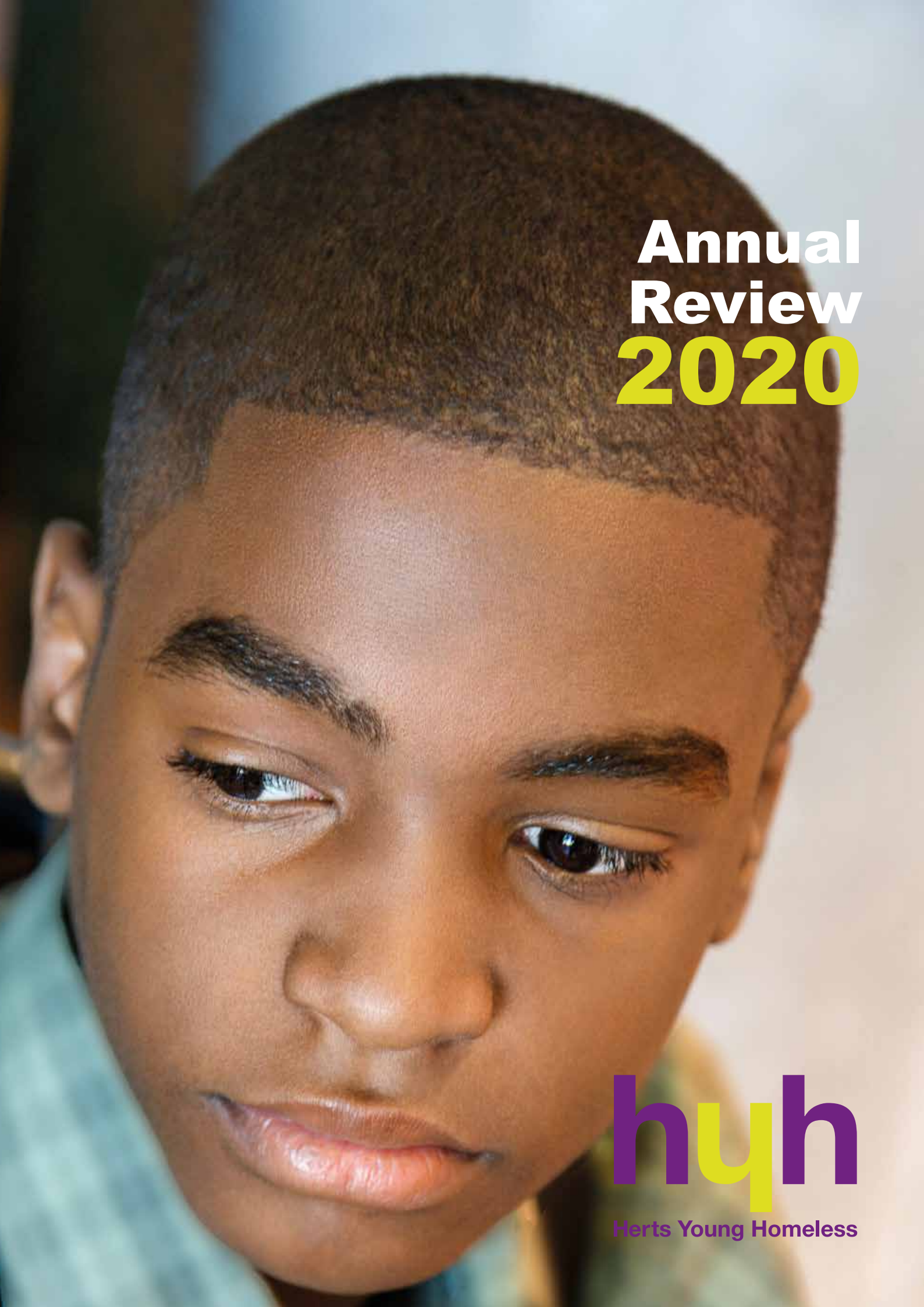




Annual Review **2020**

hyh
Herts Young Homeless



Last year
we helped
2,495
people to improve
their lives

Introduction...

... from CEO for the Annual Report year ended 31 March 2020

This annual report describes a year of positive progress against our strategic plan; to prevent homelessness by empowering people to make positive informed choices; support young people and their families, those in crisis and those at risk of becoming homeless. We strive to make a lasting improvement to the quality of life for all our service users.

The measure of success for a charity like ours is the quality of support we give to the community we serve. In 2019/20, our dedicated staff team has delivered support to 2,495 young people in need, up from 2,372 the previous year, enabling them to overcome trauma and disadvantage, as well as increasing positive long-term life outcomes. Our busiest areas are North Herts, Stevenage, Dacorum, Welwyn/Hatfield and Watford. In addition, as part of our strategy to reduce youth homelessness, in 2019/20, our education team educated 9,046 young people across Hertfordshire about the realities of youth homelessness, leaving home, independent living, managing conflict and healthy relationships.

In an evaluation of Herts Young Homeless's Under 16s Mediation Service by 3rd Sector Mission Control in April 2020, external stakeholders praised how **hyh** is very much young person-centered, while another focused on their view that **hyh's** services enable young people to be heard. It was felt that the organisation is dedicated, responds well to need and provides an "invaluable service".

The involvement of young people who have been homeless remains a critical part of our **hyh** service offering. Live Life is a youth led project for young people who have experienced homelessness giving them the opportunity to turn their homeless experience into something positive. In 2019/20 the project expanded into Bishop's Stortford and Watford and now has a total of 34 members.

In 2018/19, we made a substantial investment to fundamentally change the management and fundraising structure of the charity to make it more resilient in the challenging environment

we faced. After two years of deficit, we are pleased to report that, as a result, at the end of the 2019/20 financial year we were able to add £98,060 to our reserves. By strengthening our financial resilience, diversifying income streams and increasing unrestricted funding, we are better able to meet the needs of vulnerable young people in Hertfordshire.

