

THERA SOUTH WEST

Registered No: 06797328

DIRECTORS' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31 MARCH, 2022



THERA SOUTH WEST
(A company limited by guarantee)

CONTENTS

	Page
Introduction	1
Company Information	2-3
Directors' Report	4-38
Independent Auditor's Report	39-47
Summary of Thera South West's Money	48
Income and Expenditure Account	49
Balance Sheet	50
Statement of Cash Flows	51
Notes to the Financial Statements	52-60

THERA SOUTH WEST
(A company limited by guarantee)

INTRODUCTION

**These papers tell readers what the company has been doing
between April 2021 and March 2022.**

**The directors have written about what has gone well and what
needs development.**

You can see how the company has managed its money.

The accounts have been checked by our Auditor – Sayer Vincent LLP.

**Some of these papers must be written in legal language. We have
introduced each section with an Easy Read text box.**

THERA SOUTH WEST
(A company limited by guarantee)

COMPANY INFORMATION

DIRECTORS

Christopher Evans (Chairperson)

Graham Belgum

Rohan Byles

Simon Conway

Jane Feierabend

Peter Hawkins

Susan Wotruba

COMPANY SECRETARY

Tarnya Thompson

COMPANY NUMBER

06797328

THERA SOUTH WEST
(A company limited by guarantee)

COMPANY INFORMATION

REGISTERED OFFICE	134 Edmund Street Birmingham B3 2ES
AUDITOR	Sayer Vincent LLP Statutory Auditor Invicta House 108-114 Golden Lane London EC1Y 0TL
BANKERS	Barclays Bank PLC 43 High Street Sutton Surrey SM1 1DR
SOLICITORS	Anthony Collins Solicitors LLP 134 Edmund Street Birmingham B3 2ES

THERA SOUTH WEST
(A company limited by guarantee)

DIRECTORS' REPORT
For the year ended 31 March 2022

This section explains that directors are responsible for putting together accounts which must show a true and fair view. This is the law.

The directors present their report and financial statements for the year ended 31 March, 2022.

STATEMENT OF DIRECTORS' RESPONSIBILITIES

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

Company law requires the directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing these financial statements, the directors are required to:

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting 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 company will continue in operation.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy, at any time, the financial position of the 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

PRINCIPAL ACTIVITIES

The principal activity of the company during the year was to support people with a learning disability in the South West of England.

DIRECTORS

The directors who served during the year or subsequent to the year end, or subsequent to the year end, were:

Christopher Evans (Chairperson)

Graham Belgum

Rohan Byles (appointed 12 July, 2021)

Simon Conway

Jane Feierabend (Managing Director)

Peter Hawkins

Samuel Holman (Service Quality Director) (resigned 12 August, 2022)

Dawn Sowerby (resigned 31 August, 2021)

Susan Wotruba (appointed 12 July, 2021)

The directors have no financial interest in the company, it being limited by guarantee.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT



welcome

CHAIRPERSON'S INTRODUCTION

On behalf of Thera South West's board, I am delighted to introduce our annual report and accounts for 2021-22.

Thera is committed to supporting adults with a learning disability to live as independently as they can. Our Vision, set out in full at the beginning of the report, put people with a learning disability at the heart of the way the company is run.

This report shows how we have provided that support in 2021-22, as well as outlining our plans for 2022 onwards. At the end of March, 2022, we were supporting 138 people, many with complex needs. As in previous years, the report contains some stories by, or about, people we support, showing the difference we have been able to help them make to their lives.

Covid-19 has of course had a continued effect on our operations throughout the reporting period. The impact of the pandemic, and how we have responded to it, are described in the report. I should like to pay tribute to the resilience of the people we support and the great commitment and resourcefulness of our workforce throughout this period.

I should also like, on behalf of the board and others, to thank Sam Holman, who resigned on 12 August, 2022, for his valuable contribution to the work of Thera South West, both as a non-executive director from 2012 – 2015 and as Service Quality Director since 2015. We wish Sam well for the future and are pleased that he will continue to support the work of Thera through The Quality Company. At the time of writing, we are preparing to recruit a new Service Quality Director.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

The board looks forward to continuing to work with Thera colleagues and supporting Thera's values in the year ahead.

Christopher Evans, Chairperson

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT








DIRECTORS' REPORT

What is Important for Thera South West¹

Thera's Vision clearly sets out Thera's philosophy of control and involvement by people with a learning disability:



Our vision

	Thera will show that people with a learning disability can be leaders in society
	Thera will be controlled by people with a learning disability
	People supported by Thera can say how their Thera company is directed and managed
	People with a learning disability will design the support they want from Thera.
	Thera will respect the rights and wishes of people at work, at home and in the community
	People with a learning disability will check the quality of support from their Thera company
	Thera Group will be led by a charity

www.thera.co.uk



Supporting people with a learning disability

¹Thera Trust is our parent company. Its charitable objects are "the relief of persons with learning disabilities, their families and carers by the provision of support services including services in the support of residential, respite and other suitable forms of care, education and work opportunities and to promote public awareness of the needs of such persons and to give support to their families" and "the promotion of the effective use of charitable resources for the benefit of the public by the provision of services to organisations involved in the relief of persons with learning disabilities, their families and carers"

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

Service Quality Director's Report



People with a Learning Disability Help Manage Thera South West

People who are supported by Thera have a lot of influence on how their Thera Company is directed and managed as well as leading the design and delivery of their own support. For example, they can become company members of Thera South West and are consulted on a range of important issues that affect the organisation.

People with a learning disability are employed as directors and in a number of other posts within Thera. Sam Holman was the Service Quality Director for Thera South West until 12 August, 2022 and has provided the following report prior to leaving the role.

"As Service Quality Director (SQD) for Thera South West, I am a member of the Thera South West Board and take the lead on the quality of the support provided by Thera South West and for making sure that the people supported have their views heard. I work jointly with the Managing Director for Thera South West as part of the Senior (Operational) Management Team and commission The Quality Company (TQC) to check the quality of support alongside my visits to the people we support.

April 2021 to March 2022 continued to be challenging, due to ongoing various aspects of the Covid-19 pandemic. Whilst there were no further lockdowns after the end of March 2021, the restrictions that affected all of us and how Thera South West worked didn't start to ease until late July; meaning continued risk assessing in many areas such as face to face meetings and visits to the people Thera South West support in their homes. Myself, with my

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

Executive Assistant and the Thera South West senior management team, continued to work remotely for the first few months of the year and then moved to hybrid working and more face to face until late Autumn when the impact of the Covid-19 Omicron variant hit, resulting in a few further months, over winter, of working more remotely. The vaccination programme and boosters in 2021 helped enormously in helping keep everyone safe.

My original plans for this year were in process to get back to hosting Being Heard events, making more in person quality checking visits to the people Thera South West supports, holding Company Membership events and hosting company 'Fundays'. Sadly, these couldn't all happen due to the pandemic and considering the safety of the people supported and their staff teams. When I could though, it was really good to get out and meet the people supported in Thera South West, their staff teams and my colleagues again and advocate for the people Thera South West supports. Unfortunately, we had to postpone our two planned company 'Fundays' for 2021 because of the pandemic, but have two events planned for Summer 2022. These events are really good for getting people together.

