

Trustee's Report and Annual Statement

For the year ended 31 March 2026



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About Walsingham Support

We are Walsingham Support, a charity that supports people with learning disabilities, autistic people and other complex needs across England and Wales. We provide residential care, supported living and day services; with every service tailored to the needs of individuals and operating on a set of guiding principles to ensure the absolute best quality of life for people we support. These principles are:

- **Choice** – everyone should be empowered to make choices about how they live their lives
- **Dignity** – people should be treated with dignity and respect
- **Independence** – supporting people to live as independently as possible
- **Community Inclusion** – the people we support should have the same opportunities as everyone else to be active citizens in their local communities

Since our inception in 1986 the support needs of people with learning disabilities, autistic people and complex needs have evolved and so have their expectations on where and how they want to be supported. Walsingham Support is evolving as an organisation to be best placed to meet these changing expectations

and to continue to ensure that the people we support lead happy, fulfilled lives on their own terms.

We are not just hoping that the evolution of the organisation is meeting the needs of the people we support, we know that it is because we are making those changes guided by them.

VISION

- Walsingham Support will grow to become a leader in the sector to meet the evolving needs of people we support and the higher expectations they have around how they live
- We will reinforce the voices of all those with learning disabilities, autistic people and other complex needs to challenge the status quo, disrupt perceived limitations and influence sector wide change

MISSION

- We see the person not the limitations. We work alongside adults with complex needs to fulfil their life aspirations. We employ and develop exceptional people. We are agile, continuously learning as we respond to evolving needs

Introduction: Robert Longley-Cook, Chair & Holly Spiers, Chief Executive



We are proud to reflect on a year in which, despite a challenging and uncertain environment, we have continued to make a meaningful difference to the lives of the people we support. The dedication and compassion of our colleagues has enabled us to continue to maintain the highest standards of care while strengthening our organisation for the future. Everything we do remains rooted in ensuring that the voices, experiences and aspirations of the people we support are at the heart of our decisions.

In the second year of our strategy, we have made strong progress against our three key priorities. We have continued to **build our voice as advocates for people with learning disabilities, autistic people and those with complex needs**, recognising that we must actively shape the changes affecting our sector. At the same time, we have begun **developing more tailored services, particularly for young adults aged 18 to 25**, so that we are ready to meet the needs of future generations. Alongside this, we have focused on **growing our organisation in a sustainable way**, enabling us to support more people while strengthening our long-term resilience.

Walsingham Support is an agile, dynamic and ambitious organisation. Despite all the challenges in adult social care that make running a low margin business harder than it needs to be, we have supported more people to achieve their goals and aspirations.

Supporting people to live on their own terms, meet new people, find love or a job is what we do every day. Our People's Parliament ensures that what the people we support want the most out of life drives the strategy and priorities of the organisation. This is underpinned by a proactive Quality function that focuses on continuous improvement, evolving to meet the needs of people we support and regulatory changes.

We know that delivering our ambitions depends on being financially strong, yet the reality of uncertain funding and pressure on local authority budgets continues to challenge us. In response, we have worked closely with commissioners and remained disciplined in how we manage our resources, ensuring we can reinvest in our services, our systems and our people. This careful approach allows us to keep moving forward while staying true to our purpose.

This year, we have also taken important steps in our digital transformation journey. By investing in new systems, including HR and payroll, digital care planning and finance, we are creating a more efficient, data-informed organisation that is better equipped for the future. These improvements will help us work smarter, increase productivity and ultimately enhance the support we provide.

Looking ahead, we remain committed to being bold and determined advocates for the people we support. We will continue to call for better – and fairer – funding, improved recognition for the social care workforce and better outcomes for those we support. We will continue to engage with the Casey Commission to ensure that future reforms are driven by those the system supports, their families and providers who see the pitfalls and the opportunities.

While challenges remain, we are optimistic that the foundations we have built, combined with the passion of our people, will enable us to navigate the future with confidence and continue empowering individuals to live life on their own terms.

As a people-focused organisation, we are fortunate to work with a wide range of talented and dedicated colleagues: from our dedicated Board of Trustees, whose time and guidance are invaluable, through all our staff teams who play vital roles in ensuring the people we support lead happy, fulfilled lives – our sincere thanks to all for making this a successful year.

The contents of this annual report will bring to life the culture and achievements of Walsingham Support through the lives, words and images of the people we support.

Future focused: a new strategy for Walsingham Support

Walsingham Support Five Year Strategy



Our strategy represents an ambitious change for Walsingham Support including changes to our service model, a focus on advocacy and significant, targeted growth.

Our strategy was developed to future-proof our organisation in an ever-changing external landscape; we know that inaction won't stop change in the sector, rather that we would have no input to these changes. We have been bold in our goals, taking calculated risks to provide quality services for the people we support and advocate for everyone with a learning disability, autistic people and complex needs.

Strategy year two: ambition into impact

The strategy is focused on three key goals which are underpinned by six enabling goals. In this section we share our progress against the strategy to date.

Develop our service offering to meet the changing needs of future generations

As the needs and aspirations of people with learning disabilities and autistic people continue to change, the support we provide must evolve alongside them. While many of the people we support have been with us for decades and are now in later life, we are increasingly working alongside younger people whose expectations for independence and wellbeing are shaped by a very different world. Keeping our services relevant, responsive and forward-looking is fundamental to our purpose.

We have also moved from planning to practice with our Transitions toolkit, using it to shape new services for young people leaving home and moving into adult provision. Our focus is on building confidence, independence and meaningful

life opportunities, with assistive technology, community connections and pathways into education and employment embedded from the outset.

Over the past year we have strengthened our approach to complex support, developing a comprehensive Mental Health support model and toolkit that equips our teams with practical guidance, evidence-based strategies and person-centred tools. This work is to enhance our ability to recognise, understand and respond to mental health needs, ensuring people receive timely, compassionate and consistent support.

Our commitment to Positive Behaviour Support (PBS) has deepened further this year. We have strengthened our governance, expanded our internal expertise and developed new PBS specialists and trainers across the organisation.

Alongside this, we have continued to actively champion the STOMP (Stopping Over-Medication of People with a Learning Disability, Autism or Both) standards, ensuring that behavioural distress is understood and supported rather than medicated. This work reinforces our belief that everyone deserves support that is respectful, human rights-based and rooted in understanding.

Across all these developments, one principle remains constant: the best support is built on strong, trusting relationships. We continue to prioritise working in partnership with families, loved ones and professionals, ensuring that every service we design reflects what truly matters to the people who will use it. By investing in new models, new skills and new ways of working, we are preparing Walsingham Support to meet the needs of future generations.



Homes not hospitals

Nathan and John live at Ford Road in Wales, a service specially created to transition people from lives in medium secure units to supported living. Both had spent most of their adult lives in secure residential settings, in Nathan's case beginning at the age of six.

Previous attempts at supported living had failed and both had become institutionalised, not only in terms of routine and environment, but in the expectations of what their lives could be. We recruited and developed an entirely new team to deliver positive risk-taking and person-centred support. Nathan and John now call Ford Road their home. When John arrived, he had various restrictions in place, the team soon realised many of these were 'ward-based' practices carried over from the secure unit. Understanding this allowed the team to tweak or remove a lot of restrictions only keeping those that helped John feel safe or safeguarded others.

Nathan has a range of phobias that can trigger challenging behaviour, including anxiety about small or breakable objects, which had meant no Christmas tree. This was until the team worked with Nathan to create alternative paper decorations. This removed the fear of breaking and delivered a Christmas tree for the first time since Nathan's childhood.

Nathan has lived at Ford Road for just over a year, during which time he has achieved outcomes that were previously considered impossible. Impressive when you

consider that the external professional view was failure within days. Today he provides a compelling example of what can be achieved when support is based on strengths, autonomy, and enablement. "It's the best house I've ever lived in, when I want to go out I can with my staff," says Nathan.

These outcomes have been made possible by challenging professional perspectives that are cautious and often risk-averse, concerned that the 'mix' in a supported living service will lead to instability rather than opportunity. Instead, the team have delivered the opposite, "I love having my own space, I've always shared, I love having privacy in my own home and having a garden," explains John who took up gardening before deciding that he was "too old". This last fact is in itself amazing as it highlights that John now decides what he wants to do with his life, the opposite to his life in a secure unit.

Moving individuals from hospital, highly risk-managed environments, and into their own home with an appropriate support model centred on independence and personal choice is our goal for every person with a learning disability or is autistic. Ford Road is a powerful example of what can happen when people are supported to move beyond restriction and towards choice, independence and control. Nathan and John's progress shows that, with the right support, positive risk-taking and belief in what is possible, people can build lives that are not defined by where they have been, but by what they want for the future.



I love having privacy in my own home and having a garden.

John

It's the best house I've ever lived in, when I want to go out I can with my staff.

Nathan

Strategy year two: ambition into impact



Grow the size and impact of the organisation

Growing the size and reach of the organisation remains central to ensuring we are financially resilient and able to influence sector-wide change, championing the rights and aspirations of everyone with a learning disability, autistic people and complex needs. In 2025-26 we have continued to expand our service provision, strengthening our presence in Shropshire, Gloucestershire, Doncaster, and Caerphilly through successful bids and tender activity. These developments reflect our commitment to delivering high-quality, personalised support in communities where need is increasing, and where our expertise can achieve outstanding outcomes.

In July 2025, we were delighted to merge with The Pontesbury Project, a long established charity based near Shrewsbury. The Pontesbury Project has a proud history of supporting adults with learning disabilities to live fulfilling and independent lives within

their local community. This merger brings together two organisations with shared values and a shared belief in the importance of person-centred support. It strengthens the long-term sustainability of services in the Shropshire area and provides Walsingham Support with an opportunity to grow our footprint across the region, enabling us to support more people and families.

Alongside this, we have commenced a new strategic partnership with Cornerstone Place to develop supported living services tailored specifically for young people aged 18-25 who are navigating the transition to adulthood. This collaboration will enable us to design and deliver innovative housing solutions that reflect the aspirations of younger generations: homes that are modern, flexible, and built around the principles of independence, choice, and community inclusion. By working closely with Cornerstone Place, we aim to address gaps in provision and ensure that young

people entering adult services have access to the right support at the right time.

