitable company has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006 and SORP 2015.

#### b Donations

Donations and gifts are included in full in the statement of financial activities when received.

#### c Grants

Revenue grants are credited to the statement of financial activities when received or receivable whichever is earlier.

Where unconditional entitlement to grants receivable is dependent upon fulfilment of conditions within the charity's control, the income is recognised when there is sufficient evidence that conditions will be met. Where there is uncertainty as to whether the charity can meet such conditions the income is deferred.

#### d Legacies

Income from legacies is accounted for on a receivable basis, and is recognised in full in the financial statements in the period in which probate is granted, and where there is certainty of entitlement and the sum to be received.

#### e Income from charitable activities

Fees from breaks, holidays, continuing care and day services are recognised in the financial statements in the year in which the break or holiday occurs or the service is provided.

#### f Other Trading Activities

Income from the sales of goods and services is derived from ordinary activities and is stated net of VAT.

#### g Gifts in kind

Gifts in kind represent assets donated for distribution or use by the charity. Assets given for use by the charity are recognised when receivable. Gifts in kind are valued at the amount the charity would otherwise have paid for the assets. Donated goods for resale through charity shops are not recognised in the financial statements as gifts in kind.

#### h Expenditure

Expenditure is included in the Statement of Financial Activities on an accruals basis and, because the charity is unable to recover any UK Value Added Tax paid, inclusive of that irrecoverable VAT. Expenditure is allocated to the particular activity where the cost relates directly to that activity. Overhead and other costs not directly attributable to particular functional activity categories are apportioned over the relevant categories on the basis of the activities given below.

<u>Cost type</u>	<u>Basis of</u>
Office and HQ costs	Space and
Operational	Activity
Information	Resources
Volunteer	Volunteer
Booking services	Numbers of
Marketing	Proportion of

The costs shown under charitable activities by objective are the gross costs of running services.

Staff are not allowed to carry forward holidays and therefore no provision is required.

Staff termination costs are accounted for in the year in which they fall due.

# REVITALISE RESPITE HOLIDAYS

## Notes to the Accounts for the Year Ended 31st January 2018

### i Fundraising costs

Fundraising costs consist of the payroll costs of fundraisers together with their office costs and specific fundraising expenditure. Also included are associated IT and premises costs as well as an element of common central costs as above.

### j Governance costs

These are the costs associated with the governance arrangements of the charity which relate to the general running of the charity as opposed to costs associated with fundraising or charitable activities. The costs will normally include external audit, legal advice for trustees and costs associated with constitutional and statutory requirements such as the cost of trustee meetings.

### k Operating leases

Rentals payable under operating leases are charged to the Statement of Financial Activities over the period of the lease on a straight line basis.

### l Pension costs

The charitable company operates two defined contribution pension schemes with Nest and the Pensions Trust. The assets of the schemes are held separately from those of the charitable company in independently administered funds. The pension cost charge represents contributions payable under the scheme by the charitable company to the fund. There were no outstanding or prepaid contributions at the balance sheet date.

### m Capitalisation policy and depreciation

Fixed assets, being assets with a useful life greater than one year, are stated at cost. Items purchased with a value greater than £500 are capitalised.

Depreciation is provided on fixed assets capitalised in the financial statements in order to write off the cost of each asset over its expected useful life on a straight line basis, as follows:

Cars	3-5 years
Buses	3-5 years
Building equipment	5 years
Office equipment	5 years
IT systems	3 years
Operating equipment	5 years
Freehold and leasehold buildings:	
Freehold Buildings	50 years
Freehold Improvements	10 years
Leasehold Buildings	length of lease
Leasehold Improvements	length of lease - 10 years

Leasehold properties are amortised on a straight line basis over the period of the leases.

### n Value of land and buildings

The charitable company's interests in freehold and leasehold property are stated in the balance sheet at their current market valuations.

### o Stocks

Stocks are stated at the lower of cost and net realisable value. In general, cost is determined on a first in first out basis and includes transport and handling costs. Net realisable value is the price at which stocks can be sold in the normal course of business after allowing for the costs of realisation. Provision is made where necessary for obsolete, slow moving and defective stocks. No value has been placed on donated goods held for resale.