Quality



I continued to use the virtual visit form, developed in the prior year, to record my telephone or video calls with people supported by Thera South West and their staff and made the most of opportunities to visit in person when I could. Checking quality is, in my view, much better visiting people in their homes and seeing the full picture rather than via a telephone or computer screen.

The Quality Company Quality Assessors and their Quality Supporters also used technology to carry out many of their visits and assessments to measure

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

the quality of the support provided by Thera South West. When they have completed the assessments, I receive and review the reports and act on any concerns I may have, if there are any, alongside Jane, our Managing Director; I then inform the board what the quality of support is like. Overall there were no concerns raised in the year.



welcome

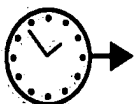
Welcome to Thera

During 2021-22, Welcome to Thera sessions as part of new staff induction, continued to run on line, as the majority of training continued to be carried out virtually alongside specific local training and induction at the locations staff were working at. There was good attendance and engagement as Jane and I shared Thera's Vision and the history of Thera with new staff. It was good to see a range of staff joining, some who were new to social care.



Company Membership

The planned in person Annual General Meeting (AGM) for February, 2022 changed to a virtual event as Covid-19 infections increased post-Christmas, This was frustrating as the board and company members had also been unable to meet face to face in the prior year.. Company members had an opportunity to vote on some important decisions about what they want from Thera South West.



future

Looking Forward

Thera South West have adjusted well to changes in how we all work during Covid-19, learnt new skills and have continued to grow. There are many examples of the resilience of the people Thera South West supports and our staff and lots of photos and stories to remember despite the challenges. As an organisation we are looking forward to more 'normality', hopefully in 2022-

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

23, with in person events, celebrations and opportunities for the people we support to live great lives and have positive impact outcomes.

Whilst working with Thera Group's values and our key objectives; Thera South West aims to be the best it can be in providing support and enablement to the people who are part of Thera South West and to continue to improve the quality and impact outcomes and support more people to live the lives they choose.

Thera's Vision is that "people with a learning disability can be leaders in society". I have been proud to show this as Service Quality Director for Thera South West. My role as an ambassador incorporates using my lived experience of having a learning disability to help and advocate for the people supported by Thera South to live the life that they choose, be active within their communities and to realise their ambitions.

Summary

Thera South West is a valued member within our group of Thera companies. I find being part of a wider group important and meeting with other companies and our Central Services leaders at our leadership events, helps us to share thoughts, ideas and celebrate the good support that is happening.

I am always inspired by the people Thera South West supports and by the dedication of our managers and staff teams.

Below are some amazing stories around the lives of the people we support."

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT



stories

++ Impact - Stories from the People Supported by Thera South West

'Pete', 'Graham' and 'Carol's new home



In Winter 2022, 'Pete', 'Graham' and 'Carol' were supported to move into their new bungalow. 'Pete' and 'Graham' had been living in a large house that no longer matched their current or future needs around mobility and using stairs.

'Carol' had been living in another shared house but when there was an opportunity, jumped at the chance of moving to live with 'Pete' and 'Graham' in the bungalow as she had known them for many years.

Since living in his new home, 'Graham' has really come out of his shell, being more sociable and even wanting to go out for the day, which he very rarely wanted to do before. Many people in 'Graham's circle of support have commented how much happier he seems and how chatty he is now. 'Pete' said he loves living in his new home and that he loves the people he lives with and especially likes the pub, which is a short walk away; he loves that they do fish and chips which is his favourite meal.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

'Carol' has settled so much since moving; she said she really likes living in her new home and loves living with her friends, she especially likes her new room and loves the colour yellow that she picked to paint her walls.

Some of 'Pete', 'Graham' and 'Carol's other friends live nearby so it's been nice for them to move to a location surrounded by familiar faces, some of which they hadn't seen in a while due to Covid-19.

This has been such a positive move for all three of the people supported; they had all gone through difficult times at their old homes and having a new start with people they want to live with has had a really positive impact and made them all a lot happier.

'Jim's move to his new home



'Jim' lived independently for seven years after his mum passed away. This of course at the time changed his life; he had never lived alone before, but he wanted to give it a try. Over time, 'Jim' developed some vital skills to help him live alone, but he also still needed help to do some things.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

'Jim' had good friends in the community and took a cleaning job at his local church. Life was good and 'Jim' was happy, everyone in his town knew him and he would go out twice a day, every day, to do his shopping or catch up with friends and get his daily exercise.

Then the pandemic arrived, and like many others, 'Jim' was suddenly very isolated, afraid and alone, apart from the support that Thera South West provided. He had little understanding of why everything was suddenly closed and why he had to stay at home. He couldn't see the people he cared about most in his community and he was heartbroken.

Bit by bit, 'Jim's confidence and independence ebbed away and he became anxious and unwell. 'Jim's support worker realised things weren't right and we worked to get him increased support hours and some medical care as he was experiencing confusion and disorientation and started getting lost when he went out.

Though 'Jim' was receiving extra support, it still wasn't enough so, after talking with his sister and the professionals in 'Jim's circle of support, he decided he would like to live with others. This was a huge decision for him and one that none involved took lightly and spent much time discussing with him.

'Jim' really wanted to stay in his local town, which he knew well. He knew about a shared house where the tenants had 24-hour support and some of the staff there also supported him in his flat. 'Jim' visited and decided he wanted to move in, which he did in late summer, 2021. He chose wallpaper and paint for his room, moved in his favourite pictures and ornaments and went shopping for those little extras to make it homely and his own.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

In addition to having a staff team around all the time, 'Jim' had his own 1:1 hours of support to enable him to go out each day and to do the things he enjoys. A major positive was that 'Jim' became less anxious now that he had people around him and new friends all wanting to chat with him and help him to do things. 'Jim' is keen to join in any activities and help with the chores around the house, becoming 'head of recycling and cake baking' and he achieves something every day.

Christmas, 2021 was the first time since 'Jim' had lived with his mum that he woke up with people around him. He was grinning all morning, he had a stocking for the first time ever, he got to open his presents with his new friends, helped to cook Christmas dinner and he really did have a special day.

A plan was set up to help 'Jim' regain enough confidence to walk into town by himself. Step by step, 'Jim' was supported to re-learn road safety; at first staff were never far behind, observing and making sure he used the crossing properly and that he looked up and around him, watching for traffic.

'Jim' got a mobile phone to help him be safe when he goes out alone. This took time to master; his staff called him to make sure he could answer the phone by himself and he was encouraged to call the home phone to check in. 'Jim' was so happy when he got his first call from a friend; you really did have to see his face, he was beaming!

The impact for 'Jim' has been huge; in the space of a year going from a poorly, anxious man with little confidence, to a spritely chap who nips into town most mornings, goes to church on Sunday, attends a regular coffee morning with his church friends, catches the bus to the next town to meet his sister and has

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

even booked a holiday. 'Jim' is bright, his confidence is blooming again and he is planning for his future.

'Jim's circle of support commented that they hadn't seen him this happy and confident in many years and it was really good to see.

