



discovery

dimensions
Outreach  3Way

 dimensions cymru



Annual Report & Financial Statements for Dimensions (UK) Limited

for the year ended 31 March 2023

A housing association and charitable registered society under the Co-operative and Community Benefit Societies Act 2014 Financial Conduct Authority No. 31192R and the Regulator of Social Housing 4648.

Welcome to our Annual Report and financial statements for 2022/23

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Statutory information

The Board

Nick Baldwin CBE (Chair)

Gordon Lyle

Supriya (Sherry) Malik

Delyth Lloyd Evans
(retired 28th September 2022)

Angela McNab

Noah Franklin

David Isenegger

Anne Wafula-Strike MBE –
co-opted member

Shahana Khan OBE

Huw John

Rachael Dodgson

Veran Patel –
co-opted Board Member

Richard Crompton QPM
(appointed 28th September 2022)

Company secretary

Joanne Greenbank

Executive Directors

Rachael Dodgson
Group Chief Executive

Ian Goodacre
Group Chief Financial Officer

Stella Cheetham
Group Executive Director of People
& Organisational Development

Chris Woodhead
Group Executive Director of
Housing, Business Development
& Marketing

Helen Orford

Discovery Managing Director

Sinéad McHugh-Hicks

Dimensions (UK) Limited
Managing Director

Rhoda Iranloye

Group Executive Director of
Regulatory Assurance

Pippa Foster

Group Executive Director of
Customer Experience (redundant
April 2023)

Benedict Sutton

Group Chief Digital & Information
Officer

Principal & Registered Office

1430 Arlington Business Park
Theale
Reading
RG7 4SA

Bankers

National Westminster Bank Plc

Unit L11
The Oracle Shopping Centre
Reading
RG1 2AG

HSBC UK Bank Plc

Level 7, Thames Tower
Station Road
Reading
RG1 1LX

Solicitors

Anthony Collins Solicitors

134 Edmund Street
Birmingham, B3 2ES

Trowers & Hamlins

3 Bunhill Row
London, EC1Y EYZ

DAC Beachcroft

25 Walbrook
London
EC4N 8AF

External Auditor

Crowe LLP

2nd Floor, 55 Ludgate Hill
London
EC4M 7JW

Internal Auditor

BDO LLP (outgoing 2022/23
year)
55 Baker Street,
London
W1U 7EU

TIAA Ltd (incoming 2023/24
year)

Artillery House, Fort Fareham,
Fareham,
Hampshire,
PO14 1AH

**Co-operative & Community
Benefit Society Number:**
31192R

**Regulator of Social Housing
Number:**
4648

Chair's and Chief Executive Officer's Statement

Welcome to Dimensions' Annual Report for 2022/23, describing the work and achievements of our organisation through one of the toughest years in the sector's history.

The pages that follow talk about the ways in which Dimensions is delivering its strategy, Better Lives for More People, despite the challenges the sector and the wider economy have faced. Our commitment to supporting autistic people and people with learning disabilities to live in the place they call home, with the people and things they love, in communities where people look out for one another, is unwavering.

In last year's report, we remarked upon the impact of Covid-19 and how it was evident that adjustment and recovery would take a long time. In 2022/23 these challenges have been compounded by the economic downturn, with inflation rising at an alarming pace. Conditions conspire to make it increasingly difficult to fulfil our vision.

Nonetheless, Dimensions has remained focused upon delivering Better Lives for More People. The strategy recognises our biggest challenge; to find, recruit and retain fantastic people who can deliver quality support. In response, Dimensions strives to be a great place to work and its strategic objectives, aligned to five Pillars of 'Quality', 'Reputation', 'Scale', 'Capacity' and 'Sustainability', are aimed at strengthening the Group and its offer to people it supports, their loved ones and the wider sector.



It is no surprise, therefore, that our determination to adequately reward and sustain our workforce, despite the external pressures, is the dominant feature of the 2022/23 year.

In this report, colleagues, people we support, and their families describe the impact our organisation is having in each of the Strategic Pillars, exploring the relationship to the Group's statutory accounts that follow and the year to come. Each Pillar showcases our work in implementing our *Delivery* and *Value For Money Plans* and our wider social impact.

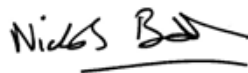
A recurring theme in the report is investment: Dimensions is investing its resources in being fit for the future; leveraging its scale to build the capacity it needs to support more people who have a more complex range of needs. A consequence of this investment is that Dimensions has, for the first time

in many years, returned a deficit in 2022/23, despite supporting more people than it did as the year commenced. Agility in increasing frontline pay and investment in systems to enhance efficiency for the future are signs that Dimensions understands its environment and the ways in which it needs to modernise to sustain its offer to people who need our support. Courageous investment to underline our ambition for the people we support now and in the years to come. Two of our organisational values at work.

As always, Dimensions has been privileged to work with a range of partners this year, from other providers and commissioners to specialist advisers, researchers and, of course, the people we support and their families with whom we co-produce our best support.

Our thanks go to everyone who has worked with us but especially our colleagues without whose care, dedication, tenacity and innovation the last twelve months would have been very different.

There is much to appreciate, but the challenges are unrelenting. Notwithstanding, the performance described in the pages that follow gives Dimensions a robust foundation upon which to deliver its vision of Better Lives for More People.



Nick Baldwin
Chair
17th August 2023



Rachael Dodgson
Group CEO
17th August 2023



Better Lives for More People

Directors' report incorporating the Strategic Report

The principal activity of the Group ('Dimensions') is provision of personalised support with housing through Dimensions (UK) Limited and its subsidiaries Outreach 3-Way, Dimensions Somerset SEV Limited (trading as "Discovery"), Dimensions Cymru Limited and Dimensions Personalised Support Limited.

Dimensions is a not for profit organisation, providing support for around 3,000 adults with learning disabilities, autistic people and their families throughout England and Wales. The Group enables people to be part of their community, in their own homes and to make choices and decisions about their lives.

A Registered Provider of social housing, Dimensions owns and manages accommodation for 1,113 people as set out below:



c3,000

adults supported with
learning disabilities
and autism



Our accommodation:

	Owned and directly managed by Dimensions	Owned by Dimensions but managed by other organisations	Managed by Dimensions for other organisations	Total
Supported housing	566	4	260	830
Care homes	33	103	147	283
Total	599	107	407	1,113

Vision, Mission, and Values

Dimensions' Vision is of Better Lives for More People. Its Mission is to provide high quality personalised support for people with learning disabilities and autistic people, helping them to be actively engaged with, and contribute to, their communities.



Our vision:

Better Lives for More People

Dimensions' vision, mission and strategic pillars provide a framework for its continuing development. In 2022/23 Dimensions has secured new contracts and drawn upon its significant experience to help these new homes begin to adopt innovative, person-centred practices. The organisation continues to develop its capacity and expertise to provide a range of homes and services for autistic people with complex support needs and those who experience behaviours of distress, as well as to adulthood.

Dimensions' network of people with lived experience help it to continue to develop and improve how it works with families so it can achieve its aim of becoming a family-friendly organisation.

Dimensions' values are:

Ambition

Seeking to help others reach their potential

Respect

Showing people respect and recognising that their unique contribution adds value to all

Courage

Being guided by the courage of our convictions to make a difference

Integrity

Ensuring that what we do is grounded in what we believe

Partnership

Working with others to achieve more for people

Dimensions' Pillars are:

Quality

Better lives; impact for our sector

Reputation

Valued by stakeholders; a group of people we want to work for and with

Scale

Supporting more people; ability to invest and deliver economies of scale

Capacity

Capacity and capability to deliver where and when it matters

Sustainability

Sustainable for stakeholders; resilient in our environment

Financial Results for the Year

The Group had an operating deficit of £2,488k (2022: £4,726k surplus). The total deficit recognised in the Income and Expenditure Account was £1,739k (2022: £4,070k surplus). Within this deficit, Dimensions (UK) Limited, the Group Parent, made a deficit of £3,737k (2022: £2,533k surplus).

A summary of Dimensions' financial results over the past four years is set out below:

Financial results 2020 – 2023

	2023 £'000	2022 £'000	2021 £'000	2020 £'000
Turnover	219,603	211,456	209,004	201,810
Operating (deficit)/ surplus before investment	(402)	4,726	6,882	3,727
Additional pay award in respect of prior year	(932)	–	–	–
Investment in operating platforms	(1,154)	–	–	–
Operating (deficit)/surplus	(2,488)	4,726	6,882	3,727
Overall (deficit)/ surplus for the year	(1,739)	4,070	6,564	3,727

Operating (deficit)/surplus before investment relates to (deficit)/surplus made on primary activities of the Group before one-off expenditure. Additional pay award in respect of prior year relates to a one off distribution of surplus from year 2021/22 through payroll payments to all colleagues. Investment in operating platforms is in respect of restructuring of the Group's operating model across finance and operation workgroups to achieve better operational efficiency. Dimensions' investment in its business development capacity continues to provide a return and the organisation was able to secure new income to the annual value of £7.3m in 2022/23, with a further £6.8m of income from filling voids. In addition, the Group secured uplifts on existent contracts to the value of £9.3m. This was tempered by attrition of £13.2m, due mainly to the support coming to an end when someone we support dies or a service is remodelled or handed-back.

Balance sheet highlights

	2023 £'000	2022 £'000	2021 £'000	2020 £'000
Cash and card investments	22,797	35,514	30,022	19,223
Capital and reserves	34,636	35,685	29,105	27,223

The full year cash outflow of £12.7m was due to the operating deficit, additional payroll costs in relation to the preceding 2021/22 year surplus distribution to colleagues, significant investment in the Group's change programme and an opening position which was £3.6m higher than anticipated, impacting cash receipts in the current year. All internal Board mandatory liquidity key performance indicators were maintained, and all covenant tests were met.

Strategic Risks and their management

The following risks represent those observed as significant by the Board, summarised as follows:

Workforce – whilst the challenge of recruitment was eased by the pandemic due to increased unemployment, the resurgence of the hospitality and retail industries (recruitment competitors for Dimensions), twinned with changes prompted by Brexit, have made recruitment more difficult again. Dimensions has seen agency usage increase and retention fall, placing renewed pressure upon the Group to reduce the cost of overheads and make good decisions about the locations in which it attempts to create new homes. In addition, the increasing National Living Wage has put pressure on our ability to compete for workforce in a candidate led market.

Another important focus is workforce *engagement*. Dimensions invests in the training, development and wellbeing of colleagues to ensure that the right resources are available to support them. Careful management is required to achieve a structure that can best deliver the high-quality services that every customer needs. We utilise many opportunities to listen to our colleagues and are committed to act on their feedback, a strategy which has resulted in our accreditation as a Great Place to Work for five years in a row.



5 years

in a row, accredited as
a Great Place to Work



“ We continue to keep Quality at the heart of everything that we do, ensuring that we maintain and embed best practice that is in line with our values and the requirements of our regulators.”



Reduced public spending and financial sustainability – the sector that the organisation operates in continues to undergo significant and radical change and it is clear that public services in the UK will remain under intense financial pressure for many years. Covid-19 has masked the longer-term impact of Brexit at this time. Dimensions has responded to the financial pressures through continuing to seek efficiencies and improve productivity, which has enabled it to proportionately reduce its overhead and operational costs whilst protecting the support that it provides to people. The organisation also manages liquidity risk via a revolving credit facility.

Regulation and Quality – the expectations of Dimensions' customers and stakeholders regarding service quality are increasing, furthermore regulatory frameworks are continuing to evolve. In particular, the organisation's main regulators, the Care Quality Commission (CQC), Homes England/The Regulator of Social Housing, the Charity Commission and Care Inspectorate Wales (CIW) have higher expectations of leadership and governance. We continue to keep Quality at the heart of everything that we do, ensuring that we maintain and embed best practice that is in line with our values and the requirements of our regulators. We ensure that actions to mitigate against adverse events are implemented, monitored and lessons are learned.

Sustainability and Business Systems

– We maintain an ongoing focus to ensure the Group stays sustainable in a fast moving environment of improved technology, business systems and cyber risks. We are investing in improving the Group's enterprise and information systems to ensure we have the right architecture to support the organisation's performance with better data, better reporting, and better integration.

By embedding the three 'E's (efficiency, economy, and effectiveness) at its core, Dimensions can compete in its market and deliver Better Lives for More People.

There is the ongoing risk that cyber security incidents may impede the organisation to operate normally, so we educate colleagues on the importance of managing data safely and on cyber threats. We have invested in a Security Operating Centre service from cyber security specialist, Longwall Security, which working alongside our own staff and managed service provider, significantly increases our monitoring, prevention and response capabilities. We continue to develop our Cyber Threat Management process as the threat landscape evolves. We maintain, develop and report against a cyber threat management roadmap to continually assess our capabilities and address vulnerabilities.

Future Development

The Group's strategic activities for the 2023/24 year are explained in detail in the Value for Money Plan, included here as part of the Value for Money Statement. The activities, aligned to the Strategic Pillars, are expressed in the context of their impact on the Group's sustainability.

Value for Money Statement:



The following pages describe how Dimensions has delivered its strategy in 2022/23 using its Strategic Pillars. **Within each we describe our work in delivering our Value for Money (VfM) Plan 2022/23.**

Value for money is core to Better Lives for More People, hence the inclusion of 'Sustainability' as a Pillar. Delivery of support to people across a large footprint generates a low surplus, with a diversity of commissioning behaviours and competition for the workforce; so, the way Dimensions uses its resources is critical not just to delivering VfM but also to viability.

The Regulator of Social Housing also requires Dimensions to use some specific Value For Money Metrics and these are included at page 60.

As well as being core to Dimensions' values, the Regulator of Social Housing's Value for Money (VfM) Standard requires Dimensions to:

What we need to do	How we will do it
"Clearly articulate strategic objectives"	The Group's VfM aims feature in Better Lives for More People, the Delivery and VfM Plans.
"Have an approach agreed by their board to achieving value for money in meeting these objectives and demonstrate their delivery of value for money to stakeholders"	The Board approves the Strategy, Annual Delivery Plan, Strategic Measures and this report, assessing performance against targets, metrics set out by the Regulator and that of peers. It is published in detail and easyread format.
"Through their strategic objectives, articulate their strategy for delivering homes that meet a range of needs"	The Group's Housing Strategy and Asset Management Strategy support the objective to invest to "help more people access high quality, affordable homes that meet their needs".
"Ensure that optimal benefit is derived from resources and assets and optimise economy, efficiency and effectiveness in the delivery of their strategic objectives"	The Group's Housing Strategy, agreed by the Board, makes a specific commitment to improving management cost per unit and the Asset Management Strategy commits to use planned maintenance to mitigate the cost of reactive repairs.
Have "a robust approach to achieving value for money, approach to decision making and a rigorous appraisal of potential options for improving performance"	The Group Strategy, its Delivery Plan, its measures, this VfM Plan, and the VfM Statement are all scrutinised and owned by the Group Board.
Demonstrate "regular and appropriate consideration by the Group Board of potential value for money gains – this must include full consideration of costs and benefits of alternative commercial, organisational and delivery structures"	All delivery structures, investment and benefit realisation are determined by the Board and Committees using data and recommendations from the Executive.
Demonstrate "consideration of value for money across their whole business and where they invest in non-social housing activity, they should consider whether this generates returns commensurate to the risk involved and justification where this is not the case"	The Group has taken care to wholly disaggregate income and expenditure to ensure that housing-related income is ring-fenced for use on housing activity.
Have "appropriate targets in place for measuring performance in achieving value for money in delivering their strategic objectives, and regular monitoring/ reporting of performance against these targets"	In the VfM Plan and this report, the Strategic Measures and targets show how the objective described contributes to the delivery of VfM.

Performance against strategic objectives

Quality: Better lives; impact for our sector

In our work on Quality, Better Lives for More People commits to the following:

Supporting more people to enjoy cornerstones of life: homes they choose, employment, relationships and active contribution to their communities



Creating clearer, stronger pathways for people that support their life choices



Improving the health and wellbeing of people we support and colleagues



Improving support for people with complex needs, using and sharing organisational learning



Keeping people we support safe while enabling choice and control

Supporting,
Improving
Learning
Sharing
Enabling



Supporting more people to enjoy cornerstones of life: homes they choose, employment, relationships, and active contribution to their communities



Active citizens

Sinead McHugh-Hicks,
Managing Director, Dimensions

A 'great life' means something different to all of us, but Dimensions finds easy alignment with the Social Care Future movement and its vision that:

"We all want to live in the place we call home, with the people and things we love, in communities where we look out for one another, doing what matters to us."

Learning Disability England, another thought leading organisation, hosts a co-created 'Good Lives' framework that all those with an interest in supporting people can draw from.

Our strategy, Better Lives for More People describes 'cornerstones of life' as homes people choose, employment, relationships and contribution to people's own communities. Active citizens.

In our most recent survey of people we support, one respondent told us:

“The support workers care and are so helpful and always want what's best for me. They consult with me at all times and with my mum and sister. This is good. I am shown respect.”

We strive to achieve this every day.

In fact, in the survey of people we support:

89%

of respondents said, in the past week, "I have done things that are important to me."

83%

have been getting on well with the people I share my home with.

94%

told us that, overall, they were happy with their support.

High numbers that could yet increase.

In the past year, 25 more people we support full-time (for >105 hours of support per week) now have their own tenancies. This reflects our ongoing shift away from care homes and into supported living. One's own front door. More people living more ordinary lives.





Supporting Tom to Start His Career

Supported Employment Assistant Manager, Tatjana Bodman

For most of us, our ordinary lives include a job. Disappointingly, the number of people we support who are in paid work has fallen. This reflects national employment trends for autistic people and those with learning disabilities and is deeply concerning because work means far more than money and productivity – it means self-esteem, confidence and social opportunities. We also know that with the right amount of support it is possible for almost any autistic person or person with a learning disability to do a productive job.

For example, Tom* is a young autistic man in Somerset. Our Supported Employment Team identified Tom's skills and areas where he needed support. Tom suffered from anxiety, needed time to process information and was nervous about new environments.

We supported Tom to experience work taster programmes and, working closely with employers, were able to set up a bespoke traineeship at The Emporium in Yeovil. Tom was offered a paid Kick Start opportunity and we supported Tom through this.

Although there was no permanent role available at the end of it, Tom's new found skills were attractive to other employers and he was successful in gaining employment with McDonalds. We have successfully supported both Tom and his new employer McDonalds with interview, training and on-the-job support. All is going well and we hope to 'fade out' to leave Tom to continue his career independently in due course.

*not his image used.

“ We have successfully supported both Tom and his new employer McDonalds with interview, training and on-the-job support.”





Active contributions... Nothing about us, without us!

**Amy Gaskin-Williams, Head of
Involvement & Engagement**

89%

of people we support who responded to our 2022 survey told us how they have been supported to make their own decisions and choices

We're privileged to support people, to not only live safe and happy lives, but to make their own choices, advocate for themselves and be ambitious about what they can achieve.

Beyond how we support each person as an individual, our 'Working Together for Change' programme follows a process of listening, understanding and acting on the things that people we support and families

tell us are important via daily notes, support plan reviews, Listening Events and surveys. We are also rebuilding our 'Everybody Counts' self-advocacy groups all around the country and connecting them to our Councils to make sure that at every level of decision making, we're prioritising the right things – the things that are impacting the lives of the people we support.

We benefit immeasurably from our 12 Family Consultants and Associate Family Consultants who are a resource for families and our colleagues, help to enable great partnership working and spotlight the experiences of families.

35

people with lived experience
quality-check our support,
interview new colleagues and
run induction training

I'm especially proud of the work of the Dimensions and Discovery Councils. The Councils (comprised exclusively of people we support) set their own agendas, chair the councils themselves and have a high level of influence across the Group. This year the Dimensions Council named four priorities: Staying safe online, Mental Health, Cost of Living and Connecting more effectively with the people we support. The Discovery Council set similar priorities, along with 'Going Out', focusing on keeping fit and healthy. Both Councils work hard to maintain a safe space for sensitive discussions - like planning for illness and death, experiences with the police, relationships and parenting, and mental health.



Kelsey said of her membership of the Dimensions Council:

“ It has made me feel like a human being – I wouldn't be where I am today without working and meeting lovely people. I'm more confident, I like telling people that I am working, I have more self-esteem, and have pride in myself. They get to see me differently, as a colleague.”



Discovery Chair, Jamie Newland says:

“ We have had a busy year and continue to look for new members to join the Council. I have been getting more confident in my role, learning to use my laptop, and chairing the online meetings.”



Creating clearer, stronger pathways for people that support their life choices.

Dimensions is passionate about creating life pathways, ensuring that there is an active plan to enable the people it supports to lead great lives now and into the future. That might, for example, entail adapting living spaces to enable someone developing dementia to live safely at home for as long as possible, or someone to return from hospital to a familiar environment.

We know that we can have more impact if we are involved in planning support with families at the earliest possible stage in someone's life. Therefore a priority in Better Lives for More People is to help more young people, who have received support from Children's Services often including institutional living in their early lives, to live with maximum independence in their communities.

We are pleased that:

One in four

of the people we started to support in 2022-3 was under the age of 25. You can read more about this in 'Scale'.