To support the delivery of our evolving service model, we have continued to review our existing portfolio and identify opportunities for redevelopment. This includes working with housing partners to design and create bespoke environments that better meet the needs of the people we support today and in the future. Looking at options to begin a phased service transformation, plans are underway, and we are developing a phased plan to begin this transformation in the coming year.

Our growth over the past year reflects both our ambition and our responsibility: to build a resilient organisation capable of shaping the future of social care, while ensuring that every person we support lives a happy and fulfilled life on their own terms.

Advocate for people with learning disabilities, autistic people and other complex needs

We remain focused on our vision to raise the voices of people with learning disabilities, autistic people and those with complex needs, challenging the status quo, disrupting perceived limitations and influencing sector-wide change. Advocacy is not separate from our day-to-day work; it is shaped by the experiences, ambitions and concerns of the people we support, and by the insight of colleagues who see first-hand where systems are working well and where they are falling short.

Our People's Parliament continues to play a central role in this work, creating a structured space for people we support to raise the issues and subjects that matter most to them. Alongside this, the experience and expertise of our staff teams have helped us to identify health inequalities that are too often treated as anecdotal. We are now turning those experiences into a clearer campaign for change, underpinned by data, evidence and case studies from within and beyond Walsingham Support.

We continue to work with sector umbrella bodies and partner organisations to campaign for better outcomes, fairer funding and stronger recognition of the essential role social care plays in people's lives. We have also used our own expertise to help build sector resilience, contributing to conferences, discussions and shared learning opportunities that bring providers, commissioners and policymakers together around a common purpose.

Looking ahead, we will continue to engage with Baroness Casey's review of adult social care reform and make the case for change that is grounded in the realities of people's lives. There is a real risk to the sector, and to the people who depend on it, if reform does not address long-standing issues around funding, workforce capacity, housing, health inequalities and the complexity of support now required. Walsingham Support stands ready to be part of that change: to share evidence, trial new ways of working and help design solutions that are ambitious, practical and led by the voices of people who draw on support.



Looking ahead, we will continue to engage with Baroness Casey's review of adult social care reform and make the case for change that is grounded in the realities of people's lives.



A partnership rooted in shared values: The Pontesbury Project joins Walsingham Support

From a family vision to a lasting community legacy

Founded in 1987 by Ian and Beryl Bradley, The Pontesbury Project began with a simple but powerful belief: that, with outstanding care and support, people with learning disabilities and complex needs could live fulfilled lives in a place where they were known, valued and included.

What started at Hill Farm House, supported by Ian and Beryl's family and the local community, grew from supporting four people to more than 20 people across 12 local properties. Over nearly four decades, The Pontesbury Project became known for its warm, person-centred approach, its strong community roots and its expertise in positive behaviour support.

Coming together to strengthen the future

In July 2025, The Pontesbury Project and The Pontesbury Housing Trust merged with Walsingham Support. The merger brought together organisations with closely aligned values, a shared commitment to excellent support, and a mutual ambition to help people live the lives they choose.



For Walsingham Support, the merger was about more than organisational growth. It was an opportunity to increase operational resilience, sharing expertise and investing in the homes, facilities and support models that people will require in the future.

For Walsingham Support, the merger was about more than organisational growth. It was an opportunity to increase operational resilience, sharing expertise and investing in the homes, facilities and support models that people will require in the future. The continuing involvement of Philip Bradley (Ian & Beryl's son), now a Trustee of Walsingham Support, ensures that the founding family's vision remains part of the organisation's future direction.

As Robert Longley-Cook, Chair of Walsingham Support, described it, the merger brought together "Two sound organisations" with the same focus: delivering great outcomes for the people we support, through excellent staff, in a financially sustainable way. That sense of shared purpose has been echoed by colleagues across both organisations, including Helen Haigh, Registered Manager at The Pontesbury Project, who has been part of its journey for 30 years and sees the merger as "A really exciting step forward".

Supporting Paul to be his whole self

Over a year on, the impact of the merger can be seen not only in stronger services and future investment plans, but in the confidence, choices and aspirations of the people supported. Paul's story shows what person-centred support can make possible when someone feels safe, listened to and encouraged to explore who they are.

Paul moved into Heathlands in 2019, where he lives with his friends David and Mark. He is a Manchester United supporter, a fan of 90s music, including Oasis and the Spice Girls, an animal lover and a skilled cook who enjoys experimenting with healthy vegan and vegetarian dishes.

In 2026, a conversation with his support worker Nick gave Paul the space to talk openly about his hopes for the future. For the first time in his life, Paul spoke about his sexuality. Now 43, he is open and proud to be gay and is looking ahead with confidence to meeting the right person and, one day, sharing a home and a lasting relationship. With support, Paul was able to tell his mother, who responded with acceptance and support. He has since shared this part of himself with friends, growing in confidence and taking positive steps towards the life he wants.



Paul has found the confidence to speak openly, make new connections, try new experiences, and share his story in a way that inspires others.

Living in rural Shropshire has presented challenges in finding opportunities to meet people and explore LGBTQ+ spaces, but Paul has not let this hold him back. He has attended LGBT group meetups, including Picnic in the Park, sought advice on where to meet people, planned visits to social venues, explored speed dating and attended his first Pride celebration. His growing independence has also shown in everyday achievements. Recently, Paul went shopping on his own for the first time, bought new pyjamas and socks, and stopped for lunch afterwards – a personal milestone that reflected his increasing confidence and self-belief.

Paul has also used his voice to support others. He developed a 30-minute podcast about being a gay man with a learning disability, discussing the challenges he has faced and reflecting on the importance of acceptance and inclusion.

One of the standout moments of the year came when Paul co-hosted Walsingham Support's fourth annual leadership conference alongside Holly Spiers, Chief Executive. Speaking to a room of 70 people, Paul shared his experience of being his whole self. He made the audience laugh, cheer and reflect on what more

can be done to support people with learning disabilities to explore identity, relationships and belonging.

Paul has found the confidence to speak openly, make new connections, try new experiences, and share his story in a way that inspires others. His journey is a powerful example of Walsingham Support's purpose in action: creating the conditions for people to be heard, to be included and to live their best lives.

Paul's story is only one example, but it captures the promise of the merger building a stronger future together. Preserving what has always mattered most – compassionate, person-centred support – while creating new opportunities for people to grow in confidence, make choices and be celebrated for who they are.

David's road to recovery

David had been supported by Walsingham Support for 34 happy years. He had housemates that he connected with and he regularly got out and about, sometimes as part of a group and sometimes on his own with his key worker. All in all, David's life was good.

But that changed in the early hours of an August morning in 2025. Although never diagnosed with epilepsy, it is thought that David's accident that night may have been caused by a seizure. Whatever the cause, he was left with multiple injuries and had to be admitted to hospital where he would stay until mid-December.

Surrounded by unfamiliar staff and with the loss of his usual routines, David struggled in hospital. Although staff from Aldenham Road visited as often as they were allowed, he was unsettled, became confused and his confidence slipped away. David went from being happy, active and fully mobile, to not being able to stand up on his own. The change was terrifying and made worse as David's room back at home was upstairs.

As David continued to struggle with the physiotherapy staff and his mobility failed to improve, the Local Authority started looking for somewhere with a space on the ground floor to move him into. It soon became apparent that the option being considered was a nursing home, and that both social services and the hospital believed David would be in nursing home care for the rest of his life.

David's support staff knew this wasn't right for him and so they decided, with the full support of his brother, that they would try to find a way to get him home to Aldenham Road. First, they managed to organise a bigger bedroom and then a hospital bed and a hoist were sourced, visiting support from the physiotherapy team was arranged and David was moved back to be supported in familiar surroundings by staff he knew.

"The care and attention David received from staff was exceptional. David had a long rehabilitation across two hospitals but regardless of location the comfort and familiarity of visiting Walsingham Support staff was consistent," explains David's brother, "Now the onus is on me to get him back to the pub and back to football".

Initially progress was slow; with his confidence shattered David was reluctant to engage but staff



David's recovery shows what can happen when support is built around belief, persistence and a deep understanding of the person.

stayed patient and consistent and slowly they began to see the old David start to return.

The risks taken and the effort made by staff at Aldenham Road have paid dividends. Today, David is back in his upstairs room, reconnected with his housemates, out and about and living his life to the full again. He even spent his 60th birthday dancing with family and friends, which he absolutely loved. It's been a long journey for David and the team at Aldenham Road, but the alternative outcome doesn't bear thinking about.

David's recovery shows what can happen when support is built around belief, persistence and a deep understanding of the person. By refusing to accept that a nursing home was David's only future, the Aldenham Road team helped him return home, rebuild his confidence and get back to the life he loves.

Strong foundations

Our six enabling goals are firmly embedded in Walsingham Support's transformation and strengthen the core foundations needed to deliver a new future for the organisation.

Delivering an outstanding quality of service to the people we support

At Walsingham Support, delivering outstanding support remains our highest priority. As we have expanded our services and supported more people than ever before, we have continued to review and strengthen our Quality Assurance Framework to ensure consistently high standards across the organisation.

To support this commitment, we continue to work with external professionals to carry out mock CQC and CIW inspections. We use their findings to drive targeted local improvements and to update our Quality Assurance Framework, sharing relevant learning across all our services.

We have also invested further in our quality team by introducing a Continuous Improvement Lead role, providing focused mentoring and coaching for service managers. Our Learning & Development team is delivering culture-based training that helps colleagues better understand the everyday barriers experienced by people with learning disabilities, supporting teams to provide truly person-centred and outcome-focused support.

Our People's Parliament continues to grow in influence and shape how Walsingham Support develops its services. The Board of Trustees regularly seeks feedback from the people we support through Regional Involvement Groups, while the people we support are also able to raise questions on

issues that matter to them. The process is reviewed regularly to ensure it works well for both the organisation and the people we support. A recent initiative worked with representatives from Regional Involvement Groups to create the option of visiting services where people may be unable to attend meetings or may need more direct support to share their views. This is helping the People's Parliament hear from a wider range of voices and strengthen representation in our decision-making.