The COVID-19 pandemic has created challenges but has also offered us the opportunity to stop and take stock of our services, operations and work practices. Like many other charities we had to swiftly adapt and change our frontline, fundraising and back office services in these challenging times, reviewing technology use across the teams and moving within a few days from delivering our vital services face to face to other digital platforms. We will continue to take the best qualities of our COVID-19 response to innovate and enhance our services and fundraising into the future, to ensure that that we help young people receive the support they need to prevent or end their homelessness.

The main body of the report details all the other significant achievements in all the areas of our activities. To achieve life changing outcomes for those people whose circumstances continue to dictate that they need **hyh's** assistance, would not be possible without our excellent staff and volunteer team who consistently demonstrate a professionalism, care and compassion that helps develop strong, trusting relationships with our young people and older service users.

During 2019/20, the Board reviewed its governance; in particular, how it enables and supports **hyh's** compliance with the law and relevant regulations. In wishing to promote a culture where everything works towards fulfilling **hyh's** mission and ensuring good governance practices are adopted, the decision was taken to use the Charity Governance Code for larger charities. By using the Code as a tool to support continuous governance improvement, the Board regularly revisits and reflects on the Code's seven principles and the recommended practice suggestions in the Code.

In 2019/20, hyh are delighted to have welcomed five new trustees, Peter Holland (our new Chairman), Paul Groves, David Ball, Ruth Barnes and Gilmar Queiros Junior, each of whom bring valuable new skills aligned with hyh's strategic direction. Our thanks go to all the trustees who have served during the year including Kathleen Belinis, Anna Moore, Professor Brian Littlechild, Debbie Bezalel and Susan Cumming who all stood down this year. Particular recognition should be given to our previous Chairman, John Robinson, who stepped down from the Board at the end of this financial year after 11 years of exceptional service to the charity.

Our strong financial performance in 2019/20 has given us sufficient resources that, where necessary, we can pilot innovative solutions for which statutory funding is not available. As a result of this, we find ourselves in an unique position to be able to plan a new project that aims to bring private donors, local authorities and hyh together to create a home in Hertfordshire where young people in the 18 to 24 year age group may transition from homelessness to an independent life.

Looking ahead, we will continue to deliver on our mission in 2020/21, reflecting on our learnings during the COVID-19 crisis and building our digital capacity. One of our main priorities will be to ensure that everyone receives the support they need to have a safe place to live. We will seek to influence decision makers, alongside our partner agencies, for increased investment in preventative services, proactively identifying young people at risk and supporting them to access vital services through integrated partnership working. We very much look forward to continuing our work in partnership to increase effective early intervention and help prevent homelessness.

Helen Elliott

Helen Elliott
CEO



Introduction...

... from Chairman for the Annual Report year ended 31 March 2020

Chairman's Report

I was honoured to be elected Chairman of **hyh** in November 2019. It is a charity I have long admired and I hope to make a contribution to its future success in aiding vulnerable young people in Hertfordshire.

The intervention of COVID-19 meant all of us had to rapidly change our plans and adapt to the new environment. Here I must pay credit to Helen Elliott, her management team and our staff for the way they have continued to provide a high quality service in the most difficult of circumstances.

My thanks are also due to my predecessor, John Robinson, who stood down this year after 11 years of valuable service to the charity. Under his leadership, difficult decisions were made and sweeping changes implemented which have left the charity leaner, more resilient and better able to face the many new challenges which have appeared.

All of our Trustees and staff have a single purpose: through education, mediation, advice and support to achieve life changing outcomes for homeless young people, and those at risk of becoming homeless, in Hertfordshire. We will continue to provide that support and have exciting plans for future development and innovation in our services.

Peter Holland

Peter Holland CBE DL
Chairman and Trustee



Vision, Mission & Values

hyh is an independent charity and has been supporting vulnerable people in Hertfordshire since 1998

Our Vision is:

Preventing Hertfordshire's homelessness together.

Our Mission is:

To prevent homelessness by empowering individuals to make positive, informed choices.

To support young people and their families, those in crisis and individuals at risk of becoming homeless.

hyh has identified four core values, and the behaviours these values promote. They set our baseline expectation of how we work together to achieve our mission and direct the way that we deliver services to our service users:

We are **professional** – our trained, knowledgeable staff deliver services to the highest standard. We regularly review our practice to ensure we remain specialists within the sector. We are a respected and influential voice into the sector aiming to influence policy, commissioning and homeless provision.

We are **passionate** – fully committed with a progressive, strengths-based approach. We uphold our integrity by openly offering realistic prevention choices that make a difference and equip our service users to avoid homelessness.

We are **responsive** – we offer independent expertise and are uniquely positioned to prevent homelessness. We continuously look for innovative ways to develop our capacity to meet the needs of our service users, the public and local community, both now and in the future.

We are **collaborative** – sharing, partnering and co-producing with service users, commissioners and other stakeholders. All voices are heard, opinions sought and opportunities of working together welcomed. We welcome and explore any new opportunities to collaborate, sharing skills and expertise to provide best outcomes for our service users.

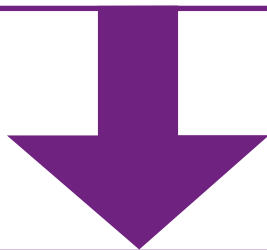


Our Strategic Priorities

In 2019 the Trustees and hyh team compiled a **three year strategy for 2019-2022**
This identifies three key strategic aims which **hyh** must meet in order to achieve our overall vision of **'preventing Hertfordshire's homelessness together'**

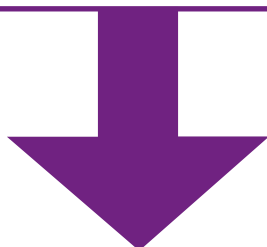
1

To increase the **availability of services in our three priority areas** of
a) prevention/early intervention,
b) crisis intervention and
c) independent living support;



2

To **ensure resilience and sustainability** of the organisation, in particular by increasing the proportion of unrestricted funding and by investing in our core infrastructure and staff skill base;



3

To **provide an informed and authoritative voice in the sector**, in order to constructively influence decision makers, particularly around the difficulties affecting our service users.