'Karen's story of paid employment

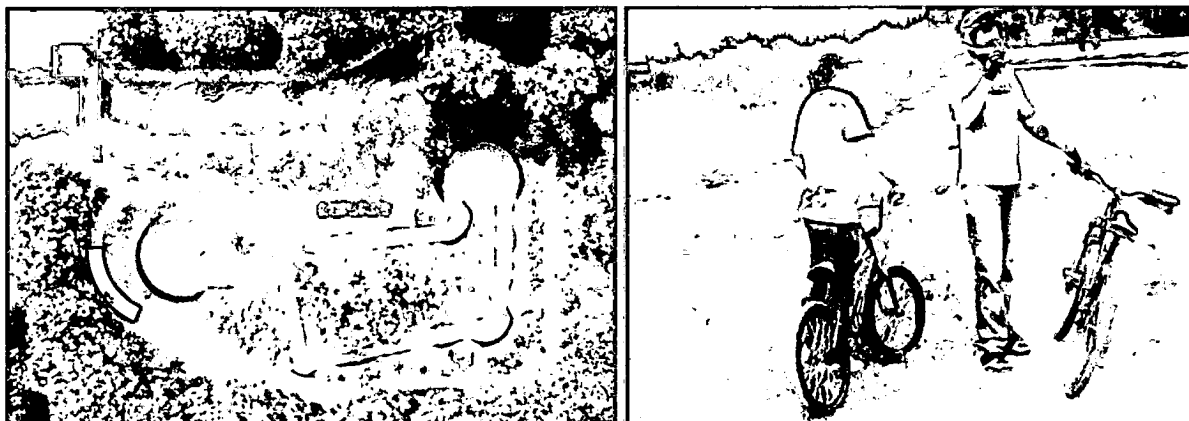


'Karen' had an ambition to have paid employment and was supported by her staff team and the local employment services team to achieve this. She improved her communication skills, learned how to write her CV and how to look for and apply for jobs. She was supported to attend an interview at McDonalds and was offered a job. 'Karen' is so proud of herself and was even more

so when her three month review was really positive. 'Karen' works two mornings a week and gets a free meal. Whilst she tries to opt for healthier options, she does sometime enjoy a burger and cheese bites! 'Karen' also gave a talk at her old school about her job and successes in life after school which inspired the current people attending school. 'Karen' says 'She's Lovin' It'!

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

'Matt's local community project



'Matt', who is supported by Thera South West and Drew, one of our Community Support Leaders, both embraced their passion when they became part of a team tasked with constructing a local bike track. Drew took Thera's values to heart and wanted to make sure the track was accessible to everyone, bringing in 'Matt' as an Inclusion Officer. They both worked exceptionally hard, getting the support of the community by listening to the wishes of the local youths, while also attending meetings with councillors and MPs; ensuring everyone across all generations were on board. 'Matt' and Drew's hard work means that the track will be a fixture in the local community for years to come.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

'Neil', 'Sam' and 'James's community project



Mick, a Community Support Leader, worked closely with the local volunteer centre to find a meaningful occupation for 'Neil' who wanted a job. An opportunity arose for him to help on a local community project. When 'Sam' and 'James', who are also supported by Thera South West, heard what 'Neil' was doing, they also wanted to be involved and all three of them began volunteering at a local country park to help rebuild a dry-stone wall. The wall should stand for the next 50 to 100 years and, following their success, they have been asked to help repair other sections of walls within the country park. 'Neil' now also volunteers locally at a green fingers garden project and 'Sam' has attended a project group working with stone. 'Sam's mum was so impressed with his work, she asked if he would make her a door number sign for her house. They all enjoyed the work, getting lots physical activity, meeting new people and doing something for their community and the future.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

'Dan', 'Don' and 'Phil's Friendship and 'Dan's reuniting with family story



'Dan' started being supported by Thera South West in 2020. He has two aunties and a sister, who he had not seen for around six years and did not have any contact details for them. In 2021, 'Dan's staff team made contact with one of his aunties via 'Dan's grandma. A video call was arranged which he was so pleased about and it helped his well-being a huge amount. 'Dan' now regularly visits both aunties and his sister; they meet for pub lunches and trips to the donkey sanctuary and staff support him to make telephone calls. Getting back in touch with members of his family has been so important to him.

'Dan' lived in the area he now lives in several years ago, where he attended local clubs and activities until he moved away for a few years. When he moved back to the area, Denise, a Community Support Leader, remembered him from local clubs, which other people supported had also attended. From talking to 'Dan' she soon realised he had lost contact with all his old friends after moving away. There was one best friend in particular, 'Paul', and Denise spoke to both 'Dan' and 'Paul' and asked if they would like to meet up. Initially, they would occasionally meet locally and go for a walk and coffee, but as the friendship re-kindled, it soon became a regular Tuesday meet-up to go bowling or to the cinema. 'Dan', with a big smile on his face, told Denise that being able to see

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

'Paul' regularly meant so much to him and said "we have a good laugh together". Another old friend, 'Jeremy' also now comes along occasionally and so does 'Don' who shares a house with 'Dan'. 'Don' especially enjoys the bowling trips. 'Don' has struggled in social situations and in busy or noisy places but one day when 'Dan' invited 'Don' bowling, with him and 'Phil', straight away 'Don' hit it off with 'Phil' and was laughing and doing high fives. 'Don's staff team had never seen him get on so well with someone. Now 'Don' goes out with the the others every time and has never declined an invite to bowling which is his favourite, along with trips to trampolining. 'Don' is non-verbal, but Denise says, "when you ask him about 'Paul', he always has a big smile and nods his head and double taps his chin which is how he says he is happy". 'Paul' told Denise, "'Dan's alright, he is, we laugh about stuff together, I like meeting up and 'Don' is really funny too, I help him bowling and make him laugh a lot".

Lynn's Community Friendship Café



Lynn, one of our support workers, wanted to start a group for adults with a learning disability to gather socially, but as her ideas developed, Covid-19 struck. After the lockdowns, she started hearing many social clubs and activities saying they would not be re-opening, so she met with leaders at her church who agreed she could begin a Friendship Café as a community outreach place to meet an important social need. Lynn gathered a volunteer

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

team and finally had the first weekly café in September, 2021. A social space for adults with a learning disability has been created, where people can meet up and enjoy a café-style environment with the opportunity to sing and play bingo. There is an age group from 18 to 80 and people travel from five local towns to attend. Many people supported by Thera South West use the café and very much enjoy meeting each other and having some fun socially.

Lynn said, "It has been great to see people building new friendships, having the opportunity to reunite with friends from their local communities".

Initially start-up funds were via donations but the café is now self-funded by selling hot snacks, drinks, tuck shop items with below retail prices and is fortunate thanks to the church space being provided at no extra charge, to have no overheads other than stock for what they sell.

The volunteers and people who attend have also been keen to raise funds in their own way and so far have raised money for Children in Need, Comic Relief, Guide Dogs for the Blind and sent funds to help Ukrainian refugees."

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

Managing Director's Report



support

Thera South West Supports People with a Learning Disability

In 2021-22, Thera South West continued to focus on supporting people to live as independently as possible within their own homes and communities, including being in paid or voluntary work, or at college. The majority of Thera South West's work remains focused on providing intensive 24-hours support in their own homes for people with complex needs, with a small number of people supported in the community. The people we support and our staff teams continued to be affected by the impact of Covid-19, particularly in the earlier part of the year.

At the end of March, 2022, Thera South West was supporting and enabling 138 people (March, 2021 – 130). 112 people were with supported 24-hours a day and 26 people were provided with varying amounts of community support to help them to access their local community or for help with different aspects of their daily lives to enable them to continue living independently.