Skilled and engaged people

As we grow, we are continuing to develop a culture where colleagues want to stay, build their careers and contribute to a stable organisation that provides consistent high-quality support for the people we support.

We have maintained our focus on values-based recruitment, ensuring we attract people who share our values and see Walsingham Support as a place to grow. This approach has significantly reduced turnover over the past two years and increased retention from 61 % to 70 %.

Building on our strong learning culture, we have expanded apprenticeships at all levels with 10 % of Walsingham Support staff currently completing an apprenticeship alongside their role.

Our investment in the education and skills of our teams helps us to retain our strongest talent and attract the best new talent to the organisation.



Strong foundations

Regular management training is helping managers, including those new to their roles, build the skills and confidence they need. Our internal development offer has also improved our ability to fill roles through promotions and lateral moves, retaining vital organisational knowledge while offering meaningful progression for valued team members.

Our annual Leadership Conference continues to focus on our people. Co-hosted by one of the people we support, this year's event explored organisational culture, celebrated our strengths and identified areas for improvement. It built on previous conferences where we defined our values and the behaviours that underpin them, elements that are now firmly embedded in how we operate at every level.

Our annual employee survey shows that colleagues feel listened to and that their feedback leads to action. Our engagement score rose from 71 to 76, placing us above the sector benchmark. While there is still more to do, we are working across the organisation to address lower-scoring areas and maintain our drive to be an outstanding place to build a career.

We have also continued to prioritise workplace wellbeing, with a particular focus on financial issues this year. Alongside major projects, including changing pension providers to improve transparency and access, we have delivered webinars on financial wellbeing and money management.



Our annual employee survey shows that colleagues feel listened to and that their feedback leads to action.



30 years and counting



I have supported people who were in long stay hospitals to move into residential services, and then into community living, something people 30 years ago said would never happen.

Mark

Mark joined us in 1996 as a support worker, now 30 years later he leads the health & safety function across Walsingham Support. Mark is one of our longest serving members of staff, he has worked in both residential and supported living services across Cumbria, and progressed from support worker to deputy manager, co-manager and now health & safety manager.

During his time at Walsingham Support Mark has seen huge changes, “We now support three times as many people as we did when I started,” he explains, “many with more complex conditions and needs.” But Mark feels that one vitally important thing has stayed constant in all his time here. “The people we support are at the heart of everything we do.”

Mark had always been active in additional roles and responsibilities while working, such as fire warden or moving and handling facilitator, so when the role of health & safety manager became vacant in 2017, he jumped at it. “Since then, I haven’t looked back, increasing my knowledge and understanding to enable me to support staff,” explains Mark who sees the health

& safety function as something that exists to enable people, not constrain them. ‘When I visit services it’s great to see what I can help people achieve.’

Mark brought real sector experience to our health & safety function, the kind of experience you only get by progressing through an organisation. Which is why we see staff development as so important. “Supporting career progression and giving people the opportunity to deliver on their potential is vital,” explains Mark. “Seeing the achievements people have made across the organisation over the years keeps me here.”

During his 30 years, and counting, Mark has seen the difference we can make. “I have supported people who were in long-stay hospitals to move into residential services, and then into community living, something people 30 years ago said would never happen”, says Mark. “I have worked with challenging people, who needed high levels of support, and seen them become virtually independent,” he continues “And now with new legislation, new services and new people to support arriving constantly my role is forever changing. This is why am still working for Walsingham Support after 30 years.”

A shared language

Peyman, or PK as he is known, was born in 1973 in Iran. He moved to the UK in 2010 at the age of 37. PK who has Down syndrome and learning disabilities had always been supported by his family, primarily his mother who he lived with. When his mother passed away in 2021, he moved to live with his sister.

Over the next couple of years PK's sister's health deteriorated and eventually prevented her from providing the level of support he needed. At the end of 2023 PK moved into our service at Cedars Road. This was an enormous change in PK's life, something staff were acutely aware of, but it also became the beginning of an unexpected and remarkable journey.

The first task for staff was to get PK settled into this new and unfamiliar environment, with new staff and new housemates. On top of this PK had complex health issues, with a strict gluten free diet and a heart condition that required surgery if and when PK could be declared fit enough for the procedure. The other little issue they had to overcome was that PK spoke Farsi, and no one at Cedars Road had even the slightest bit of Farsi to fall back on.



On his birthday this year, staff surprised PK and his sister by singing happy birthday to him in Farsi, to say it was an emotional moment would be an understatement.



The change in PK's confidence, happiness and socialising has been huge. Today he has a life full of opportunities for friendship, fun and independence.

With this language barrier between them, understanding what PK needed, wanted or liked was difficult. PK's sister played an invaluable role in helping staff understand his communication style and preferences and the team used visual aids, gestures, prompts, reassurance and consistent routines to build understanding and trust. They encouraged inclusion in daily activities and social opportunities, enabling PK to communicate through shared experiences rather than words alone. Access was arranged to Farsi television programmes and YouTube content to help him maintain connections with his culture and language.

Employing a Farsi translator was considered and translation tech was trialled, but with little success. The breakthrough came when staff were enrolled on a six-week Farsi for beginners course. Having some basic Farsi terms and phrases meant improved communication and a boost in confidence for staff, and of course for PK. On his birthday this year, staff surprised PK and his sister by singing happy birthday to him in Farsi; to say it was an emotional moment would be an understatement.



The change in PK's confidence, happiness and socialising has been huge. Today he has a life full of opportunities for friendship, fun and independence. He has become increasingly confident in expressing his preferences and participating in activities with his housemates, who have all developed ways to communicate with PK while staff continue to work to expand their vocabulary.

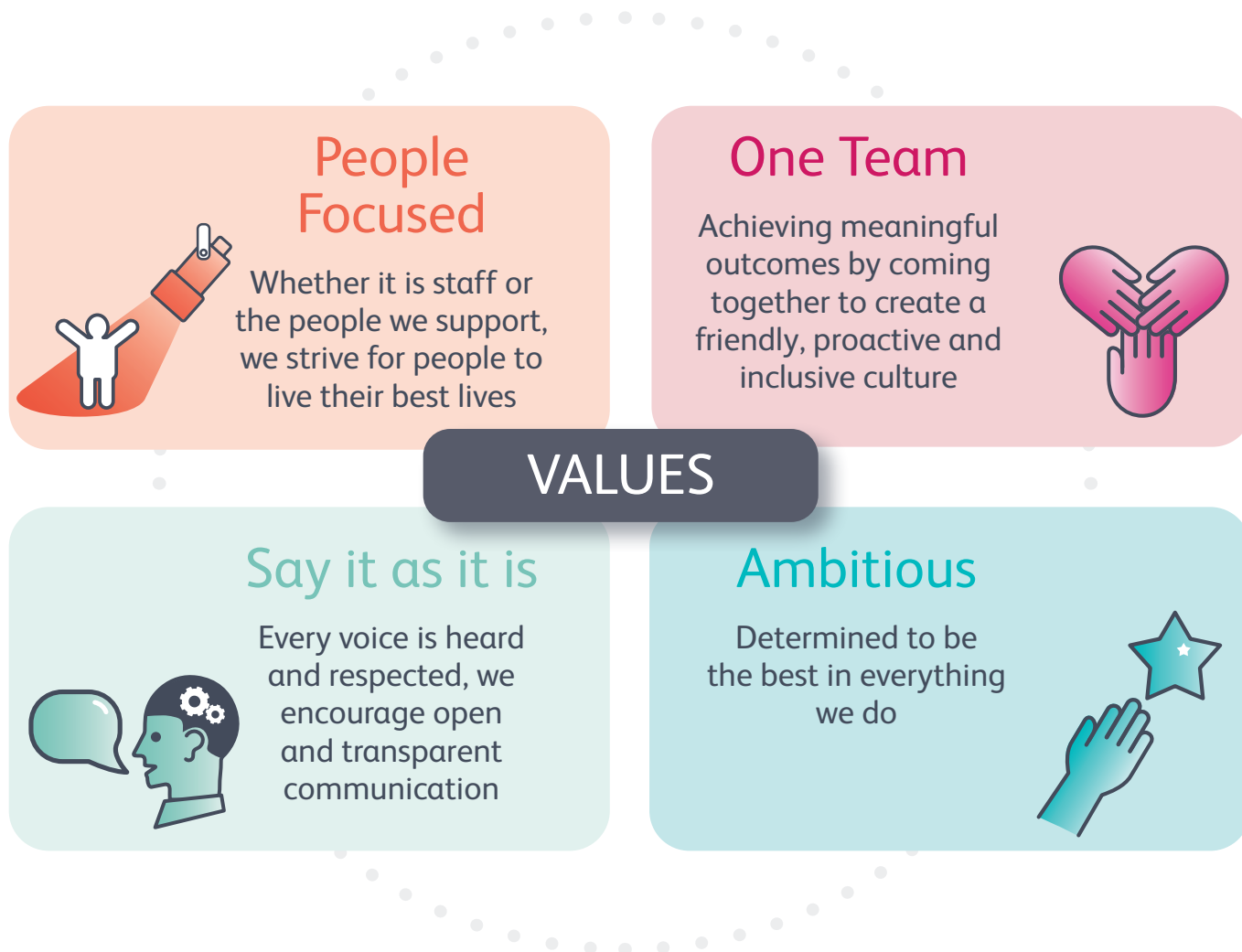
In June 2026, PK was finally assessed as fit enough to undergo his heart surgery. Working with his sister and the cardiology team, staff planned and managed PK through his hospital stay. While away his housemates asked about him daily, underlining just how strong the connections are in his new home. The operation was a success PK is back at Cedars Road.

PK's journey shows what can happen when support is built around patience, understanding and genuine connection. By learning his language, respecting his culture and taking time to understand what mattered to him, the Cedars Road team helped PK feel safe, included and at home. Today, he is healthier, happier and surrounded by people who know him, value him and celebrate who he is.