1. Priority Service Areas

Principal activities

Our principal activities are to provide a free county-wide service dealing with the problems of housing and homelessness by supplying specialist services for vulnerable young people in Hertfordshire as well as services for adults who have mental health and housing issues.

We deliver this throughout Hertfordshire through our services:

In 2019-2020, all of the services we delivered targeted at least one of these areas;

A) Prevention and early intervention Education, Homeless Hub, Mediation

We want to enable more young people to remain living with their families. Our services will work to reduce the occurrence of youth homelessness in Hertfordshire.



B) Crisis intervention Health, Homeless Hub

We want to be able to provide crisis support in relation to housing free at the point of need. We will do this using our numerous partnerships across the county, that enable hyh to offer a fast and effective response to people threatened with or experiencing homelessness.



C) Independent living support Health, Floating Support, Live Life

We want to empower individuals to make their own choices and live independently, helping them to avoid rent arrears and other behavioural, health and social issues which often lead to tenancy failure.



Education



Our interactive sessions **funded by Local Authorities and individual grants**, focused on training across secondary schools in Hertfordshire, aim **to prevent youth homelessness** by informing young people of where they can get help and support when experiencing difficulty. We offer face to face and virtual sessions that focus on the topics of homelessness, leaving home, independent living, managing conflict and healthy relationships.



9,046

young people educated
across Hertfordshire



97%

felt they had a better
understanding of the
realities of leaving home

**"I know how to
budget, what
bills cost and
where to go if I
am homeless"**

**"I learnt that a
healthy relationship
has trust, honesty,
respect and safety"**



Homeless Hub



Funded by Hertfordshire County Council (HCC) – **hyh** work in partnership with One YMCA to deliver this service. The Homeless Hub acts as a 'front door' to homeless prevention services. **We prioritise 16 & 17 year olds** and aim to enable families/carers with young people to stay together by working intensively with them before the point of crisis and with those already in crisis in order **to prevent homelessness.**

We provide advice to young people and family members experiencing housing difficulties or requiring general advice.

Where possible, we will use mediation to support the prevention of a homeless situation by supporting the young person and their family to reconcile differences and ensure all necessary support is put in place.



665

**calls were received on
our advice line**



95%

**were prevented from
needing to access Local
Authority Children Services**



96%

**were prevented from
making a homeless
application**



**"I left feeling much
more positive
and hope that my
daughter and I can
start to work
things out"**

Case Study: Noah's story



Noah felt his parents were controlling and did not support him.

He was referred to our mediation service as trust and communication had broken down within his family. Noah felt he could no longer be at home and was staying with a family friend with his younger sister.

One of our mediators met with each family member confidentially and discussed how they felt, what they hoped to achieve with mediation and the changes they wanted within the family home. As with all of our mediation sessions, it was a non-judgmental space for the family to speak alone and together.

During the first family meeting, we agreed that there was room for change and key areas to improve were identified, which included: trust, boundaries, communication and spending time together as a family. The family meetings that followed looked at how to build up their trust with each other again and how they can work together to achieve this. Family rules were agreed and positive changes around listening skills were introduced.

As the family began to understand each other more and improve their lines of communication, they began to spend more time together.

The mediation sessions have now come to a close and the family have come a long way. During the last session, the family said they were ready to continue making improvements, without the regular sessions, using their understanding and communication skills. Noah remains at home still and feels that his family are now happier.

A few weeks on, we received feedback from the family on their mediation sessions. The feedback included: 'I felt more understood' and 'we learnt really useful listening and communication skills'.



Mediation



Funded by Reaching Communities, hyh run a confidential and impartial service for young people and their families where conflict is causing difficulty. Our mediators help young people and their parents/carers/guardians work together to build better relationships with each other. Where possible, we aim to prevent family breakdown.

97%

of those using our U16s
service reported having a better family relationship
and increased self-esteem and confidence

“My daughter
opened up,
she was able
to express her
feelings”



“I was able to
understand my
mum better”

Floating Support



Funded by HCC and delivered in partnership with Catalyst Housing; housing related support is offered to 18-24 year old care leavers who are moving into independent accommodation or are in accommodation and require support to maintain this.

"My support worker went out of her way to help my situation get better. I am really grateful for all the help with things like setting up utility bills and managing my finances"



78%

of those supported maintained independent living

Improvement in young people as captured from hyh staff reports:

96%

Drug & Alcohol Misuse



95%

Physical Health

94%

Motivation and Taking Responsibility



100%

Self-care and Living Skills

98%

Emotional & Mental Health



97%

Social Networks and Relationships

100%

Sexual Health



97%

Managing Money and Personal Admin

Case Study: Malik's story



Malik's family were victims of political unrest. When they were killed, Malik and his brother escaped their home country and after an application of asylum, they were allowed to remain in the UK.

Malik was eventually referred to the **hyh** Floating Support Service after he was offered temporary accommodation by the local authority. Naturally, many of the scars remained and Malik was diagnosed with Post Traumatic Stress Disorder and regularly sought the help of a Psychiatrist.