From April, 2021, following the final 'lockdown' of January to March, 2021, as Covid-19 infection rates decreased, with fewer cases requiring hospitalisation and the positive impact of the vaccination programme being seen, we started to re-focus our support on increasing people's involvement in their local communities and trying to find the 'new normal'. For some of the people, this adjustment in routine was all they wanted and they were keen and eager. However, for many others it was a challenge, as their confidence in social situations and out and about had reduced over the time. For the first four months up to the end of July, government restrictions were still in place and not all activities were possible, which was a further obstacle to overcome,

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

especially as some of the people we support couldn't understand why certain things were open and not others. Our local Community Support Leaders, Team Co-ordinators and operational staff teams worked with each person supported and each individual situation to build back as much as possible, step by step, or tried to find alternatives. This was all done within a backdrop of risk assessing: access to local communities, activities, travel, holidays and venues to reduce the potential of people supported contracting Covid-19 and becoming poorly.

During 2021-22, Thera South West was privileged to start supporting 21 new people, 14 with 24-hour support and 7 in their community. Sadly though, we saw three people we supported pass away due to ill health. They will be remembered fondly by those they knew in their communities, their families and by their staff teams. Also, due to declining physical or mental health, there were four further people whose needs we could no longer support in their homes so they moved to settings that could provide the support they needed. In addition during this period three people ceased having support in the community due to the Covid-19 pandemic and two people moved from community support to supported living.



success

21-22 achievements

Leadership

Thera South West continued, as in the prior year, to provide high quality support whilst responding and adapting to the challenges of the Covid-19 pandemic. This included complying with government guidance for health and social care, infection prevention and control protocols and working

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

through the challenges and changing landscape; most importantly for the people we support and our workforce. As the year progressed, face to face meetings and activities resumed, with an element of caution, and visits to staff and the people we support resumed as our board members and senior management team are aware of the importance of visibility, local engagement and taking the opportunity to recognise staff contribution and to say 'thank you'.

Our local support workers, senior support workers, team co-ordinators, community support leaders and members of the senior management team all showed true leadership in everything they did and demonstrated amazing dedication to both the people we support and their staff colleagues.

THERA South West remains committed to supporting people with a learning disability to live as independently as possible in their own homes and in their local communities with only the support they need. It is important that we enable the people we support to live the lives they choose, to live where they want and with who they want and have an opportunity to lead great lives and be valued members of their local communities. Living the THERA Vision in everything we do and decisions we make is key to achieving our goals.

A particularly important area is that the people we support have a say about their support and in the running of the company. We achieve this in a number of ways; from how we interact daily with the people supported by THERA South West, through visits and local events, to the formal route of company membership, which also allows the voices of staff and informal carers/family members to be heard and to contribute. Despite some restrictions in face-to-face meetings, we have been able to listen to our company members'

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

group and facilitate voting on specific topics via their participation at the Annual General Meeting (AGM).

We are proud that in mid-2021 we were chosen by our local authority colleagues and people's family members, to support nine new people in Devon and Wiltshire. For one group, Thera South West taking on their support meant they were able to stay living in their shared home where they wanted to be, importantly staying together at a time when they might have faced separation and moving to take up tenancies in other houses.

Engagement with key people

Engaging with all stakeholders, whilst still challenging for parts of the year due to the pandemic, was of real importance to us during 2021-22; in working to rekindle relationships, rebuild opportunities for the people we support and forge a path to something that felt more normal as we tried to learn to live and work with the Covid-19 virus and its many variants.

You can see some of the amazing people we support, their staff teams and their huge variety of activities and achievements on the Thera South West Facebook page <https://www.facebook.com/therasouthwest/> and stories/blogs on the Thera Trust website <https://www.thera.co.uk>. These posts and stories include people getting a job, going on days out and holidays, learning new skills, participating in local community projects and competition winners.

We gave 'Superhero' recognition awards for both people we support and their staff and recognised and celebrated our workforce through our staff awards for 2021.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

The senior management team understand the importance of welcoming and listening to our new staff and of sharing our vision and what is important to us. As a consequence, we continued to host regular 'Welcome To Thera' sessions and meet new staff. Our human resources business partner also completed check-in sessions with new staff at 4, 8 and 12 week intervals to gain feedback and to be proactive in helping to understand if we could improve the induction phase of people's employment.

Quality of Support

The quality of support we provide and how we can grow and improve is an everyday consideration for us. The Quality Company (a member of the Association of Quality Checkers) checks our support to make sure that people with a learning disability are living their lives as they choose. People with a learning disability are at the centre of what The Quality Company does. It employs people with a learning disability to carry out the quality checks, with support from a quality supporter, who enables them to fulfil their role. The reports for 2021-22 were reviewed by Jane Feierabend, Managing Director and Sam Holman, Service Quality Director. We then worked with Thera South West's operational teams to improve outcomes required and share learning. During 2021-22, The Quality Company relaunched their programme with a focus on different areas of a person's life, including health and wellbeing and community involvement. Overall, our quality scores were high and recognised the hard work of our teams.

Quality Operational Assurance

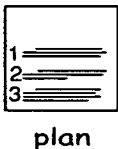
Thera South West is registered with the Care Quality Commission ("CQC"), the independent regulator of social care for England and Wales. The CQC inspect all health and social care providers to make sure they are meeting

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

the fundamental standards of care. At an inspection, the CQC team speaks to the people we support, their family, carers and staff and ask important questions about the support we provide. Our overall rating is that of 'Good'. The CQC recognise as important that one of our director roles is held by a person with a lived experience of learning disability to make sure that the board always focuses on the needs of the people we support. During 2021, we submitted a detailed CQC Provider Information Request Response which was focused on how we were working during the pandemic and have continued to receive monthly notifications from the CQC that, from their desktop reviews, they have not found evidence that they need to carry out an inspection or reassess our rating at this stage.

Thera Trust's Operational Assurance Team also complete annual and monthly themed operational audits; for these we have been scored as 'working well'. Our Operational Managers, who are CQC-Registered Managers and our community support leaders also complete monthly self-audits. We review quality and operational assurance at all levels of meetings through to board level and our Health and Safety Committee.

Our Plans for 2022 onwards



We have navigated our way through the two years of the pandemic and made some very positive steps and trust that the months ahead and next few years will allow us to deliver increased impact outcomes for the people we support.

Our plan for 2022-25 follows the key themes in line with Thera's Vision:

1. Living a Great Life – The People We Support:

- *building emotional resilience, confidence, opportunities and choice*
- *comprehensive matching of people supported and their support workers*

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

- *a community mapping project*
- 2. Our Workforce:
 - *improved recruitment and retention*
 - *better engagement and reward*
- 3. TSW Organisation and Community:
 - *demonstrating and increasing impact outcomes*
 - *awareness and supporting more people*
 - *increased outputs and impact from company membership*
- 4. Governance
 - board development and involvement



housing

Housing and Accommodation

Thera South West continues to work with another Thera company, Forward Housing, as well as with registered social landlords and other housing partners. We continue to have the capacity to call upon Forward Housing to facilitate more property to enable us to support more people in our geographical areas.

During 2021-22, three people supported by Thera South West in Wiltshire moved from a house that was no longer meeting their needs into a new accessible bungalow and all are settling in well and loving their new home. We also worked in Exeter for the third time with the housing charity Rainbow Living, to provide support for five people in their home.