Strong foundations

Create a values-based culture

Our values are at the heart of everything we do:



Our culture is essential to making Walsingham Support a great place to work. When colleagues feel supported, valued and connected to our purpose, they are better able to provide high-quality support and achieve better outcomes for the people we support. Our values define this culture and are reinforced by the behaviours we expect from everyone across the organisation.

To better understand our culture, we developed a cultural assessment questionnaire to identify the dominant culture within Walsingham Support. We triangulated the findings with data from our annual employee

survey and appraisals, giving us clear insight into how our colleagues experience the organisation. These findings have informed a practical toolkit for managers, helping them address cultural issues and respond where behaviours do not align with our values.

Survey results and key people metrics show that Walsingham Support's culture is seen as constructive, supportive and positive, so clearly shifting in a way that supports the delivery of our ambitious strategy. We will continue to focus on steady, targeted improvements rather than major interventions, ensuring we

remain both a great place to work and a provider of choice.

Improve processes and ways of working

To deliver our five-year strategy, we regularly review our processes and ways of working. While our digital modernisation programme continues to progress, we recognise that social care is fundamentally about people, so we remain focused on having the right people in the right place at the right time.

We have invested in a new Projects and Change Manager role, which has already proved highly effective.

The role is supporting the delivery of major projects, including new systems, while also bringing a fresh perspective to how Walsingham Support works.

We have also continued to strengthen our GDPR policies and processes, working with external consultants to draw on their specialist expertise and ensure our approach remains robust.

Achieve IT digital modernisation

Walsingham Support continues to invest in digital modernisation across the organisation. Within services, our systems are designed to support staff teams by ensuring they are confident, well trained and able to use technology effectively. This helps increase their capacity to spend meaningful time with the people we support. Within our corporate functions, digitisation is also progressing as we review our financial systems and begin a programme to upgrade connectivity across the organisation.

The introduction of new HR, rostering and payroll software will give us a much clearer view of employee data and significantly improve colleagues' ability to access and manage their personal information and rosters. Moving to an app-based system has led to far higher engagement than previous system implementations, providing valuable learning for future digital transformation projects.

Ensure we are financially resilient

Our 2025-26 year-end surplus of £6.086m was primarily due to the Pontesbury merger being recognised in the accounts as a donation, alongside a surplus from the underlying performance of our existing contracts. We also significantly strengthened our free reserves position, increasing it by 60% during the year.

We continue to manage sector funding challenges and wider economic pressures that affect our operating margins by regularly reviewing our financial modelling and underlying assumptions. We are also strengthening our business development approach to support long-term financial sustainability and ensure accurate budgeting and forecasting information is consistently available. At the same time, we are streamlining our financial processes and policies while maintaining strong internal controls.

The people we support, and the quality of the services we deliver, remain central to our decision-making. To protect the organisation's

long-term sustainability, we have, on a small number of occasions, made the difficult decision to exit services that were not financially viable where additional funding could not be secured.



The people we support, and the quality of the services we deliver, remain central to our decision-making.



The changing world of Tim and Bev



Today, instead of sitting in a chair waiting for things to be done for him, Tim will greet people at the front door, do his laundry and with support prepare his lunch and hot drinks.
Bev

In May 2025, Walsingham Support took over Curlew Close, a residential support service and with it came Tim and by a stroke of luck, Bev. “I requested to move to another service with my previous employer but it wasn’t to be,” explains Bev, “Now I’m glad I stayed as there is a big difference between the companies, with Walsingham Support being the best.”

The service was changed to supported living with the aim of providing a more independent lifestyle for the people living there. When it came to Tim, this was music to Bev’s ears. “I’ve worked with Tim since Feb 2019,” says Bev “I could see he had more to give but wasn’t given the chance, deaf ears with the previous provider.”

The problem as Bev saw it was that Tim, who is nonverbal, had become conditioned to staff doing for him rather than with him and this had to change. “Bev was so keen to encourage new activities, improve communication and develop independent skills which under the previous provider had been lost,” explains Area Manager Vicki, “she encouraged Tim to try things for himself, preparing drinks and meals in the kitchen then washing up, taking responsibility for his clothes and cleaning his bedroom.”

The benefits of these actions were clear. “This really reduced Tim’s anxiety and he is visually more relaxed

and settled in his own home,” says Vicki. “Today, instead of sitting in a chair waiting for things to be done for him, Tim will greet people at the front door, do his laundry and with support prepare his lunch and hot drinks.”

But things haven’t just changed for Tim at Curlew Close. Bev was nominated for and won the staff award for Support Worker of the Year and had an honourable mention for Star Employee, Change Maker and Rising Star, and followed this by becoming manager at the service. “Bev struggles with believing just how fantastic she is, she is such an asset to myself, the team and most importantly the people we support,” says Vicki.

As an organisation we aim to see the potential in everyone, people we support and staff alike. That way we can help them to recognise their abilities and feel supported to grow. “It has been a long journey as Tim is non-verbal,” explains Bev “but him being able to say his name, was the best.”

Tim and Bev’s journey is a reminder that small changes in support can lead to life-changing outcomes. For Tim, it has meant more independence, confidence and a voice that is being heard. For Bev, it has meant being recognised for the dedication and belief she brings every day. Together, their story captures what Walsingham Support is all about: helping people recognise what they are capable of and supporting them to achieve it.

Looking to the year ahead

Walsingham Support has made significant progress this year, whilst we continue making substantial changes to transform and future-proof the organisation. As we look ahead, our focus remains on strengthening the foundations of our organisation: being a great place to work, delivering outstanding care and support, and maintaining the financial sustainability we need to continue growing our impact.

Our strategy sets out how we will deliver our vision and mission over the next five years. It is supported by clear enabling goals that will guide the continued transformation of Walsingham Support and help us respond confidently to a changing external environment. These priorities include:

Advocating for people with learning disabilities, autistic people and those with complex needs – we will develop plans for Walsingham Support’s first advocacy campaign, drawing on organisational expertise, the experiences and case studies of the people we support,

and guidance from our People’s Parliament. Our aim is to influence change that improves outcomes and quality of life for all people with learning disabilities, autistic people and those with complex needs.

Developing our service offer to meet the changing needs of future generations – we will continue to establish services for people with complex needs and develop provision designed specifically for young adults aged 18-25. This includes navigating complex and restrictive NHS grant conditions within some of our existing services so that they can be future-proofed and adapted into

environments that are appropriate for younger people. We also look forward to progressing our flagship service offer for young people with complex needs in Shropshire, working alongside our development partner, Cornerstone Place.

Growing the size and impact of the organisation – we will continue to expand the number, range and reach of our services so that Walsingham Support remains resilient in the face of economic pressures and policy change. By growing carefully and sustainably, we can support more people, strengthen our influence and continue to deliver on our purpose.



By growing carefully and sustainably, we can support more people, strengthen our influence and continue to deliver on our purpose.

Financial Review

Walsingham Support made a surplus of £5.9m in 2025-26, which is primarily due to the merger with The Pontesbury Project in Shropshire. Operational performance excluding one off adjustments and provisions is just above breakeven, slightly below the previous year. This outcome represents the ongoing focus on financial sustainability and the continued strengthening of reserves.

Total income increased by 34.7 % (£10.7m) to £41.5m, of which £5.8m related to the transfer of Net Assets from The Pontesbury Project in Shropshire as part of the merger and a further £0.6m for another property. Overall, the increase reflects our ongoing efforts to secure appropriate funding for the people we support. At the same time, expenditure rose by 17.8 % (£5.4m) to £35.6m, primarily due to higher staffing costs, which increased from £25.4m to £30.2m as a result of inflationary pressures as well as growth in new services. These cost increases were partially offset by savings from reduced agency usage and closures of unviable services.

While we anticipate that future years will require additional investment and increased expenditure, the sound financial results delivered this year, alongside the changes we have made to our ways of working, ensure we are well placed to build on our progress and further develop the charity in the years ahead.

At the end of 31st March 2026, we were supporting over 371 individuals with disabilities in around 106 locations across England & Wales and employing 839 staff across the charity.

839 full and part-time employees worked for the Group during the year, equating to average of 657 full-time equivalents (FTE). 696 of these employees provided direct service support and 143 provided management and administration across our registered and regional offices or from their home base.

Income

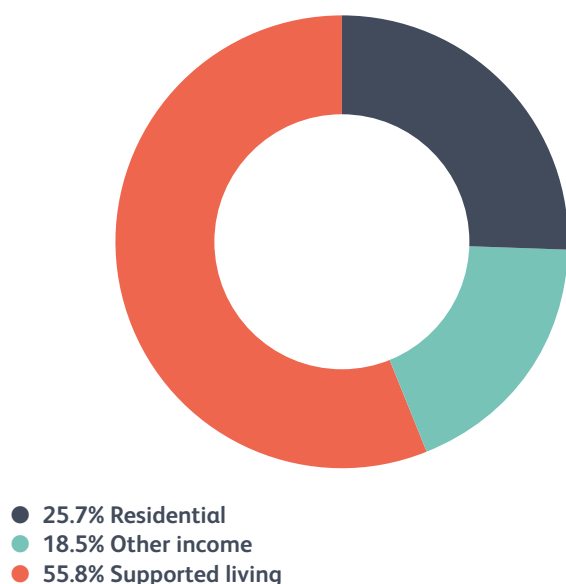
Our total income for the financial year was £41.5m, which was an increase of 34.7 % / £10.7m. The Charity's unrestricted income increased by 34.8 % / £10.7m from £30.7m to £41.4m, whilst restricted income remained the same at £0.1m. This income base reflects our continued efforts to ensure appropriate funding is in place for the people we support.

Summary of SOFA showing Operating Performance

	Operational Performance (£m) Operational Activities	One-Off Costs & Other Adjustments (£m) Operational Activities	Other Unrestricted (£m) General & Designated Funds	Restricted (£m) Excluding Operational Performance	Total (£m)
Income	35.0	–	6.4	0.1	41.5
Expenditure	(35.0)	(0.5)	(0.0)	(0.1)	(35.6)
Surplus/Deficit	(0.0)	(0.5)	6.4	–	5.9

*One-off costs and other adjustments include an impairment charge on the chapel of £162k, along with additional and one-off staff cost adjustments of £290k.