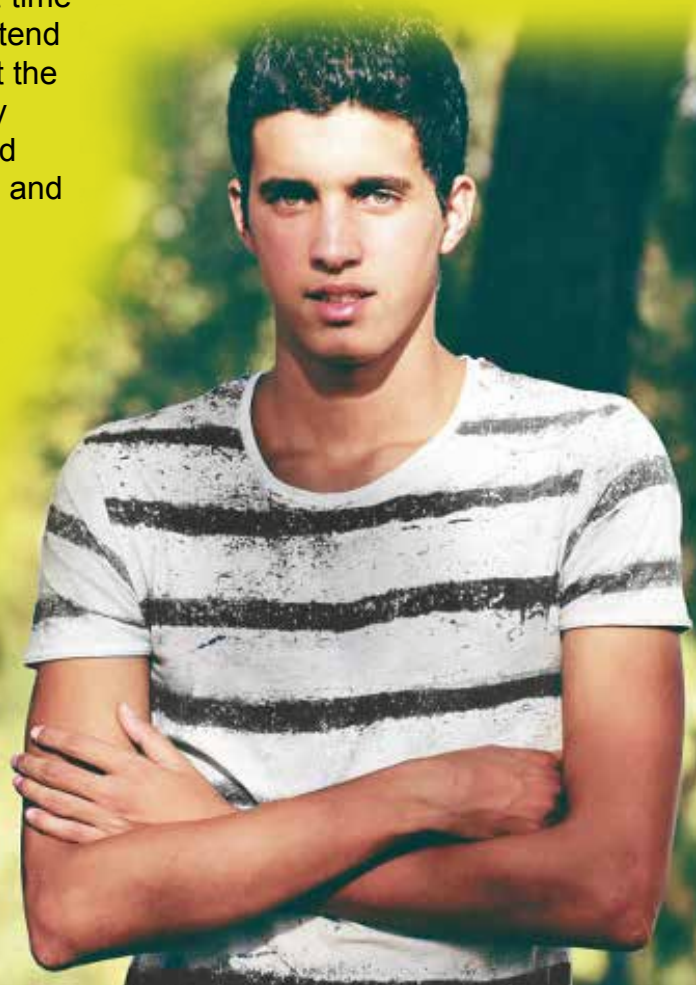
After an initial assessment, it became clear that Malik had a strong work ethic. He was determined to find opportunities instead of sitting back and waiting.

Malik knew his English would have to improve to successfully find a job, so **hyh** supported him in enrolling on an English course. Following the completion of the course, his confidence in speaking and spelling English improved greatly.

After successfully beating several other candidates to a job at a local warehouse, Malik held this role for eight months before he considered re-training as a Carpenter. This would guarantee him a profession, something he craved since his arrival in the UK.

hyh supported Malik in finding and enrolling on a part-time Carpentry and Joinery Course. This allowed him to attend College for three days a week and also work nights at the warehouse. This took a toll on him. He was constantly tired but he maintained that if he persevered, he would eventually work in his chosen profession, pay his bills and be independent.

Malik is now a qualified carpenter and has started to seek new employment whilst he works at the warehouse. Since receiving support from **hyh**, he has maintained a steady job and Malik is proud to be managing all his regular bills. He has also just paid for his first holiday since he was twelve. Malik says he is grateful for the support and encouragement from **hyh** to allow him to work towards his own ambitions.



Health



We support service users with a range of mental health issues.

In partnership with local agencies, we work to resolve housing matters and support access to long-term recovery for mental health and substance misuse problems.

Complex Needs Service

We are a delivery partner in the Hertfordshire Complex Needs service with Turning Point and Herts Mind Network, funded by Hertfordshire County Council.

Supported
705
people

Dual Diagnosis Family Link Worker

Funded by Children in Need working alongside our mediation team to support the young person's/family member's mental health needs to ensure they are better able to engage in mediation.

Supported
71
families

Rough Sleeping Intervention Dual Diagnoses Link Worker

We are part of a specialist intervention team working to reduce the number of rough sleepers in Watford. Working alongside New Hope, CGL and Citizens Advice, hyh offers support with mental and substance misuse problems. The team also work with individuals who are not currently rough sleeping but are in danger of becoming homeless.

97
individuals
were supported
by the team

"I struggle with mental health issues. Having my support worker by my side has been a massive help"



Live Life



Live Life is a youth led project for young people who have experienced homelessness. Live Life supports young people by gaining access to activities, training, work experience and volunteering opportunities, giving young people the ability to improve their confidence, as well as their CV, and turn their homeless experience into something positive.

Live Life

now has a total of

34

members



76%

of members demonstrated improved confidence and self-esteem

“Because of Live Life, I now know where I’m going”



2. Organisational resilience & sustainability

In 2019/20, our **new fundraising team** developed a new Income Generation and communications plan which **increased our fundraising income by 10%**. In addition, we proactively worked with our Commissioners and other external stakeholders to identify any gaps in our service provision. As a direct result, we were able to gain supplementary funding to expand our reach and service user engagement. This included the introduction of a targeted outreach worker and Social worker into the hub, and two intensive outreach workers into our Floating Support Service.

These new measures have helped ensure that **hyh** has the financial resources in 2020/21 to weather the storms of funding cuts and COVID-19 and ensure the services we provide are not threatened.

To help support our strategic aim of financial sustainability in 2019/20, we have reviewed our cost and revenue model and applied a full cost recovery model to all bids and contracts.

In addition to financial resources, we want to ensure that **hyh** has the right infrastructure for the future, including the right marketing and fundraising approach, the right technology, and the right training and development options for our staff. We will continue to seek funding and resources to increase our digital capacity as we pivot to adapting our services and fundraising in response to COVID-19.



3. An informed and authoritative voice

hyh want to provide an informed and authoritative voice in the sector, in order to constructively influence decision makers, particularly around the difficulties affecting service users that occur as a result of short-term decision making by statutory agencies.

In 2019/20 we have;

Worked with HCC Commissioning Team to implement the MHCLG guidance on the Homeless Reduction Act for 16/17 year olds.

Continued to engage with commissioning bodies, highlighting gaps in provision and working closely with them to scope out service options.