### p Deferred income

Income relating to future financial periods has been deferred and is shown in note 15 below. Income is deferred if the activity that it relates to takes place in a future period.

### q Restricted funds

Such funds are subject to specific restrictions imposed by donors. The purposes and uses of such funds are set out in note 16 to the accounts.

# REVITALISE RESPITE HOLIDAYS

## Notes to the Accounts for the Year Ended 31st January 2018

### r **Unrestricted funds**

Such funds are general funds, or have been set aside at the discretion of the trustees for specific purposes as set out in note 17 to the accounts. The Fixed Asset Fund represents the net book value of tangible fixed assets after the deduction of depreciation, and taking into account any additions and disposals in the year.

### s **Foreign currencies**

Transactions in foreign currencies are recorded at the rate prevailing at the date of the transaction. Monetary assets and liabilities are re-translated at the rate of exchange ruling at the balance sheet date. All differences are taken to the Statement of Financial Activities.

### t **Transfers between funds**

Transfers are made from or between restricted funds when this is allowed by the terms of the donation or where permission has been obtained from the donor. Transfers are made from or between unrestricted funds following approval by the trustees.

### u **Debtors / Creditors Policy**

Short term debtors are measured at transaction price, less any impairment. Short term creditors are measured at the transaction price. Other financial liabilities, including bank loans, are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

### v **Significant Judgements Policy Statement**

The preparation of financial statements in compliance with FRS 102 requires the use of certain critical accounting estimates. It also requires management to exercise judgment in applying the Company's accounting policies.

### w **Financial Instruments**

The Company only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade debtors and other accounts receivable and payable, and loans from banks and other third parties.

Financial assets that are measured at cost and amortised cost are assessed at the end of each reporting period for objective evidence of impairment. If objective evidence of impairment is found, an impairment loss is recognised in the Income statement.

## REVITALISE RESPITE HOLIDAYS

### Notes to the Accounts for the Year Ended 31st January 2018

#### 2 Donations and legacies

	Unrestricted	Restricted	2018	2017
	£'000	£'000	£'000	£'000
Donations, Grants and Gifts	1,323	490	<b>1,813</b>	1,551
Legacies	141	-	<b>141</b>	231
<b>Total</b>	<b>1,464</b>	<b>490</b>	<b>1,954</b>	<b>1,782</b>

	2018	2017
	£'000	£'000
Donations received from the Trustees during the year (all unrestricted)	<b>1</b>	<b>1</b>

#### 3 Investment income

	Unrestricted	Restricted	2018	2017
	£'000	£'000	£'000	£'000
Interest received	7	7	<b>14</b>	12
	<b>7</b>	<b>7</b>	<b>14</b>	<b>12</b>

#### 4 Total expenditure

This is stated after charging:

	2018	2017
	£'000	£'000
Audit fees	<b>23</b>	24
Other fees to auditors	<b>5</b>	5
Depreciation	<b>261</b>	275
Operating rentals - equipment	<b>67</b>	67
- London Office rental	<b>70</b>	60
- other assets	<b>118</b>	131
	<b>544</b>	<b>562</b>

During the year 5 trustees (2017: 7) received reimbursement of travel costs including those paid direct by the charity totalling £2,267 (2017: £3,734) but no emoluments.

During the year, trustees' indemnity insurance was provided at a cost of £2,128 (2017: £2,080).

#### 5 Support costs directly attributed to services and fundraising activities

	Central admin.	Reservations	Volunteers department	IT	Marketing	Total
	£'000	£'000	£'000	£'000	£'000	£'000
Fundraising costs	38	-	-	10	21	<b>69</b>
Breaks for disabled people and	969	236	14	71	500	<b>1,790</b>
<b>Total group</b>	<b>1,007</b>	<b>236</b>	<b>14</b>	<b>81</b>	<b>521</b>	<b>1,859</b>

For details on apportionment basis see note 1h above.