A place I call home

Dr. Jeremy Tudway, Clinical Director

Home should never, ever be in a hospital, which is why Dimensions works across government – including supporting the secretariat for a potential new All Party Parliamentary Group on the topic - to encourage adoption of our policy solutions to Transforming Care. Our “Broken Systems, Broken Lives” campaign contains 11 specific, practical policies that could unblock the system and allow more people to get on with living their lives.

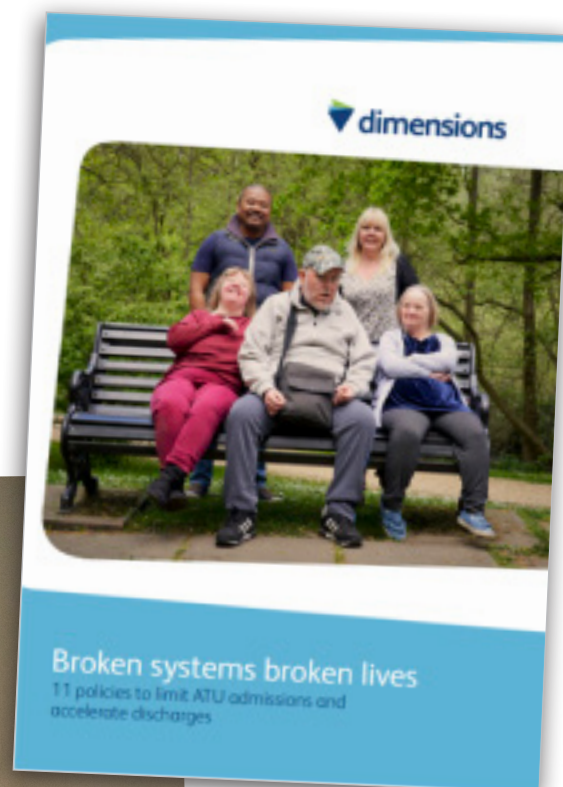
I'm privileged to lead a team that supports a wide range of people with the most complex of backgrounds. Some of those are people with forensic histories with whom we seek to develop empathy and the ability to make safe life choices. Others may show distressed behaviours. My team helps colleagues understand the triggers for that behaviour and shape the right support around the person.

“ I'm privileged to lead a team that supports a wide range of people with the most complex of backgrounds

One pathway we must disrupt is that which leads straight from residential college into locked or institutional facilities – because that simply isn't a home, or a life. We do that by working with families, schools and transitions teams to help everyone understand that good community alternatives nearly always exist with the right planning. This is working: in 2022/23, exceeding our target, a quarter of the people that we began to support were under 25.

We can prove that support in a person's community is better than institutional living: the number of support breakdowns at Dimensions has fallen from 12 in 2019-20 to just one last year – testament to the work of colleagues across the organisation in learning, sharing and replicating best practice.

There is more to do, however. People continue to live in institutionalised settings with uncertainty as to when they can move on. Whilst we have supported seventeen people out of Assessment and Treatment Units over the last two years, just four of those successes were in 2022/23 – well below our hopes. We will focus upon this until everyone can be an active citizen in their community.



Improving the health and wellbeing of people we support and colleagues



Happy healthy lives

Sarah Swindells, Health and Wellbeing Lead

It is so hard to feel happy without good health, which is why health is always the first aspect of life we think about in a person's support plan.

In our survey of the people we support;

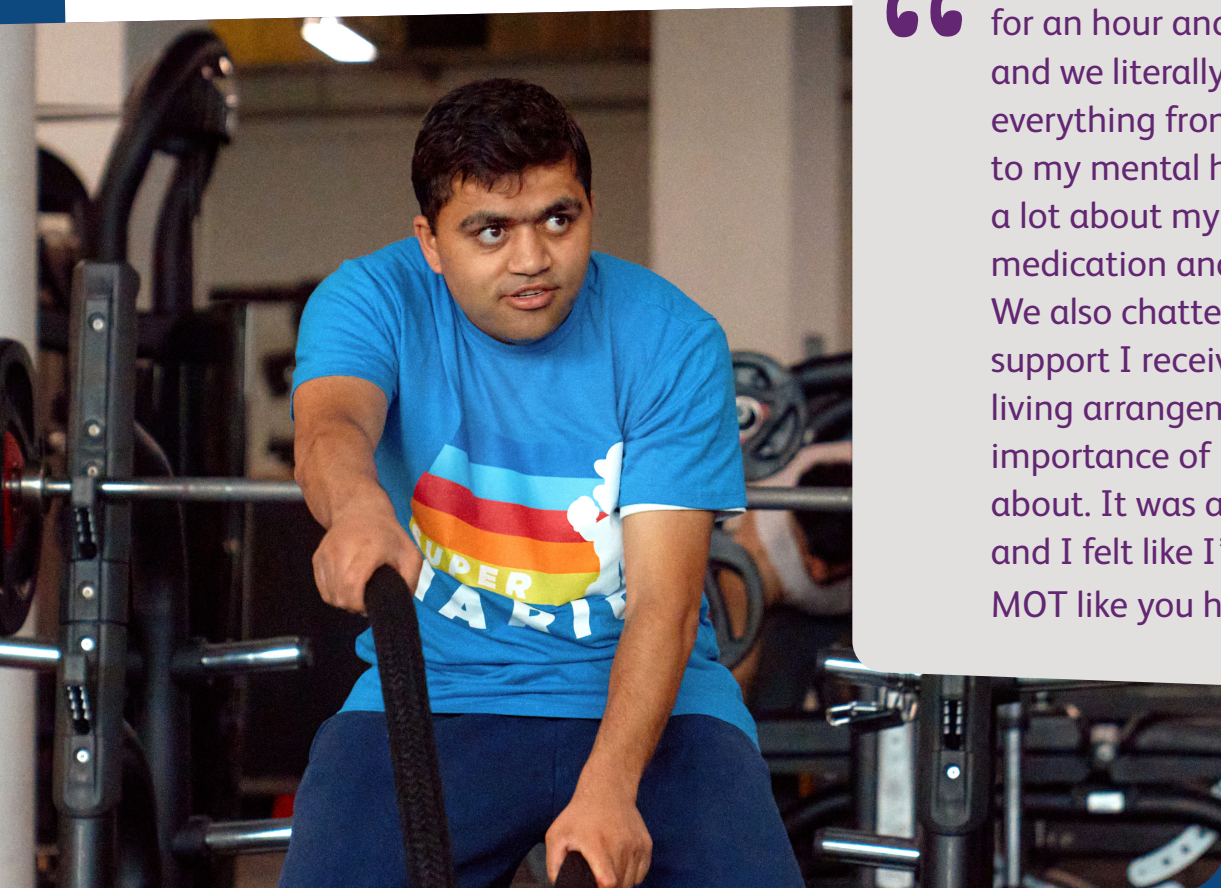


79%

of respondents told us they had felt healthy in the last week; only 5 % said they had not.

In recent years the proportion of people we support who receive an Annual Health Check has consistently exceeded national averages. We have also updated and reformatted many of our health resources and training materials to make them more accessible, both to colleagues and to the people we support. The Group launched a new library of accessible health resources containing over 60 accessible documents on different health topics and including refreshed sections on Annual Health Checks, Menopause (in association with the Newson Health Menopause Society), Diabetes and Cancer Screenings. We also introduced a 'prevention, safety through learning' series of discussion guides for support teams, covering topics such as aspiration pneumonia and slips, trips and falls.

“ I saw the nurse and was in there for an hour and 25 minutes and we literally talked about everything from my psoriasis to my mental health. We talked a lot about my diet and my medication and any side effects. We also chatted about the support I receive at home, my living arrangements, and the importance of getting out and about. It was a great experience and I felt like I'd had a proper MOT like you have on a car”.



A Focus Upon Value For Money:



Dimensions' e-learning continues to expand, a sign of Dimensions' investment in finding the most cost-effective ways to give colleagues the knowledge they need to excel.

Our #MyGPandMe campaign continues to raise awareness of the need for primary care professionals to make reasonable adjustments to accommodate the needs of people with learning disabilities and autistic people in order to drive up both the number and quality of Annual Health Checks; in 2022/23 we trained surgery staff in London and Kent.

The NHS LeDeR programme seeks to review all deaths of people with a learning disability and autistic people in order to tackle this mortality gap. Dimensions has been contributing data for many years as well as conducting our own comprehensive health and death reports to help us really learn what we can do to make the biggest difference to the health of people we support.

64 (+2)

In 2022/23, the average age at death of the people we support rose from 62 to 64; a small but welcome indicator that we're making progress.

“ The clearest sign of health inequality is that people with learning disabilities die, on average, twenty years earlier than other people.



Rachel's story

Rachel Folland and her team in Wales were supporting an older woman (we'll call her Ellie*) with Down's syndrome, dementia and heart failure.

Her bedroom was upstairs and she became increasingly confined to her room. After finding alternative accommodation the team ensured a truly person-centric approach to the transition which had to be carefully managed as environmental changes could impact negatively on her health and mental wellness. Rachel and her team even went as far as trying to replicate her bedroom in its entirety so Ellie would feel totally comfortable and at ease in her new surroundings.



The move was an enormous success.

Some months later, Ellie needed a hospital admission. While there Ellie was put on (what the NHS calls) an end-of-life pathway as she contracted Covid-19 and the professionals felt that she wasn't likely to pull through. However, Ellie defied the odds and, after much discussion and debate, Rachel won the battle to have her return home instead of moving into residential care.

When she returned home she was noticeably frailer, but still glad to be back in her familiar surroundings and with people who loved and cared for her. Rachel wanted to ensure that whatever time she had remaining, the days were filled with positivity and wellbeing. Pamper sessions, aromatherapy and sensory sessions all helped relax her and aid her mental health. Sadly, Ellie became unwell in December and after a short illness died at home with Rachel and her team by her side. As difficult as this was, Rachel still took the time to make sure all her team were ok and coping with the emotional strain they were feeling and always made herself available to talk to and help them work through this challenging period.

*not her image used



Colleague wellbeing – our “Great Places to Work for Wellbeing” accreditation

By Stella Cheetham, Director of People & Organisational Development

In 2022, alongside our Great Places to Work accreditation, we were thrilled to receive a “Great Places to Work for Wellbeing” award. Virtually nothing matters more to achieving better lives for the people we support than the wellbeing of our colleagues. Dimensions is dependent upon a resilient workforce of healthy, happy, well-remunerated colleagues who share our values and who want to come to work to support people to lead great lives.

Wellbeing is multifaceted. It means that colleagues with a very wide range of different backgrounds and characteristics feel confident to be themselves at work, see career pathways and opportunities at Dimensions for people like them. It means that rotas and workloads are managed well to avoid burnout, and much more besides.

Colleague wellbeing is important to us for its own sake. It is also important financially as days lost to sickness must be backfilled by agency at a high premium and so can have a material impact on organisational viability. In the Group’s stress testing, one day of sickness per colleague per annum is known to cost Dimensions £650k. Therefore, as well as being an indicator of health and wellbeing in its own right, days lost to sickness is a critical indicator of value for money for the Group. I am pleased to report that, post-Covid-19, sickness levels have stabilised and that the target of 11 days lost to sickness has broadly been achieved. We anticipate further gains here in the year to come.

In 2022/23, 580 colleagues made use of our Employee Assistance Programme, which offers counselling, information and advice. We took a fresh look at colleague benefits as well as pay and, as a result, we changed both the supplier of our colleague discount to Vivup and introduced a new ‘Salary Finance’ service to help colleagues get advances on their pay to help people manage their money. We continue to support people by our Mental Health First Aider community and we introduced Menopause Champions this year to further enhance our offer.

85%

of our colleagues are aware of the wellbeing support that is available to them.

74%

said they felt that they could take time off when necessary

83%

of our workforce said that they feel a sense of pride in what we do.

We are especially pleased that there are more people of colour occupying leadership roles at Dimensions. That is in no small part down to a set of deliberate strategies implemented over the past two years, such as reverse mentoring and critical friends in senior level interviews. For support worker interviews, we continue to look for more and better ways to involve the people we support and their families in recruiting the support team.



Improving support for people with complex needs, using and sharing organisational learning.



Good and Outstanding performances

by Sinead McHugh-Hicks,
Managing Director

It is a fundamental expectation that every one of our registered homes achieves a rating of Good or Outstanding. At 81 %, we are not achieving this yet. The current job market and wider funding for social care both play a huge role in this picture but we cannot and do not disclaim responsibility for our CQC ratings. All providers face a vicious or virtuous circle here: get things wrong and declining quality creates a stressed, burnt-out workforce, leading to sickness, agency use, financial pressure and further quality challenges.

Get things right and a happy home for the person we support leads to a high-quality working environment, long term satisfied colleagues and financial resilience.

However, the approach of our partner commissioning authorities is critical, as with one example in Dorset where, in August 2022, at the peak of the staffing crisis, Dimensions was able to fully recruit.

“ In 2022/23 we invested in and reshaped our approach to continuous improvement to better support our registered managers to secure the ratings they deserve. To the same end we are extending our use of our RADAR (compliance) and iPlanit (operational support) systems.





As the CQC noted:

“People led inclusive and empowered lives because of the ethos, values, attitudes and behaviours of the management and staff. People were absolutely at the centre of collaborative and respectful circles of support. Staff valued the knowledge and experience of people’s relatives and held them in high regard...”

One relative summed it up, saying:

“They are getting their life.”

Our colleagues here are brilliant and absolutely deserving of this rating - but so are many others across the rest of the country. Being brilliant doesn’t in itself result in an ‘Outstanding’ rating. So, what is going so well in this area specifically? One factor in particular is worth highlighting:

In 2021, following a ‘Cost of Care’ exercise, Dorset increased the rate it pays providers to a level that enabled us to pay competitively, recruit more easily and spend less money on agency fees. There are more managers per person we support, even allowing for complexity of individual needs, and, because we have longstanding colleagues who know the people they support well, the quality of that support, morale and team member retention are all high. It’s a great place to work.

Keeping people we support safe while enabling choice and control

Dimensions increasingly specialises in supporting people with complex needs, using expertise gleaned from years of practice and research in its mission to ensure that everyone can lead a great life.



A Focus Upon Value For Money:

Ensuring that support does not break down is core not only to the quality of life for the people we support and their families but also the delivery of wider value for money. The human and financial cost of failed support is incredibly high.

For this reason, Dimensions not only employs a range of techniques and interventions to prevent support for people with complex needs from failing, it monitors this work at the very highest level at its Safeguarding Panel with an independent chair and measures performance in its reporting to the Group Board.

The resultant 'number of people supported >105 hours a week whose placements break down' continues to show encouraging results:

One

person's support broke down in 2022/23 and Dimensions' support has been appreciated by all stakeholders in this single scenario.

Dimensions' adherence to its Complex Support Needs Protocol, and the learning within, is strong.



Reputation: Valued by stakeholders; a Group others want to work with

In Reputation, Better Lives for More People commits to the following:

Being recognised
as a great place to work
inside and outside
our organisation

Being recognised by people
we support, families and significant
others as an organisation that they
would recommend

Building our reputation
for supporting people
with learning disabilities
or autistic people

Measuring and evidencing
our social impact for people,
communications
and society

Being recognised as a great place to work inside and outside our organisation

In delivering the quality and value for money of which we are proud, Dimensions works hard to attract, recruit and retain the very best people – so many of Dimensions' initiatives in 2022/23 were focused upon supporting recognition of Dimensions as a great place to work.

The ultimate test of the Group's effectiveness in retaining people that it has worked hard to attract and train is the number who choose to leave - or % voluntary turnover. People entering and leaving the sector is its biggest challenge and retention is a critical measure of the Group's work in delivering value for money. Money spent recruiting and training new people is resource we cannot invest in high-quality active support. Churn means disruption for people who need stability and familiarity.

A Focus Upon Value For Money:

Skills For Care reports the sector average for voluntary turnover at 31 %.

Dimensions achieved

24.2%

in 2022/23 with a positive trajectory of around 0.5% reduction per month that continues at the time of writing.

This is positive performance but illustrates a critical relationship between the Group's financial out-turn and retention. Knowing that it would deliver a break-even position on an underlying basis:

Dimensions boldly invested all its planned surplus in front-line pay in 2022/23, an investment of

£6.2m





Dimensions is a Great Place to Work

**Executive Director for People & Organisational Development,
Stella Cheetham**

We are delighted to have been recognised by the independent Great Places to Work Institute for the fifth year running, based upon colleagues' responses to questions about job satisfaction, work-life balance and sense of fulfilment. Part of being a Great Place to Work means giving colleagues a chance to progress and build a career in our organisation and, hopefully, social care more widely. This fifth consecutive award demonstrates that our professionalism and core values have come to the fore – a significant achievement that has a positive effect on both recruitment and retention.

In today's competitive job market, job seekers look for organisations that value their employees and offer a positive work culture. While there are still recruitment challenges, it was encouraging to see that:

In January 2023 Dimensions received the highest number of job applications ever in a single month; more than 6,000 compared to 3,500 in January 2022.

6,000+

job applications in January 2023.

Job Boards such as Glassdoor and Indeed enable applicants and colleagues to rate Dimensions as an employer.

Our Glassdoor rating is 3.9. Indeed is 3.1. Facebook is 4.1. All better than most in sector. Testimonies from our colleagues provide more insight.



"I've never had a job that I've loved so much"

Brett Hayter, Lead Support Worker

"I'm gutted I didn't find this career sooner. After the pandemic forced an end to my career in the leisure industry, I applied for a job as a support worker, not really knowing what it entailed, but I'm so glad I did. From day one, I have loved it. I've never had a job that I've loved so much. The most rewarding part of the role is the relationships we form. I've made five amazing friends by working with the five people I support. It's a lot of hard work and commitment, but to see them getting

the best out of their lives because of the support we give them and seeing a smile on their faces is inspiring and the reason we all do this job. I would encourage any enthusiastic and compassionate individual to consider a career in social care!"





“There is an acceptance here to being neuro-diverse”

Digital Learning Lead, Charlie Snell

I can honestly say working at Dimensions has been life changing. There is an acceptance here to being neuro-diverse (I have autism and ADHD), and here I can be myself and don't have to hide the real me which makes such a difference to how I feel. There is so much help available to colleagues who may need additional support; flexible working hours and an understanding that some days I am more focused than others has reduced my anxiety and stress levels. I'm not sure many other companies would have got 'it'.

A few years ago, my manager recommended me for the Aspire programme and my coach helped me to see I didn't need to be 100 % perfect, 100 % of the time. It gave me the confidence to look for new challenges and I have recently embarked on a new role as Digital Learning Lead.”

“ Supporting people is a huge privilege and, as a former support worker at Dimensions, I know it can also be the springboard to a long and varied career.”

Sinéad McHugh-Hicks,
Dimensions Managing Director



“An intensely competitive market”

Head of Resourcing & Volunteering Tania Jesney

“External market factors, such as the sharp rise in inflation and the cost-of-living crisis putting pressure on pay, as well as labour market shortages, have created an intensely competitive market. The first six months of the financial year continued to be immensely challenging resulting in vacancy levels stagnating.

However:

The second half of the year has seen a marked improvement in recruitment activity, alongside improved retention, resulting in a downward trajectory of vacancies since October, ending the year with 25 % fewer full-time equivalent vacancies.

This is largely due to the interventions we have put in place, such as the significant investment in pay.

A Focus Upon Value For Money:

“The performance reflects our enduring commitment to achieving Value for Money in the context of delivering Better Lives for More People.”





Championing Diversity in all its forms”

**Equality and Diversity Manager,
Lisa Govier**

“Dimensions is committed to ensuring that the diversity of our colleagues and people we support is respected and valued. Equality, Diversity and Inclusion is a thread that is at the core of everything we do. Dimensions’ EDI objectives strive to challenge and bring about change. Our message to colleagues is that they are valued because of the diverse perspectives and experiences they bring.

Dimensions recognises the areas we need to work on in terms of equality for colleagues. We work in partnership with our colleague Diversity Champions Group which the CEO is the executive sponsor for. We acknowledge that we don’t have all the answers and seek expert advice from external organisations such as Business Disability Forum. We belong to external network groups and have internally facilitated groups for people with particular characteristics.

“ Our message to colleagues is that they are valued because of the diverse perspectives and experiences they bring



We are proud to be Disability Confident Leaders which demonstrates our commitment to employing and retaining colleagues with a disability. We have a reasonable adjustment process in place to ensure colleagues can thrive at Dimensions.



Our reverse mentoring programme for senior managers to be mentored by colleagues from a Black, Asian and Minority ethnic background is one of the actions we have taken to address the inequity of ethnic diversity at leadership.

Over 10% of colleagues (who have completed their diversity information) at first-level management positions are now filled by non-white colleagues and 8% of all those we employ have a disability. We are progressing. Leading by example is a critical strand, where colleagues at all levels can share their learning to promote diversity and break down barriers. In addition, we have a critical friend role to ensure interview panels avoid unconscious bias.

“ We recognise there is always work to do and will continue to reflect, listen, learn and act.”

Only a few years ago

75%

of our Executives were white, male, heterosexuals. Now that demographic counts for just

25%

Our Board has become visibly and invisibly more diverse.

We are working with colleagues who identify as lesbian, gay, bisexual or who prefer to self-describe to gain a clearer understanding of their experiences of working for Dimensions. A network group led by our LGBT diversity champion has been established which will also inform our next steps.