Continued our partnership working within the Hertfordshire Homeless Alliance to increase our voice in the county and demonstrate our collective social impact on the residents of Hertfordshire.



Our busiest areas

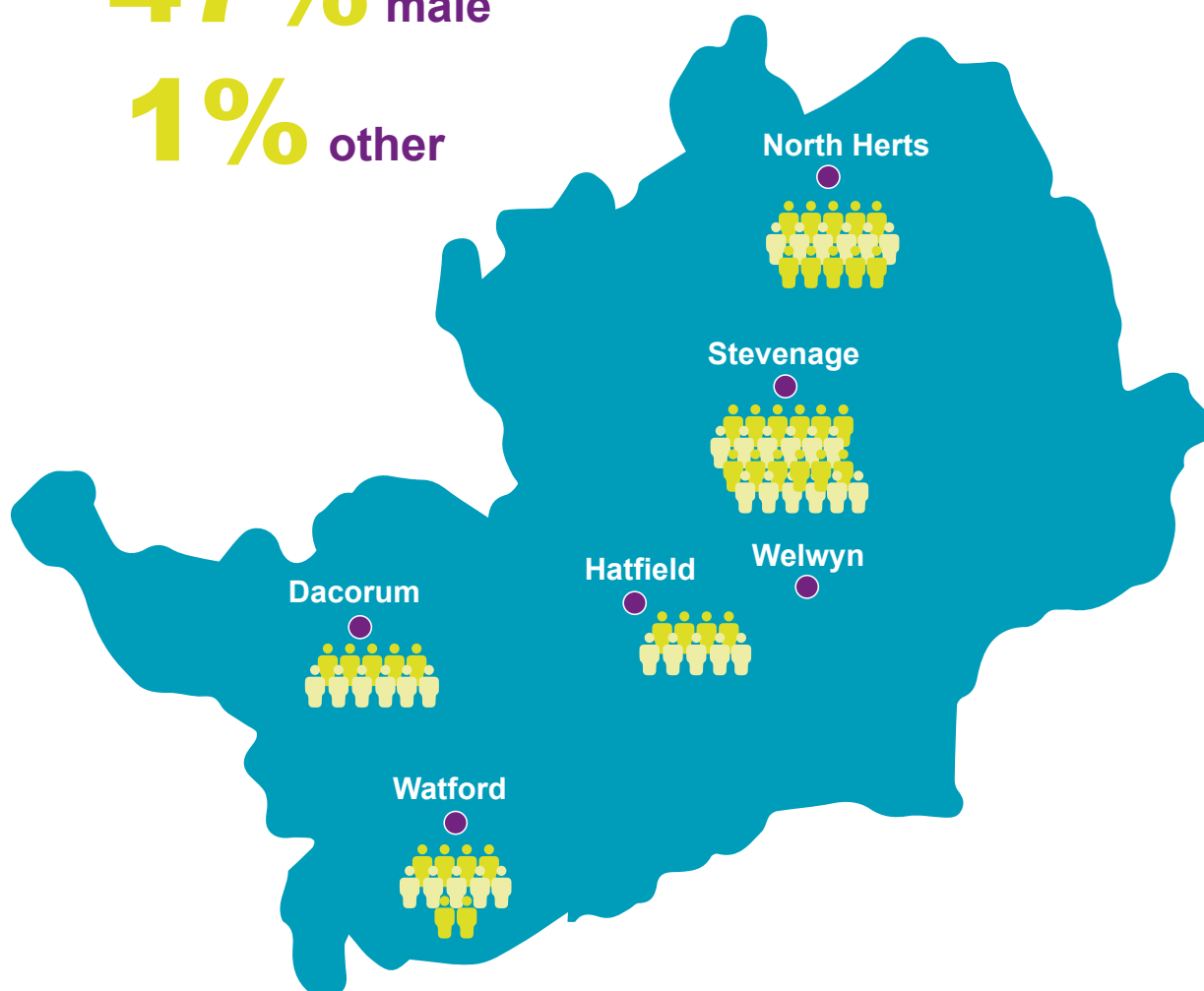
We have supported **2,495** vulnerable people in the last year and our busiest areas are **North Herts, Stevenage, Dacorum, Welwyn/Hatfield and Watford**.

The people we helped:

52% female

47% male

1% other



Fundraising

We are proud to be supported by some fantastic foundations, corporate partners, community organisations, schools, faith groups, **hyh** staff and individuals across the county. We are pleased to confirm that we have not received any complaints during this year about our fundraising activities. Funds have been raised for us through events including dinners, sponsored walks, dress down days, quiz nights, music, bake sales, runs, swims and sleepouts. We would love to hear from anyone who would like to get involved in fundraising for us marketing@hyh.org.uk