## REVITALISE RESPITE HOLIDAYS

### Notes to the Accounts for the Year Ended 31st January 2018

#### 6 Analysis of total expenditure

	Direct staff costs £'000	Overheads & support costs £'000	Other £'000	Direct depreciation £'000	Discounts/ Subsidies £'000	<b>2018 Total £'000</b>	2017 Total £'000
<b>Raising funds</b>							
Investment for future fundraising	-	-	25	-	-	<b>25</b>	24
Management	183	69	-	-	-	<b>252</b>	280
Legacies	-	-	-	-	-	-	2
Trusts	-	-	3	-	-	<b>3</b>	10
Corporate and Events	-	-	68	-	-	<b>68</b>	33
	<b>183</b>	<b>69</b>	<b>96</b>	<b>-</b>	<b>-</b>	<b>348</b>	<b>349</b>
<b>Charitable activities in furtherance of the charity's objectives:</b>							
Breaks for disabled people and carers	3,607	1,790	1,638	241	1,167	<b>8,443</b>	7,524
Governance costs	-	-	23	-	-	<b>23</b>	23
	<b>3,607</b>	<b>1,790</b>	<b>1,661</b>	<b>241</b>	<b>1,167</b>	<b>8,466</b>	<b>7,547</b>
<b>Other trading activities</b>							
Costs of charity shops	331	-	285	-	-	<b>616</b>	504
Costs of other activities	-	-	48	-	-	<b>48</b>	155
	<b>331</b>	<b>0</b>	<b>333</b>	<b>0</b>	<b>0</b>	<b>664</b>	<b>659</b>
<b>Business development</b>							
Business development costs	-	-	64	-	-	<b>64</b>	38
<b>Total expenditure</b>	<b>4,121</b>	<b>1,859</b>	<b>2,154</b>	<b>241</b>	<b>1,167</b>	<b>9,542</b>	<b>8,593</b>

The 'Overheads and support costs' shown above include the full costs of providing accommodation and management support for the fundraising department, along with the costs of providing marketing, public relations and communications for the department.

The total direct staff costs and the direct depreciation costs shown above include only those costs which can be directly attributed to an activity. The total staffing costs for the organisation are shown in note 8 below which incorporates the costs of both direct and indirect staffing. Governance costs comprise audit costs as per note 4.

#### 7 Staff costs

Staff costs and numbers were as follows:

	<b>2018 £'000</b>	2017 £'000
Salaries	<b>4,014</b>	3,993
Social security costs	<b>312</b>	287
Other pension costs	<b>60</b>	72
Redundancy / Termination Costs	<b>30</b>	19
	<b>4,416</b>	<b>4,371</b>
Total emoluments paid to staff (excluding social security costs)	<b>4,104</b>	<b>4,084</b>

During the year the charity also spent £726,234 (2017: £533,733) on agency staffing.

## REVITALISE RESPITE HOLIDAYS

### Notes to the Accounts for the Year Ended 31st January 2018

#### 7 Staff costs (continued)

The number of employees whose emoluments amounted to more than £60,000 in the year was as follows:

	2018	2017
	No.	No.
£110,000 - 119,999	1	-
£90,000 - 99,999	-	1
£80,000 - 89,999	2	-
£70,000 - 79,999	-	1
£60,000 - 69,999	2	-
	<b>2</b>	<b>-</b>

Total pension contributions for these employees were £8,789 (2017: £7,125).

Note: The comparative figures for 2017 appear low as there were a number of changes in senior management during that year; 3 new managers were only employed for part of 2017 and therefore their emoluments fell below the banding.

Total remuneration paid to key management in the year was as follows:

	2018	2017
	£'000	£'000
Remuneration paid to key management	656	574
Key management are as described in the Trustees' Report.		
	<b>656</b>	<b>574</b>

The average number of employees in the year was as follows:

	2018	2017
	No.	No.
Full time equivalents:		
Breaks for disabled people and carers	131	196
Continuing and longer-term care	-	17
Fundraising	6	5
Support services	20	21
Employed by Revitalise Enterprises Ltd	16	17
	<b>173</b>	<b>256</b>
Individuals:		
All employees	<b>240</b>	<b>217</b>

#### 8 Major component parts of expenditure

	2018	2017
	£'000	£'000
Cost of sales	27	29
Staffing, agency, training and uniform costs	5,279	5,003
Rents	261	255
Property maintenance and cleaning	260	371
Telephones and postage	81	75
Water and energy costs	311	257
Event costs	194	204
Food costs	304	284
Medical sundries	22	23
Volunteer fares	77	49
Insurance	183	206
Vehicle running costs	130	104
Stationery and printing	191	140
Tour operating and courier costs	-	1
Professional fees	205	251
Depreciation	261	275
Marketing	330	258
Guest Subsidies / Discounts	1,167	856
Loss on Sale of Fixed Asset	4	1
Business development costs	64	38
Other	191	238
	<b>9,542</b>	<b>8,918</b>