Being recognised by people we support, families and significant others as an organisation that they would recommend

It is important to Dimensions that the people it supports and their significant others are satisfied with the work that we do. Families, in particular, are so important to Dimensions: we understand the critical role families play in guiding and enabling our great support for their loved one. We aspire to people we support and their loved ones feeling able to recommend Dimensions. Beyond this, being recognised as an organisation that people we support and their families would recommend is a key value for money indicator. A high rating means that Dimensions delivers support that people value, something we take incredibly seriously as a third sector provider.

Our principal Strategic Measure here is ' % people we support who say Dimensions does a good job' and this was baselined as 90 % in our June 2021 survey.

We are pleased that, in the 2022/23 survey:

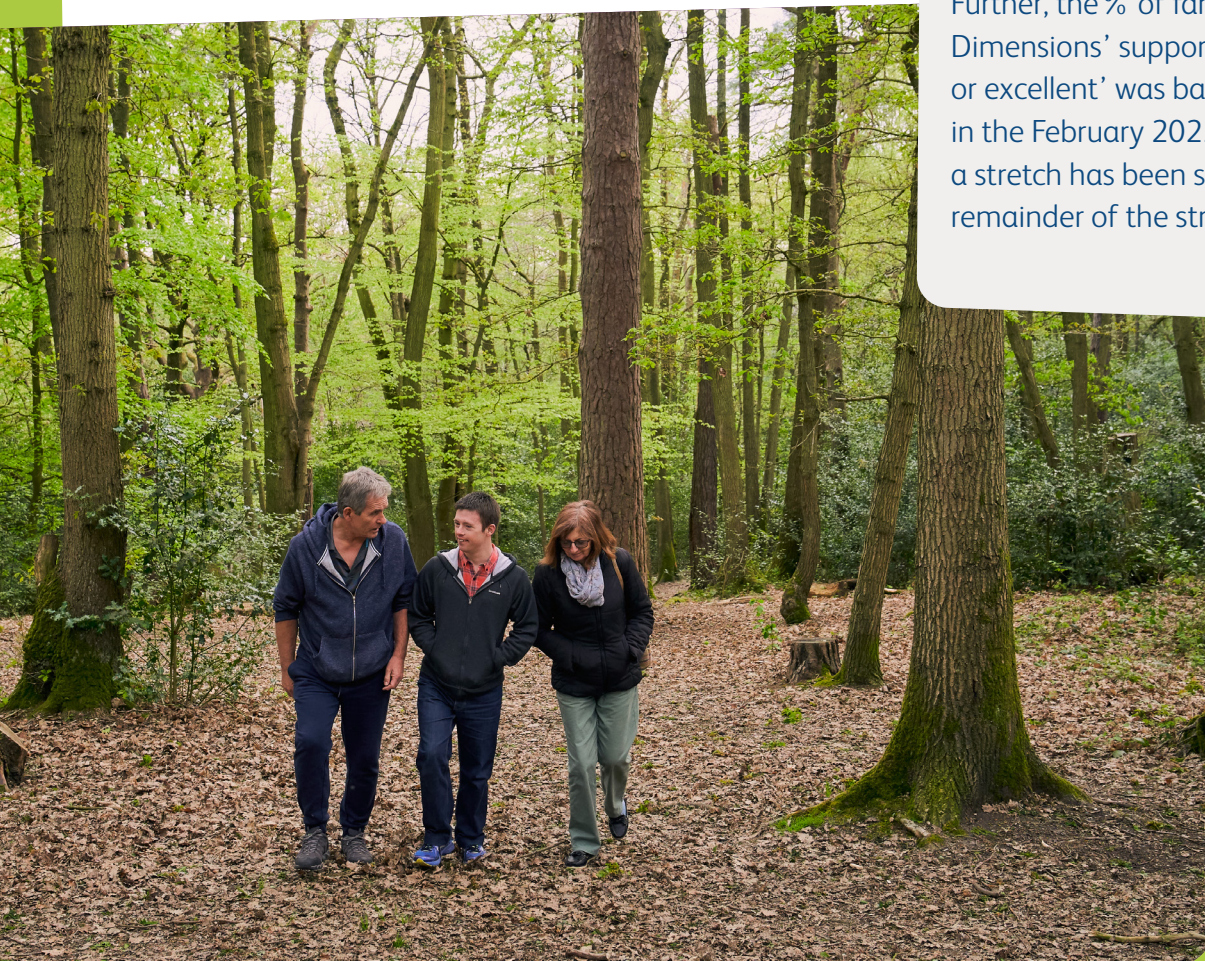
93%

of people who responded said that Dimensions does a 'good job' and

94%

said they were happy or very happy with the support they receive from Dimensions.

Further, the % of families rating Dimensions' support as very good or excellent' was baselined at 68 % in the February 2022 survey and a stretch has been set out for the remainder of the strategy.





A Louder Voice

Chris Woodhead, Group Executive Director for Housing, Marcoms & Business Development

Dimensions speaks alongside people with learning disabilities, autistic people and our colleagues, not for them or on their behalf. Our campaigning work is co-created with people we support and colleagues who are autistic or have learning disabilities.



We:

- Propose new and forward-thinking solutions to help more people leave locked institutions and be supported in their local communities.
- Work across government to press for a better deal for colleagues in social care
- Support people to vote and raise awareness around their rights to do so and accessibility through our **myvotemyvoice** partnership
- Tackle Hate Crime. Our #ImWithSam hate crime campaign is a long-term mission to tackle hate crime and better support victims
- Address Health Inequalities. Our #MyGPandMe campaign shares free training and information for healthcare providers, support workers and carers and accessible information and advice for people with learning disabilities and autistic people
- Encourage people to attend **autism friendly cinema screenings** nationwide, go **autism friendly gaming** or find autism friendly libraries.



We also support change-makers to be heard on a bigger stage, through Dimensions' Learning Disability and Autism Leaders List.



Recognising people with learning disabilities and autistic people as leaders.

Sarah Walters, Campaigns Manager

2022 saw the fifth Dimensions Learning Disability and Autism Leaders' List, in partnership with Learning Disability England and Voluntary Organisations Disability Group (VODG). We added 20 new Leaders, bringing the grand total to 166. The online event was, once again, a roaring success with Ken Bruce hosting and this time giving Leaders the spotlight to share a short acceptance speech.

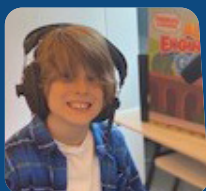
Each year the Leaders' List gives people with learning disabilities and autistic people from all backgrounds and parts of the UK, the opportunity to celebrate their incredible work with the country. Leaders benefitted from 17 pieces of media coverage, 12,839 social media impressions in three months since publication and the opportunity to get involved in our campaigning work; for example, Max Green presented on hate crime for #ImWithSam and James Walker helped launch My Vote My Voice.

Through raising the profile of leaders in politics, community engagement, sport, art, entertainment, education and work Dimensions is helping accelerate social change:



20

new leaders with learning disabilities and autism



“ I am very happy that I am a Learning Disability and Autism leader for Sports, Art and Entertainment. I am very proud of myself and thank you so much to the judges for choosing me. I think that it will make others with autism realise that anything is possible, I love being the neuro-diverse brake car for ‘Thomas and Friends all engines go’.”

2022 Leader, Elliott Garcia



“ There is a warm feeling on the inside and a smile on my face. I am grateful, thankful, and surprised. I feel honoured to be able to join the other leaders, who have autism and/or a learning disability) because to be honest, I'm just one little human. It feels a privilege because I think that ALL people on the autism spectrum (and/or a learning disability), can “Make a Difference” to others. Given the support and the right opportunities we can all shine.”

2022 Leader Joanna Jones

Building our reputation for supporting autistic people

Dimensions now supports nearly 1,000 autistic people and our commitment to supporting more is a feature both of our Autism Strategy and our wider campaigns, such as Autism Friendly. One of Dimensions' strategic priorities is to build its reputation for supporting autistic people, attract engagement from more neurodiverse people and enhance our offer. So we measure the number of autistic people who commence support with Dimensions each year.



Dimensions' Autism Strategy

by Dr Jeremy Tudway

Dimensions' first National Autism Summit in 2022 brought together 60 expert delegates, including many self-advocates, to discuss autism friendly environments, hate crime, the language we use and autism policy and practice. I am proud that, following this, colleagues and people we support have been invited to speak in a variety of conferences, podcasts and webinars to highlight our aims:

Aim one:

Join together research projects and groups to work together to share best practice and exact change

We have joined the National Autistic Taskforce to develop better social care services and the Advisory Board for 'Why Are We Still in Hospital?' (University of Birmingham). Additionally, we continue to support the development of the 'Homes not Hospitals' APPG.

Aim two:

Clinical support to enable more people to leave hospital and transition smoothly

We have embedded our Complex Support Needs Protocol ensuring that support for people with complex needs includes clinical oversight, which has resulted in autistic people leaving hospital and moving into their own homes with success.

Aim three:

Ensure that communication is at the very centre of all that we do

Dimensions has established a total communication working group to develop a comprehensive approach to supporting all communication needs including training colleagues in the use of 'Talking Mats' symbol systems and video support plans to support accessibility.

Aim four:

To address the language used by professionals and providers when talking to and about autistic people

Dimensions promotes languages that reflects the opinions of people with lived experience and listens to the preferences of the autistic community. Communications are inclusive and emphasise autism as a 'condition' as opposed to a 'disorder'.



Tackling Hate Crime

Dr. Mark Brookes MBE

Tackling hate crime, where people are victimised because of their disability, has been the mission of Dimensions' 'I'm With Sam' campaign which launched seven years ago. In 2022/23, Dimensions developed new e-learning with Avon and Somerset Police that has been shared with police forces across the country. The e-learning includes new modules and content developed with expert input from the police force and videos providing real examples of hate crime from colleagues and spokespeople.

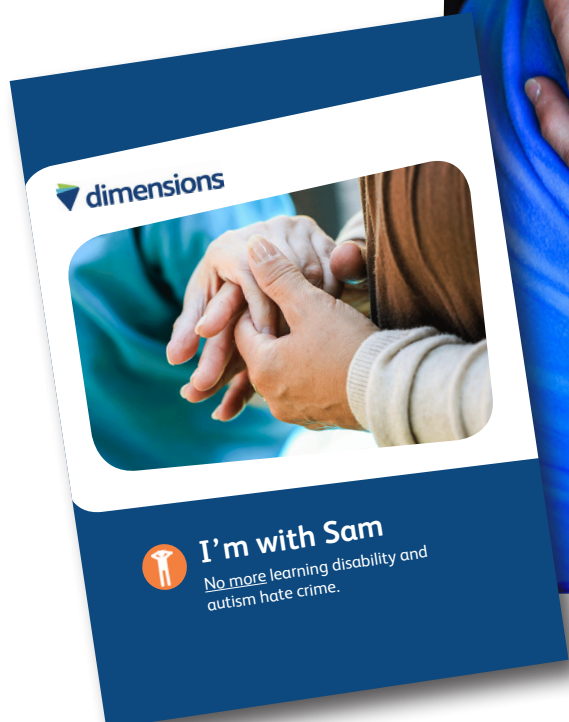
The e-learning was published to support our 2021 research that found that 82 % of respondents had been verbally abused in person, while 34 % had experienced abuse online.

Dimensions continues to provide face-to-face training, with networks developed with South Wales, Merseyside and Avon and Somerset Police. Online sessions have also taken place throughout the year. We have also partnered with The Association For Real Change's 'Us Too' campaign to share domestic violence resources, cases studies and screenings of a film produced for the campaign to coincide with International Day Against Violence Against Women.



Seven

years since Dimensions launched the 'I'm With Sam' campaign against hate crime





Accessible Voting – My Vote My Voice

Paula Gledhill, Head of Public Affairs

In 2022/23 we strengthened our long-standing commitment to supporting more people with learning disabilities to vote, through the launch of 'My Vote My Voice,' a campaign funded by Joseph Rowntree and delivered with partners United Response and Mencap. We asked people, providers, charities, campaigners, networks, advocacy and self-advocacy groups to help deliver the My Vote My Voice campaign by signing our charter and sharing our free accessible resources and toolkits. We encouraged people with learning disabilities and autistic people to take part in a survey to aid collective understanding about people's experience of voting. It was great to see media interest, including Channel 4.

At the parliamentary launch, self-advocate James Walker, said:

“

My mum thought I should go and vote and just because I have learning disabilities, I should be able to vote if I want to. For me voting isn't that straightforward I do need reasonable adjustments, in other words a bit of extra help. I use Eye Gaze technology and would need the different parties loaded on here to enable me to make a choice. When I go to vote I am proud and excited to have my say. I need a quiet area so I can speak to my carers and get them to write the cross where I choose on the paper. Previously I have been given the disabled toilet as a 'quiet area' which isn't nice. I have been voting for a couple of years now and decided to become an electoral observer. I get to go to the polling stations and check that everything is above board”.





Dimensions calls for support worker pay to be aligned to NHS Band 3

Rachael Dodgson, Head of the paid service as Chief Executive

Dimension is determined to pay colleagues at the level they deserve and has implemented three pay awards in the last year totalling £6.2m. However, the Group is restricted in going further by tough limits on local authority budgets.

We have launched a petition calling for the government to align minimum care worker pay to NHS Band 3 – a plea backed overwhelmingly by the public. New research from Dimensions reveals 80 % of the public thinks social care is as important

or deserves the same respect as the NHS. This will also allow support workers to earn a wage aligned with their skills and responsibilities, and encourage a much-needed pool of talented, dedicated workers into these vital careers. The petition supports the **Dimensions' Workforce Manifesto** – a document which makes five 'asks' of the government, including more comparable pay with the NHS and supporting our core aim of Better Lives for More People, to attract, develop and retain great people to deliver outstanding support.

At time of writing, the petition has over 68,000 signatures and widespread coverage in publications such as the Daily Mirror, Yorkshire Post, The Independent and Learning Disability Today."



68,000

signatures at the time of writing for our petition supporting the Dimensions' Workforce Manifesto.

Scale: Supporting more people; ability to invest and deliver economies.

Scale is important to Dimensions, not for what it is but for what it enables us to do: invest in our offer to people we support, their loved ones, our colleagues and the commissioners who purchase our services.

In **Scale, Better Lives for More people** commits to the following

Developing new offers to reduce sector reliance upon institutional services

Developing and investing in our housing offer, helping more people access high quality, affordable homes that meet their needs

Building effective partnerships

Dimensions begins each year with a plan to maintain and appropriately increase scale, within its capacity, so that it may invest in its support and deliver it more widely – Better Lives for More People. To continue the support we deliver and offer it to new people is a validation of our quality and value for money. We also know that a diminution in our income can be detrimental to VfM, increasing Overhead as a % of Total Cost Base (see Sustainability) and that transfer of services between providers can cause incredible disruption for people we support.

In 2022/23, over £16m of Group revenue was open to tender, with local authorities needing to find efficiencies. We are therefore proud that, with the exception of one small project in North London,

Dimensions was re-selected to deliver support in all competitive exercises. The most significant example was in Hampshire where Dimensions has enjoyed a long history of partnership.

This was very close to the projection that the Group set when Better Lives for More People was launched in 2020 – a projection which takes into account the demography of the people Dimensions supports, recognising its origins in hospital closure forty years ago.

Total Annual Revenue

19/20 Out-turn	21/22 Out-turn	21/22 Out-turn	22/23 Out-turn	23/24 Target	24/25 Target
£202m	£209m	£211m	£219m	£233m	£256m

However, opportunities for growth have been less abundant, as the sector continues to operate in very challenging conditions. Many local authorities were plainly struggling to offer rates that can support the quality to which Dimensions – and many other providers – aspire and we have consistently maintained that we will not join any ‘race to the bottom’ in quality.

Group turnover increased in 2022/23 from £211m to

£219m

Developing new offers to reduce sector reliance upon institutional services.

Despite the harsh environment, Dimensions started supporting 334 new people in 2022/23, 131 of whom were individually referred. We take special note of the characteristics, abilities and needs of those new people. Aversion of crisis and the creation of stable support for people with complex support needs are two priorities. Dimensions works tirelessly in this regard: 29 of the 131 people referred in 2021/22 and a further 13 people referred in 2022/23 joined us at a time of crisis in their lives.

334

new people supported by Dimensions in 2022/23



18

people referred were supported to leave long-term institutionalised living and hold their own tenancy



A Focus Upon Value For Money:

Dimensions created 15 completely new support services for people with very complex support needs in 2022/23, up from 12 in 2021/22.

As well as evidencing Better Lives for More People at work, these statistics demonstrate prevention of expensive support breakdown and the alleviation of cost pressures for local authorities and the NHS.





Belief and Ambition: Life really has got better for Arnold

by Operations Director, Barrie Ellis

Arnold (not his real name or photo) had been in hospital since 2010. He is middle aged and had a succession of failed placements. Arnold is autistic with a history of incidents and physical behaviour towards other people. Dimensions was first approached about Arnold four years ago to see if we might be able to offer him support. The council had, by this point, exhausted every avenue and we were approached with a slight sense of trepidation. To read about his history is to know why: if we did not get Arnold's support absolutely right, there was huge risk of him never getting another chance to live independently.



has been achieved by having a fully-trained and bonded team who first met him in hospital and forged a relationship, as well as having an experienced and established manager and a full-time, experienced Positive Behaviour Consultant. There has only been one incident that we managed and learned from.

We have noticed huge change in Arnold; he's visibly happier and his health has improved too. In hospital, he had patches of hair missing, skin complaints and a poor diet. Now he enjoys cooking and because he eats more healthily, these issues no longer affect him. He is very proud of his flat, keeps it clean and tidy and loves being at home, but we are encouraging him to go out more in his local area and support him to visit the church. Having been in hospital for such a long time, this is handled at a pace Arnold is comfortable with and we are seeing progress. He loves cycling and, initially, would only cycle in his back garden but now he is venturing further afield.

“ Perhaps the most heart-warming change is that Arnold wanted to see his mum face-to-face for the first time in six years. Although they had spoken regularly, he had felt anxious about meeting and would put it off. It was lovely to see them hugging and taking photos together. I'm sort of still pinching myself as to how well the move has gone, the difference in Arnold and how happy, sociable and well he is.”

The council purchased a home for Arnold and made adaptations to suit his needs before we started 3:1 support in January of 2023. Over six months into the transition, it all has gone really smoothly. He is a lovely, affectionate guy and loves having people around him. I think some of the success

Developing and investing in our housing offer, helping more people access high quality, affordable homes that meet their needs.



New Housing Schemes at Highgreave & Bricket Wood

by **Chris Woodhead**, Group Executive Director for Housing, Marcoms & Business Development

Dimensions completed brand new homes for five young people at Highgreave in Sheffield in 2022/23, delivering a strategic aim and value for money.

Young adults transitioning to adult support for the first time face many challenges. One of the most fundamental is finding the right property for needs that may change quickly as they grow and gain independence. Both social and private lets are difficult to achieve, as homes are required that can be adapted to the young person's needs yet be near to their families. In situations where cohabitation is the model, the young person must also be well matched to other tenants.

Avoidance of isolation and ensuring good relationships with neighbours are further requirements that can add complexity.

Provision of bespoke homes, specifically designed to support people with more complex support needs is possible but needs effective partnership.

Highgreave was an old care home built on a big plot of land, unoccupied since 2016 as the property did not meet modern expectations for good housing for people with learning disabilities.

Nonetheless, the site itself offered a real opportunity to create new homes for people with complex needs.

Working in close partnership with NHS England and NHS Improvement, Sheffield CCG and Sheffield City Council, a full refurbishment was envisaged that converted the building into five new, individual flats. Robust space built to



the highest design standards in beautiful surroundings, yet with a vibrant urban community a short distance away. These homes have been built with young people in mind as a key step in their life pathway from institutionalised living, learning the skills needed for independent living over perhaps two to five years, before moving on.

Rising to the 2030 Climate Challenge in Our Design

Dimensions' design partner was AAD Architects, signatories to the RIBA 2030 Climate Challenge, helping architects meet net zero (or better) whole life carbon for new and retrofitted buildings by 2030. Our decision to reuse a building, rather than demolish and rebuild, has meant less embodied carbon. The average new-build house releases around 45 tonnes CO₂e (carbon dioxide equivalent) in construction and it can take 34 years before the savings in operational carbon have matched the extra embodied carbon that has been spent. Reusing materials can save up to 95% of the embodied carbon emissions of buying a new product, so we reused the foundations, external walls, roof trusses and tiles. To limit energy usage, an 18 kWp solar photovoltaic (PV) panel array

was installed on the roof to supplement an energy efficient electric heating system. All internal lights are high quality LED and are very energy efficient.

On completion, the Energy Performance Certificate (EPC) recorded an 'A' rating - deemed 'excellent'. The Building Regulations UK Part L (BRUKL) compliance report and certificate recorded very favourable Simplified Building Energy Model (SBEM) calculations and that emissions from the building are significantly less than the original target.

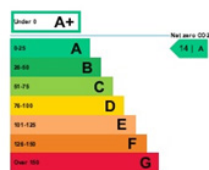
Brandon moved to Highgreave in 2022. Siobhan, Brandon's mum, said: "The transition went well for Brandon. I didn't expect it to and was worried sick. The team shadowed him in his former home, so he had the chance to build up a bit of a relationship with them. He had a visit to look around so he could put a place to a name and he settled in a lot better than I thought he would.