Charity Golf Day, Harpenden
Common Golf club, raised
£10,500



St Albans Sleepout,
raised
£23,000



Secret Society of
Hertfordshire Crafters, raised
£14,000



Schools, raised
£21,000

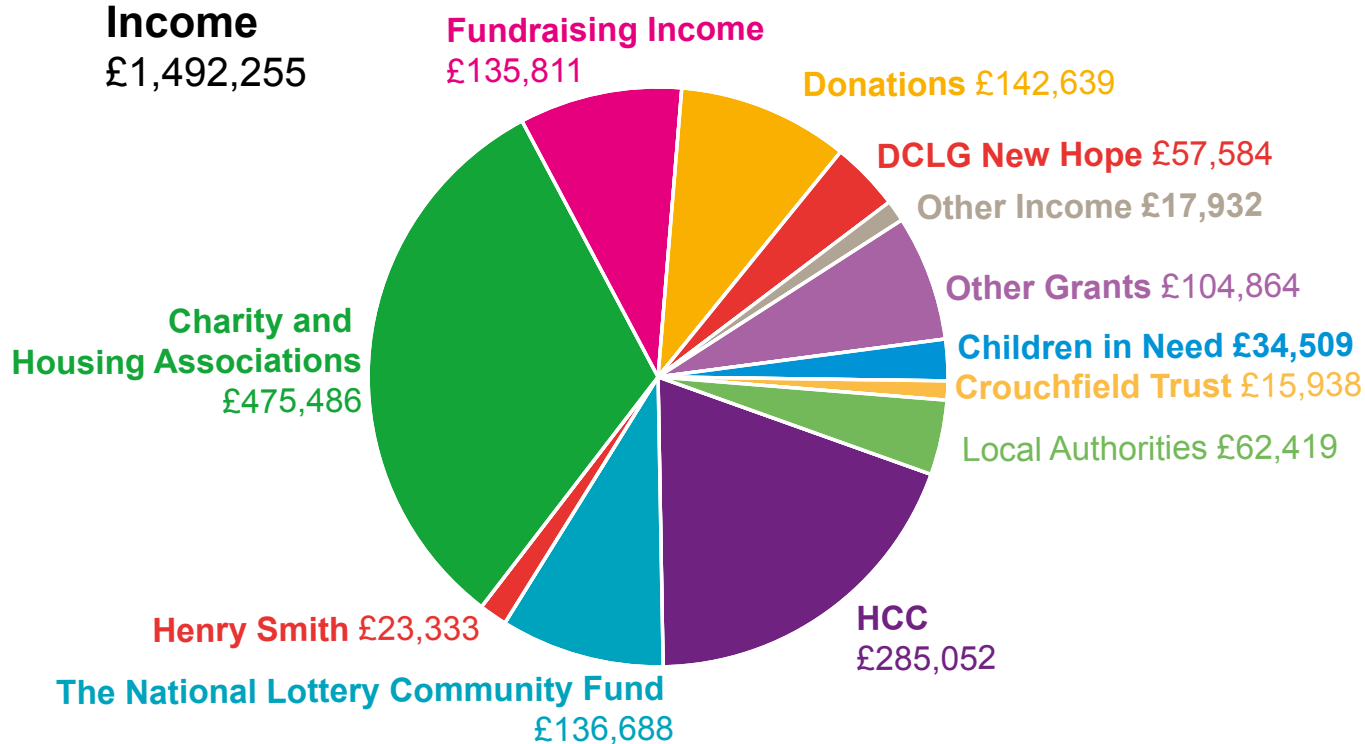


Rotary Clubs, raised
£11,500

Our Finances

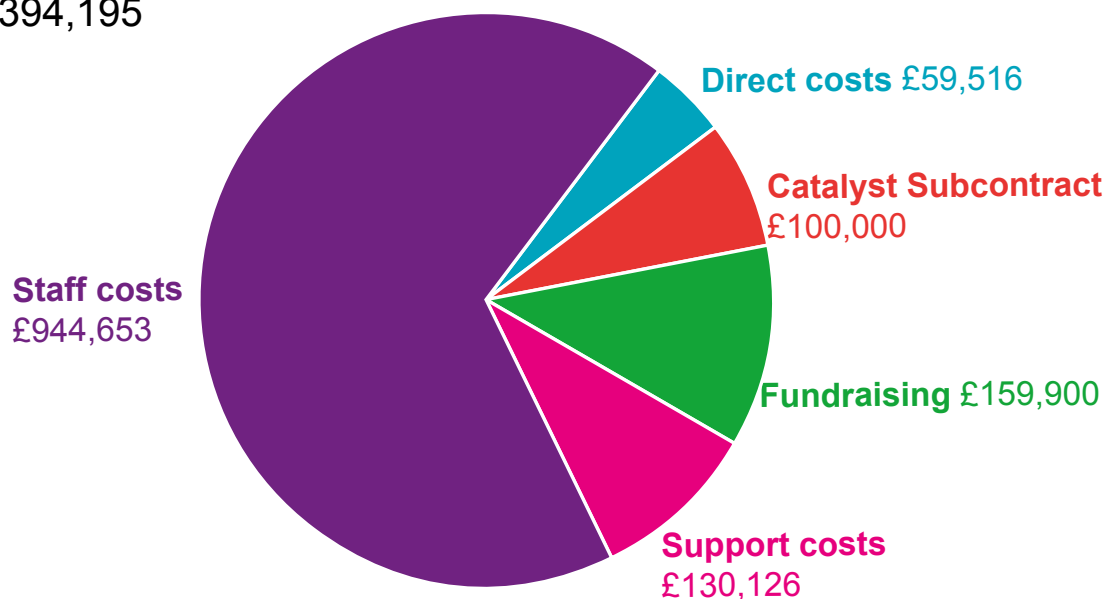
Income

£1,492,255



Costs

£1,394,195



Thank you

We rely on the generosity of our funders to maintain our services. We would like to offer our heartfelt thanks to our funders and everyone who has generously donated or fundraised for us, as well as the incredible volunteers who willingly offer their time and skills to support the running of our services throughout the year.



Friends of hyh

We're a sociable group who fundraise, organise events and work to raise the charity's profile in the local community. The funds we raise are used to provide white goods, furniture, mattresses or other essential items for young people when they move into new accommodation. If you're interested in joining us, please contact friends@hyh.org.uk

Financial Review

The Charity recorded a surplus of £98,060 (2019: deficit £98,950) which reflects the important strategic decisions taken in recent years to fundamentally change the management and fundraising structure of the charity. In strengthening the financial resilience; through diversifying income streams and increasing unrestricted funding, hyh can continue to meet the needs of vulnerable young people in Hertfordshire.

The impact of Covid19 was minimal in the financial year ended 31 March 2020, however, it is discussed in more detail with respect to the forthcoming year later in this text.

Reserves Policy

It was agreed by the Finance Committee and Board in January 2020, that the target level of unrestricted reserves should be equivalent to three months of unrestricted totals costs of charitable activities (this includes unrestricted direct, staff and overhead costs as well as unrestricted support costs) plus closure costs to include staff redundancies.