## REVITALISE RESPITE HOLIDAYS

### Notes to the Accounts for the Year Ended 31st January 2018

#### 9 Other Trading Activities

The charity's wholly owned trading subsidiaries, Revitalise Design & Build Ltd and Vitalise Limited, are incorporated in the UK. Revitalise Respite Holidays owns the one ordinary £1 share issued in Revitalise Design & Build Ltd and the one ordinary £1 share issued in Vitalise Limited. Revitalise Design & Build Ltd was incorporated on 22nd December 2016. On 1st February 2017 the net assets of Revitalise Enterprises Limited were moved to Revitalise Respite Holidays. Revitalise Enterprises Ltd is now a dormant company. Vitalise Limited is a non-trading company. A summary of the trading results for the year to 31st January 2018 is shown below.

	<b>Revitalise Enterprises Ltd (Company no. 01397520)</b>	
	<b>2018</b>	2017
	<b>£'000</b>	£'000
<b>Income</b>		
Sale of donated goods through charity shops	-	734
Sales from licensed bars within Centres	-	54
Sales from kiosks in Centres	-	10
Other	-	14
<b>Total income</b>	<u>-</u>	<u>812</u>
 <b>Expenditure</b>		
Sale of donated goods through charity shops	-	504
Sales from licensed bars within Centres	-	32
Sales from kiosks in Centres	-	8
Overheads and other expenditure	-	115
<b>Total expenditure</b>	<u>-</u>	<u>659</u>
 Net profit after tax and before gift aided payments	-	153
Amount gift aided to the parent charity	-	(153)
<b>Profit / (loss) for the year</b>	<u>-</u>	<u>-</u>
	<b>2018</b>	2017
	<b>£'000</b>	£'000
The aggregate of assets, liabilities and funds was:		
Assets	-	361
Liabilities	-	(357)
<b>Funds</b>	<u>-</u>	<u>4</u>

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiary Revitalise Enterprises Ltd gift aids available profits to the charity. Its charge to corporation tax in the year was:

	<b>2018</b>	2017
	<b>£'000</b>	£'000
UK Corporation Tax at 19% (2016: 20%)	<u>-</u>	<u>1</u>

## REVITALISE RESPITE HOLIDAYS

### Notes to the Accounts for the Year Ended 31st January 2018

#### 10 Consolidated tangible fixed assets

	Freehold land and buildings £'000	Leasehold land and buildings £'000	Furniture and equipment £'000	Motor vehicles £'000	Total £'000
<b>Cost or book value</b>					
At 1st February 2017	6,976	1,902	346	449	9,673
Additions	-	-	19	-	19
Disposals	-	-	(5)	-	(5)
At 31st January 2018	<u>6,976</u>	<u>1,902</u>	<u>360</u>	<u>449</u>	<u>9,687</u>
<b>Depreciation</b>					
At 1st February 2017	3355	1,886	249	352	5,842
Charge for the year	134	2	46	79	261
Disposals	-	-	(1)	-	(1)
At 31st January 2018	<u>3,489</u>	<u>1,888</u>	<u>294</u>	<u>431</u>	<u>6,102</u>
<b>Net book value</b>					
At 31st January 2017	<u>3,621</u>	<u>16</u>	<u>97</u>	<u>97</u>	<u>3,831</u>
At 31st January 2018	<u>3,487</u>	<u>14</u>	<u>66</u>	<u>18</u>	<u>3,585</u>

The value of land within land and buildings that is not depreciated amounted to £889,330.

The Net book value of assets held under finance lease is £0 (2017: £37,935).