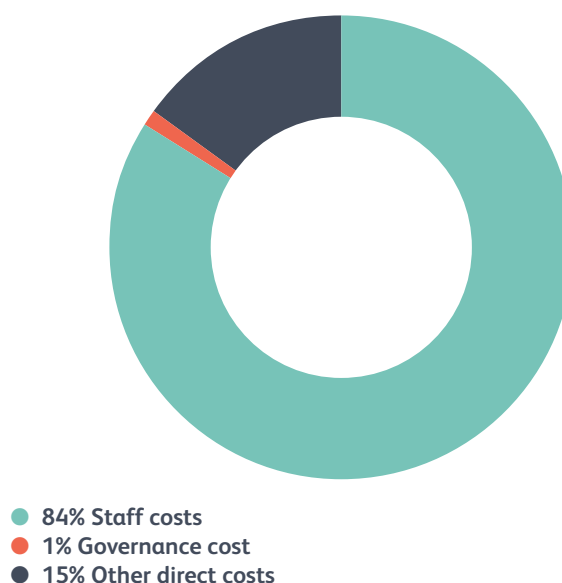
Mix of Consolidated Income



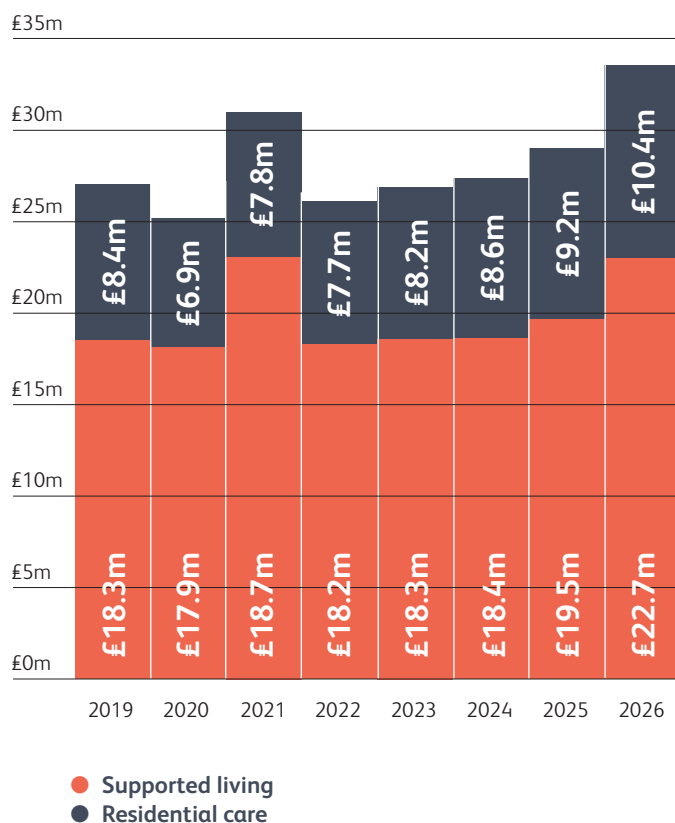
Expenditure

Expenditure for the year was £35.6m which was an increase by 17.8% / £5.4m. This rise was primarily attributable to higher staffing costs, which grew from £25.4m to £30.2m, reflecting inflationary pressures on staff remuneration.

Expenditure 2025-26



Income Year-On-Year Comparison



- 84% Staff costs
- 1% Governance cost
- 15% Other direct costs

Movement

As the statement of financial activities and balance sheet show, the improved operating results of the charity led to a £1.9m increase in cash to £4.6m and an increase in Net Assets of £5.9m to £11.6m.

Balance Sheet	2026 (£m)	2025 (£m)	Movement (£m)
Fixed Assets	8.1	3.7	4.4
Stock	–	–	–
Debtors & Accrued Income	2.2	1.7	0.5
Bank & Cash	4.3	2.7	1.6
Total Creditors	(3.0)	(2.4)	(0.6)
Total Movement in Net Assets	11.6	5.7	5.9

Reserves Policy

Walsingham Support’s reserves consist of the following funds:

- Restricted funds

Funds where use is limited to a specific purpose. This purpose is determined by donors. These are defined in the annual statutory accounts.
- Designated funds

Reserves set aside from unrestricted funds for potential or known future costs. This is decided by the Trustees based on advice from management. These are defined in the annual statutory accounts.
- Unrestricted funds

Reserves available for any activity within Walsingham Support’s charitable objects.

Our Reserves Policy is targeted to increase free reserves to an equivalent of one month of general operating costs. The Trustees believe this to be a level which is realistic to support working capital requirements and mitigate against financial risks as part of the charity’s long-terms plans. This is assessed annually in line with any new organisational risks or investment requirements. As at 31st March 2026, the free reserves balance is £3.2m, representing 1.2 months of operating costs. This is an increase in Free Reserves of £1.4m from the year ended 31st March 2025.

We continue to focus on building reserves as part of Walsingham Support’s strategy, whilst balancing this with the need for investment.

The funds of the charity	2026 (£m)	2025 (£m)
Restricted Income Funds	1.2	1.3
Designated Funds	7.2	2.6
General Funds	3.2	1.8
	11.6	5.7

The Trustees have complied with their duty under section 17 of the Charities Act 2011 to have due regard to the Charity Commission’s public benefit guidance.

Investment Policy

Walsingham Support’s Memorandum and Articles of Association provide the Trustees with the powers to make investments as they see fit.

The investment strategy has been set to ensure liquidity and security of funds whilst maximising income. Where the organisation has surplus funds not needed to fund its immediate charitable activities; they are invested in order to generate extra income to fund future activities.

Risks and Uncertainties

Walsingham Support proactively manages its risks and has a Risk Management Policy and Framework in place. The Executive Leadership Team (ELT) ensure the identification of risks, measurement of their significance and how they are mitigated through a Corporate Risk Register process, which is reviewed quarterly by ELT members and Trustees.

As of 31st March 2026, effective mitigation plans were in place against all key risks.

Employee Involvement, Diversity & Equality

Walsingham Support is committed to employee involvement and consultation and provides the opportunity for all employees to share good practice, discuss and influence topics of interest and importance to themselves and the organisation as a whole. We also conduct regular anonymous staff surveys to gather views and feedback.

We are committed to diversity and equality and welcome applications from all members of the community. All of our employees are offered the same personal development, training, promotion and career development opportunities. If circumstances require, reasonable adjustments are made to support employees in carrying out their duties.

Going Concern

The Trustees consider that based on normal operating circumstances there are no material uncertainties surrounding the organisation’s ability to remain a going concern for the foreseeable future for at least 12 months from the approval of these accounts.

Robert Longley-Cook
Chair of Board of Trustees

Reference and Administrative Details of the Company, its Trustees and Advisors

For the year ended 31 March 2026

Trustees

Robert Longley-Cook (Chair)
Mark Best
Philip Bradley (Appointed 28/10/25)
Tracy Cox (Resigned 30/7/25 appointed as Co-opted Trustee)
Nicola Craig
Ferelith Gaze Ewing
Alison Heaton
Paul Marchant
Sebastian Skinner
David Walji (Resigned 30/07/25)
Kerry Crichlow (Appointed 28/01/26)
Richard Keagan-Bull (Co-opted Trustee)

Company Registered Number

02016251

Charity Registered Number

294832

Registered Office

Walsingham Support
Spaces
98 Theobalds Rd
London WC1X 8WB

Chief Executive Officer

Holly Spiers

Executive Leadership Team

Tom Sharples	Director of Operations & Development
Brian O'Donoghue	Director of People & Engagement
Shona Beaton	Director of Quality & Experience
Catherine Wilmot	Director of Finance (Resigned 28/10/25)
David Roberts	Director of Finance (Resigned 19/03/26)
Victoria Searby	Director of Finance & Transformation (Joined 13/04/26)

Company Secretary

Holly Spiers

Independent Auditors

Bishop Fleming LLP
10 Temple Back
Bristol BS1 6FL

Bankers

NatWest PLC
786 High Road
North Finchley
London N12 9QT

Solicitors

Trowers & Hamblins
3 Bunhill Row
London EC1Y 8YZ

Statement of Trustees' Responsibilities and Corporate Governance

Walsingham Support's work focuses on enhancing the lives of individuals with disabilities across England and Wales.

The Trustees are Directors of the Company for the purposes of the Companies Act 2006 and Trustees of the charity for the purposes of the Charities Act 2011.

Trustee recruitment is centred around skill requirements, with nominations overseen by the People, Remuneration & Nomination Committee including a formal interview process and recommendations being made to the Board. All Trustees complete a skills profile, which is reviewed by the Chair and Chief Executive.

Board & Committee Meetings

The Board of Trustees meets face-to-face four times during the year plus an away day to provide a higher level of governance. Trustees continued to have presentations from and discussions with individuals we support on the impact of our work on their lives.

The Operations and Quality Committee takes responsibility for the quality-of-service provision to the individuals we support, workforce planning and service quality audit. The charity has a Complaints Policy which is monitored by the committee.

The Finance, Audit & Risk Committee takes responsibility for the financial management and monitoring of the charity's financial performance, risk management and internal audit.

The People, Nomination & Remuneration Committee takes responsibility for the ensuring systems are in place to support the ongoing development of workforce engagement and learning.

The People's Parliament provides a way for people we support to be listened to and actively take part in shaping the future of Walsingham Support.

A Scheme of Delegation is in place which clearly outlines where decisions are made and levels of delegated authority between the Board, committees and CEO. The committees all meet regularly and consider governance issues in between Board meetings and all meetings are minuted.

Engagement

Walsingham Support has a Participation and Involvement group which meets regularly both locally and nationally. We also have an annual survey that is sent to people we support and family members. The results of this survey are reported back to the Operations and Quality Committee and key actions are reviewed and shared.

Employees

Our workforce is our key asset. Staff are committed and dedicated to the work of Walsingham Support to ensure we meet our ambitions.

The ELT and Trustees visit services regularly to meet the people we support and staff to get their views and feedback on the services. We ensure any feedback received is acted upon.