All such work involves strong collaborative working and project management. Consultation and support for all concerned (people supported, their families, carers, staff teams, housing managers and social workers) is vital at all stages.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT



staff

Thera South West Employs Great People

At the end of the year, Thera South West employed 310 staff (March, 2021 – 350), the majority of whom are support workers.

People are at the heart of what we do, and our support teams are key to delivering great quality support and to ensuring the individuals supported by Thera South West are heard and live the lives they choose. As a company we take great pride in our staff's passion, commitment and personal achievements and the resulting positive impact on the individuals we support.

During the summer of 2021, retention and recruitment became challenging. This was as a result of many people reassessing their priorities, aspirations and work life balance as the country and world started to open up following the worst of the pandemic. Some full-time staff reduced hours to part-time, some staff decided to retire, some stopped work rather than pay for childcare which had become more expensive and in shorter supply and some staff decided to re-train or study. Some staff simply wanted a bit of time out as they had worked tirelessly for the past 18 months. The ensuing staffing shortage was a wider issue in both health and social care and other sectors and for Thera South West resulted in a return to using agency staff in certain locations.

There is a high level of competition for prospective new staff within the sector and from other non-sector employers. As an organisation we have made recruitment and retention a main operational focus to secure more great staff for the people we support and reduce the longer-term financial impact of the increased cost of agency workers.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

Having the right staff teams with the right skills, training and support and strong staff engagement is key to success and most importantly in delivering the best possible support, consistency, quality and the best impact outcomes.

As befits an organisation with Thera's Vision, we are committed to ensuring that all job applicants and employees are treated fairly and valued regardless of sex, disability, race, age, marital status, sexual orientation, religion, colour, ethnic or national origin. We value diversity and social inclusion across all our activities and our recruitment process ensures that all applicants have equal opportunity.



We have achieved the status of a Disability Confident Employer, which recognises that our systems and processes are adapted to encourage recruitment of staff with a disability and supporting them at work.

Thera's Vision states "Thera will respect the rights and wishes of people at work, at home and in the community". This demonstrates an approach not only to people supported by the organisation, but also to members of staff and volunteers.

Staff are able to engage formally with the organisation as company members alongside people supported and family members and by electing representatives to the company's Employee Consultative Council ('ECC'), a sub-committee of the Board, providing a direct line of communication between directors and the workforce. Thera South West has a well-established ECC which considers a range of matters relating to its staff. This includes sharing important information about Thera and finding out what staff think about important decisions that may affect them. The ECC is the formal mechanism for ensuring that Thera South West delivers on its philosophy of involvement

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

in relation to staff as well as meeting its obligations under Information and Consultation Regulations, 2004, for example in relation to changes to pay, terms and conditions. The ECC meets quarterly.

Staff are engaged informally in a variety of other ways for example through annual staff surveys, speaking with senior managers and board members when they visit the people we support and at local events and by contributing, alongside people supported and their families, to the company's plans.



money

Thera South West's Money

Thera's accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with Thera South West's Articles of Association and applicable law.

Turnover in 2021-22 was £9.0m. (2020-21 £8.4m.). The company only just broke even for the year after making a surplus the previous year of £124 k.

The year end result reflects the fact that, whilst Thera South West has been proactive in supporting more people, this is offset by significant cost increases, including the extra cost of agency staff in the second half of the year and an increase in the cost of central back-office support functions. The board and management team continue with actions to support more people and to eliminate the use of agency staff in 2022-23.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT



risk

Managing Thera South West's Risk

The key risks which are inherent in the nature of our work include the abuse or neglect of vulnerable people, a failure to comply with the CQC Essential Standards or other regulatory requirements, a failure to realise Thera's vision, a loss of contracts and a loss of key staff. As the wider economy has deteriorated and labour markets tightened, Thera South West's biggest risk is now to its ability to retain and recruit sufficient staff to provide the day to day care and support that it is contracted to undertake,

The social care market in which Thera South West operates continues to experience funding challenges as commissioners attempt to reconcile increasing demand within a tighter funding environment. This has so far had a lower level of impact on Thera South West's activities of supporting adults with a learning disability in the main who have a substantial assessed need. Accordingly, these individuals are at a lower risk of having their support reduced because of funding challenges, although it remains a challenge in some cases to secure appropriate 1-1 social activity hours for individuals in shared houses which we actively pursue in the best interest of the individuals.

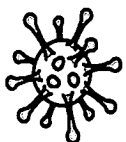
Like all care and support service providers, Thera South West is exposed to a range of external factors that may put pressure on continuing the provision of care and support to an individual with a learning disability. However, the specialist area of the market in which Thera South West works benefits from much lower levels of this pressure, as it is in both the commissioning body's and the individual's long term interests to maintain continuity and consistency of support, particularly of the high quality that Thera South West provides.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

Thera South West may face risk from damage to key relationships with local authorities, the loss of the key leadership and management or risk from litigation, financial or pension matters.

The Directors have assessed and monitored the major risks to which Thera South West may be exposed through a risk management strategy. Other than those sector risks outlined above, there were no material strategic changes within the organisation during the year that are perceived to expose the organisation to additional material risk. The board continues to monitor the external regulatory, funding and employment law environment closely. Directors are satisfied that systems are in place to minimise in incidence and impact of risk to the extent to which these are in the control of Thera South West.

In addition, Thera South West's Health and Safety Committee provides the formal mechanism for Thera jointly with staff safety representatives to fulfil their obligations under health and safety legislation and in line with the Group's Health and Safety Policy. A risk management strategy is in place that includes annual review of the Health and Safety Plan.



COVID-19

Covid-19

The accounts to which this report relates are for the year ending 31st March, 2022. There have been periods of time during which the activities of Thera South West have been disrupted or curtailed. During the year, Thera has maintained and constantly reviewed policy and guidelines in line with legal and regulatory requirements. Sufficient supplies of personal protective equipment were secured and maintained throughout the year. Governance, management

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

and administrative activity was facilitated and maintained with access to online meeting facilities.

Throughout the year, some of Thera South West's areas of work have needed to reduce in volume. This has largely been support to people in the community. Instead, activities have often been focussed either on providing greater volumes of support to more people at home, with, in many cases, staff being re-deployed to undertake this work rather than being furloughed; or alternative means of virtual support. Where activity levels have changed, income levels were sustained ensuring medium term stability once restrictions eased. There has been no material impact since the balance sheet date on financial performance or working capital as a direct result of Covid-19. Additional costs, for example on personal protective equipment, have been funded either in this way or with additional specifically targeted income.

The impact of these factors has diminished after the balance sheet date.

The directors continue to ensure that they act in line with policy and guidance issued by Thera Trust, the parent company of Thera South West, to review the specific risks relating to Thera South West's work arising from Covid-19 and to respond accordingly as necessary.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

<p style="text-align: center;">This section explains that the directors have told the Auditor everything they should and that they have worked within the law.</p>

DISCLOSURE OF INFORMATION TO THE AUDITOR

Each of the persons who are directors at the time when this Directors' Report is approved has confirmed that:

- so far as that director is aware, there is no relevant audit information of which the company's auditor is unaware; and
- that director has taken all the steps that ought to have been taken as a director in order to be aware of any information needed by the company's auditor in connection with preparing its report and to establish that the company's auditor is aware of that information.