I couldn't imagine it to be any better. Where he was (previously) wasn't appropriate. In the care home he was at, he spent a lot of time in his room whereas now he's venturing out every day and is a lot happier. Brandon probably had skills that I wasn't fully aware of and he's able to use these. He was being deskilled (in his previous home); someone was always cooking or cleaning for him, but now he's more independent. He writes his own lists and goes shopping. He's doing great.."

In progress is Bricket Wood, Hertfordshire, where Dimensions has commenced delivery of eight high specification, independent, affordable homes for a total investment of around £3m. The funding includes Dimensions' capital plus some recycled housing grant.

Energy efficiency rating for this property

This property's current energy rating is A.



Properties are given a rating from A+ (most efficient) to G (least efficient).

“It's great to work with Dimensions and local health and social care partners to bring a disused asset back into use for young people with a learning disability and autistic people. We know going through transition into adulthood can be hard for young people”

Pip Hughes, Housing Senior Manager NHS England and NHS Improvement.



Investing in our homes

by Russell Clarke, Head of Property

Dimensions has maintained full compliance with the Decent Homes Standard in 2022/23 through a mix of reactive repairs and compliance works and a pro-active planned maintenance programme. Proactive investment of £1.32m, founded upon the Group's Stock Condition Survey, has enabled Dimensions to supply:

6	Roofs	22	Kitchens
2	Windows	2	Boilers
26	Bathrooms	3	External doors
138	Fire doors		

A Focus Upon Value For Money:

Operating across a wide footprint, Dimensions can achieve best value for money if repairs are complete at the first attempt.

Commonly known as 'right first time', Dimensions sets a target of ensuring that

80%

of repairs are completed at the first visit and in 2022/23 achieved

84.3%





Optimising the Value in Our Assets

Grenville Hague, Director of Housing

The Group's Asset Management Strategy is in evidence, with persistent, proactive work in churning assets to deliver financial and social value.

Properties listed for disposal are ones where Dimensions holds no support contract and there is no foreseeable prospect of delivering support there in the future. The priority is always to retain properties in the sector, and efforts target other social landlords and local authorities. Where there is no interest from other registered providers or from within the social care sector, the asset will be sold on the open market with all due effort made to optimise its value, including repairs or planning permission for extension/re-provision.

In total, Dimensions disposed of assets totalling £2,522k, of which £1,487k is recycled housing grant (RCGF) that the Group will use to deliver projects like Bricket Wood.

Reducing the number of vacancies (void rooms or units) that the Group holds is critical to the optimisation of social value and value for money. There has been good progress here in 2022/23:

63



of the 90 units are lettable, meaning that there is further investment and churn to come in the 2023/24 year

A Focus Upon Value For Money:



Dimensions seeks to collect all rent owed as this income is reinvested in the stock.

The Group finished the year with arrears of

£520k (5.2%)

but the majority of this is Housing Benefit that is paid four weeks in arrears.

Debts older than four weeks amounted to

£118k

or 1.18% of the gross debit.

This performance means that Dimensions can invest in the stock with confidence



Building Effective Partnerships

Housing Brokerage – working with other landlords to help people access the homes they need

Dimensions makes an investment in housing brokerage, connecting people that are referred for support with the homes that they need. These homes may be with other social landlords, sometimes private landlords or even – where capacity permits – with homes that the Group purchases.

Pre-pandemic, it was usual for Brokers to be instrumental in housing approaching 30 people per year with other landlords but Covid-19 disrupted social mobility significantly. Of the 34 people supported to access homes with other landlords since April 2021, only 12 did so in the last year. It is expected that the 2023/24 year will see more activity in this regard.

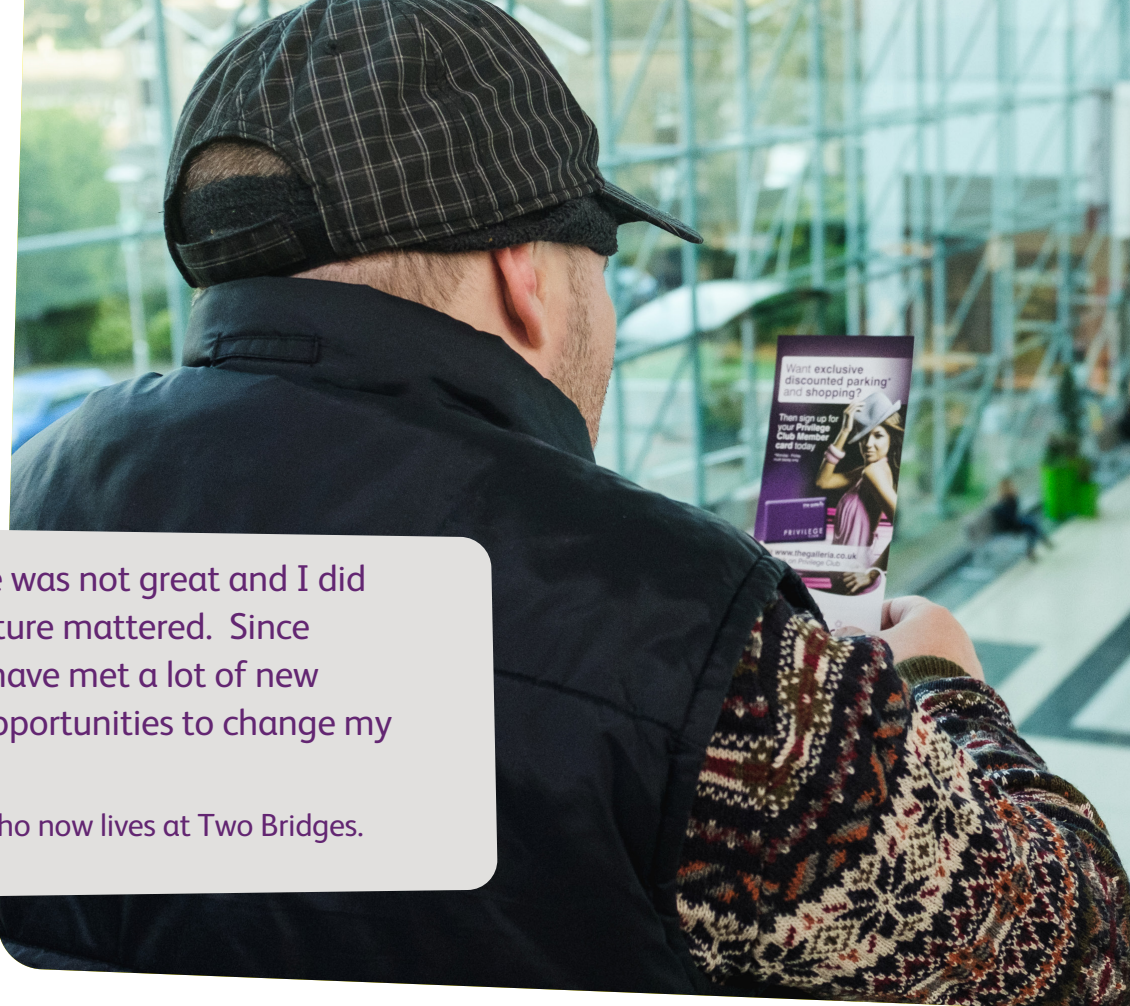
30

people per year housed with other landlords pre-pandemic.



“ Before this, my life was not great and I did not feel like my future mattered. Since moving in here, I have met a lot of new people and had opportunities to change my life for the better.”

Timothy, Timothy, who now lives at Two Bridges.



Two Bridges – working with LB Hounslow and Octavia Housing to try something new

Neil Harding, Business Development Manager

The Two Bridges development is enabling eleven adults with learning disabilities and/or autism to lead independent lives in Hounslow, London. Many of the tenants have been supported elsewhere in the London area but wanted to move back to the borough to be closer to their family and friends. The project is an exciting partnership between Dimensions, London Borough of Hounslow, Octavia Housing and Hounslow and Richmond Community Health Trust. Commissioned as a pilot, developed with Dimensions, the Group is proud of its input, working with the council and Octavia to review what aids, adaptations and redesign work would be best for each person's needs.

An 'open book' arrangement has helped to build trust between the commissioners and Dimensions, ensuring that the costs of delivering the support are fully covered but also that the council does not pay for what is not needed.

Sarah has never lived away from her grandma before, and she would rely on her to speak on her behalf. Now she is an independent outspoken woman. She lives independently, going to college and her social clubs during the week.

Working in partnership has enabled all contributors to adapt to the needs of the people we support, amending plans through discussion. The willingness to share control makes the difference. Each partner knows their role and communication has been excellent. A great partnership.

Capacity: Capacity and capability to deliver where and when it matters

In **Capacity, Better Lives for More People** commits to the following:

Developing and broadening
the skills of our workforce

Building our workforce
to grow in leadership,
management and delivery

Exploiting technology
to improve quality
and capacity

Developing and broadening the skills of our workforce.

Dimensions wants people who have the vocation and drive to deliver great support to enjoy rewarding career paths in our organisation, so it continues to invest in opportunities for colleagues to broaden their experience and skills.

The Group is therefore proud that:

173

colleagues gained a qualification
above the minimum requirement
for their role in 2022/23

This is 20 more than in 2021/22 and a sign that we are equipping colleagues for the future. The new Dimensions Academy will enable further progress, making identification and selection of suitable qualifications to progress their careers more visible to our workforce than ever before.

Our award-winning **Aspire programme** develops talent to further people's careers.

74%

of our workers think that they are
provided the opportunity to further
themselves professionally.

We provide high-quality training and career development opportunities to those who want them.





ASPIRE in action

April Hall, Assistant Locality Manager

April Hall is a 37-year-old Assistant Locality Manager who has been with Dimensions for over five years. April joined Dimensions as a support worker and was promoted to ALM in April 2022. Despite being relatively new to the social care sector, her rapid rise through the ranks is testament to her excellence and passion for the job. At the moment, April supports 20 individuals in her locality.

After passing her probation, April immediately signed up to Dimensions' ASPIRE programme which helps career development for support workers. She credits signing up to the ASPIRE programme in helping her advance in her career so quickly. April was a support worker for about one-and-a-half years before being promoted to Lead Support Worker – a position which she held for over three years until her promotion to ALM in 2022.

When it comes to her job, April says the best thing about her role is the people she supports. Calling their relationships “effortless” and “genuine”, she states that she is surrounded by “just the best people.” More specifically, she loves how her role allows her to be part of their development and story, making it feel like “no other job she’s had before.”

While the perceptions of a career in social care have improved over the course of the pandemic, people still have certain preconceived notions about what the job entails. April mentions that a question she is often asked first is if there is a lot of personal care, and that the job is a lot more than personal care. To April, building trust and a bond with the person she supports is most important and has led to fruitful relationships where “the things you can achieve together are incredible.”

April hopes people will value jobs in social care more and points to her own progression as proof that roles in the sector are not stagnant but have great long-term potential. April says. “There is no better job out there. Every day is different and will be so exciting... what other job will let you sing Queen karaoke in the car with the people you support?”

“ There is no better job out there. Every day is different and will be so exciting... what other job will let you sing Queen karaoke in the car with the people you support?”

April Hall, Assistant Locality Manager.



Building our capacity to grow in leadership, management, and delivery.

A strategic priority for the Group is the maintenance and enhancement of 'leadership capacity'. Dimensions is focusing upon the number of leadership posts with an identified successor and this has increased in 2022/23. Presently:

nine

of twenty-eight leadership roles in the Group have an identified internal successor

A clear measure of the Group's success in its drive to create careers is its focus upon increasing the percentage of frontline management roles promoted from within. This new measure was evaluated at 71 % for Dimensions, meaning that:

seven (71%)

out of ten frontline management roles were filled by colleagues that the Group had already invested in.

We define 'leadership roles' as heads of service, senior subject matter experts and directors, so this is a further sign of our investment in its workforce across all its tiers of management.



A Focus Upon Value For Money:

This is not only great news for colleagues looking to progress but also an indicator of value for money: as remarked in 'Reputation', recruitment, training and use of agency cover are significant costs to Dimensions.

A 1% decrease in colleague turnover saves Dimensions

c.£1.4m

so supporting career paths is one way we can optimise resources and achieve a return upon investment in our colleagues.

Bryony Hagley started as a support worker. She is now an Assistant Locality Manager in Frome.

It's taken hard work and dedication to get here. I put it down to the passion I have developed for supporting people. I have gained trust and built great relationships with people and their families. I know I have made a real difference to people's lives, which makes the hard work worth it, and I feel more satisfied than I ever have in a job. Supporting adults with learning disabilities to be as independent as possible is extremely rewarding, no two days are the same and no two people are the same. I draw a lot from my own experiences, my own interests (beauty), activities I have access to and how I support myself. I apply that to how I work: we do 'with' not 'for', supporting people to make their own choices and decisions about their lives so they can remain as independent as they choose to be.

I am so happy that I applied for a job at Discovery. The opportunities, training and support I have been given are rare in the sector and I am so grateful to the organisation for the career I have. No two days are the same and no two days go smoothly but we adapt and work as a team. I support people with medication administration (not as scary as it sounds!), finances, bills, health appointments and personal care but I also paint their nails, go shopping and do fun activities. Recently I went on holiday to the Caribbean with a woman I support, and we swam with turtles!. It was a fantastic experience.



Discovery promotes active support and person-centred approaches. The people we support and their wellbeing is at the heart of everything we do, and Discovery and Dimensions are leaders in promoting independence and the rights for adults with learning disabilities. Historically, people with learning disabilities and autism have sadly been forgotten, locked away and their rights and preferences as

“The opportunities, training and support I have been given are rare in the sector and I am so grateful to the organisation for the career I have.”

individuals have been taken away from them. This is why I love my job. I have the opportunity to make a real difference to people's lives and make a change in my life. My diploma (funded by Discovery) will enable me to progress in my career. Discovery also offers a 'learn to drive' scheme which is partially funded, and I've now passed my test!



Exploiting technology to improve quality and capacity

Dimensions' work to improve digital inclusion and qualitative aspects of the lives of people it supports using technology continued in 2022/23.

The National Databank provides free mobile data, texts and calls to people in need via Good Things Foundation's network of local community partners. Community organisations can apply to access the databank and provide data to people in their communities who need it.

We have had another great year **distributing free data to around**

50

people we support per month

to ensure that no one is at risk of digital isolation.

In the last year, we have also distributed over **20 free tablets to people we support**, following successful grants.



A not-so-distant Echo

Melanie Venthem, Locality Manager

"One person I support has really found that the Echo Dot provided by Dimensions has benefited his life in a positive way.

As someone who has lost his sight, music is very important to him and helps him feel both connected and independent and now he can easily choose the songs that he enjoys listening to by using voice commands. He loves the old classics, with Elvis Presley being a particular favourite.

His support workers have noticed a significant improvement in his demeanour. He is visibly much happier and less withdrawn, and the Echo has given him some of his independence back. Assistive technology really can make a difference to the quality of life of those with sensory impairments and help them enjoy and pursue interests."

"He is visibly much happier and less withdrawn, and the Echo has given him some of his independence back."





“Others have been inspired to get involved – we don’t call it ‘exercise’, we just say “shall we have a go?”



CardioWall – Street’s ahead with engaging tech

Luke Joy-Smith, Project Director

A CardioWall introduced in Street, Somerset, promotes interaction using movement and reaction. It is for all ages, in groups or individually. The wall uses multi-coloured LED pods, a scoreboard, built-in sound effects and voice commands to support numeracy and memory games and pattern recognition – all with physical interaction. Some people we support enjoy their actions being followed by others – they become leaders.

The wall can support communication too, with different actions meaning ‘yes’ and ‘no’, for example. One man we support has progressed from just wanting to give a little tap on one of the closest buttons to being able to hit all the buttons sufficiently hard to turn the lights off! Amazing! Others have been inspired to get involved – we don’t call it ‘exercise’, we just say “shall we have a go?”

Sustainability: Sustainable for stakeholders; resilient in our environment

Financial strength and resilience are core to any organisation's sustainability and Dimensions operates in a sector with low margins, hence 'Sustainability' is a Strategic Pillar of Better Lives for More People.

In **Sustainability, Better Lives for More people** commits to the following

Improving productivity

Diversifying and strengthening income streams to reduce risk

Making systems and processes more efficient

Dimensions has consistently grown and delivered a surplus for many years but, in 2022/23, the Group enacted some conscious decisions to invest in its future. The two biggest areas were front-line pay – to ensure that Dimensions is competitive at a time when the National Living Wage has seen significant increases – and in systems and processes to ensure that they are scalable and fit for the future. The Group knew that this investment would lead to a small deficit this year, but it is already yielding rewards for Dimensions, as seen throughout this report.

Dimensions' Housing Service also made a small operating deficit as it continued to implement its Asset Management Strategy, completed some planned works delayed by COVID and felt the impact of increased energy prices against its fixed service charge income. This is planned investment:

“Dimensions' liquidity remains uncompromised and the Group is in a good state of financial health

The investment in being fit for the future in 2022/23 saw the continued implementation of the Group's revised operating model, centred upon helping colleagues to spend more time making a difference by creating capacity in critical roles. By learning, logging and replicating what works best, Dimensions is creating clearer, more consistent and cost effective ways of working across operations and business support. There has been a re-alignment of accountabilities, re-engineering of some critical processes and restructure of business support functions. Systems to support this are critical: a major work-stream is the implementation of enterprise resource planning, where good progress has been made.



Improving productivity

Limiting Use of Agency Staff

Use of agency staff is essential to maintain delivery in periods of absence, but it is more expensive and change can be disruptive for people we support, so Dimensions minimises agency use for reasons of quality and value for money.

A Focus Upon Value For Money:



The Group's core measure of '**% Hours Filled by Agency**' increased during the year but ended at.

12.7%

and on a downward trajectory.

This volatility is a symptom of the wider economy and reflects the challenges in containing sickness and limiting voluntary turnover. As has previously been the case, the Group contained agency use to the front-line and has not seen wide use of non-permanent staff at a management level.



Diversifying and strengthening income streams to reduce risk.

Deeper Relationships that Deliver Value

Dimensions works with around eighty local authorities across the England and Wales and is proud of these partnerships. The Group looks to deepen these relationships to enhance the financial and social value that they can deliver, leveraging its scale, and has seen success in this regard. Forty-seven councils now fund Dimensions by more than £1m and twenty of these entrust more than 10% of their total spend on supporting adults with learning disabilities to the

A Focus Upon Value For Money:

Forty-seven councils now fund Dimensions by more than.

£1m

and twenty of these entrust more than

10%

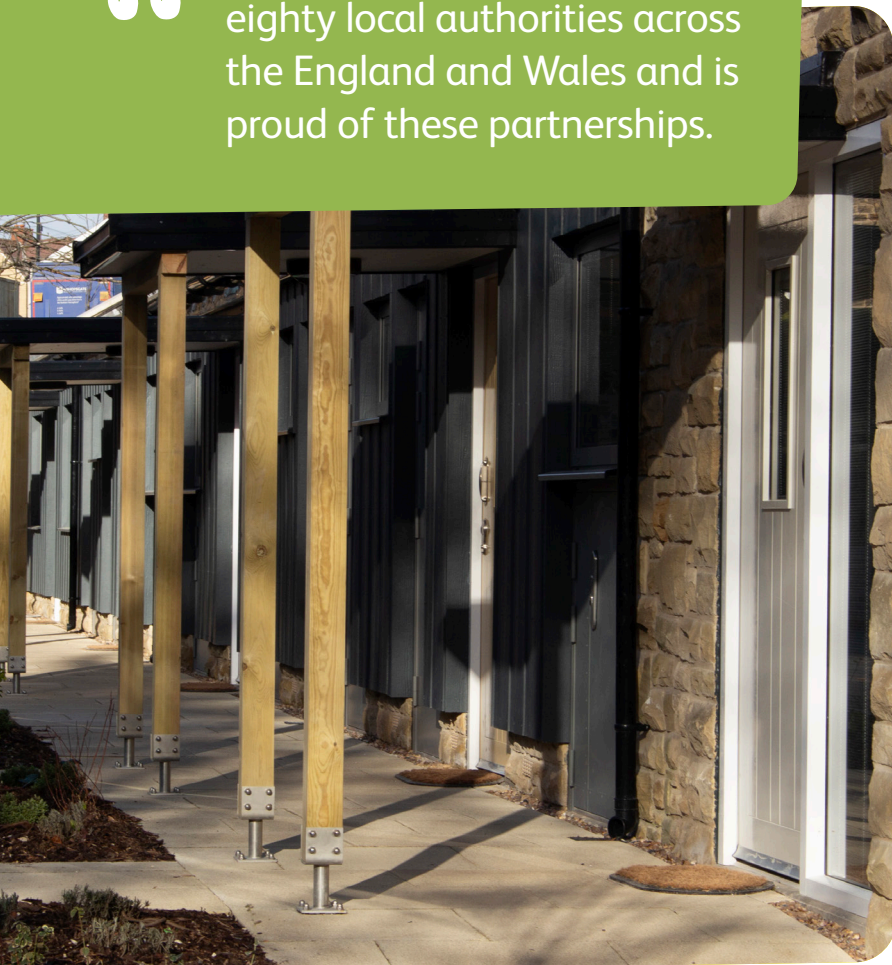
of their total spend on supporting adults with learning disabilities to the Dimensions Group



“ Dimensions works with around eighty local authorities across the England and Wales and is proud of these partnerships.

