



Dimensions (UK) Limited
Report and Financial Statements
for the year ended
31 March 2019

Proving life can get better

Co-operative & Community Benefit Society Number: 31192R

Dimensions (UK) Limited

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Dimensions (UK) Limited

Statutory Information

The Board	<p>Helen Baker (Chair, resigned 19 September 2018)</p> <p>Nick Baldwin CBE (Chair, appointed 19 September 2018)</p> <p>Anne Barnard (Vice Chair)</p> <p>Calum Mercer</p> <p>Christine Cryne</p> <p>Delyth Lloyd-Evans</p> <p>Gordon Lyle</p> <p>Kevin Lewis</p> <p>Nick Turner</p> <p>Sherry Malik</p> <p>Steve Scown (Group Chief Executive Officer and a co-opted member)</p> <p>Paul Davies (a co-opted member, resigned 19 September 2018)</p> <p>Shain Wells (a co-opted member, appointed 21 November 2018)</p>	
Executive Directors	<p>Mark Horlock</p> <p>Stella Cheetham</p> <p>Jackie Fletcher</p> <p>Bob Tindall</p> <p>Chris Woodhead</p> <p>Simon Blyghton</p> <p>Luke Joy-Smith</p>	<p>Group Director of Finance</p> <p>Group Director of People and Organisational Development</p> <p>Group Director of Quality, Public Affairs and Policy</p> <p>Managing Director</p> <p>Group Director of Housing and Business Development</p> <p>Director and Waymarks</p> <p>Managing Director</p> <p>Director and Discovery Managing Director</p>
Principal and Registered Office	<p>1430 Arlington Business Park</p> <p>Theale</p> <p>Reading</p> <p>RG7 4SA</p>	
Bankers	<p>National Westminster Bank Plc</p> <p>13, Market Place</p> <p>Reading RG1 3BB</p>	<p>HSBC</p> <p>Apex Plaza, Forbury Road</p> <p>Reading, RG1 1AX</p>
Solicitors	<p>Trowers & Hamlins</p> <p>3 Bunhill Row</p> <p>London, EC1Y EYZ</p>	
Auditor	<p>KPMG LLP</p> <p>Arlington Business Park,</p> <p>Reading, RG7 4SD</p>	
Internal Auditors	<p>BDO LLP</p> <p>55 Baker Street,</p> <p>London, W1U 7EU</p>	
Co-operative & Community Benefit Society Number	31192R	
Regulator of Social Housing Number	4648	

Dimensions (UK) Limited

Chair's and Chief Executive Officer's Statement

The *Dimensions 2020* strategy is built upon our ambition to become the exemplar provider in our field of research-based and outcomes-focused support. Our mission is to provide high quality, personalised support for people with learning disabilities and autism, helping them to be actively engaged with and contribute to their communities.

Whilst 2018/19 has been another very challenging year for organisations across our sector, we have made good progress against all five pillars of our strategy. Continued strengthening of the measurement and understanding of our performance has helped us manage risk more effectively and respond positively to emerging challenges. We have seen success in spite of our environment.

Financial strength and resilience are core to any organisation's sustainability and there are some key achievements to note in this context. Constructive negotiations with commissioners have, as is becoming the norm, been a key factor in maintaining our operating surplus of £3,685k. This is satisfactory, albeit slightly below our target of 2%. Critically, in terms of our resilience, we have successfully maintained our cash liquidity, which includes a revolving credit facility, above our target of 2 months of payroll costs.

Our track record of supporting more people year on year (a net increase in turnover of £15m) has been achieved through a mix of new business, reduction of unplanned attrition and negotiation of uplifts in our existent contract prices. This growth, together with the implementation of further savings during the year, enabled our Group overhead to be contained at 4.9% of direct costs, enhancing both our competitiveness in the sector and value for money for our purchasers.

The second year of our Housing Strategy has seen some good progress as we completed the repatriation of our owned supported living units back into our management to support quality and accountability. There has also been success in securing homes for people: our brokerage team has helped 37 people move into their own homes this year, including people who were housed in their own individual homes after long term hospital stays. Additionally, we have also been successful in acquiring 7 new homes for people we support (4 in Leeds, 2 in Saltdean and 1 in Telford) which has been achieved by investment from Dimensions and supported by Grant from a mixture of Homes England and the NHS. A big milestone has been achieved in becoming a Homes England 'Investment Partner' as we can now participate in the Shared Ownership and Affordable Housing Programme 2016-21. This progress reinforces our commitment to increasing our range of assets and maximising how we use them for the benefit of the people we support.