THERA SOUTH WEST
(A company limited by guarantee)
for the year ended 31 March, 2022
DIRECTORS' REPORT

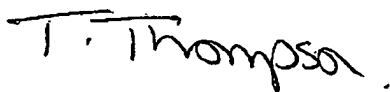
**This section asks the Company Members to agree that the Auditor,
Sayer Vincent LLP, be chosen again as the company's Auditor.**

RE-APPOINTMENT OF AUDITOR

In accordance with s.485 of the Companies Act 2006, a resolution is to be proposed at the Annual General Meeting for the re-appointment of Sayer Vincent LLP as auditor of the Company.

The directors' report has been prepared in accordance with the special provisions applicable to company's subject to the small companies' regime.

Approved by the Board of Directors on 15 December 2022 and signed on its behalf.



Tarnya Thompson
Secretary

THERA SOUTH WEST

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THERA SOUTH WEST

This page explains that the Auditor is reporting that the accounts give a true and fair view of the company and that they are put together as the law says they should be put together.

OPINION

We have audited the financial statements of Thera South West (the 'company') for the year ended 31 March 2022 which comprise the income and expenditure account, balance sheet, statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the company's affairs as at 31 March 2022 and of its profit for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

THERA SOUTH WEST

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THERA SOUTH WEST

<p>This section explains that the Auditor has audited (checked) the accounts and that they are reporting to Company Members.</p>

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 company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Thera South West's ability to

THERA SOUTH WEST

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THERA SOUTH WEST

continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

OTHER INFORMATION

The other information comprises the information included in the directors' annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual 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. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. 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.

THERA SOUTH WEST

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THERA SOUTH WEST

**This section explains that the Auditor must tell us if they are unhappy
with how the directors managed the company.**

**The Audit report says that there is nothing bad the Auditor wishes to
report to Company Members.**

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

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

- The information given in the directors' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The directors' annual 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 company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' annual 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, or returns adequate for our audit have not been received from branches not visited by us; or

THERA SOUTH WEST

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THERA SOUTH WEST

- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of directors' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' annual report and from the requirement to prepare a strategic report.

RESPONSIBILITIES OF DIRECTORS

As explained more fully in the statement of directors' responsibilities set out in the directors' annual report, the directors 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 directors 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 directors are responsible for assessing the 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 directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

THERA SOUTH WEST

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THERA SOUTH WEST

Director's responsibilities are explained on page 4.

**This page explains that it is the Auditor's responsibility to audit (check)
the accounts as the law says they should.**

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

THERA SOUTH WEST

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THERA SOUTH WEST

This page explains how the Auditors check the accounts.

CAPABILITY OF THE AUDIT IN DETECTING IRREGULARITIES

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, internal audit and the audit committee, which included obtaining and reviewing supporting documentation, concerning the company's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the company operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the company from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.

THERA SOUTH WEST

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THERA SOUTH WEST

- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

THERA SOUTH WEST

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THERA SOUTH WEST

USE OF OUR REPORT

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

Jonathan Orchard (Senior statutory auditor)

15 December 2022

for and on behalf of Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

You will see that this report and accounts also includes accessible information so that the directors of Thera South West are ensuring that all Company Members, including those with a learning disability, are able to fulfil their duties in law including to receive the accounts and to appoint the directors and Auditor.

The law does not say we must provide this information, but Sayer Vincent LLP says it is in line with the statutory report and accounts.

THERA SOUTH WEST
(A company limited by guarantee)

SUMMARY OF MONEY

For the year ended 31 March, 2022

What we have earned and what we have spent: **£**

Money we get in 9,250,784

What we spent on our staff (6,740,529)

Other money we spent (2,510,647)

Money we spent more than money we got in (392)

What Thera South West has at 31 March, 2022: **£**

How much cash we had in the bank 79,831

What we are owed by others 966,169

What we owe to other Thera companies (527,593)

What we owe to others (596,382)

Final amount the company had at 31 March, 2022 (77,975)

THERA SOUTH WEST
(A company limited by guarantee)
INCOME AND EXPENDITURE ACCOUNT
for the year ended 31 March 2022

	Note	2022 Total £	2021 Total £
Turnover	3	8,993,266	8,399,740
Direct costs		(7,427,399)	(6,953,392)
Gross surplus		1,565,867	1,446,348
Administrative expenses		(1,531,296)	(1,261,004)
Operating result	4	34,571	185,344
Exceptional Covid-19 Income		248,591	229,528
Exceptional Covid-19 expenditure		(292,481)	(281,433)
Operating result after Covid-19 items		(9,319)	133,439
Interest receivable on intra-group borrowings		8,927	-
Interest payable and similar charges		-	(9,323)
Result from ordinary activities before taxation		(392)	124,116
Taxation on result on ordinary activities	7	-	-
Total comprehensive income		(392)	124,116
Retained earnings			
Accumulated deficit at the beginning of the year		(77,583)	(201,699)
Total comprehensive income for the financial year		(392)	124,116
Gift aid distribution to parent charity		-	-
Retained earnings at the end of the year		(77,975)	(77,583)

The above Income and Expenditure Account is the equivalent of the Statement and Retained Earnings.

All of the above activities relate to continuing operations.

THERA SOUTH WEST
(A company limited by guarantee)

BALANCE SHEET
as at 31 March 2022

COMPANY REGISTRATION NUMBER 06797328

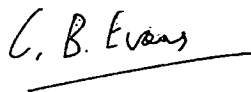
	Note	£	2022 £	£	2021 £
Current assets:					
Debtors	8	966,169		1,288,303	
Cash at bank and in hand		79,831		5,102	
		<u>1,046,000</u>		<u>1,293,405</u>	
Current liabilities:					
Creditors falling due within one year	9	(596,382)		(394,510)	
				<u></u>	
Net current assets			<u>449,618</u>		<u>898,895</u>
Total assets less current liabilities			<u>449,618</u>		<u>898,895</u>
Long term liabilities:					
Creditors falling due after more than one year	10	(527,593)		(976,478)	
			<u>(77,975)</u>		<u>(77,583)</u>
Net liabilities			<u>(77,975)</u>		<u>(77,583)</u>
Reserves					
Retained earnings			<u>(77,975)</u>		<u>(77,583)</u>
Total reserves			<u>(77,975)</u>		<u>(77,583)</u>

These accounts have been prepared in accordance with the special provisions applicable to small companies subject to the small companies' regime.

The financial statements were approved and authorised for issue by the board and signed on its behalf on 15 December 2022.



Simon Conway
Director



Chris Evans
Director

THERA SOUTH WEST
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
for the year ended 31 March 2022

	2022	2021
	Total	Total
	£	£
Total comprehensive income	(392)	124,116
Interest payable	-	9,323
Interest receivable	(8,927)	-
Decrease in debtors	322,134	445,067
Decrease in creditors	(247,013)	(572,243)
Net cash provided by operating activities	65,802	6,263
Cash flows from financing activities:		
Interest received	8,927	-
Interest paid	-	(9,323)
Net cash provided by / (used in) financing activities	8,927	(9,323)
Net increase / (decrease) in cash and cash equivalents	74,729	(3,060)
Cash and cash equivalents at the beginning of year	5,102	8,162
Cash and cash equivalents at the end of year	79,831	5,102

THERA SOUTH WEST
(A company limited by guarantee)
NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

1 Accounting policies

a) Statutory information

Tera South West is a company limited by guarantee and is incorporated in the United Kingdom (England and Wales). The registered office address is 134 Edmund Street, Birmingham, B3 2ES. The operating address is The West House, Alpha Court, Swingbridge Road, Grantham, NG31 7XT. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

b) Basis of preparation

These financial statements have been prepared in accordance with applicable United Kingdom accounting standards, including Financial Reporting Standard 102 – 'The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland' ('FRS 102'), and with the Companies Act 2006. The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in Sterling (£) which is the functional currency of the company. The financial statements are for the year ended 31 March 2022 (2021: 31 March 2021).