The Charity closed the year with total funds of £336,813 (2019: £238,753). Of these, £313,384 (2019: £219,741) are unrestricted and £23,429 (2019: £19,012) are restricted for specific purposes. This exceeds our target and puts us in a strong position to tackle the challenges COVID-19 presents for the forthcoming year.

Investment Powers and Policy

Funds are held in FCA registered UK banks covered by government guarantees. The charity continues to adopt a conservative investment policy that seeks to balance capital preservation and achieving an appropriate return.

Risk Management

The Trustees have a risk management strategy which comprises:

- An annual review of the principal risks and uncertainties that the charity faces
- The establishment of policies, systems and procedures to mitigate those risks identified
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

The risks are reviewed, monitored and assessed by the Executive Management Team at each monthly meeting, and are a standing item on every Board Agenda.

As previously discussed, we have worked in recent years to increase our financial robustness by diversifying our income streams and streamlining our costs. Last year, we underwent a significant staff reorganisation to meet this aim. This year, we implemented the new income generation plan developed alongside the new staff structure and the results of this are reflected in our surplus this year.

This has reduced our reliance on significant funders. However, a key risk area for hyh is always reduced funding for specific roles. We manage this risk by maintaining a strong reserves position, building and sustaining good relations with our funders and seeking grant and trust funding where we fit the criteria for applying.

Key risk areas	Mitigation
Changes in legislation	Staying informed with our membership bodies, Homeless Link, NCVO and ACEVO
Changes in HCC commissioning	Building co-productive relationships with our Commissioners and partner agencies and providing added value on all of our contracts
Loss of management and key staff	Offering non-financial incentives, operating a wellbeing committee and regular one to one sessions and appraisals

The most significant risk facing hyh in the year ahead is the impact of COVID-19 on our funding, services and staff, for which we have prepared a separate statement below.

COVID-19

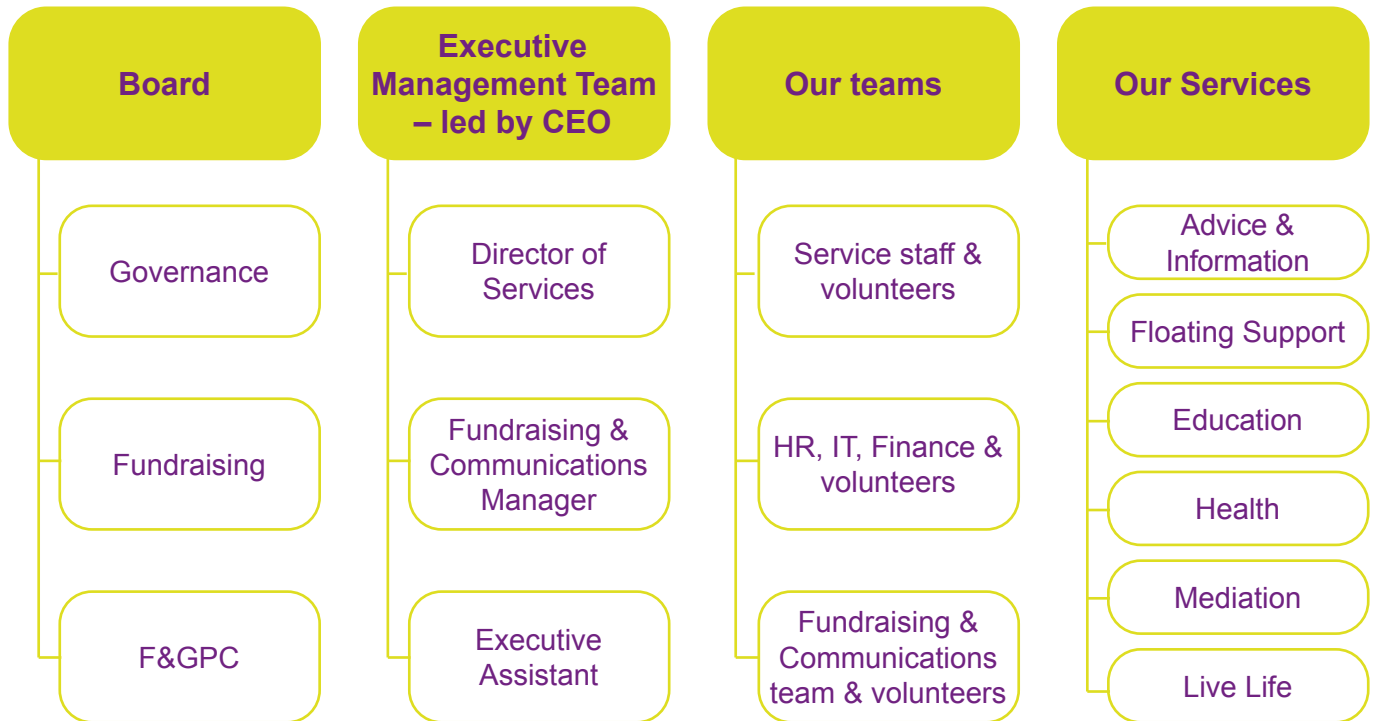
We are fortunate to have entered the new financial year in the strong position these accounts reflect.

- We worked closely with our partners and funders to determine that all of our services could continue to operate. The needs of our service users have increased during this time and it is vital that we can continue to support them, adapting our service delivery to meet their needs whilst ensuring the safety of both our staff and the service users themselves.
- We have considered the negative economic outlook and potential cash flow difficulties of our service users and supporters, we have reviewed our forecasts and we continue to review and revise these on a monthly basis.
- We have considered indicators of impairments and we do not believe there are any
- Whilst we forecast a deficit and negative cash flow for the financial year ended 31 March 2022, we expect to maintain our free reserves position in excess of our reserves target.
- We do not believe there is any significant doubt about the charity's ability to continue as a going concern.
- Despite the challenges COVID-19 presents, we will continue to develop our services and invest in the charity with some exciting changes as detailed in the earlier pages. We believe this strengthens our ability to overcome challenges and puts us in better stead to support the growing needs of our service users.