Donors

Donations received during 2025-26 were monitored through the Finance, Audit & Risk Committee. The charity does not use third parties to fund raise, and there have been no complaints in the year.

The Trustees are responsible for preparing the Annual Report and the financial statements in accordance with the Companies Act 2006 and for being satisfied that the financial statements give a true and fair view. The Trustees are also responsible for preparing the financial statements in accordance with United Kingdom Accounting Standards (United Kingdom Generally Accepted Practice).

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

In preparing these financial statements, the Trustees are required to:–

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgments and estimates that are reasonable and prudent;

- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

reasonable steps for the prevention and detection of fraud and other irregularities.

All the current Trustees have taken reasonable steps which, to the best of their knowledge and belief, they ought to have taken to make themselves aware of any information needed by the charity's auditors for the purpose of their audit and to establish that the auditors are aware of that information.

The Trustees are not aware of any information which they understand would be relevant to the audit of which the auditors are unaware.

Leadership & Administration

The Walsingham Support Board members during the year were as follows:

Name	Finance Audit & Risk Committee	Operations & Quality Committee	People, Nomination & Remuneration Committee	Date Appointed	Date Resigned
Mark Best	✓				
Philip Bradley			✓	28/10/25	
Tracy Cox		✓			30/7/25
Nicola Craig			✓		
Kerry Crichlow		✓			
Ferelith Gaze Ewing		✓			
Alison Heaton	✓	✓		28/1/26	
Robert Longley-Cook	✓		✓		
Paul Marchant	✓				
Sebastian Skinner	✓				
David Walji			✓		30/7/25

The Trustees' Report, incorporating a strategic report, was approved by order of the Board of Trustees, as the company directors, on 14th September 2026 and signed on its behalf by:



Robert Longley-Cook
Chair of Board of Trustees

Independent Auditors' Report to the Members of Walsingham Support

Opinion

We have audited the financial statements of Walsingham Support (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2026 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group's and of the parent charitable company's affairs as at 31 March 2026 and of the Group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions Relating to Going Concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast

significant doubt on the Group's or the parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other Information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees 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.

Matters on Which We Are Required to Report by Exception

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

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

Responsibilities of Trustees

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' 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 Auditors' 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 noncompliance 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 is detailed below:

- We have considered the nature of the sector, control environment, and financial performance;
- We have considered the results of enquiries with management and Trustees in relation to their own identification and assessment of the risk of irregularities within the entity;

- We have reviewed the documentation of key processes and controls and performed walkthroughs of transactions to confirm that the systems are operating in line with documentation; and
- We have considered the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and potential indicators of fraud.

As a result of these procedures, we have considered the opportunities and incentives that may exist within the organisation for fraud and identified the highest area of risk to be in relation to revenue recognition, with a particular risk in relation to yearend cut off. In common with all audits under ISAs (UK) we are also required to perform specific procedures to respond to the risk of management override.

We have also obtained understanding of the legal and regulatory frameworks that the Charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the Charities Act 2011, Charity SORP 2019, FRS 102 and the terms and conditions attaching to material grants received by the Charity.

In addition, we considered the provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the Charity's ability to operate or avoid a material penalty. These included data protection regulations, health and safety regulations and employment legislation.

Our procedures to respond to the risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Performing analytical procedures to identify unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reviewing board meeting minutes;
- Enquiring of management in relation to actual and potential claims or litigations;

Independent Auditors' Report to the Members of Walsingham Support

- Performing detailed transactional testing in relation to the recognition of revenue, specifically grants, with a particular focus around year-end cut off.

In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments;

- assessing whether the judgments made in accounting estimates are indicative of potential bias; and
- evaluating the business rationale of significant transactions that are unusual or outside the normal course of business.

We also communicated identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or noncompliance with laws and regulations throughout the audit.

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 for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' Report.

Use of our Report

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



David Butler FCA DChA (Senior Statutory Auditor)

for and on behalf of
Bishop Fleming Audit Limited
Chartered Accountants
Statutory Auditors
10 Temple Back
Bristol
BS1 6FL

Date: 17th September 2026

Consolidated Statement of Financial Activities (Incorporating Income and Expenditure Account)

For the year ended 31 March 2026

	Notes	Unrestricted Funds 2026 £'000	Restricted Funds 2026 £'000	Total Funds 2026 £'000	Total Funds 2025 £'000
Income from:					
Donations & Legacies	3	6,416	8	6,424	252
Charitable activities	4	34,599	111	34,710	30,283
Other trading activities	5	398	–	398	290
Total income		41,413	119	41,532	30,825
Expenditure on:					
Charitable activities	6	35,491	119	35,610	30,228
Total expenditure		35,491	119	35,610	30,228
Net income / (expenditure)		5,922	–	5,922	597
Transfers between funds	16	35	(35)	–	–
Net movement in funds		5,957	(35)	5,922	597
Reconciliation of funds:					
Total funds brought forward		4,433	1,251	5,684	5,087
Net movement in funds		5,957	(35)	5,922	597
Total funds carried forward		10,390	1,216	11,606	5,684

The consolidated statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 35 to 52 form part of these financial statements.

Consolidated Balance Sheet

For the year ended 31 March 2026

Companies House registration no. 02016251

	Notes	2026 £'000	2025 £'000
Fixed assets			
Intangible Assets	12	87	–
Tangible assets	11	8,042	3,638
		<u>8,129</u>	<u>3,638</u>
Current assets			
Stock	13	1	2
Debtors	14	1,892	1,727
Cash at bank and in hand		4,632	2,716
		<u>6,525</u>	<u>4,445</u>
Creditors: amounts falling due within one year	15	(3,048)	(2,399)
		<u></u>	<u></u>
Net current assets		<u>3,476</u>	<u>2,046</u>
Total assets less current liabilities		<u>11,606</u>	<u>5,684</u>
Total net assets		<u>11,606</u>	<u>5,684</u>
Charity funds			
Restricted funds	16	1,216	1,251
Unrestricted funds		–	–
Designated funds	16	7,155	2,644
General funds	16	3,235	1,789
Total unrestricted funds	16	<u>10,390</u>	<u>4,433</u>
Total funds		<u>11,606</u>	<u>5,684</u>

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



Robert Longley-Cook

Chair of Board of Trustees

Date: 14th September 2026

The notes on pages 35 to 52 form part of these financial statements.

Charity Balance Sheet

For the year ended 31 March 2026

Companies House registration no. 02016251

	Notes	2026 £'000	2025 £'000
Fixed assets			
Intangible Assets	12	87	–
Tangible assets	11	8,042	3,638
		<u>8,129</u>	<u>3,638</u>
Current assets			
Stock	13	1	1
Debtors	14	2,193	1,727
Cash at bank and in hand		4,331	2,716
		<u>6,525</u>	<u>4,445</u>
Creditors: amounts falling due within one year	15	(3,048)	(2,399)
Net current assets		<u>3,476</u>	<u>2,046</u>
Total assets less current liabilities		11,606	5,684
Total net assets		11,606	5,684
Charity funds			
Restricted funds	16	1,216	1,251
Unrestricted funds		–	–
Designated funds	16	7,155	2,644
General funds	16	3,235	1,789
Total unrestricted funds	16	<u>10,390</u>	<u>4,433</u>
Total funds		11,606	5,684

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



Robert Longley-Cook

Chair of Board of Trustees

Date: 14th September 2026

The notes on pages 35 to 52 form part of these financial statements.

Consolidated Statement of Cashflows

For the year ended 31 March 2026

	Notes	2026 £'000	2025 £'000
Cash flows from operating activities			
Net cash used in operating activities	20	2,668	713
Cash flows from investing activities			
Purchase of tangible fixed assets		(813)	(271)
Purchase of intangible fixed assets		(87)	–
Sale of tangible fixed assets		148	–
Net cash provided by investing activities		(752)	(271)
Cash flows from financing activities			
Repayments of borrowing		–	(125)
Net cash used in financing activities		–	(125)
Change in cash and cash equivalents in the year		1,916	317
Cash and cash equivalents at the beginning of the year		2,716	2,399
Cash and cash equivalents at end of the year		4,632	2,716

The notes on pages 35 to 52 form part of these financial statements.

Notes to the Financial Statements

For the year ended 31 March 2026

1. GENERAL INFORMATION

Walsingham Support is a company limited by guarantee and a charity registered at the charity Commission in England and Wales. The Registered office address is Spaces, 98 Theobalds Rd, London, WC1X 8WB.

2. ACCOUNTING POLICIES

2.1 BASIS OF PREPARATION AND CONSOLIDATION

The financial statements have been prepared in accordance with Charities SORP (FRS 102) – Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (second edition effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Walsingham Support meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The Consolidated statement of financial activities (SOFA) and Consolidated balance sheet consolidate the financial statements of the Charity and its subsidiary undertakings. On 1 July 2025, The Pontesbury Project for People with Special Needs and The Pontesbury Housing Trust became subsidiaries of Walsingham Support by way of merger. The results of the subsidiaries are consolidated on a line-by-line basis.

During the year, The Pontesbury Housing Trust was zeroised in preparation for strike off. The Pontesbury Project for People with Special Needs retained fixed deposit balances at the year end, which are planned to be transferred out after the reporting date, and both companies are intended to be struck off after year end.

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of financial activities in the financial statements.

2.2 GOING CONCERN

The Trustees assess whether the use of the going concern basis is appropriate, i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the Charity to continue as a going concern. The Trustees make this assessment in respect of a period of at least 1 year from the date of approval of the financial statements.

Key judgements that the charity has made, which have a significant effect on the coming years business, include: establishing that our major contracts are not subject to an external tender process; ensuring that the funds we hold cover the needs of the business; recognition of the impact of the National Living Wage over the coming 3 years and the additional costs that will generate.

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern under normal operating circumstances.

2.3 INCOME

Income is primarily generated from Social Care contracts commissioned by Local Authorities for delivery of supported living and residential care in the community.

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet.

Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Notes to the Financial Statements

For the year ended 31 March 2026

2.4 EXPENDITURE

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefits to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 GOVERNMENT GRANTS

Government grants relating to tangible fixed assets are treated as deferred income and released to the Statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Statement of financial activities as the related expenditure is incurred.