Dimensions Group. In some places – for example Somerset, Hampshire, Sheffield, Bournemouth, Christchurch and Poole – Dimensions delivers at scale and can support real innovation: e.g. Dimensions’ Social Enterprise Vehicle, Discovery, with Somerset County Council and the new housing projects at Highgreave and Gleadless in Sheffield.

However, the financial health of local authorities varies significantly, with many facing huge challenges. The rise in the National Living Wage and the resultant investment in pay has challenged the viability of support across the UK. Dimensions looks to manage the risk this poses by diversifying its income streams, ensuring a mixed economy of contracts across its footprint, investing in its housing offer and deepening its relationship with the NHS.



When assessing partnerships with commissioners, Dimensions sets a Minimum Viability Threshold that it will not breach in the interests of delivering sustainable quality. The Group therefore holds some key measures of sustainability in this regard, and all have been challenged in 2022/23 as the sector has felt this impact of the volatile economy.

The percentage of the Group's revenue that meets the Minimum Viability Threshold has been under pressure all year, as investment in pay has often preceded uplifts from commissioning councils and some extra pressures (such as one-off, largely unfunded bank holidays) have come to bear.



In a sector where many contracts have been handed back to commissioning authorities, Dimensions has been a solution, taking on some of that support where partner councils have needed help. The Group has handed back a tiny number of contracts where viable operating conditions proved elusive.



Deeper Engagement with the NHS

The year 2022/23 saw continued implementation of the Group's Strategy for Engagement with the NHS, an approach primarily designed to deliver

enhanced value to the NHS but that also diversifies the Group's income streams and reduces risk for the Health Service, Dimensions and, of course, the partner local authorities who undertake so much joint commissioning.



The 2022/23 year was successful in this regard:

Income from the NHS remained at 11.5% year on year, carrying the Group on its journey to achieve

12.25%

by the end of the strategy (approximately £18m increasing to £28m in-year).



Making systems and processes more efficient.



Implementing the Group's Target Operating Model

Ian Goodacre, Chief Financial Officer

The Group's Vision of Better Lives for More People requires it to do the things it has to do efficiently so that it can use more of its resources to help people live their best life. Dimensions' Target Operating Model is simply how it needs to be organised to deliver that strategy; ensuring clarity about who does what, consistency in use of systems and processes and releasing capacity at the front-line to give high-quality, active support.

In 2022/23 Dimensions implemented its Target Operating Model in Finance, Human Resources and Business Development to ensure that the critical processes that support safe, compliant operations are lean, well-engineered, supported by adequate systems and competent staff to ensure efficient, effective, economical delivery.

However, cashable savings here were not the sole objective: the model in Human Resources and Business Development is designed to do more with the same, and support scalability, bringing colleagues together to form centres of excellence that ensure clarity and consistency in delivery to optimise capacity.

A Focus Upon Value For Money:



As a result, one of Dimensions' key value for money measures – **overhead as a % of total cost base** – has reduced to

12.2%

from 13% last year.





Replacing and Improving Systems

Ben Sutton, Chief Digital & Information Officer

The Group has been working to deliver Digitalisation and modernisation of systems and processes that support colleagues to provide great support. We are on a journey towards digital maturity, where colleagues are equipped with tools that provide efficient access to the information they need and contribute to a useful and usable electronic record for the people we support. Using the Aspirico product, iPlanit, we are developing electronic support records and the transitioning from paper delivers benefits on visibility, care, security, availability and sustainability.

The records for the people we support and colleagues will lead to better data protection and better business intelligence, as well as improved access control measures and compliance with GDPR regulations. Finally, the ability to perform all system maintenance through the 'front-end' promises reduced data corruption, better master data management, and less demand upon I.T. services.

Dimensions has also completed the second year of its work in enterprise resource planning by implementing Oracle across the business. Oracle is a 'cloud-based' solution that will be the core of our back-office systems, allowing us to consolidate function and data into a single, 'evergreen' code base and data store. It enables our wide user-base to roll-out new functionality and realise benefit rapidly. Colleagues



will enjoy a modern, consistent, consumer-like experience. This will help regularise the Group's enterprise architecture and facilitate consistent governance across the organisation, supporting configuration of business units and applying standardised security and controls. This will also enhance data protection and mitigate risk of breach. Users will be able to meet transactional reporting needs, or run some predictive analysis to drive the business forward.

A Focus on Value For Money:



The business case saving from Oracle is

£612k p.a

(by 2024/25) for
a £3.3m investment.

Another anticipated benefit is faster, wider adoption with reduced training costs: Effective implementation of a Cloud ERP will align the whole organisation to a single data model (organisation structure, finance, procurement) improving reporting and visibility.

Metrics

The technical note on value for money metrics issued by the Regulator of Social Housing in April 2018 requires Dimensions to report on seven metrics. These are set out below:

Metrics	Budget 2023/24	2022/23	2021/22	2020/21	Peers
Metric 1 – Reinvestment %	11.04%	9.2%	3.5%	2.2%	6.5%
Metric 2 – New Supply Delivered %					
A – Social Housing	0.3%	0.0%	0.0%	0.0%	1.4%
B – Non-Social Housing	0.0%	0.0%	0.0%	0.0%	0.0%
Metric 3 – Gearing %	–	–	–	–	44.1%
Metric 4 – EBITDA MRI Interest Cover %	681%	– 747%	1378%	1956%	146%
Metric 5 – Headline Social Housing Cost Per Unit	9,503	10,571	7,435	6,802	10,850
Metric 6 – Operating Margin %					
A – Social Housing Lettings Only	3%	1.3%	2%	6%	23.3%
B – Overall	1%	–1.14%	2%	3%	20.5%
Metric 7 – ROCE %	3%	–3%	7%	12%	3.2%

Notes:

For peer comparison, we have used the median figures except Metric 5 where we have used supported housing specialist category from Global Accounts.

Metric 1: – the actual reinvestment for 2022/23 and budgeted reinvestment for 2023/24 are higher than the unusually low investment during the preceding two years.

Metric 3: Gearing

Dimensions has a £10m loan facility but has not draw-down. The Group gearing is therefore less than 0% (no debt) as cash balance is positive rather than in debt.

Metric 4: EBITDA MRI Interest Cover

Metric of the year 2022/23 is negative as a result of deficit position in the year. Results of prior years had been surplus, similar to budget for the year 2023/24.

Metric 5: Social Housing Cost per Unit

In common with other supported living specialists, Dimensions expects a higher cost per unit as the costs include support provided in the homes that it owns, however we report these costs as expenditure from other social housing activities and are not included in the figure above.

Metric 6: Operating Margin

The 1.3 % organisation margin is lower than originally anticipated and comes as a direct result of increased spend upon reactive maintenance and statutory compliance, influenced by increased material and labour costs as inflation has risen post-covid. There has also been some planned work to catch up on due to delays during the pandemic. This variance is assessed to be reasonable compared to supported housing specialists. The 2023/4 year is expected to yield 3 % as part of a trajectory back towards more normal levels of financial performance.

Metric 7: ROCE

The high ROCE in prior years reflects the nature of Dimensions' business, with lower levels of capital employed than the peer group. Current year 2022/23 is an outlier due to deficit position in the year.

A Focus on Creating Social Value



Dimensions uses the TOMS (Themes, Outputs, Measures) model to calculate social value, which remains important to our commissioners. This model, endorsed by the Local Government Association, helps us ensure our plans take account of social value in our planning. For example, in the first four months of 2022-23 we recruited 54 people out of long term unemployment, 198 people who were not in education, employment or training, 14 people with disabilities and 3 who were rehabilitating or ex-offenders. The model attributes a high social value to this, slightly in excess of £13m on an annualised basis. Our training programmes generate a further £0.9m social value, and there are other measures besides.

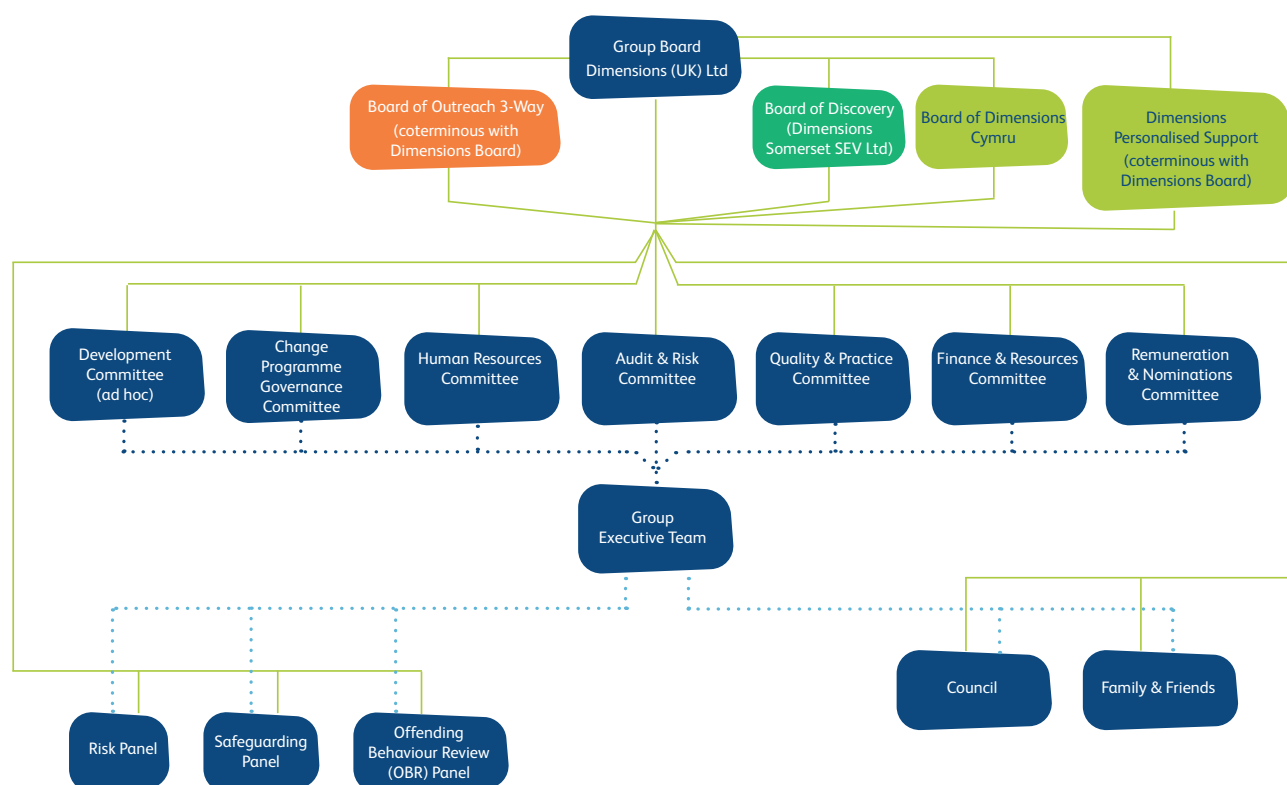


Our Governance

The Dimensions (UK) Limited (Group) Board has systems in place, supported by a themed committee and panel structure, to ensure that it achieves appropriate oversight of objectives that support the governance of the organisation, including risk oversight and value for money.



Governance chart



Committees	Purpose	Chair	Lead Exec
Group Audit & Risk Committee (GARC)	<p>The Committee provides assurance to the Group Board on performance for all services provided across the Dimensions Group, ensuring that legal, regulatory and performance requirements are met. This includes services provided by Dimensions (UK) Limited, Outreach 3-Way, Dimensions Somerset SEV Limited (Discovery), Dimensions Cymru Limited and Dimensions Personalised Support Limited.</p> <p>It also takes a corporate overview of the assurance framework across the Group (including all the subsidiaries listed above), overseeing the systems of internal control and risk management, financial reporting, compliance with regulatory requirements, fraud prevention and anti-bribery measures, and whistleblowing, ensuring that these are effective and well-managed and that the external and internal audit functions are operating robustly. This includes responsibility for the oversight of performance of the compliance areas of health and safety, insurance, and procurement.</p>	Shahana Khan	Ian Goodacre

Committees	Purpose	Chair	Lead Exec
Finance & Resources Committee (FRC)	To gain assurance on the ability of the Dimensions Group to achieve its 2020-2025 strategy primarily in relation to the Sustainability pillar through review and assessment of the financial performance and use of resources of Dimensions (UK) Limited and its subsidiaries – Outreach 3-Way, Dimensions Somerset SEV Limited, Dimensions Cymru Limited, Dimensions Personalised Support Limited. This will include consideration of performance in housing management and business development and the effectiveness of the Group's IT and other business systems against the relevant strategy.	Noah Franklin	Ian Goodacre
Quality & Practice Committee (QPC)	To provide scrutiny and challenge with regards to all aspects of quality, and safety, including strategy, practice delivery, and audit across the Group, to ensure that people are supported to have great, safe lives in their communities.	Sherry Malik	Sinéad McHugh-Hicks
HR Committee (HRC)	To take a corporate overview of Dimensions HR strategy for the Group, ensuring effective contribution to organisational performance.	Gordon Lyle	Stella Cheetham
Remuneration & Nominations Committee (RNC)	To recommend a framework for the remuneration and performance of the Group Executive Team and to recommend appropriate alterations to Group Executive Team salaries on an annual basis. To be responsible for non-executive appointments across the Group, including pay, recruitment, succession, and a performance review process.	Gordon Lyle	Stella Cheetham
Change Programme Governance Committee (CPGC)	To monitor and oversee the strategic change programme across the Group, providing assurance to the Group and Subsidiary Boards. To be disbanded once the strategic change programme is complete (i.e. Target Operating Model, Oracle Enterprise Resource Planning and Dimensions On Line).	Nick Baldwin	Rachael Dodgson
Panels	Purpose	Chair	Lead Exec
Safeguarding Panel	To ensure that the people we support across the Dimensions Group live safely and without fear of, or actual abuse.	Alan Critchley	Rhoda Iranloye
Offending Behaviour Review Panel (OBRP)	To ensure that appropriate attention is given to the ongoing safety and development of the wider community, victims or potential victims, the people we employ, the wider Group and the people we work alongside/support.	Alison Giraud-Saunders	Sinéad McHugh-Hicks

Corporate Governance

Code of governance

The Dimensions Group follows the National Housing Federation's Code of Governance 2020. In one case of Board Member re-election, the term has gone past the 'normal' 6 years as stated in the Code in order to ensure continuity during a time of change. This extension is allowed under the Rules of Dimensions (UK) Limited and the subsidiaries which allows for a 9 year maximum term and which takes precedence over the Code.

Statement of Compliance with Regulator of Social Housing (RSH) Standards

The Group undertakes an assessment of its compliance with the Regulator of Social Housing's Governance and Financial Viability Standards annually and certifies that it has complied with the Regulator of Social Housing standards and the Code of Governance.

External Governance Review

An external Governance Review was undertaken in 2022/23 by Campbell Tickell.

The Review found that things are working well in the areas that are most important to good governance – people and culture. It noted that despite some long-serving Members stepping down, that the Group Board has maintained its strength in skills and experience and increased in diversity. The review noted that the subsidiary Board of Discovery was stronger than at the time of the previous external Governance Review in 2019. The values of Dimensions and the commitment to its vision and mission were evident in every meeting the independent consultants observed.

There were a series of recommendations made as a result of the review to help the organisation continue to improve governance, which fell into a number of categories:

- relating to oversight of strategy delivery – this includes bringing together all performance and compliance reporting and aligning Board and Committee oversight by changing the governance schedule into a quarterly cycle of meetings
- relating to risk management and assurance – this resulted in a fundamental review of the Group's risk management and assurance arrangements, including strengthening GARC's oversight of this area
- relating to the governance structure – whilst acknowledging that common membership and reporting arrangements help the component parts of the governance structure to be effective, there were some recommendations for strengthening the connections
- relating to leading governance practice and a small number areas with scope for improvement

The Review also included feedback from Executives and Non-Executives on the effectiveness of the Boards & Committees across a number of key areas:

- Mission, values and strategy
- Control, assurance and delivery
- Board operations
- Board composition, development and renewal
- Board culture and dynamics
- Governance system
- Governance structures.

Some of the most important indicators of governance effectiveness were identified as particular areas of strength:

- focus on the needs and safety of the people supported;
- assurance of compliance;
- arrangements for ensuring financial viability;
- robust internal control;
- openness;
- effective chairing;
- effective company secretarial support;
- effective arrangements for renewal.

The Group Board received the Governance Review findings at their meeting in August 2022 and an Action Plan to implement the recommendations was approved in September 2022. The areas are being implemented over the 22/23 and 23/24 years.

In other years (e.g. not when the externally-led review is due), the Boards and Committees continue to review their effectiveness and performance.

The Non-Executive appraisal policy outlines the process of the annual performance review of overall performance and effectiveness of the Boards and a review of the performance, contribution and effectiveness of individuals.

Modern Slavery and Human Trafficking Statement

Dimensions is committed to preventing modern slavery in its corporate activities and supply chains. The Group's full statement can be found on the Dimensions website at www.dimensions-uk.org.

Internal Controls Assurance Framework

The Group Board has ultimate responsibility for ensuring that the Group has in place a system of internal controls assurance that is appropriate to the business and operating environment. The framework adopted by the Group comprises:

- oversight through the Board and Committee structure and panels, with Group Board approved terms of reference and delegated authorities;
- internal controls and procedures embedded in Group policies;
- independent assurance through internal and external audit and the regulatory regime;
- performance monitoring of the control environment both financial and operational;
- clearly defined management responsibilities for the identification, evaluation, and control of significant risks, with continuous risk assessment and active management of business risks, including the maintenance of a strategic risk map, which identifies the controls and assurances in place, and highlights any gaps requiring further action;
- recruitment, retention, training policies for staff;
- delegated authorities for accounts and appointments, contracts and business development, housing and property, staffing, regulation, treasury management, banking and write-offs and purchasing authority limits;
- annual Review of the Regulator of Social Housing Standards;
- Group Board approved key policy and other documents – where relevant, they will have been reviewed by the relevant Committee and recommended to the Board as noted below in brackets:

Policy	Strategy	Other
Group Equality & Diversity Policy (HRC)	Involvement and engagement Strategy (QPC)	Group Purpose, Vision & Values
Disciplinary Policy & Procedure (HRC)	Risk Control and Assurance Strategy (GARC)	Codes of Conduct (HRC)
Grievance Policy & Procedure (HRC)	Public Affairs Strategy	Quality Assurance Framework (QPC)
Redundancy Policy & Procedure (HRC)	Marketing Strategy	Annual Tenants Report (QPC/FRC)
Whistle-blowing Policy (GARC)	Remuneration Strategy (HRC)	Annual Value for Money Statement (FRC)
Health & Safety Policy (GARC)	IT strategy (FRC)	
Fraud Detection and Prevention Policy (GARC)	Housing Strategy (FRC)	
Data Handling & Protection Policy (GARC)	Asset Management Strategy (FRC)	
Physical intervention with people we support Policy (QPC)	Autism Strategy	
Safeguarding Policy (Safeguarding Panel)		
Non-Executive Pay Policy (RNC)		
Non-Executive recruitment & succession Policy (RNC)		

The Group Audit & Risk Committee carries out a review of the effectiveness of the systems of Internal Control.

Policy for admitting new shareholders

Shareholding is closed and the admission of new shareholders is restricted to persons applying to become members of the Board.

Board members' interest in shares

Each elected member of the Board who held office at 31 March 2023 had an interest of one ordinary £1 share in the shares of Dimensions (UK) Limited at the beginning (or date of appointment if later) and end of the financial year. The shares are non-equity and provide no financial return under any circumstances. The Chief Executive holds no interest in the Group's share capital.

Composition of the Board and key roles

The Group Chair and other Board members also chair and attend meetings of the Board Committees and the operating subsidiaries.

Board members are remunerated under the Non-Executive Remuneration Policy for their contribution to the Dimensions (UK) Limited Board and if they hold another key role, such as Senior Independent Director, Chair of Group Audit & Risk Committee, Chair of Finance & Resources Committee, Chair of Quality & Practice Committee, Chair of Human Resources Committee, Chair of Remuneration & Nominations Committee and Chair of the Subsidiary Board, Discovery. Independent Panel Chairs, Independent Committee Members and Associate Committee Members are also remunerated for their role.

The role of Chair of Dimensions (UK) Limited is separate to that of Chief Executive.