#### 11 Investments

Investment movements during the year are as follows:

	2018 £'000	2017 £'000
Market value as at 1st February	45	45
Disposals	(45)	-
<b>Market value as at 31st January</b>	<u>-</u>	<u>45</u>

On 28th March 2017 the company completed the sale of the property which comprises the investment, for a cash consideration of £120,000

#### 12 Stocks

	Consolidated		Charity	
	2018 £'000	2017 £'000	2018 £'000	2017 £'000
Goods for resale	15	17	15	-
Food Stocks	9	8	9	7
	<u>24</u>	<u>25</u>	<u>24</u>	<u>7</u>

#### 13 Debtors

	Consolidated		Charity	
	2018 £'000	2017 £'000	2018 £'000	2017 £'000
Trade debtors	97	178	97	177
Amounts due from subsidiaries	-	-	-	360
Other debtors	45	47	45	42
Prepayments	158	112	158	95
Accrued income	150	279	150	279
	<u>450</u>	<u>616</u>	<u>450</u>	<u>953</u>

## REVITALISE RESPITE HOLIDAYS

### Notes to the Accounts for the Year Ended 31st January 2018

#### 14 Bank deposits and cash

	Consolidated		Charity	
	2018	2017	2018	2017
	£'000	£'000	£'000	£'000
Deposits held by the charity	3,825	3,532	3,825	3,532
Current accounts	718	398	718	84
Cash holdings	3	2	3	1
	<u>4,546</u>	<u>3,932</u>	<u>4,546</u>	<u>3,617</u>

All monies controlled by the charity are held in bank accounts that are accessible at any point in time.

#### 15 Creditors

	Consolidated		Charity	
	2018	2017	2018	2017
	£'000	£'000	£'000	£'000
<b>Amounts falling due within one year</b>				
Trade creditors	278	307	278	288
Other creditors	85	61	85	61
Accruals	75	125	75	111
Taxation and social security	101	87	101	83
Deferred income	471	434	471	434
Secured loans	27	27	27	27
Defined benefit pension scheme liability	34	32	34	32
	<u>1,071</u>	<u>1,073</u>	<u>1,071</u>	<u>1,036</u>
<b>Amounts falling due after one year</b>				
Secured loans	25	52	25	52
Defined benefit pension scheme liability	233	263	233	263
	<u>258</u>	<u>315</u>	<u>258</u>	<u>315</u>

The movement in deferred income is analysed as follows:

	<b>£'000</b>
As at 1st February 2017	434
Transferred to the income and expenditure account in 2017/18	(434)
Income received in 2017/18 relating to 2018/19	471
<b>As at 1st February 2018</b>	<u><u>471</u></u>

## REVITALISE RESPITE HOLIDAYS

### Notes to the Accounts for the Year Ended 31st January 2018

#### 16 Restricted funds

The following funds are derived from donations given for particular purposes:

	Balance As At 01/02/2017 £'000	Income and profit on sale of investment £'000	Expenditure £'000	Balance As at 31/01/2018 £'000
<b>Fixed asset fund</b>				
Ellerslie Court	523	-	(13)	510
	523	-	(13)	510
<b>Other restricted funds</b>				
Joan Brander	207	78	(151)	134
Simplyhealth	144	43	(187)	-
John Lyon's Charity	23	-	(23)	-
Refurbishment of centres	-	31	(31)	-
ABF - The Soldiers Charity	-	52	(52)	-
The Royal Navy Benevolent Trust	-	15	(15)	-
Capital Campaign	937	-	-	937
Interest	12	7	-	19
Other	-	271	(271)	-
	1,323	497	(730)	1,090
<b>Total restricted fund</b>	<b>1,846</b>	<b>497</b>	<b>(743)</b>	<b>1,600</b>

The categories of funds above are defined as follows:

Ellerslie Court	These funds were received through the transfer of assets from the Southport & District Cerebral Palsy Association (SDCPA). The expenditure represents the depreciation charge on the Ellerslie Court property and assets, formerly owned by that Society.
Other Revenue funds	These funds are predominantly held for supporting guests with financial needs or for those from specific geographical areas in taking a break at a Revitalise Centre. The largest such fund is the Joan Brander Memorial Fund. Other revenue funds held are generated from restricted donations to support the work of Revitalise in other ways.
Capital Campaign	These funds have been received in response to the charity's capital campaign for the construction of a fourth respite centre.