The preparation of financial statements in conformity with FRS 102 requires the use of certain critical accounting estimates. It also requires management to exercise judgment in the process of applying the company's accounting policies. The areas involving a higher degree of judgment or complexity or areas where assumptions and estimates are significant to the financial statements are disclosed in note 2.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

c) Going concern

The directors have received assurances from the trustees of Tera Trust that they will continue to support the operations of the company. On this basis the directors consider that the company has the ability to continue operating as a going concern and there are no known material uncertainties to this. Further information is given in the directors' annual report and below in Note 2 in the section on Group Financial Support.

d) Turnover

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the company and the revenue can be reliably measured. Revenue is measured as the fair value of the consideration received or receivable.

Revenue from a contract to provide support services is recognised in the period in which the services are provided in accordance with the stage of completion of the contract when all of the following conditions are satisfied:

- The amount of revenue can be measured reliably
- It is probable that the company will receive the consideration due under the contract
- The stage of completion of the contract at the end of the reporting period can be measured reliably
- The costs incurred and the costs to complete the contract can be measured reliably

e) Government & local authority assistance

Government assistance in the form of Coronavirus Job Retention Scheme and Job Support Schemes is recognised as income when an eligible claim has been submitted.

Other government and local authority grants are recognised at fair value when the company has entitlement after any performance conditions have been met, the receipt is probable and the amount can be measured reliably.

THERA SOUTH WEST
(A company limited by guarantee)
NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

1 Accounting policies (continued)

f) Taxation

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

g) Pensions

Thera South West participates in The Pensions Trust Ethical Fund and The People's Pension, both which are defined contribution schemes and the pension charge represents the amounts payable by the company to the fund in respect of the year.

Thera South West also participates in the NHS Pension Scheme which is a defined benefit scheme. Contributions to the scheme are charged against net income in the period in which they are payable. The pension charge is based on a full actuarial valuation as disclosed in the relevant note to the financial statements. Contributions for this scheme are set by the Government Actuary and a qualified Actuary respectively.

h) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

i) Cash and cash equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible into known amounts of cash with insignificant risk of change in value.

j) Financial instruments

The company enters into only basic financial instrument transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable, loans from banks and other third parties and loans from related parties. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

k) Parent charity and financial support

An Intra-Group Agreement exists between Thera Trust and twenty eight of its subsidiaries. This Intra-Group Agreement incorporates a Funding Agreement which allows Thera Group companies to benefit from the movement of funds around the Group. Each subsidiary, other than The Camden Society, Equal Futures and Thera Limited, has acceded to this Intra-Group Agreement with Board approval. In addition to this, Thera Trust and its subsidiaries have all individually agreed not to demand the repayment of any inter-company borrowings within twelve months of the date on which the balance sheet is signed. Any amounts due to or from Group companies that have been shown as due within one year relate to balances arising from operational activities and gift aid. A market rate of interest has been charged on balances between group companies.

THERA SOUTH WEST
(A company limited by guarantee)
NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

2 Judgements in applying accounting policies and key sources of estimation uncertainty

The directors of the company make estimates and assumptions concerning the future. Management are also required to exercise judgement in the process of applying the charitable company's accounting policies. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are addressed below.

Management have considered whether Covid-19 has impacted on any areas of estimation in reporting these accounts. Other than the general background uncertainty created by Covid-19's economic impact, management do not believe that it impacts on any specific aspects of the numbers reported in these accounts.

In preparing these financial statements, the directors have delegated to management the authority to make the following judgements:

Group financial support

The directors of all of the subsidiaries within the Thera Group that have acceded to the Intra-Group Agreement as referred to above, have received assurance from the board of Thera Trust that adequate financing is in place to meet the group's financing needs and this has enabled the directors to confirm that management can prepare the accounts on a going concern basis.

Recoverability of trade debtors

Trade and other receivables are recognised to the extent that they are judged recoverable. Management reviews are performed to estimate the level of reserves required for irrecoverable debt. Provisions are made specifically against invoices where recoverability is uncertain.

Management makes allowance for doubtful debts based on an assessment of the recoverability of debtors. Allowances are applied to debtors where events or changes in circumstances indicate that the carrying amounts may not be recoverable. Management specifically analyse historical bad debts, customer creditworthiness, current economic trends and changes in customer payment terms when making a judgement to evaluate the adequacy of the provision for doubtful debts. Where the expectation is different from the original estimate, such difference will impact the carrying value of debtors and the charge in the income and expenditure account.

Provisions

A provision is recognised when the company has a present legal or constructive obligation as a result of a past event for which it is probable that an outflow of resources will be required to settle the obligation and the amount can be reliably estimated. If the effect is material, provisions are determined by discounting the expected future cash flow at a rate that reflects the time value of money and the risks specific to the liability.

Whether a present obligation is probable or not requires judgment. The nature and type of risks for these provisions differ and management's judgement is applied regarding the nature and extent of obligations in deciding if an outflow of resources is probable or not.

THERA SOUTH WEST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 March 2022

3 Turnover

The whole of the turnover is attributable to income from contracts with Local Authorities, other organisations and individuals to provide support to people with a learning disability.

All turnover arose within the United Kingdom.

Income from central government and local authorities in relation to Covid-19 exceptional income amounted to £248,591 (2021 - £229,528).

4 Operating result

The result for the year is stated after charging:	2022	2021
	£	£
Auditor's remuneration - audit	8,930	8,500
- other services	2,120	2,020

Auditors' remuneration for the group is disclosed in full in the parent charitable company and is recharged to the subsidiary as part of the overall recharge of the group's management and administration costs.

5 Employees

Staff costs (including directors' remuneration) during the year were as follows:

	2022	2021
	£	£
Wages and salaries	6,113,613	6,122,067
Social security costs	483,082	471,732
Pension costs:		
Defined benefit	24,321	22,832
Defined contribution	119,513	116,634
	6,740,529	6,733,265

The average monthly number of employees (including directors) on a head count basis during the year was as follows:

	2022	2021
	Number	Number
Direct and relief support work	323	322
Management and administration	7	7
	330	329

THERA SOUTH WEST
(A company limited by guarantee)
NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

6 Directors' remuneration

	2022 £	2021 £
Directors' remuneration	85,619	84,197
Company contributions to pension schemes	1,757	1,754
	<u>87,376</u>	<u>85,951</u>

During the year retirement benefits were accruing to 2 directors (2021: 2) in respect of defined contribution pension schemes.

The total of employee benefits (including employer's pension contributions and employer's national insurance) received by key management personnel is £96,818 (2021: £95,194). The company considers its key management personnel comprises the Managing Director and the Service Quality Director.

7 Taxation

There is no tax charge assessed for the year as the entity made a loss from activities.