Office holder	Gross Annual Pay Level – as at March 2023
Chair of the Group Board	£18,000
Full Group Board Member	£9,000
Co-opted Board Member	£5,000
Senior Independent Director	£3,000
Independent Panel Chairs	£4,500
Committee/Subsidiary Chairs	£3,000
Independent Member of Committee	£2,000
Associate Committee Member	£1,000

Executive Board Members

The Chief Executive is an Executive member of the Dimensions (UK) Board. Executive Board Members are expected to:

- act in the best interests of the Dimensions and its subsidiaries (the Dimensions Group) at all times;
- perform their duties with reasonable skill and care, ensuring that the activities of the organisation fall within the Dimensions Group's permitted objects and are exercised in accordance with its powers, and use their powers solely for the purpose for which they are conferred on you;
- uphold and comply with Dimensions Group's code of governance, code of conduct and any other codes of conduct, standards, probity or similar;
- uphold and comply with Dimensions Group's policies, procedures and standing orders as set and amended from time to time by the Board;
- act within and fully comply with the Dimensions Group's constitution(s) and any applicable standing orders and the terms of the board member/trustee role description(s);
- uphold and promote the core policies, purpose, values, and objectives of the Dimensions Group (including its commitment to anti-corruption and to diversity and equal opportunities) and avoid doing anything which might bring the Dimensions Group into disrepute;
- contribute to and share responsibility for decisions of the Board;
- attend induction, training and performance review sessions and other such sessions or events as are reasonably required by the Dimensions Group;
- undergo review of their performance as a board member/trustee as the Dimensions Group may require from time to time, and to take any actions agreed arising from that review;
- read Board and/or committee papers (as applicable) before meetings, sufficiently so as to contribute at meetings; and
- represent the Dimensions Group when requested.

Executive Directors will:

- accept the board appointment without further remuneration
- not do anything which would cause them to be disqualified from acting as a director
- except with the prior approval of the Board, not resign as a member of the Board.

Associate Committee Members

Associate Committee Members are people independent of Dimensions, selected onto a 3-year development programme with learning, mentoring and observing opportunities within our committees. Members are selected for their potential to become a confident non-executive rather than their existing experience.

Members with lived experience

There are two Expert by Experience co-opted members on the Group Board – one, a person with lived experience of a disability, the other with experience of being a family member of someone with a learning disability (who is not supported by Dimensions).

There also continues to be a strong connection between the Group Board and people supported through the Dimensions Council, which is comprised of the people supported (including tenant representatives) which has been formed to advise and give direct feedback to the Board. The Council is helped to have a voice, by facilitation, within the organisation, with our Board, the Executive Team, and the Leadership Group. In addition, the Council is supported in identifying and grasping opportunities to have their voice heard outside Dimensions with opinion formers and other key players in our sector. The Group Board and

Council have a joint meeting each year, and Board Members attend Council meetings.

Two of the Associate Committee Members also bring lived experience, and the Chair of the Dimensions Council attends Quality & Practice Committee. During 2022/23 a working group has been exploring current practice of how people with lived experience are involved across the Group governance structures, including collecting reflections from people about the impact their involvement has. Recommendations around next steps will be implemented over the next year.

The skills, qualities and experience required by the Board from its members and committee members

The Board audits the skills, qualities, and experience that it requires. Each year Board Members self-assess their skills and experience against a set of key areas and have a peer-to-peer conversation to sense-check their assessments. These skills areas are reviewed in line with the organisational Strategy, with changes made to add or remove skills accordingly. The assessment of skills is overseen by the Remuneration & Nominations Committee and informs the Recruitment & Succession Policy and plans.

Where gaps are identified, this informs the succession planning and recruitment of new Members.

During 2022/23, the Group Board comprised of experts in the following areas. Experts are defined in our skills matrix as those who have specialist, up-to-date knowledge, and experience in this area. They are likely to be working, or to have worked, in this field as a profession and are likely to have a relevant qualification where applicable. Other Board members draw on their in-depth knowledge and expertise on the subject:

General Business	
Strategic planning	Strategic partnerships with other organisations
Risk identification and management	Organisational development / change management
Performance measurement and management	Human Resources management
General business management	PR / marketing / communications
Business development / mergers and acquisitions	Reputation Management
Finance and audit	
Financial strategy and planning	Social housing
Treasury management	Social housing management
Accounting and financial performance monitoring	Strategic asset management
Audit and the work of Audit Committees	
Legal and regulatory	
Governance	Voluntary sector
Social care legal and regulatory requirements	Volunteer management
Social housing legal and regulatory requirements	Fundraising
Employment law	Campaigning
Company law / charity law	Social enterprise
Care and support	
Provision, or receipt, of care and support services	Provision of services for children and young people
Provision of services to people with learning disabilities	Service commissioning and procurement
Provision of services to autistic people	Provision of mental health services
Provisions of services for people with special educational needs	Commissioning of mental health services
	NHS commissioning
Involvement and engagement	
Tenant and People we Support involvement and engagement	Knowledge of the needs and aspirations of people supported
Knowledge of the needs and aspirations of families	

Recruitment of New Board Members

New Board, Committee and Panel members are recruited on an ad hoc basis when a need for new Board members is identified because of the end of a term or resignation and members are recruited in line with a Non-Executive Recruitment & Succession Policy, paying attention to the skills and experience needed.

An Executive Search firm is used to source suitable candidates, and the process includes the provision of supporting statements, and confirmation of their eligibility to act as Board Members. The recruitment process includes informal meetings with members of the Group Executive Team, visits to homes and panel interviews, including with an Expert by Experience Panel. The Board seeks to attract a diverse range of membership in terms of interest, culture, and background, most appropriately reflecting the richness and diversity of the communities served by the group.

A detailed induction is provided for new Board Members. During 2022/23 for Dimensions (UK) Limited we recruited:

- 1 full Group Board Member who was appointed to Chair Discovery
- 3 subsidiary (Discovery) Board Members

Equality, Diversity & Inclusion (EDI) in Governance Arrangements

The Group has continued to look closely this year at equality and diversity within the governance structures. The EDI annual report is now published on the website to publicise our EDI commitments and progress.

As at 31st March 2023, the Group Board diversity profile:

- Average Age – 60
- Members who are female – 42 %
- Members from an ethnic background – 33 %

Training for Board members

Board members are able to attend appropriate training at the expense of the organisation to help them fulfil their Board role most effectively. This includes Safeguarding Adults, GDPR and Health & Safety. Members Briefings have been arranged on an ad-hoc basis on key topics, including recruitment challenges and activity and the IT systems used within the Group. During the Governance Review, the effectiveness surveys and Non-Executive appraisal there is the opportunity for Members to identify any learning and development needs either for individuals or Committees as a collective.

Shared responsibility

Members of the Board recognise their shared responsibility for the decisions of the Board and for ensuring that the financial affairs of Dimensions (UK) Limited are properly conducted. A Register of Members' and Senior Officers' Interests is in place.

Going Concern

The Group is forecasting a surplus for next year from its main operational activities and has sufficient cash facilities available which provide adequate resources to the Group's day-to-day operations.

On this basis and after making appropriate enquiries and reviewing the 2022/23 budget, completing the annual stress test activity and reviewing the 2025 Strategic plan the Board confirms including changes arising from the current economic/resourcing environment challenges, the Board confirms that it has a reasonable expectation that the Group has adequate resources to continue in its operational existence for the foreseeable future, being a period of twelve months after the date on which the report and financial statements are signed. For this reason, it continues to adopt the going concern basis in preparing the consolidated financial statements.

External Auditors

A resolution to re-appoint Crowe LLP will be proposed at the forthcoming annual general meeting.

Disclosure of information to auditors

The directors who held office at the date of approval of this directors' report confirm that, so far as they are each aware, there is no relevant audit information of which the company's auditor is unaware; and each director has taken all the steps that he or she ought to have taken as a director to make himself or herself aware of any relevant audit information and to establish that the company's auditor is aware of that information.

Statement of Board's responsibilities in respect of the Board's report and the financial statements

The Board is responsible for preparing the Board's Report and the financial statements in accordance with applicable law and regulations.

Co-operative and Community Benefit Society law requires the Board to prepare financial statements for each financial year. Under those regulations the Board has elected to prepare the financial statements in accordance with UK Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

The financial statements are required by law to give a true and fair view of the state of affairs of the Group and the association and of the income and expenditure of the Group and the association for that period.

In preparing these financial statements, the Board is required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards and the Statement of Recommended Practice have been followed, subject to any material departures disclosed and explained in the financial statements;
- assess the group's and the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern; and
- use the going concern basis of accounting unless it either intends to liquidate the group or the association or to cease operations or has no realistic alternative but to do so.

The Board is responsible for keeping proper books of account that disclose with reasonable accuracy at any time the financial position of the association and enable it to ensure that its financial statements comply with the Co-operative and Community Benefit Societies Act 2014, the Housing and Regeneration Act 2008 and the Accounting Direction for Private Registered Providers of Social Housing 2019. It is responsible for such internal control as it determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error, and has general responsibility for taking such steps as are reasonably open to it to safeguard the assets of the association and to prevent and detect fraud and other irregularities.

The Board is responsible for the maintenance and integrity of the corporate and financial information included on the association's website www.dimensions-uk.org. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report was approved by the Board of Dimensions (UK) Limited on 17th August 2023 and signed on its behalf by:



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Joanne Greenbank

Secretary

Dimensions (UK) Limited

1430 Arlington Business Park

Theale RG7 4SA

Opinion

We have audited the financial statements of Dimensions (UK) Limited (the "Parent") and its subsidiaries (the "Group") for the year ended 31 March 2023 which comprise the Group and Parent Statement of Comprehensive Income, the Group and Parent statement of changes in Reserves, the Group and Parent Statements of Financial Position, the Consolidated Statement of Cash flows, and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 Parent's affairs as at 31 March 2023 and the Group and Parent's result for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Co-operative and Community Benefit Societies Act 2014, the Co-operative and Community Benefit Societies (Group Accounts) Regulations 1969, the Housing and Regeneration Act 2008 and the Accounting Direction for Private Registered Providers of Social Housing from April 2022.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Board's 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 Parent'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 Board with respect to going concern are described in the relevant sections of this report.

Other information

The Board is responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and 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 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 the Co-operative and Community Benefit Societies Act 2014 or the Housing and Regeneration Act 2008 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the group; or
- a satisfactory system of controls over transactions has not been maintained; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the Board

As explained more fully in the Board's responsibilities statement set out on page 71, the Board is 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 Board determines 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 Board is responsible for assessing the Group's and Parent'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 Board either intends to liquidate the Group or Parent or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

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 auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the group operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements such as the Co-operative and Community Benefit Societies Act 2014 (and related Directions and regulations), the Housing and Regeneration Act 2008 and other laws and regulations application to a registered social housing provider in England together with the Housing SORP. We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statements items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the group's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the entity for fraud. The laws and regulations we considered in this context for the UK operations were requirements imposed by the Regulator of Social Housing, Care Quality standards, health, and safety, taxation, and employment legislation.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Board and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, internal audit and the Governance, Audit and Risk Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence, designing audit procedures over the timing of income, and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the members as a body in accordance with the Co-operative and Community Benefit Societies Act 2014 and the Housing and Regeneration Act 2008. Our audit work has been undertaken so that we might state to the members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the entity and the members as a body, for our audit work, for this report, or for the opinions we have formed.



Julia Poulter, Crowe U.K. LLP

Statutory Auditor

55 Ludgate Hill, London EC4M 7JW

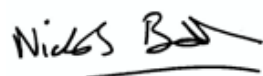
13 September 2023

Consolidated Statement of Comprehensive Income

	Note	2023 £'000	Group 2022 £'000	2023 £'000	Parent 2022 £'000
Turnover	3	219,603	211,456	134,688	134,451
Operating costs	4	(222,091)	(206,730)	(139,185)	(131,321)
Operating (deficit)/surplus		(2,488)	4,726	(4,497)	3,130
Profit/(loss) on disposal of fixed assets	7	794	(317)	805	(258)
Interest receivable and similar income	8	243	16	243	16
Interest payable and similar charges	9	(288)	(355)	(288)	(355)
Surplus for the year	10	(1,739)	4,070	(3,737)	2,533
Actuarial gain/(loss) in respect of pension schemes	24	690	2,510	690	2,510
Total comprehensive income/(expenditure) for the year		(1,049)	6,580	(3,047)	5,043

The consolidated results relate wholly to continuing activities. The accompanying notes on pages 80 to 110 form part of these financial statements.

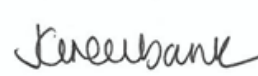
These financial statements were approved by the Board of Management on **17th August 2023** and were signed on its behalf by:



Nick Baldwin CBE
Chair



Gordon Lyle
Senior Independent Director



Joanne Greenbank
Company Secretary

Consolidated Statement of Changes in Reserves

	Notes	Income & expenditure reserves £'000	Restricted reserves £'000	Total £'000
Balance at 1 April 2021		28,330	775	29,105
Total comprehensive income for the year		6,580	–	6,580
Balance as at 31 March 2022		34,910	775	35,685
Total comprehensive expenditure for the year		(1,049)	–	(1,049)
Transfer of restricted reserves to unrestricted reserve	20	775	(775)	–
Balance at 31 March 2023	20,21	34,636	–	34,636

The accompanying notes on pages 80 to 110 form part of these financial statements.

Parent Statement of Changes in Reserves

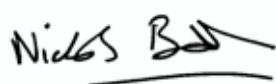
	Notes	Income & expenditure reserves £'000	Restricted reserves £'000	Total £'000
Balance at 1 April 2021		18,738	772	19,510
Total comprehensive expenditure for the year		5,043	–	5,043
Balance as at 31 March 2022		23,781	772	24,553
Total comprehensive income for the year		(3,047)	–	(3,047)
Transfer of restricted reserves to unrestricted reserve		772	(772)	–
Balance at 31 March 2023	20,21	21,506	–	21,506

Consolidated Statement of Financial Position

	Note	2023 £'000	Group 2022 £'000	2023 £'000	Parent 2022 £'000
Fixed assets					
Housing properties – cost less depreciation	13	24,113	24,582	24,113	24,582
Other fixed assets	14	8,581	6,707	6,086	3,753
		32,694	31,289	30,199	28,335
Current assets					
Assets held for sale	14	1,078	–	466	–
Debtors	15	27,712	23,387	20,577	21,630
Cash at bank and in hand		22,797	35,514	19,049	22,336
		51,587	58,901	40,092	43,966
Creditors: Amounts due within one year	16	(23,894)	(29,018)	(23,070)	(22,300)
Net current assets		27,693	29,883	17,022	21,666
Total assets less current liabilities		60,387	61,172	47,221	50,001
Creditors:					
Amounts falling due after more than one year	18	20,154	18,274	20,154	18,274
Pension liability	24	4,906	6,407	4,906	6,407
Provision for liabilities	32	691	806	655	767
Total net assets		34,636	35,685	21,506	24,553
Capital and reserves					
Non – equity share capital	19	–	–	–	–
Restricted reserves	20	–	775	–	772
Income and expenditure account	21	34,636	34,910	21,506	23,781
Total capital and reserves		34,636	35,685	21,506	24,553

The accompanying notes on pages 80 to 110 form part of these financial statements.

These financial statements were approved by the Board of Management on **17th August 2023** and were signed on its behalf by:



Nick Baldwin CBE
Chair



Gordon Lyle
Senior Independent Director



Joanne Greenbank
Company Secretary

Consolidated Statement of Cash Flow

	Notes	2023 £'000	2022 £'000
Net cash (outflow)/inflow from operating activities	25	(10,002)	7,421
Investing activities			
Interest received	8	243	16
Payments to acquire other tangible fixed assets	14	(2,888)	(1,601)
Payments to acquire and/or construct housing properties and/or their components	13	(2,463)	(679)
Receipts from sale of housing properties		2,521	410
Receipts from sale of other tangible fixed assets		-	(61)
Government grants received		-	115
Net cash outflow from investing activities		(2,587)	(1,800)
Financing activities			
Interest paid		(128)	(129)
Net cash outflow from investing activities		(128)	(129)
(Decrease)/ Increase in cash and cash equivalents	26	(12,717)	5,492
Cash and cash equivalents at 1 April		35,514	30,022
Cash and cash equivalents at 1 April		22,797	35,514

The accompanying notes on pages 80 to 110 form part of these financial statements.

1. Legal Status

Dimensions (UK) Limited, the Parent, is registered under the Cooperative and Community Benefit Society Act 2014 and is a registered housing association.

Three of the subsidiaries of the Parent, Outreach 3-Way, Dimensions Cymru Limited and Dimensions Somerset SEV Limited (trading as “Discovery”), are charitable companies limited by guarantee. The fourth subsidiary, Dimensions Personalised Support Limited is a profit-making company that gift aids its profits back to the Parent organisation.

Dimensions is a public benefit entity. The principal purpose and activities of Dimensions (UK) Limited and its subsidiaries is the provision of person-centred support packages, with housing, for people with learning disabilities and autistic people.

2. Accounting policies

The following accounting policies have been applied consistently in dealing with items which were considered to be material in relation to the financial statements of the Group.

Basis of preparation

These financial statements have been prepared in accordance with UK Generally Accepted Accounting Practice (UK GAAP) including Financial Reporting Standard 102 (FRS 102) and the Housing SORP 2018: Statement of Recommended Practice for Registered Social Housing Providers and comply with the Accounting Direction for Private Registered Providers of Social Housing 2022 (“the Direction”).

These financial statements have been prepared on a historical cost basis and are presented in Sterling (£). All amounts in the financial statements have been rounded to the nearest £1,000.

- The Parent company has adopted the following disclosure exemptions:
- The requirement to present a statement of cash flows and related notes
- Categories of financial instruments
- Items of income, expenses, gains, or losses relating to financial instruments, and
- Exposure to and management of financial risks.

The principal accounting policies of the Group are set out below and have, unless otherwise stated, been applied consistently to all periods presented in these financial statements

Judgements made by the directors, in the application of these accounting policies that have significant effect on the financial statements and estimates with a significant risk of material adjustment in the next year are discussed in this note.

Going concern

The financial statements have been prepared on a going concern basis which the directors consider to be appropriate for the following reasons.

The Group has a 5-year strategy to 2025, which was approved in Autumn 2019 by the Board. As well as considering the impact of a number of scenarios on the strategy, the Board also adopted a stress testing framework against the base plan. The stress testing impacts were measured against loan covenants and peak borrowing levels compared to agreed facilities, with potential mitigating actions identified to reduce expenditure. After the Covid-19 pandemic, the Group has undertaken a series of further scenario testing including severe but plausible downsides in the worst-case assessment.

The Board, after reviewing the Group and association budgets for 2023/24 and the group's medium term financial position as detailed in the 2025 strategy including changes which arose from the Covid-19 pandemic, is of the opinion that, taking account of severe but plausible downsides, the group has adequate resources to continue in business for at least 12 months from the date of approval of these accounts. In order to reach this conclusion, the Board have considered:

- **Care fee uplift:** A strategic approach is taken to negotiate an annual increase in care and support fees with our commissioners, to ensure contracts remain financially viable. Monthly performance reviews are undertaken at contract level to monitor this;
- **Rent and service charge receivable** – Debtors balance have increased in the past year, however, arrears and bad debts provisioning have reduced, resulting from close credit control and debt recovery;
- **Liquidity** – current available cash of £23m and unutilised credit facilities of £10m which gives significant headroom for committed spend and other forecast cash flows that arise;
- The group's ability to withstand other adverse scenarios such as higher interest rates and number of void properties.

Consequently, the Board is confident that the Group and Parent will have sufficient funds to continue to meet its liabilities as they fall due for at least 12 months from the date of approval of the financial statements and therefore have prepared the financial statements on a going concern basis.

Group structure and basis of consolidation

The Group financial statements incorporate the financial statements of the Parent, Dimensions (UK) Limited, and its subsidiaries:

- Outreach 3-Way,
- Dimensions Somerset SEV Limited (trading as "Discovery")
- Dimensions Personalised Support Limited
- Dimensions Cymru Limited

All the Group members' results are presented as operations under common control.

Turnover and revenue recognition

Group turnover is made up of Care charges, Supporting People grants, Rental charges to residents, and grants from local and national funders in respect of the year. Group turnover also includes rent and service charges and charges to managing agents. Group turnover is predominantly earned from Integrated Health Boards.

Rental income is recognised from the point when properties under development reach practical completion or otherwise become available for letting, net of any voids.

Income from Supporting People and support services

Supporting People contract income are recognised as they fall due under the contractual arrangements with Local Authorities and included in turnover. Charges for support services, if the services are provided within the tenancy agreement, are shown as 'Charges for support services'. Where support is provided under a contract separate from the tenancy agreement the related income is shown under 'Supporting People'.

Income received in advance for the provision of specified services is deferred until the criteria for income recognition are met.

Value Added Tax

The Group charges Value Added Tax (VAT) on some of its income and is able to recover part of the VAT it incurs on expenditure. The financial statements include VAT to the extent that it is suffered by the Group and not recoverable from HM Revenue and Customs. The balance of VAT payable or recoverable at the year-end is included as a current liability or asset.

Management costs

Management costs include costs in running the Group, excluding those relating to the direct provision of services to people we support, contractors' costs for performing maintenance work, depreciation, and financing costs.

Apportionment of direct employee, administration, and operating expenditure

Direct employee, administration and operating costs have been apportioned to the relevant section of the Income and Expenditure Account on the basis of costs of the staff directly engaged on operations dealt with in these financial statements.

Debtors

Debtors are recognised at transaction price after any discount offered.

Creditors and provisions

Creditors and provisions are recognised where the organisation has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Employee Benefits

Short-term employee benefits and contributions to defined contribution plans are recognised as an expense in the period in which they are incurred.

Housing properties

Housing properties are properties held for the provision of social housing or to otherwise provide social benefit. Housing properties are principally properties available for rent and are stated within the Group's fixed assets at cost less accumulated depreciation and accumulated impairment.

Works to existing properties which replace a component that has been treated separately for depreciation purposes, along with those works that result in an increase in net rental income over the lives of the properties, thereby enhancing the economic benefits of the assets, are capitalised as improvements.