## REVITALISE RESPITE HOLIDAYS

### Notes to the Accounts for the Year Ended 31st January 2018

#### 17 Unrestricted funds

	Balance As At 01/02/2017 £'000	Income & £'000	Expenditure £'000	Net income / (expenditure) £'000	Transfers £'000	Balance As at 31/01/2018 £'000
Tangible Fixed Asset Fund	3,352	19	(296)	(277)	-	3,075
Working Capital Fund	1,859	(19)	4	(15)	757	2,601
Net Movement in Funds	-	9,260	(8,503)	757	(757)	-
Trading Company Funds	4	-	(4)	(4)	-	-
	<u>5,215</u>	<u>9,260</u>	<u>(8,799)</u>	<u>461</u>	<u>-</u>	<u>5,676</u>

**Tangible Fixed Asset** The Tangible Fixed Asset Fund incorporates the value of fixed assets held by the charity and used in the provision and administration of services. Any assets purchased by the charity are paid for by the Working Capital Fund and the value of these is then transferred to the Fixed Asset Fund. Conversely the value of depreciation charged on fixed assets for the year and impairment are passed back from the Fixed Asset Fund

A proportion of fixed assets are held in Restricted Funds - see note 16

During the year the sum of £18,902 was invested in capital expenditure.

**Working Capital Fund** See reserves policy on page 15 of the Trustees' report.

**Trading company funds** See note 9 above.

#### 18 Share capital

The charity is a company limited by guarantee and has no share capital.

#### 19 Assets and liabilities representing funds

	Fixed Asset fund £'000	Working Capital Fund £'000	Restricted funds £'000	Total £'000
<b>Represented by</b>				
Fixed assets	3,075	-	510	3,585
Net current assets	-	2,859	1,090	3,949
Creditors - due after 1 year	-	(258)	-	(258)
	<u>3,075</u>	<u>2,601</u>	<u>1,600</u>	<u>7,276</u>

# REVITALISE RESPITE HOLIDAYS

## Notes to the Accounts for the Year Ended 31st January 2018

### 20 Lease commitments

The future minimum operating lease payments for the group and the charity are as follows;

	Consolidated		Charity	
	2018 £'000	2017 £'000	2018 £'000	2017 £'000
within one year	274	267	274	163
between two and five years	516	618	516	474
	<b>790</b>	<b>885</b>	<b>790</b>	<b>637</b>

The future minimum finance lease payments for the group are as follows;

	2018		2017	
	Consolidated £'000	Consolidated £'000	Consolidated £'000	Consolidated £'000
within one year	27		27	
between two and five years	25		52	
	<b>52</b>		<b>79</b>	

### 21 Capital Commitments

As at 31st January 2018 the charity had capital commitments totalling £0 (2017: £0).

### 22 Pension Schemes

The charity's current employees are members of two defined contribution schemes, with Nest and Series 4 of the Pensions Trust multi-employer scheme. In previous years the charity had employees in Series 1, 2 and 3 of the Pensions Trust multi-employer scheme. These series of the scheme are defined benefit schemes in the UK.

It is not possible for the company to separately identify its assets and liabilities to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme under FRS 102.

The company is required to pay additional recovery plan contributions in line with the estimated share of the Series 1 and Series 2 scheme liabilities. During the year the contributions totalled £32,453 (2017 £33,000).

The recovery plan will be reviewed at each triennial valuation. The last such valuation was carried out at 30 September 2014. The next two being in 2017 and 2020, which could result in a change in the contribution value. The 2017 valuation is still in progress and the results were not available at the date of these accounts.

There is a requirement to provide in the accounts for the deficit contributions to be made under the recovery plan. This liability is stated in note 15.

The provision for the defined pension scheme liability has been discounted by 1.60% as of 31 January 2018 (31 January 2017 - 1.57%).

The potential debt on withdrawal for the charity as at 30th September 2016 (the date of the last calculation) is £815,000 (2015: £661,000). As Revitalise has no intention of withdrawing from the plan in the foreseeable future the likelihood of the debt crystallising is remote, and it has therefore not been included in the balance sheet.

### 23 Financial Instruments

	Consolidated		Charity	
	2018 £'000	2017 £'000	2018 £'000	2017 £'000
Financial assets measured at amortised cost	142	225	142	577
Financial liabilities measured at amortised cost	(464)	(455)	(464)	(432)