Structure, governance and management

Structure

hyh is a registered charity and a company limited by guarantee, with its constitution set out in its Articles of Association.



Executive Management Team

A Chief Executive is appointed by the Trustees to manage the day-to-day operations of the charity. The Trustees oversee the pay, pension and benefits of the Chief Executive and Executive Management team. Their remuneration is reviewed annually and normally increased in accordance with average earnings. All salaries are benchmarked against similar size charities.

The Board

The Board of Trustees comprises up to 12 members who are responsible for ensuring the charity is being well managed and operating within agreed policies, the law and its budget. The Board meet 5 times a year or as often as is necessary to carry out their role of governing the charity. The Board delegates authority to sub-committees which meet quarterly to explore key business areas.

Organisation Diagram

Board	Finance & General Purposes Committee Members	Governance Committee Members	Fundraising Committee Members	Health & Safety Committee Members
Peter Holland – Chair (appointed 16 November 2019)	Jason Hale	Carol Shutkever (appointed 01 April 2020)	Mathew Ritchie Baxter	Helen Elliott
John Robinson – Chair (resigned 31 March 2020)	Rebecca Sumner Smith (resigned 29 June 2020)	Ruth Barnes (appointed 06 April 2020)	Paul Groves (appointed 06 June 2019)	Sally Scott
Carol Shutkever – Deputy Chair	David Ball (appointed 06 April 2020)	Ross Watkins	Caroline Langdell – Trustee (resigned 03 June 2020)	Kirsty Harrison
Rebecca Sumner Smith – Deputy Chair (resigned 29 June 2020)	In attendance John Robinson resigned 31 March 2020	In attendance John Robinson (resigned 31 March 2020)	In attendance John Robinson (resigned 31 March 2020)	Elliot Guman (Advice & Information Worker)
Jason Hale – Treasurer	Peter Holland (appointed 16 November 2020)	Peter Holland (appointed 16 November 2020)	Peter Holland (appointed 16 November 2020)	
Debbie Bezalet – Trustee (resigned 03 April 2019)	Helen Elliott	Helen Elliott	Helen Elliott	
Susan Cumming – Trustee (resigned 06 June 2019)	Steffi Huntingford (Accountant)		Caroline Neill	
Kathleen Belinis – Trustee (resigned 18 September 2019)				
Anna Moore – Trustee (resigned 06 November 2019)				
Professor Brian Littlechild – Trustee (resigned 18 March 2020)				
Caroline Langdell – Trustee (resigned 03 June 2020)				
Mathew Ritchie Baxter – Trustee				
Ross Watkins – Trustee				
Paul Groves – Trustee (appointed 06 June 2019)				
David Ball – Trustee (appointed 06 April 2020)				
Ruth Barnes – Trustee (appointed 06 April 2020)				
Gilmar Queiros Junior – Trustee (appointed 24 June 2020)				

Trustees

As set out in the Articles of Association, each year, one third of the elected members of the Board shall retire from office, to include those longest in office since their last election. Retiring members are eligible for re-election.

Following a skills analysis of the Board, if gaps are identified we seek appropriately skilled Trustees following our documented Trustee recruitment process. All new Trustees undergo an extensive induction program to ensure they understand their legal obligations, the charity Commission guidance on public benefit and governance, the content of the company's Articles of Association, our committees and decision making processes, our strategy and services and our recent financial performance.

Trustees are encouraged to attend appropriate internal and external training where these will facilitate the undertaking of their role.

Related party relationships

None of our Trustees receive remuneration or other benefit for their work with the Charity. Trustees are required to disclose all relevant interests and withdraw from decisions where a conflict in interest arises.

Public benefit statement

The Trustees confirm that they have complied with the duty in the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit. hyh's objective is entirely focused on public benefit through the provision of support services, with the aim to reduce homelessness and make a lasting improvement to the quality of life for our service users.

Future Plans

As outlined in the Introduction from the CEO, the COVID-19 pandemic has created both challenges and opportunities for hyh.

The 2019-22 three year strategy remains essentially unchanged albeit with a markedly different approach to delivery. hyh has demonstrated that it is well placed to continue to adapt its service to the changing environment.

The charity is financially well placed to deal with both current and future uncertainties and will continue to regularly monitor its current financial performance and to review its financial forecasts.

Ongoing enhancements to governance arrangements including developing the knowledge and direct involvement of all Trustees by proposing the use of Lead Trustee roles will also support the charity in dealing with the challenges ahead.

Trustees' responsibilities in relation to the financial statements

The Trustee Board is responsible for preparing the annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards.

Company law requires the charity Trustees to prepare financial statements for each 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 the 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;
- 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 that 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 Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

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.

Statement as to disclosure to our auditor

In so far as the Trustees are aware at the time of approving our Trustees' annual report:

- There is no relevant audit information, being information needed by the auditor in connection with preparing the report, of which the charity's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditor

Moore Kingston Smith were appointed as auditor in the year and a resolution reappointing them will be put to the Annual General Meeting.

The report of the Trustee Board was approved by the Trustees on 23 September 2020 and signed on their behalf by:

Peter Holland

Peter Holland

Chairman and Trustee

**Making a
difference to
local young
people**





Herts Young Homeless

Contact us

03333 202 384 · www.hyh.org.uk

 hertsyounghomeless  @hyhnews  hertsyounghomeless  Herts Young Homeless

Head Office

1st Floor · Gracemead House · Woods Avenue · Hatfield · Herts AL10 8HX