Government grants

Government grants include grants receivable from the Homes England, local authorities, and other government organisations. A grant which does not impose specified future performance conditions is recognised as revenue when the grant proceeds are received or receivable. A grant that imposes specified future performance-related conditions on the Group is recognised only when these conditions are met. A grant received before the revenue recognition criteria are satisfied is recognised as a liability. Grants due from government organisations or received in advance are included as current assets or liabilities.

Social housing grant and recycled capital grant fund

Social Housing Grant (SHG) is receivable from the Homes England and is utilised to reduce the capital costs of housing properties, including land costs.

These grants are recognised using the accrual model, as set out in FRS 102 and the Housing SORP 2018. The grants are recognised in income over the expected useful life of the housing property structure, even if the fair value of the grant exceeds the carrying value of the structure in the financial statements.

In the case of grants received specifically for components of a housing property the grant is recognised in income over the expected useful life of the component.

Government grants are classified as deferred income, at cost less accumulated amortisation.

Where SHG becomes repayable following the sale of a property it is credited to the recycled capital grant fund included in the balance sheet creditors.

Other grants

Grants received from non-government sources are recognised using the performance model. A grant which does not impose specified future performance conditions is recognised as revenue when the grant proceeds are received or receivable. A grant that imposes specified future performance-related conditions on the association is recognised only when these conditions are met. A grant received before the revenue recognition criteria are satisfied is recognised as a liability.

Depreciation of housing properties

Dimensions separately identifies the major components which comprise its housing properties, and charges depreciation, so as to write-down the cost of each component to its estimated residual value, on a straight-line basis, over its estimated useful economic life.

The Group depreciates the major components of its housing properties at the following annual rates:

Housing properties	Years		Years
Building/Structure (New)	100	Bathrooms	20
Building/Structure (Existing)	80	Boilers	15
Pitched Roof Coverings	80	Kitchen and Utility Rooms	10
Windows and doors	40	Housing properties awaiting development	60
Electrical Installations	40		

Sales of housing properties are recognised in the income and expenditure account at the point the sale becomes unconditional and are separately disclosed after the operating surplus for the year.

Other tangible fixed assets

Other tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses.

Depreciation on the cost of other tangible fixed assets has been provided evenly at the following annual rates and is charged over the expected economic useful lives to write them down to their estimated

residual values as follows:

Freehold land is not depreciated.

Housing buildings are depreciated from the date of practical completion. With regard to other fixed assets, depreciation is charged from the month of purchase or commissioning.

Gains or losses arising on the disposal of other tangible fixed assets are determined as the difference between the disposal proceeds and the carrying amount of the assets and are recognised as part of the surplus/deficit for the year.

Depreciation	Years
Other property	50
Building improvements	5
Household fixture and fittings	4
Plant machinery, fixtures, and motor vehicles	4 – 10
Office, computer equipment and software	4 – 7
Dilapidation commitments	over the life of the assets

Impairment

The group reviews and tests the carrying value of housing properties, including those with individual components, when events or changes in circumstances suggest that the carrying amount may not be recoverable. Cash-generating units and any other assets are reviewed for impairment if there is an indication that impairment may have occurred. Where impairment indicators are identified an assessment for impairment is undertaken comparing the asset's carrying amount to its recoverable amount. Where there is evidence of impairment, fixed assets are written down to their recoverable amount. Any such write-down is charged to operating surplus.

Operating Leases

Dimensions leases properties, vehicles, and office equipment. These are classified as operating leases as the title and the substantial risks and rewards of ownership remain with the lessor and are not transferred to the Group.

Costs in respect of operating leases are charged to income and expenditure on a straight-line basis over the lease term.

Provisions for liabilities

Provisions are recognised when the Group has a present obligation (legal or constructive) as a result of a past event, it is probable that the Group will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the end of the reporting period, taking into account the risks and uncertainties surrounding the obligation.

Bank accounts of people we support

In certain cases, the Group and its employees support people we care for to manage their money in a Dimensions bank account specifically named and managed for that individual. These bank accounts do not relate to the Group and are therefore not dealt with in these financial statements. Dimensions UK act as appointee for a number of people we support and as part of that role we have opened individual bank accounts in which we hold funds on their behalf. At 31st March 2023, Dimensions UK held a total of £2.4m which is not included in the balance sheet of the Dimensions UK.

Managing agents

The Group owns properties in respect of supported housing schemes which are run by outside agencies. Where the agencies carry the financial risk, the income and expenditure account includes only that income and expenditure which relates solely to the Group.

Related party transactions

The Parent has taken advantage of the exemption in FRS102 from reporting related party transactions with its fellow Group undertakings.

Restricted reserves

Donations to an Amenity Fund were retained in a restricted reserve for use by a specified service only, as were the donations for a sensory garden. The value of freehold land and buildings received from donors and specifically covenanted for the provision of autism related services was retained in a restricted reserve.

The surplus on the disposal of a care home restricted to the provision of accommodation to people with learning disabilities was also retained in a restricted reserve.

However in current year, The trustees have assessed the restrictions on these reserves and are satisfied that they no longer exist, hence the full balance has been released to unrestricted reserves.

Funds received where there are prescribed uses of those funds in relation to individual people we support or defined groups of people we support are accounted for separately together with the subsequent use of the funds.

Pension costs

The Group participates in the Social Housing Defined Contribution Scheme administered by the Pension Trust. Contributions to defined contribution plans are recognised as an expense in the period in which they are incurred.

In the past, Dimensions participated in SHPS Defined Benefit Schemes. The Group is able to identify its share of the underlying assets and liabilities of these schemes and accordingly the pension costs relating to the schemes are accounted for in accordance with the full requirements of FRS 102. Current service costs, net finance returns and actuarial gains and losses are all included in the statement of comprehensive income.

The Group also participates in The Royal County of Berkshire Pension Fund and The NHS Pension Scheme, This pension scheme provides benefits based on final pensionable earnings. The Group is also able to identify its share of the underlying assets and liabilities of these schemes and the pension costs relating to the schemes are also accounted for in accordance with the full requirements of FRS 102.

Dimensions Group participates in a defined benefit statutory scheme with the Somerset County Council Pension Fund and Barnsley Pension Fund, part of the Local Government Pension Scheme. The schemes provide benefits to employees based upon final pensionable earnings. Barnsley and Somerset County Council are responsible for the scheme deficit and so the organisation is exempt from including the FRS102 disclosures in these statutory accounts.

In addition, the Group operates defined contribution pension schemes. The costs under these schemes are charged to the income and expenditure account as incurred.

Borrowing facilities

The Group holds a committed revolving credit facility which is to be used for general corporate and working capital purposes which expires in April 2027. As at 31 March 2023 the Group had available £10m (2022: £10m) of undrawn committed borrowing facilities with a floating charge over the Group's assets; all conditions precedent had been met.

Income and expenditure account

During the year, the Group has designated that £362k (2022: £836k) be used to fund social projects within Somerset. Designated funds are expected to be spent within 12-24 months of being earmarked.

Significant judgements and estimates

Preparation of the financial statements requires management to make significant judgements and estimates. The items in the financial statements where these judgements and estimates have been made include:

Significant management judgements

The following are the significant management judgements made in applying the accounting policies of the Group that have the most significant effect on the financial statements.

Impairment

Dimensions is required to review, at least annually, the carrying value of assets when events or changes in circumstances suggests that the carrying amount may not be recoverable. Where such indicators exist, carrying value is compared with higher of value in use or estimated net realisable value. Where the carrying value is lower, an impairment adjustment is made and charged to statement of comprehensive income.

The value-in-use calculation at 31 March 2023 used a discount rate of 3 %, which was applied to cash flows extending over a 30-year period. This reflects the long useful lives of housing properties. Impairment provisions of £195k was released this year (2022: £28k charged). Provisions for impairment have also been made on non-social housing assets at £130k due to a potential change in office location.

Capitalisation of property development costs

Distinguishing the point at which a service is likely not to continue, allowing capitalisation of associated development costs requires judgement. After capitalisation, management monitors the asset and considers whether changes indicate that impairment is required. The total amount capitalised in the year was £2,463k (2022: £679k).

Assets held for sale

Where asset disposal procedures cross year end, then it is likely that such assets may be classified as held for sale, in the event that management is committed to a plan to sell, the asset is available for immediate sale, an active programme to locate a buyer is initiated and the sale is highly probable. Such assets are transferred from the asset register and classified as held for sale.

The total amount held as asset for sale at year end 31 Mar 2023 was £1,078k (2022: £Nil).

Dilapidations

Where Dimensions holds leases on properties, there may be a residual dilapidation charge at the end of the lease for returning the property to its original condition. These are provided for in full at the start of the lease, and are reviewed annually, based on a property-by-property review. Dilapidation provisions totalling £229k (2022: £217k) are held by the Group.

Debtors' provisions

Specific debtor provisions are based on management judgement having reviewed all debts. Typically, all debts over one year old (not subsequently paid) will be provided for. In addition, provisions are calculated on the following bases:

- **Rent debtors** – fifty per cent of arrears over eight weeks old and one hundred per cent for former tenants
- **Other debtors** – fifty per cent of debts (not otherwise provided for or subsequently paid) which are over six months old and one hundred per cent of debts which are over one years old.

Total provisions at 31 March 2023 amounted to £1,014k (2022: £1,062k) for the Group.² Accounting policies (continued)

Group overhead allocation

Group central overhead costs are allocated to operating units based on the budget central expenditure and in proportion to budget direct costs.

Estimation uncertainty

Information about estimates and assumptions that have the most significant effect on recognition and measurement of assets, liabilities, income, and expenses is provided below. Actual results may be substantially different.

Useful lives of depreciable assets

Management reviews its estimate of the useful lives of depreciable assets at each reporting date, based on the expected utility of the assets. Uncertainties in these estimates relate to technological obsolescence that may change the utility of certain software and IT equipment and changes to decent homes standards which may require more frequent replacement of key components.

Defined benefit obligation (DBO)

Management's estimate of the DBO is based on a number of critical underlying assumptions such as standard rates of inflation, mortality, discount rate and anticipation of future salary increases. Variation in these assumptions may significantly impact the DBO amount and the annual defined benefit expenses (as analysed in note 24).

3. Particulars of turnover, operating costs, and operating surplus

Group	2023			2022		
	Turnover £'000	Operating costs £'000	Operating surplus £'000	Turnover £'000	Operating costs £'000	Operating surplus £'000
Social housing lettings (note 4(a))	11,132	(10,991)	141	9,421	(8,749)	672
Other social housing activities:						
Charges for support services (note 4(b))	208,471	(211,100)	(2,629)	202,035	(197,981)	4,054
Total	219,603	(222,091)	(2,488)	211,456	206,730	4,726

Parent	2023			2022		
	Turnover £'000	Operating costs £'000	Operating surplus £'000	Turnover £'000	Operating costs £'000	Operating surplus £'000
Social housing lettings (note 4(a))	11,132	(10,991)	141	9,421	(8,749)	672
Other social housing activities:						
Charges for support services (note 4(b))	123,556	(128,194)	(4,638)	125,030	(122,572)	2,458
Total	134,688	(139,185)	(4,497)	134,451	(131,321)	3,130

There were no non-social housing activities in the current or prior year.

4a Particulars of income and expenditure from social housing lettings

	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Income				
Rents receivable*	5,923	5,003	5,923	5,003
Service income	4,394	3,597	4,394	3,597
Government grants taken to income	379	405	423	361
Charges to Managing Agents	436	416	392	460
Total income from social housing lettings	11,132	9,421	11,132	9,421
Expenditure				
Care Management	3,210	1,797	3,210	1,797
Services	2,743	1,906	2,743	1,906
Routine and planned maintenance	2,166	1,727	2,166	1,727
Major repairs expenditure	511	659	511	659
Payments to agents	1,866	1,879	1,866	1,879
Depreciation of housing properties	653	809	653	809
Cash at bank	(158)	(28)	(158)	(28)
Operating costs on social housing lettings	10,991	8,749	10,991	8,749
Operating surplus from lettings	141	672	141	672

Rents receivable are stated after deducting £532k (2022: £447k) for void losses.

All income and expenditure relates to supported housing and housing for people with learning disabilities and autistic people.

4b Particulars of income and expenditure from other social housing activities

	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Grants	201,861	193,221	122,326	121,384
Charges for support services	2,397	3,545	(324)	1,053
Supporting People	538	1,190	97	748
Other	3,675	3,699	1,457	1,623
Furlough Scheme	–	380	–	222
Total income from social housing lettings	208,471	202,035	123,556	125,030
Expenditure on social care				
Management	206,017	192,268	126,614	120,686
Services	4,246	4,904	2,430	2,708
Maintenance	433	583	12	58
Recharges	–	–	(1,245)	(1,046)
Depreciation	246	198	225	138
Impairment	158	28	158	28
Total expenditure on social care	211,100	197,981	128,194	122,572
Operating surplus/(deficit) on social care	(2,629)	4,054	(4,638)	2,458

Recharges relate to costs incurred by the parent that are subsequently recharged to the subsidiary entities.

5. Directors' emoluments

	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Non-executive directors	140	131	140	131
Executive staff members	1,357	1,042	1,281	1,042
	1,497	1,173	1,421	1,173
Compensation for loss of office	–	–	–	–

No retirement benefits are accrued under defined benefit schemes.

The Chief Executive Officer was the highest paid employee during the year, (similar to prior year 2022).

The total emoluments payable to the Chief Executive Officer (including employer's NI and pension contribution, benefit in kind and compensation for loss of office) were:

	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Emoluments	216	205	216	205

The pension contributions paid by the organisation for the Chief Executive Officer were £14k (2022: £14k)

6. Staff numbers and costs

The average headcount and the average number of full-time equivalent persons employed by the Group and Parent during the year (including senior executives), analysed by category, were as follows:

Headcount	Group		Parent	
	2023 No.	2022 No.	2023 No.	2022 No.
Care staff	6,359	6,617	5,023	5,240
Administration	540	613	469	495
	6,899	7,230	5,492	5,735

Full Time Equivalent	Group		Parent	
	2023 No.	2022 No.	2023 No.	2022 No.
Care staff	4,430	4,717	3,519	3,757
Administration	425	473	361	372
	4,855	5,190	3,880	4,129

Remuneration of staff (including benefit in kind and excluding employer's pension and employer's NI contribution) is in the following bands:

Staff remunerations	Group		Parent	
	2023 No.	2022 No.	2023 No.	2022 No.
£60,000 to £69,999	32	19	28	18
£70,000 to £79,999	7	6	6	4
£80,000 to £89,999	8	6	8	6
£90,000 to £99,999	3	1	3	1
£100,000 to £109,999	2	1	2	1
£110,000 to £119,999	3	2	3	2
£120,000 to £129,999	2	1	2	1
£130,000 to £139,999	1	2	1	2
£140,000 to £149,999	–	1	–	1
£150,000 to £159,999	1	–	1	–
£160,000 to £169,999	–	–	–	–
£170,000 to £179,999	1	1	1	1
Above £180,000	–	–	–	–

Staff costs	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Wages and salaries	145,070	141,742	116,236	113,566
Social security costs	12,572	11,332	10,157	9,201
Pension costs	4,492	4,712	3,301	3,516
	162,134	157,786	129,694	126,283

Included in the Group's payroll costs are redundancy payments of £452k (2022: £263k) for the parent: £305k (2022: £62k)

7. Profit/(loss) on disposal of fixed assets

	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Net proceeds from disposal of housing properties	2,518	230	2,518	230
Cost of sales	(1,724)	(547)	(1,713)	(488)
Incidental selling costs	—	—	—	—
Profit/(Loss) for the year	794	(317)	805	(258)

8. Interest receivable and similar income

	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Bank interest	243	16	243	7
Intercompany Loan Interest	—	—	—	9
	243	16	243	16

9. Interest payable and similar charges

	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Finance cost on pension scheme	160	226	160	226
Bank loans	128	129	128	129
	288	355	288	355

10. Surplus (deficit) for the year

	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
The surplus /(deficit) for the year is stated after charging/ (crediting):				
Depreciation and impairment:				
Housing properties	790	757	653	809
Impairment of housing properties	(158)	28	(158)	28
Other fixed assets	180	222	225	138
Impairment of other fixed assets	92	–	130	–
Auditor's remuneration:				
Auditor's remuneration: Audit	85	80	40	35
Operating leases rental	4,393	4,302	3,540	3,333
Surplus distribution to staff	932	–	932	–

11. Taxation status

The Group and Parent have charitable status and their sources of income are exempt from income and corporation tax provided that they are applied for charitable purposes.

12. Investments in subsidiaries

As required by statute, the financial statements consolidate the results of Outreach 3-Way, Dimensions Cymru Limited, Dimensions Personalised Support Limited, and Dimensions Somerset SEV Limited (trading as "Discovery"), which were subsidiaries of the organisation at the end of the year. The organisation wholly owns the four subsidiaries and has the right to appoint members to the boards and thereby exercises control over them. All subsidiaries of Dimensions (UK) Limited are regulated by Charity Commission except for Dimensions Personalised Support Limited.

Dimensions (UK) Limited is the ultimate parent undertaking.

Each subsidiary except Dimensions Personalised Support Limited, bears its direct employee, administration, and operating costs. Central overhead costs are apportioned to the parent and subsidiaries based on the total direct costs of providing social housing and other activities in each entity.

Costs apportioned to regulated entities were as follows:

	2023 £'000	2022 £'000
Outreach 3-Way	724	680
Dimensions Cymru Limited	1,388	1,198
Dimensions Somerset SEV Limited (trading as "Discovery")	2,219	2,231

At year end 31 March 2023, the following were due to/(from) subsidiaries:

	2023 £'000	2022 £'000
Dimensions Personalised Support Limited	(2,990)	(1,469)
Outreach 3-Way	631	(229)
Dimensions Cymru Limited	884	569
Dimensions Somerset SEV Limited	7,399	(529)
	5,924	(1,658)

13. Housing properties Group & Parent

	Housing properties available for letting £'000	Housing Property Under Development £'000	Total £'000
Cost			
At 1 April 2022	35,170	167	35,337
Additions	1,603	860	2,463
Transfer to asset held for sale	(718)	-	(718)
Adjustments	(215)	-	(215)
Disposals	(2,517)	-	(2,517)
At 31 March 2023	33,323	1,027	34,350
Depreciation and impairment			
At 1 April 2022	10,755	-	10,755
Depreciation charged during the year	790	-	790
Transfer to asset held for sale	(252)	-	(252)
Impairment	(158)	-	(158)
Disposals	(898)	-	(898)
At 31 March 2023	10,237	-	10,237
Net book value at 31 March 2023	23,086	1,027	24,113
Net book value at 31 March 2022	24,115	167	24,582
		2023 £'000	2022 £'000
Housing property costs comprise:			
Freeholds		28,165	28,537
Long leaseholds		5,222	5,113
Short leaseholds		1,680	1,687
Transferred to Asset held for sale		(718)	
		34,349	35,337
Housing property costs comprise:			
Components capitalised		2,463	861
Major repairs expensed (note 4a)		511	659
		2,974	1,520

Impairment

Impairment of £195,000 was released in the year (2022: £28,000 charged) on social housing assets.

The value-in-use calculation used a discount rate of 3.0%, applied to cash flows extending over a 30-year period, which reflects the long useful lives of housing properties.

14. Tangible fixed assets

a) Other fixed assets GROUP					
	Property £'000	Office & computer equipment £'000	Household fixtures & fittings £'000	Assets under development £'000	Total £'000
Cost					
At 1 April 2022	4,210	2,058	576	2,843	9,687
Transfer to asset held for sale	(1,018)	–	–	–	(1,018)
Additions	156	317	223	2,192	2,887
Disposals	(32)	(158)	(158)	–	(348)
At 31 March 2023	3,316	2,217	641	5,034	11,208
Depreciation					
At 1 April 2022	1,011	1,739	230	–	2,980
Transfer to asset held for sale	(407)	–	–	–	(407)
Charged during the year	56	66	58	–	180
Impairment	92	–	–	–	92
Disposals	(20)	(158)	(40)	–	(218)
At 31 March 2023	732	1,647	248	–	2,627
Net book value at 31 March 2023	2,584	570	393	5,034	8,581
Net book value at 31 March 2022	3,199	319	346	2,843	6,707
b) Other fixed assets PARENT					
	Property £'000	Office & computer equipment £'000	Household fixtures & fittings £'000	Assets under development £'000	Total £'000
Cost					
At 1 April 2022	434	1,973	545	2,843	5,795
Additions	–	317	186	2,191	2,694
Disposals	–	(158)	(151)	–	(309)
At 31 March 2023	434	2,132	580	5,034	8,180
Depreciation					
At 1 April 2022	94	1,744	204	–	2,042
Charge for the year	5	61	54	–	120
Impairment provision	130	–	–	–	130
Disposals	–	(158)	(40)	–	(198)
At 31 March 2023	229	1,647	218	–	2,094
Net book value at 31 March 2023	205	485	362	5,034	6,086
Net book value at 31 March 2022	340	229	341	2,843	3,753

Impairment provision was made on non social housing assets, relating change in office location.