2.6 INTEREST RECEIVABLE

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.7 TANGIBLE FIXED ASSETS AND DEPRECIATION

Tangible fixed assets costing £500 (2025 – £Nil) or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed assets into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold Property:	– 2 % straight line
Long-term leasehold Property	– Evenly over remaining term
Fixtures and fittings	– 20 % on straight line
Computer equipment	– 25 % on straight line

2.8 INTANGIBLE ASSETS AND AMORTISATION

Intangible assets comprise costs directly attributable to the implementation of the Group's HR system. Such costs are capitalised when they meet the recognition criteria for intangible assets and are initially measured at cost.

Intangible assets are carried at cost less accumulated amortisation and any accumulated impairment losses.

Amortisation is charged to allocate the cost of intangible assets over their estimated useful lives on a straight-line basis, commencing when the asset is available for use.

At 31 March 2026, the capitalised costs are classified as assets under construction and are not yet available for use. Accordingly, no amortisation has been charged in the year.

2.9 STOCKS

Stocks are valued at their lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Costs include all direct costs and an appropriate proportion of fixed and variable overheads.

Notes to the Financial Statements

For the year ended 31 March 2026

2.10 DEBTORS

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discount due.

2.11 CASH AT BANK AND IN HAND

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.12 LIABILITIES AND PROVISIONS

Liabilities and provisions are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount the Charity anticipates it will pay to settle the debt or the amount it has received as advance payments for the good or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effects of time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.13 FINANCIAL INSTRUMENTS

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.14 PENSIONS

The Charity operates a defined contribution pension scheme and the pension charge represents the amount payable by the Charity to the fund in respect of the year.

2.15 FUND ACCOUNTING

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

Notes to the Financial Statements

For the year ended 31 March 2026

3. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted Funds 2026 £'000	Restricted Funds 2026 £'000	Total Funds 2026 £'000	Total Funds 2025 £'000
Transfer of net assets from Pontesbury Housing Trust	4,424	–	4,424	–
Transfer of net assets from Pontesbury Project for People with Special Needs	1,397	–	1,397	–
Other Donations	1	–	1	240
18-20 Richmond Close	595	–	595	–
Digital Social Care Records	–	–	–	7
Leadership Conference Donations	–	3	3	3
Workforce Development Fund	–	–	–	2
Christmas Card Competition	–	1	1	–
Church Lane Donations	–	1	1	–
Barleyfield Donations	–	1	1	–
Pound Farm Donations for David Rusty	–	2	2	–
	6,416	8	6,424	252
Total 2025	235	17	252	

Notes to the Financial Statements

For the year ended 31 March 2026

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2026 £'000	Restricted Funds 2026 £'000	Total Funds 2026 £'000	Total Funds 2025 £'000
Residential care services	10,427	–	10,427	9,177
Supported living & domiciliary services	22,673	–	22,673	19,519
Housing Benefit for supported living services	1,285	–	1,285	1,285
Income from Creative Learning activities	214	–	214	201
Contribution to Transport Changes	–	111	111	101
Other income	–	–	–	–
	34,599	111	34,710	30,283
Total 2025	30,182	101	30,283	

5. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted Funds 2026 £'000	Restricted Funds 2026 £'000	Total Funds 2026 £'000	Total Funds 2025 £'000
Rent for Surplus Space	251	–	251	174
Interest and Other Income	147	–	147	116
	398	–	398	290
Total 2025	290	–	290	

Notes to the Financial Statements

For the year ended 31 March 2026

6. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

Summary by fund type	Unrestricted Funds 2026 £'000	Restricted Funds 2026 £'000	Total Funds 2026 £'000	Total Funds 2025 £'000
Direct costs	35,491	119	35,610	30,228
Total 2025	30,050	178	30,228	

7. ANALYSIS OF EXPENDITURE BY ACTIVITIES

	Activities Undertaken Directly 2026 £'000	Support Costs 2026 £'000	Total Funds 2026 £'000	Total Funds 2025 £'000
Overall Costs	29,049	6,562	35,610	30,228
Total 2025	24,517	5,711	30,228	

Analysis of direct costs

	Total Funds 2026 £'000	Total Funds 2025 £'000
Staff costs	26,068	21,849
Other direct costs	2,960	2,646
Governance costs	21	22
Total expenditure	29,049	24,157

Notes to the Financial Statements

For the year ended 31 March 2026

7. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)

Analysis of support costs	Total Funds 2026 £'000	Total Funds 2025 £'000
Staff costs	4,167	3,530
Depreciation	65	99
Property & maintenance	4	10
Other direct costs	2,326	2,072
Total expenditure	6,562	5,711

8. AUDITORS REMUNERATION

	2026 £'000	2025 £'000
Fee Payable to the Group's auditor for the audit of the Group's Annual accounts	43	42

Notes to the Financial Statements

For the year ended 31 March 2026

9. STAFF COSTS

	2026 £'000	2025 £'000
Wages and salaries	25,797	22,820
Social security costs	2,932	1,924
Contribution to defined contribution pension scheme	777	635
	29,506	25,379

Redundancy costs of £11k were paid in the year (2025: £173k)

The average number of persons employed by the Charity during this year were as follows:

	2026 No.	2025 No.
Charitable activities	696	700
Management and offices	143	129
	839	829

The average headcount expressed as full-time equivalent was:

	2026 No.	2025 No.
Charitable activities	616	490
Management and offices	41	130
	657	620

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2026 No.	2025 No.
£60,001 - £70,000	5	—
£70,000 - £80,000	1	1
£90,001 - £100,000	2	3
£100,001 - £110,000	2	1
£110,001 - £120,000	—	—
£120,001 - £150,000	1	1

The key management personnel of the charity comprise the Trustee, the Chief Executive, Director of People & Engagement, Director of Operations & Development, Director of Finance and Commercial and Director of Quality & Experience.

The total employee benefits including pension contribution and National insurance of the Key Management of personnel were £676k (2025: £563k).

Notes to the Financial Statements

For the year ended 31 March 2026

10. TRUSTEES REMUNERATION AND EXPENSES

During the year, no Trustees received any remuneration or any other benefits (2025 – £Nil).

During the year ended 31 March 2026, the Trustees were reimbursed travel and subsistence cost of £698 (8 People) (2025 £1,040 (6 People)).

11. TANGIBLE FIXED ASSETS

	Group & Charity	Group & Charity	Group & Charity	Group & Charity
	Freehold Property £'000	Fixtures & Fittings £'000	Computer Equipment £'000	Total £'000
COST OR VALUATION				
At 1 April 2025	5,024	680	128	5,832
Additions	595	147	71	813
Transfer from Subsidiaries	3,941	132	169	4,242
Disposals and Impairment	(145)	(10)	(15)	(170)
At 31 March 2026	9,414	949	353	10,717
DEPRECIATION				
At 1 April 2025	1,583	495	116	2,194
Transfer from Subsidiaries	8	132	145	285
Charge for the year	109	89	17	215
On disposal and Impairment	(3)	(9)	(9)	(22)
At 31 March 2026	1,697	707	270	2,674
NET BOOK VALUE				
At 31 March 2026	7,717	242	83	8,042
At 31 March 2025	3,441	185	12	3,638

Land with a value of £3.3m (2025: £1.6m) is included within freehold property and is not depreciated.

Notes to the Financial Statements

For the year ended 31 March 2026

12. INTANGIBLE ASSETS

	Assets Under Construction £'000	Total £'000
COST OR VALUATION		
At 1 April 2025	–	–
Additions	87	87
Disposals and Impairment	–	–
At 31 March 2026	87	87

13. STOCKS

	Group 2026 £'000	Group 2025 £'000
Finished goods and goods for resale	1	2
	Charity 2026 £'000	Charity 2025 £'000
Finished goods and goods for resale	1	2

14. DEBTORS

	Group 2026 £'000	Group 2025 £'000
Trade debtors	1,017	1,280
Other debtors	115	13
Prepayments and accrued income	760	434
	1,892	1,727
	Charity 2026 £'000	Charity 2025 £'000
Trade debtors	1,017	1,280
Other debtors	115	13
Prepayments and accrued income	760	434
Amounts due to group companies	301	–
	2,193	1,727

Notes to the Financial Statements

For the year ended 31 March 2026

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group 2026 £'000	Group 2025 £'000
Trade creditors	624	617
Taxation and social security	564	403
Other creditors	164	273
Accruals and deferred income	1,696	1,106
	3,048	2,399

	Charity 2026 £'000	Charity 2025 £'000
Trade creditors	624	617
Taxation and social security	564	403
Other creditors	164	273
Accruals and deferred income	1,696	1,106
	3,048	2,399

Notes to the Financial Statements

For the year ended 31 March 2026

16. TRANSFER OF ACTIVITIES AND NET ASSETS TO WALSINGHAM SUPPORT

On 1 July 2025, The Pontesbury Housing Trust and The Pontesbury Project for People with Special Needs became subsidiaries of Walsingham Support as part of a merger of charitable activities. During the year ended 31 March 2026, both charities transferred their operational activities and the associated assets and liabilities to Walsingham Support for nil consideration.

The transfers were undertaken to ensure the continued delivery of the charities’ objectives through Walsingham Support. As a result, Walsingham Support assumed responsibility for the charitable activities previously undertaken by the transferring charities and received the associated net assets.

The assets and liabilities transferred to Walsingham Support during the year were as follows:

	2026 £
Tangible fixed assets	3,955,662
Debtors	30,596
Cash at bank and in hand	2,043,209
Total assets transferred	6,026,467
Creditors falling due within one year	(209,255)
Net assets transferred	5,820,212

The net assets received by Walsingham Support were transferred for nil consideration and have therefore been recognised within the Statement of Financial Activities as a donation income of £5,820,212.

At 31 March 2026, The Pontesbury Housing Trust had transferred all assets and liabilities to Walsingham Support and had no remaining net assets. The Pontesbury Project for People with Special Needs retained cash balances together with a corresponding intercompany liability payable to Walsingham Support pending completion of its winding-up process. These balances do not represent retained charitable funds and are expected to be settled on completion of the charity’s closure.