	2022 £	2021 £
UK corporation tax at 19% (2021: 19%)	-	-

Factors affecting the tax charge for the year

The tax assessed for 2021 was lower than the standard rate of corporation tax in the UK (2021 - 19%). The differences are explained below:

Result from ordinary activities before tax	(392)	124,116
Result from ordinary activities before tax multiplied by standard rate of corporation tax in the UK of 19% (2021 - 19%)	-	23,582
Effects of:		
Tax credit from losses utilised	-	(23,582)
Total tax charge for the year	<u>-</u>	<u>-</u>

THERA SOUTH WEST
(A company limited by guarantee)
NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

8 Debtors

	2022 £	2021 £
Trade debtors	410,664	741,954
Other debtors	58,271	78,623
Prepayments and accrued income	497,234	467,726
	<u>966,169</u>	<u>1,288,303</u>

9 Creditors falling due within one year

	2022 £	2021 £
Trade creditors	54,308	3,984
Taxation and social security	162,096	126,751
Other creditors	51,817	24,557
Accruals and deferred income	328,161	239,218
	<u>596,382</u>	<u>394,510</u>

10 Creditors falling due after one year

	2022 £	2021 £
Amounts due to group undertakings	527,593	976,478
	<u>527,593</u>	<u>976,478</u>

The repayment period for the amounts owed to group undertakings is disclosed within the Parent charity and financial support accounting policy.

11 Pension commitments

Pensions Trust Ethical Fund

Tera South West participates in The Pensions Trust Ethical Fund which is a defined contribution scheme for the benefit of its employees. Contributions payable during the period amount to £118,051 (2021: £116,634). The amount outstanding in respect of this Scheme at the year-end was £454 (2021: £397).

Tera South West participates in The People's Pension which is a defined contribution scheme for the benefit of its employees. The scheme started in the year and the contributions payable during the period amount to £1,462 (2021: £nil). The amount outstanding in respect of this Scheme at the year-end was £nil (2021: £nil).

THERA SOUTH WEST
(A company limited by guarantee)
NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

11 Pension commitments (continued)

Local Government Pension Scheme

Tera South West participates in Wiltshire Council's Local Government Pension Scheme (WLGPS). The Scheme is funded and is contracted-out of the State Pension scheme.

Contributions payable during the period amount to £5,183 (2021: £5,104). The amount outstanding in respect of employer and employee contributions for this Scheme at the year-end was £nil (2021: £nil).

It is not possible in the normal course of events to identify on a consistent and reasonable basis the share of underlying assets and liabilities belonging to individual participating employers. This is because the Scheme is a multi-employer scheme where the Scheme assets are co-mingled for investment purposes, and benefits are paid from total Scheme assets. Accordingly, due to the nature of the Scheme, the accounting charge for the period under FRS 102 represents the employer contribution payable.

Wiltshire County Council has confirmed that it will take responsibility for any funding deficit arising should Tera South West cease to be a member in the Scheme.

As at the balance sheet date there was 1 (2021: 1) active member of the Scheme employed by Tera South West.

The Trustee commissions an actuarial valuation of the Scheme every three years. The main purpose of the valuation is to determine the financial position of the Scheme in order to address the level of future contributions required so that the Scheme can meet its pension obligations as they fall due.

The last formal valuation of the Scheme was performed as at 31 March 2019 by a professionally qualified Actuary. The market value of the Scheme's assets at the valuation date was £2,589 million. The valuation revealed a shortfall of assets compared with the value of liabilities of £92 million, equivalent to a past service funding level of 97%.

The next triennial formal valuation of the Scheme is due as at 31 March 2022.

NHS Pension Scheme

For some employees, who have previously worked in the NHS, Tera South West also participates in the NHS Pension Scheme, which is a defined benefit scheme. Contributions to this scheme, which are charged against net income, are set by the Government Actuary, as set out below. The pension charge for the year in respect of this Scheme was £19,138 (2021: £17,728). The amount outstanding at the year end was £nil (2021: £nil).

Past and present employees are covered by the provisions of the two NHS Pensions Schemes. Details of the benefits payable and rules of the Schemes can be found on the NHS Pensions website at: www.nhsbsa.nhs.uk/pensions.

Both are unfunded defined benefit schemes that cover NHS employers, GP practices and other bodies, allowed under the direction of the Secretary of State for Health and Social Care in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, each scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS Body of participating in the scheme is taken as equal to the contributions payable to that scheme for the accounting period.

THERA SOUTH WEST
(A company limited by guarantee)
NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

11 Pension commitments (continued)

NHS Pension Scheme (continued)

In order that the defined benefit obligations recognised in the financial statements do not differ materially from those that would be determined at the reporting date by a formal actuarial valuation, the Financial Reporting Manual (FRoM) requires that 'the period between formal valuations shall be four years, with approximate assessments in intervening years'. An outline of these follows:

a) Accounting Valuation

A valuation of scheme liability is carried out annually by the scheme actuary (currently the Government Actuary's Department) as at the end of the reporting period. This utilises an actuarial assessment for the previous accounting period in conjunction with updated membership and financial data for the current reporting period, and is accepted as providing suitably robust figures for financial reporting purposes. The valuation of the scheme liability as at 31 March 2022, is based on valuation data as 31 March 2021, updated to 31 March 2022 with summary global member and accounting data. In undertaking this actuarial assessment, the methodology prescribed in IAS 19, relevant FRoM interpretations, and the discount rate prescribed by HM Treasury have also been used.

The latest assessment of the liabilities of the scheme is contained in the report of the scheme actuary, which forms part of the annual NHS Pension Scheme Accounts. These accounts can be viewed on the NHS Pensions website and are published annually. Copies can also be obtained from The Stationery Office.

b) Full Actuarial (funding) Valuation

The purpose of this valuation is to assess the level of liability in respect of the benefits due under the schemes (taking into account recent demographic experience), and to recommend contribution rates payable by employees and employers.

The latest actuarial valuation undertaken for the NHS Pension Scheme was completed as at 31 March 2016. The results of this valuation set the employer contribution rate payable from April 2019 to 20.6% of pensionable pay.

The 2016 funding valuation also tested the cost of the Scheme relative to the employer cost cap that was set following the 2012 valuation. There was initially a pause to the cost control element of the 2016 valuations, due to the uncertainty around member benefits caused by the discrimination ruling relating to the McCloud case.

HMT published valuation directions dated 7 October 2021 (see Amending Directions 2021) that set out the technical detail of how the costs of remedy are included in the 2016 valuation process. Following these directions, the scheme actuary has completed the cost control element of the 2016 valuation for the NHS Pension Scheme, which concludes no changes to benefits or member contributions are required. The 2016 valuation reports can be found on the NHS Pensions website at <https://www.nhsbsa.nhs.uk/nhs-pension-scheme-accounts-and-valuation-reports>.

THERA SOUTH WEST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

12 Related party transactions

In line with the exemption conferred by section 33.11(b) of FRS 102, Thera South West has chosen not to disclose related party transactions between group companies on the grounds that 100% of the voting rights are held by Thera Trust and that Thera South West is included in Thera Trust's consolidated financial statements.

13 Ultimate parent undertaking and controlling party

Thera South West's ultimate parent company is Thera Trust, a charitable company limited by guarantee (company number 3593418) and registered in England and Wales (charity number 1090163). Thera Trust is ultimately controlled by the board of trustees.

Copies of the consolidated Thera Trust financial statements are available from the Charity Commission. The company distributes available profits to its parent undertaking.