14. Tangible fixed assets

c) Asset held for sale	Group £'000	Parent £'000
Transferred in the year (note 13a, 14)		
Cost	1,737	718
Accumulated Depreciation	(659)	(252)
Carrying value as at 31 March 2023	1,078	466

Four housing properties have been categorised as asset held for sale as it is more probable than not, that the ownership and such assets will pass to potential buyers within 12 months from the reporting date. Management have assessed the criteria for asset held for sale classification and no indication exists that they would remain in ownership of Dimensions Group at the end of the next financial year.

15. Debtors

	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Due within one year				
Rent and service charges receivable	337	200	312	178
Less: provision for bad and doubtful debts	(25)	(25)	(25)	(25)
	312	175	287	153
Trade debtors	19,654	15,542	12,642	9,219
Other debtors	50	41	49	40
Prepayments and accrued income	7,696	7,629	7,213	7,234
Amounts owed by subsidiaries	–	–	–	4,598
Intra group loan	–	–	386	386
	27,712	23,387	20,577	21,630

Intragroup loan relates to a £300k lent to Outreach 3-Way in the year 2015, at interest rate of 2 % above Bank of England Base Rate per annum. This was settled in full shortly after year end.

16. Creditors

Amounts falling due within one year

	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Trade creditors	3,404	2,664	2,990	2,476
Other creditors	297	679	296	675
Taxation and social security costs	4,778	4,953	4,293	2,872
Accruals and deferred income	14,619	18,035	8,771	11,166
Recycled capital grant fund (note 17)	796	2,687	796	2,687
Amounts owed to subsidiaries	–	–	5,924	2,423
	23,894	29,018	23,070	22,299

17. Recycled capital grant fund

	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
At 1 April	3,185	2,904	3,185	2,904
Grants recycled	1,476	278	1,476	278
Interest accrued	–	3	–	3
Withdrawals	–	–	–	–
Balance at 1 March	4,661	3,185	4,661	3,185
Amount due for repayment to Homes England	796	2,687	796	2,687

18. Creditors

Amounts falling due after more than one year	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Social housing grant received	16,289	17,776	16,289	17,776
Recycled capital grant fund (note 17)	3,865	498	3,865	498
	20,154	18,274	20,154	18,274
Recycled capital grant funds are repayable in instalments due as follows:				
In one year or less (note 17)	796	2,687	796	2,687
Between one and two years	219	498	219	498
Between two and five years	3,646	–	3,646	–
	4,661	3,185	4,661	3,185

19. Non-equity share capital

	Parent	
	2023 £	2022 £
Allotted, issued, and fully paid		
Ordinary shares of £1 each at 1 April	9	9
New shares	1	2
Cancellations	(1)	(2)
Ordinary shares of £1 each at 31 March	9	9

The shares have limited rights and carry no entitlement to a dividend. They are not repayable and do not carry rights to participate in a winding up. They carry an entitlement to vote at the Organisation's General Meetings.

20. Restricted reserves

	2023 £'000	2022 £'000
Amenity Fund for respite care	–	5
Reserve related to Hollow Lane	–	410
Assets tied to autism related service	–	352
White Cliffs sensory garden	–	5
Parent	–	772
Reserve related to O3W	–	3
Group	–	775

During the year, the trustees have re-assessed the restrictions on these reserves by reference to available historic information and are satisfied that they have fulfilled the restrictions or previously expensed appropriate expenditure through unrestricted funds that should have been allocated against restricted funds. Hence, the full balance has been released to unrestricted reserves.

21. Financial commitments

As at year end, March 2023, Dimensions (UK) had capital commitment of £3.5million for the development of a social housing property at Bricket Wood. The project, which is partly funded by recycled capital grant fund and proceed from other asset disposal, is ongoing and is scheduled for completion by FY 2023/24.

There were no other capital commitments as at 31 March 2023 (2022: £1.7million).

22. Operating lease commitments

At 31 March 2023, the Group had total commitments under operating leases as follows:

	Land & buildings		Other	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Amounts due in:				
Less than one year	1,541	2,076	468	467
Between two and five years	3,019	4,173	474	423
Over five years	1,417	3,806	–	–
	5,977	10,055	942	890

23. Social Housing Units / Bed Spaces

	2023 Number	2022 Number
Under management end of the year:		
Agency managed	107	156
Directly managed	599	574
	706	730

24. Pension liability

The Group participates in a number of defined contribution and defined benefit pension schemes. Further details of the main participating schemes are given below. The pension liability included on the balance sheet is analysed as follows:

	2023 £'000	Group 2022 £'000	2023 £'000	Parent 2022 £'000
Amounts due in:				
Social Housing Pension Scheme - defined benefit liability	4,103	3,995	4,103	3,995
Royal County of Berkshire Pension Fund	803	2,412	803	2,412
	4,906	6,407	4,906	6,407

The People's Pension – auto enrolment scheme

The People's Pension is the qualifying workplace pension scheme used by Dimensions for auto-enrolment. The employer's contribution is currently 3% of qualifying earnings. Employees contributed 5%. The total charge to the Group for the year was £5,570k (2022: £2,004k).

As at 31 March 2023, 9,194 employees (2022: 6,025) were enrolled in the scheme.

The People's Pension Higher Scheme

Group employees at the level of Locality Manager and above have access to a higher pension scheme. Members of this scheme are required to make a minimum contribution of 3%. The employer's contribution is 7%. The total charge to the Group for the year was £1,401k (2022: £740k).

As at 31 March 2023, 416 employees (2022: 342) were members of the People's Pension Higher scheme.

NHS Pension Scheme (NHSPS)

The NHSPS is an unfunded, defined benefit scheme and contributions to the scheme are determined by the Secretary of State on the advice of the Government Actuary. The most recent actuarial valuation for the scheme was for the period 2004-2012. The latest valuation, as at 31st March 2016, shows a deficit of £19.4billion.

The scheme is a multi-employer scheme and the disclosures relating to Dimensions (UK) Limited's share of the pension surplus or deficit, are not required by FRS102. It is not possible to identify the share of underlying assets and liabilities belonging to individual participating employers. Accordingly, due to the nature of the scheme, the income and expenditure account charge for the period in respect of this scheme is derived from the employer contribution payable. During the year ended 31 March 2023, the employer's

24. Pension liability (continued)

rate of contribution was paid at the rate recommended by the Actuary of 14.38%. The employees' contributions range between 5% and 12.5%. The total charge to the Group for the year was £994k (2022: £798k). As at 31 March 2023, 548 employees (2022: 307) were members of the NHSPS.

In accordance with FRS102, a valuation of the Scheme liability is carried out annually by the scheme actuary as at the balance sheet date by updating the results of the full actuarial valuation. The latest assessment of the liabilities of the scheme is contained in the Scheme Actuary report, which forms part of the annual NHS Pension Scheme (England and Wales) Resource Account, published annually. These accounts can be viewed on the NHS Business Services Authority website. Copies can also be obtained from The Stationery Office.

Social Housing Pension Scheme

Dimensions participates in the Social Housing Pension Scheme (SHPS). The Scheme operated a single benefit structure, final salary with a 1/60th accrual rate, to 31 March 2007. From April 2007 the employer operated a career average re-valued earnings (CARE) scheme with a 1/80th accrual rate. From 1 April 2014, Dimensions stopped participating in the CARE scheme and active members were offered membership of the SHPS Defined Contribution (DC) scheme at an employer contribution rate of 8.5% and a minimum employee contribution rate of 3%. The multi-employer defined benefit schemes are closed to new members. At 31 March 2023, 15 employees (2022: 23) were members of SHPS.

The TPT valuation for the current year is a defined liability of £4,103k (2022: £3,955k liability) which resulted in an actuarial gain of £918k.

Dimensions has provided for this by holding a provision calculated under the accounting rules set out in FRS102.

The deficit funding agreement remains in place. The additional costs that Dimensions has to fund for the past deficits identified are £908k (2022: £773k).

The total charge to Dimensions for the year in respect of current service was £Nil (2022: £Nil).

Royal County of Berkshire Pension Fund

Dimensions participates in a defined benefit statutory scheme, the Royal County of Berkshire Pension Fund, part of the Local Government Pension Scheme. The scheme provides benefits to employees based upon final pensionable earnings.

The most recent formal actuarial valuation of the scheme at 31 March 2023 showed that the actuarial value of the scheme's assets does not cover the accrued liabilities based on estimated fund pensionable salaries at retirement to the extent of £803k (2022: £2,412k) with an actuarial gain of £1,608k. Dimensions has provided for this by holding a provision calculated under the accounting rules set out in Financial Reporting Standard 102 (FRS102).

During the year ended 31 March 2023, the employer's rate of contribution was paid at the rate recommended by the Actuary of 14.0%. The employees' contributions ranged between 2.25% and 12.5%. The contribution paid by Dimensions during the year was £102k (2022: £108k). At 31 March 2023, 4 employees (2022: 6) were members of the Royal County of Berkshire Pension Fund.

The FRS102 disclosures are laid out in the statutory accounts.

24. Pension liability (continued)

Somerset County Council Pension Fund

Dimensions Group participates in a defined benefit statutory scheme, the Somerset County Council Pension Fund, part of the Local Government Pension Scheme. The scheme provides benefits to employees based upon final pensionable earnings. Somerset County Council are responsible for the scheme deficit and so the organisation is exempt from including the FRS102 disclosures in these statutory accounts.

During the year ended 31 March 2023, the employer's rate of contribution was paid at the rate recommended by the Actuary of 18.1 %. The employees' contributions ranged between 2.25 % and 12.5 %. The total charge to the Group for the year was £992k (2022: £857k). As at 31 March 2023, 239 employees (2022: 330) were members of the Somerset County Council Pension Fund.

Barnsley Pension Fund

Dimensions participates in a defined benefit statutory scheme, the Barnsley Pension Fund, which is part of the Local Government Pension Scheme. The scheme provides benefits to employees based upon final pensionable earnings. Barnsley are responsible for the scheme deficit and so the organisation is exempt from including the FRS 102 disclosures in the statutory accounts.

During the year ended 31 March 2023, the employer's rate of contribution was paid at the rate recommended by the Actuary of 19.5 %. The employees' contributions ranged between 2.25 % and 12.5 %. The total charge to the Group for the year was £112k (2022: £91k). At 31 March 2023, 19 employees (2022: 21) were members of the Barnsley Pension Fund.

The disclosures required by FRS102 are as follows:

Royal County of Berkshire Pension Fund

The major assumptions used by the actuary were (in nominal terms):

	2023 % pa	2022 % pa	2021 % pa
Increases in salaries	3.90	4.20	3.80
Increases in pensions and deferred pensions	2.90	3.20	2.80
Discount rate	4.80	2.60	2.00
Retail price inflation	3.20	3.20	3.20
Consumer price inflation	3.20	3.20	2.80

The assets in the scheme were:	Actual asset allocation 2023	Actual asset allocation 2022
Public equities	50%	48%
Private equities	12%	15%
Infrastructure	14%	13%
Real estate	13%	12%
Credit	15%	15%
Cash	2%	2%
Longevity insurance	- 6%	- 5%
	100%	100%

The discount rate is used as a single net interest cost to be the expected return on assets

24. Pension liability (continued)

The amounts recognised in the financial statements under FRS102 are as follows:

	2023 £'000	2022 £'000	2021 £'000
Present value of the defined benefit obligation	3,291	4,873	4,966
Fair value of fund assets (bid value)	(2,488)	(2,461)	(2,114)
Net liability in balance sheet	803	2,412	2,852

Analysis of the amount charged to operating surplus

	2023 £'000	2022 £'000
Current service cost	(38)	(65)
Total operating charge	(38)	(65)

Analysis of the amount charged to the statement of comprehensive income

	2023 £'000	2022 £'000
Net interest on the defined benefit liability	(61)	(56)
Administration expenses	(2)	(2)
Total operating charge	(63)	(58)

Analysis of amount recognised in other comprehensive income

	2023 £'000	2022 £'000	2021 £'000
(Loss)/return on fund assets in excess of interest	(64)	251	191
Experience (loss)/gain on defined benefit obligation	(249)	(13)	57
Other actuarial losses on assets	—	—	—
Change in financial assumptions	1,806	217	(1,011)
Change in demographic assumptions	115	—	41
Remeasurement of the defined liability	1,608	455	(722)

24. Pension liability (continued)

Reconciliation of opening and closing balances of the present value of the defined benefit obligation

	2023 £'000	2022 £'000
Opening defined benefit obligation	4,873	4,966
Service cost	38	65
Interest cost	126	99
Contributions by scheme participants	7	13
Change in demographic assumptions	(115)	-
Net change in assumptions and experience	(1,806)	(217)
Experience gain on defined benefit obligation	232	13
Estimated benefits paid net of transfers in	(64)	(66)
Closing defined benefit obligation	3,291	4,873

Reconciliation of opening and closing balances of the fair value of fund assets

	2023 £'000	2022 £'000
Opening fair value of scheme assets	2,461	2,114
Interest on assets	65	43
Return on assets less interest	(64)	251
Employer contributions	102	108
Contributions by scheme participants	7	13
Actuarial gains/(losses)	(17)	-
Administration expenses	(2)	(2)
Estimated benefits paid (net of transfers in)	(64)	(66)
Fair value of scheme assets at end of year	2,488	2,461

24. Pension liability (continued)

Reconciliation of opening and closing surplus

	2023 £'000	2022 £'000
At beginning of the year	(2,412)	(2,852)
Service cost	(38)	(65)
Interest cost	(61)	(56)
Employer contributions	102	108
Actuarial gain / (loss)	1,608	455
Administration expense	(2)	(2)
Deficit in scheme at end of year	(803)	(2,412)

Amounts for the current and previous periods

	2023 £'000	2022 £'000	2021 £'000	2020 £'000	2019 £'000
Defined benefit obligation	(3,291)	(4,873)	(4,966)	(3,973)	(4,429)
Scheme assets	2,488	2,461	2,114	1,835	1,974
Deficit	(803)	(2,412)	(2,852)	(2,138)	(2,455)

SHPS

The major assumptions used by the actuary were (in nominal terms):

	2023 % pa	2022 % pa
Increases in salaries	3.77	4.17
Discount rate	4.86	2.79
Retail price inflation	3.19	3.54
Consumer price inflation	2.77	3.17

The mortality assumptions adopted at 31 March 2023 imply the following life expectancies:

	Life expectancy at age 65 years
Male retiring in 2023	21
Female retiring in 2023	23.4
Male retiring in 2043	22.2
Female retiring in 2043	24.9

24. Pension liability (continued)

The assets in the scheme were:

	Actual asset allocation	
	2023 £'000	2022 £'000
Absolute Return	199	1,132
Alternative Risk Premia	34	931
Corporate Bond Fund	-	1,883
Credit Relative Value	694	938
Distressed Opportunities	556	1,010
Emerging Markets Debt	99	821
Fund of Hedge Funds	-	-
Global Equity	343	5,416
Infrastructure	2,100	2,011
Insurance-Linked Securities	464	658
Liability Driven Investment	8,467	7,876
Long Lease Property	555	726
Net Current Assets	47	78
Private Debt	818	724
Opportunistic liquid credit	786	948
High Yield	64	243
Opportunistic Credit	1	100
Liquid credit	-	-
Currency hedging	35	-110
Cash	133	96
Property	791	762
Risk Sharing	1,353	929
Secured Income	844	1,052
	18,383	28,224

Balance sheet disclosure

	2023 £'000	2022 £'000
Present value of defined benefit obligation	22,486	32,219
Fair value of plan assets	18,383	28,224
Net liability in balance sheet	4,103	3,995

24. Pension liability (continued)

Income Statement Disclosure

	2023 £'000	2022 £'000
Expenses	25	26
Net interest expense	98	138
Defined benefit costs recognised in SoCI	123	164

Analysis of amount recognised in other comprehensive income

	2023 £'000	2022 £'000
(Loss)/return on plan assets in excess of interest – gain/(loss)	(10,454)	1,100
Experience gain on defined benefit obligation – gain/(loss)	(374)	(2,077)
Change in financial assumptions – (loss)/gain	9,861	2,543
Change in demographic assumptions – (loss)	49	489
Remeasurement of the defined liability – (loss)/gain	918	2,055

Reconciliation of opening and closing balances of the present value of the defined benefit obligation

	2023 £'000	2022 £'000
Opening defined benefit obligation	32,219	32,889
Expenses	25	26
Interest expense	883	715
Net actuarial loss/(gain) due to changes in assumptions and scheme experience	(9,536)	(955)
Benefits paid and expenses	(1,105)	(456)
Closing defined benefit obligation	22,486	32,219

24. Pension liability (continued)

	2023 £'000	2022 £'000
Opening fair value of plan assets	28,224	26,204
Interest income	785	577
Employer contributions	933	799
Experience on plan assets – gain/(loss)	(10,454)	1,100
Benefits paid and expenses	(1,105)	(456)
Fair value of scheme assets at end of year	18,383	28,224

The actual return on the plan assets (including any changes in share of assets) over the period ended 31 March 2023 was £9,669,000.

Reconciliation of opening and closing surplus

	2023 £'000	2022 £'000
Deficit in plan at beginning of the year	3,995	6,685
Current service cost	–	–
Net interest expense	98	138
Actuarial (gain)/loss	918	(2,055)
Employer contributions	(908)	(773)
Deficit in plan at end of year	4,103	3,995

25. Reconciliation of operating surplus to net cash inflow from operating activities

	2023 £'000	Group 2022 £'000
Group operating deficit/(surplus) after exceptional items	(2,488)	4,726
Depreciation of tangible fixed assets	970	952
Impairment release	(65)	(28)
Difference between pension charge and cash contributions	(356)	(814)
(Increase) /decrease in debtors	(4,325)	5,752
Increase in creditors	(3,244)	(2,691)
Increase in provisions	(115)	(71)
Amortisation of government grant in the year	(379)	(405)
Net cash inflow from operating activities	(10,002)	7,421

26. Analysis of changes in net debt

Group	At 31 March 2022 £'000	Cash flow £'000	At 31 March 2023 £'000
Cash at bank and in hand	35,514	(12,717)	22,797
Total	35,514	(12,717)	22,797

27. Reconciliation of net cash flow to movement in net funds

	Group	
	2023 £'000	2022 £'000
(Decrease)/increase in cash in the year	(12,717)	5,492
Change in net funds	(12,717)	5,492
Net funds at 1 April	35,514	30,022
Net funds at 31 March	22,797	35,514

28. Incorporation

Dimensions (UK) Limited is registered with Homes England as a Registered Provider of Social Housing, is incorporated under the Co-operative & Community Benefit Societies and Credit Unions Acts 1965 to 2014 and is registered in England.

29. Related parties

There were no trustees who had related party transactions with the Group in the year ending 31 March 2023.

30. Off-balance sheet arrangements

Dimensions (UK) Limited, as parent, has guaranteed the performance of its subsidiary, Dimensions Somerset SEV Limited, to Somerset County Council, up to £6m.

The Dimensions Group became party to a £3.72m pension bond facility with HSBC plc on 1 April 2019, whereby the liability to HSBC is guaranteed by the Organisation.

31. Contingent liabilities

Dimensions has participated in the Social Housing Pensions Scheme (SHPS), which is a defined benefit scheme. We have been notified by the Trustee of the Scheme that has performed a review of the changes made to the Scheme's benefits over the years and the result is that there is uncertainty surrounding some of these changes. The Trustee has been advised to seek clarification from the Court on these items. The process is ongoing, and the matter is unlikely to be resolved before the end of 2024 at the earliest, but until Court directions are received, it is not possible to calculate the impact of this issue, particularly on an individual employer basis, with any accuracy at this time. No adjustment has been made in these financial statements in respect of this potential issue.

There were no other contingent liabilities as at year end 31 March 2023 which should have been provided for.

32. Provisions for liabilities

	Group		Parent	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Aggregate provisions for liabilities	691	806	655	767
	691	806	655	767

Group	Dilapidations £'000	Income adjustments £'000	Total £'000
At 1 April 2022	217	589	806
Release of provision	–	(127)	(127)
Additions	12	–	12
At 31 March 2023	229	462	691

The costs for dilapidations of offices are provided for. The prior year provision has been reassessed and some provision released. Provisions have been released for offices exited in the year. The various existing leases have various lease end dates, ending between the next financial year and 2026/2027. The individual reimbursements are expected to be made at the end of the relevant lease, upon exit from the property.

Income has been provided against where applicable. Some previous provisions relating to support services have been reversed during the year as it is now felt unlikely that a transfer in funds will materialise. New provisions have been added relating to disputed support hours. These outflows are expected to be incurred in the next financial year.

Parent	Dilapidations £'000	Income adjustments £'000	Total £'000
At 1 April 2022	181	586	767
Release of provision	–	(124)	(124)
Additions	12	–	12
At 31 March 2023	193	462	655

Better Lives for More People

Dimensions provides evidence-based, outcomes-focused support including sector leading positive behaviour support for people with learning disabilities, autism and complex needs. We help the people we support to be actively involved in their communities.

Contact us to find out more:



Website: www.dimensions-uk.org

Phone: 0300 303 9001

Email: enquiries@dimensions-uk.org

Find us on social media @DimensionsUK

Dimensions

2nd Floor, Building 1430, Arlington Business Park, Theale, Reading, RG7 4SA

Dimensions (UK) is a charitable registered society number 31129R.

Building 1430, Arlington Business Park, Theale, Reading RG7 4SA. March 2023.