Notes to the Financial Statements

For the year ended 31 March 2026

17. STATEMENT OF FUNDS

CURRENT YEAR	Balance 1 April 2025 £'000	Income £'000	Expenditure £'000	Transfers In / Out £'000	Balance at 31 March 2026 £'000
UNRESTRICTED FUNDS					
DESIGNATED FUNDS					
Fixed Asset Fund	2,644	4,706	(195)	–	7,155
	2,644	4,706	(195)	–	7,155
GENERAL FUNDS					
General funds	1,789	36,707	(35,296)	35	3,235
TOTAL UNRESTRICTED FUNDS	4,433	41,413	(35,491)	35	10,390
RESTRICTED FUNDS					
General Transport Fund	–	111	(76)	(35)	–
Grant Funded Properties	995	–	(22)	–	973
Amenity Funds	7	–	–	–	7
Swansea Assistive Technology	5	–	–	–	5
Swansea Projects Fund	182	–	–	–	182
Barleyfields Donation Fund	–	2	–	–	2
Pound Farm Restricted Fund	16	–	–	–	16
Communication Fund	4	–	–	–	4
Digital Social Care Fund	14	–	(14)	–	–
Screwfix Fund	3	–	–	–	3
Leadership Conference Fund	–	3	(3)	–	–
Pound Farm Fund for Vehicle	3	–	–	–	3
Keepers Cottage Fund for Vehicle	6	–	–	–	6
Workforce Development Fund	13	–	–	–	13
Small Fund	3	3	(4)	–	2
	1,251	119	(119)	(35)	1,216
Total of Funds	5,684	41,532	(35,610)	–	11,606

Notes to the Financial Statements

For the year ended 31 March 2026

17. STATEMENT OF FUNDS (CONTINUED)

Purposes of restricted funds

General Transport Fund – Represents the unspent balance of monies paid by people we support to provide vehicles for them, of which £35k remained during the year and was transferred to the General Fund.

Grant Funded Properties – Represents the net book value of the cost of the purchase and improvement of the charities properties initially paid for by Health/Local Authorities. See note 22 regarding the contingent liability of the asset.

Amenity Funds – Represents monies raised locally by individual services to spend on those services.

Swansea Assistive Technology Fund – Relates to Housing Benefit income received for specific purposes of Assistive Technology equipment in Swansea area.

Swansea Projects Fund (Longfield Sale) Established – Established in 2013-14 with the proceeds of the sale of the Longfields site, the fund is used to enhance the lives of individuals with learning disabilities in and around the Swansea area.

Swansea Housing Benefit Fund – These funds were established in 2003, generated from additional Housing Benefit received in the year, which the City & County of Swansea requested we hold on their behalf. Following a review of these funds during the financial year, it was determined that these funds do not need to be continued as restricted and was therefore released to the General Fund.

Pound Farm Restricted Fund – Represents donations received from the Estates of Mrs Pamela Parker estate in November 2021 and Mr Bill Parker January 2023 for the purpose of specified purchases in the Central Region of the charity.

Communication Fund – Established during 2011-12 to hold monies raised from the Golf Day for the purpose of helping people supported by the charity to communicate more effectively.

Digital Social Care Fund – Represents funding from South West London Integrated Care Board to cover the cost to trial using a Digital Social Care Records system in charity's services in the London Boroughs of Sutton and Richmond upon Thames.

Screwfix Fund – Represents grant received from the Screwfix Foundation for specified improvements, repairs and maintenance for services in the South Region of the charity.

Leadership Conference Fund – Represents donations received to be used for the organisation's Leadership Conference.

Pound Farm Fund for Vehicle – Represents donations received to be used for the lease of a new vehicles at Pound Farm.

Keepers Cottage Fund for Vehicle – Represents donations received to be used for the lease of a new vehicles at Keepers Cottage.

Workforce Development Fund – Represents funding from the Department of Health and Social Care disseminated by Skills for Care.

Notes to the Financial Statements

For the year ended 31 March 2026

17. STATEMENT OF FUNDS (CONTINUED)

CURRENT YEAR	Balance 1 April 2024 £'000	Income £'000	Expenditure £'000	Transfers In / Out £'000	Balance at 31 March 2025 £'000
UNRESTRICTED FUNDS					
DESIGNATED FUNDS					
Fixed Asset Fund	2,541	265	(162)	–	2,644
	2,541	265	(162)	–	2,644
GENERAL FUNDS					
General funds	1,209	30,442	(29,888)	26	1,789
TOTAL UNRESTRICTED FUNDS	3,750	30,707	(30,050)	26	4,433
RESTRICTED FUNDS					
General Transport Fund	–	101	(98)	(3)	–
Grant Funded Properties	1,015	–	(20)	–	995
Amenity Funds	7	–	–	–	7
Swansea Assistive Technology	27	–	(22)	–	5
Swansea Projects Fund	196	–	(14)	–	182
Swansea Housing Benefit Fund	23	–	–	(23)	–
Pound Farm Restricted Fund	17	–	(1)	–	16
Communication Fund	4	–	–	–	4
Digital Social Care Fund	24	7	(17)	–	14
Screwfix Fund	4	–	(1)	–	3
Leadership Conference Fund	–	3	(3)	–	–
Pound Farm Fund for Vehicle	3	–	–	–	3
Keepers Cottage Fund for Vehicle	6	–	–	–	6
Workforce Development Fund	11	2	–	–	13
Small Fund	–	5	(2)	–	3
	1,337	118	(178)	(26)	1,251
Total of Funds	5,087	30,825	(30,228)	–	5,684

Notes to the Financial Statements

For the year ended 31 March 2026

18. SUMMARY OF FUNDS

CURRENT YEAR	Balance 1 April 2025 £'000	Income £'000	Expenditure £'000	Transfers In / Out £'000	Balance at 31 March 2026 £'000
Designated funds	2,644	4,706	(195)	–	7,155
General funds	1,789	36,707	(35,296)	35	3,235
Restricted funds	1,251	119	(119)	(35)	1,216
	5,684	41,532	(35,610)	–	11,606

PRIOR YEAR	Balance 1 April 2024 £'000	Income £'000	Expenditure £'000	Transfers In / Out £'000	Balance at 31 March 2025 £'000
Designated funds	2,541	265	(162)	–	2,644
General funds	1,209	30,442	(29,888)	26	1,789
Restricted funds	1,337	118	(178)	(26)	1,251
	5,087	30,825	(30,228)	–	5,684

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

CURRENT YEAR	Unrestricted Funds 2026 £'000	Restricted Funds 2026 £'000	Total Funds 2026 £'000
Tangible Fixed Assets	7,155	974	8,129
Current Assets	6,283	242	6,525
Creditors due within one year	(3,048)	–	(3,048)
Total	10,390	1,216	11,606

Notes to the Financial Statements

For the year ended 31 March 2026

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS (CONTINUED)

PRIOR YEAR	Unrestricted Funds 2025 £'000	Restricted Funds 2025 £'000	Total Funds 2025 £'000
Tangible Fixed Assets	2,644	994	3,638
Current Assets	4,188	257	4,445
Creditors due within one year	(2,399)	–	(2,399)
Total	4,433	1,251	5,684

20. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2026 £'000	2025 £'000
Net income / expenditure for the year (as per Statement of Financial Activities)	5,922	597
ADJUSTMENTS FOR:		
Depreciation charges	215	181
Fixed assets transferred in on merger	(3,954)	–
Impairment of Fixed Asset	–	6
(Increase) / decrease in debtors	(165)	(307)
Increase/(decrease) in creditors	649	236
NET CASH PROVIDED BY / (USED IN) OPERATING ACTIVITIES	2,668	713

21. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2026 £'000	2025 £'000
Cash in hand	4,632	2,716
TOTAL CASH AND CASH EQUIVALENTS	4,632	2,716

Notes to the Financial Statements

For the year ended 31 March 2026

22. ANALYSIS OF CHANGES IN NET DEBT

	At 1 April 2025 £'000	Cash Flows £'000	At 31 March 2026 £'000
Cash at bank and in hand	2,716	1,916	4,632
	2,716	1,916	4,632

23. CONTINGENT LIABILITIES

The inclusion of grant funded properties in the balance sheet creates a contingent liability since these properties are all subject to charges or covenants restricting their use for people with learning disabilities.

In the event of these properties ceasing to be used for people with learning disabilities:

a) Properties with a Net Book Value at 31 March 26 of £974k (2025: £994k) would have to be handed over to the Secretary of State of Health of their successor.

There is a possible exposure to VAT on certain historic agency costs, but any liability is considered unlikely and cannot be reliably estimated

24. PENSION COMMITMENTS

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independent administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £777k (2025 £635k). Contributions of £243k (2025: £291k) were payable to the fund at the balance sheet date and are included in creditors.

The charity is also an approved organisation, for the purpose of the National Health Service (Superannuation) Regulations 1980, making contributions to the National Health Service Pension Scheme for a small number of ex-NHS employees. The Scheme is regarded as a statutory scheme by the HMRC and is covered by section 22 of chapter 3 of the 1970 Finance Act. The contributions of the employer and employee are 14.38% and 6% respectively. As a statutory scheme, benefits are fully guaranteed by the Government. Contributions from both members and employers are paid to the Exchequer which meets the cost of the scheme benefits. The Exchequer also pays for the cost of increasing benefits each year by the rate of inflation. This extra cost is not met by contributions from scheme members and employees.

Contributions to each of the schemes are charged to the Statement of Financial Activities in the period that they are payable.

25. OPERATING LEASE COMMITMENTS

At 31 March 2026 the Group had commitments to make future minimum lease payments under non-cancellable operating leases as follows:-

	2026 £'000	2025 £'000
No later than 1 year	8	41
Later than 1 year and not later than 5 years	137	130
	145	171

26. RELATED PARTY TRANSACTIONS

At 31 March 2026, The Pontesbury Project for People with Special Needs owed Walsingham Support £301,894. There were no related party transactions for the year ended 31 March 2025.



Registered charity number: 294832