We have strengthened our focus on the quality and safety of all the services we deliver. At the heart of our core activity is our support model - '*Activate*' – and this is now adopted across all of our Dimensions UK services. *Activate* has enabled us to evidence our support in people achieving 12,000 outcomes this year and the volume and understanding of the impact will increase as the method is embedded.

Following our first Safeguarding Summit in 2017/18, we have seen continued progress in *Making Safeguarding Personal*, particularly in addressing incompatible living arrangements and medication errors across the organisation. This work will continue throughout 2019/20, as will a new focus on preventing and tackling loneliness which has emerged as a factor at a number of safeguarding events.

Dimensions ended 2018/19 with CQC / CIW scores of good or outstanding running at 95% at all of its services and we readily draw a link between *quality* and *engagement*. We believe that listening to people we support and their families is an inherent part of being an exemplar provider. The impact of our *experts by experience*, comprising people from both of these groups, continues to flourish and is critical in reviewing, challenging and inspiring what we do and achieve as an organisation. It was gratifying to see recognition of our work to incorporate *their* contribution through our award as the 'Employer of People with a Learning Disability' at the National LD Awards.

Giving people we support and their families a louder voice is a commitment we made in *Dimensions 2020*, so our small Public Affairs team has continued to focus on two of our longstanding campaigns that seek to raise awareness of – and tackle – hate crime and health inequality.

Dimensions (UK) Limited

Chair's and Chief Executive Officer's Statement (continued)

Our #ImWithSam campaign is now in its 4th year and, in 2018/19, has provided training for police forces as well as keynote sessions at the National Police Chiefs Council annual hate crime conference. Dimensions' Campaigns Advisor, Mark Brookes, has established a national and international reputation as an expert in this field and has been recognised with a doctorate from the University of Kent; a great personal achievement and validation of the campaign's impact.

Working with 48 GP surgeries across the country, our #MyGPandMe training sessions were co-led by people with a learning disability and/or autism. One of the aims of this campaign was to make learning disability and autism a requirement of GP medical training, so we welcome the government's consultation on making training on learning disability and autism mandatory.

Whilst these two campaigns have added value to the wider sector, internally we have continued to strive to improve the health and wellbeing of the people we support. Our focus upon serious health issues such as over-medication, dysphagia and constipation has made significant progress.

Recruitment and retention of the staff we need to deliver great support is always a challenge and we continue to work in a very difficult recruitment market. Reducing the use of agency staff is a continuing objective but there has been progress in some important areas. In recruitment, a fundamental review of our processes has helped achieve a sustained reduction in time-to-hire figures to a very impressive average of just 17 days. In terms of retention, we are proud that our voluntary staff turnover rate of 13% compares very well to the 30.7% rate across the adult social care workforce.

Equality is core to our ethos, so we place great importance upon our annual review's confirmation that there is almost no gender pay gap in Dimensions. Further, as a leading national provider of support for people with disabilities, we have a very strong commitment to employing people with a disability and we were pleased to see our efforts in this regard recognised through the *Louder than Words* Accreditation by Action on Hearing Loss.

Acknowledging the challenges we face in recruitment and retention alongside the transient nature of some of our workforce in a contracting environment, strong colleague engagement is critical to our success. We believe it is fundamentally important to demonstrate how much we value the contribution of everyone who works for us and we have continued to invest in both enhancement of the working environment and provision of opportunities for colleagues to broaden their experience and develop their skills. We are seeing some recognition of our work: in 2018/19 we gained accreditation as a *Great Place to Work* in the 'super large' category of *Great Places to Work* Assessment - an unusual achievement for a first time entrant to the scheme. Helping colleagues be the best they can be is critical if we are to achieve our strategic intent of being an exemplar provider and so we were pleased our award winning *Aspire* programme was recognised this year by the CIPD as validation of our efforts.

At a leadership level, Dimensions has focused strongly on development across the Group and our investment through our on-going partnership with Roffey Park is now entering its third year.

We have been privileged to work with a very wide range of partners this year, from other providers and commissioners to specialist advisers and researchers. Our thanks go to everyone who has worked with us over the past twelve months but especially our colleagues. The skills and commitment of colleagues across the Dimensions Group are absolutely critical to everything we have been able to achieve. There is much to celebrate but the challenges are unrelenting. Our commitment to continuous improvement is unabated: we remain determined to challenge, to learn from mistakes as well as from what we do well, and to seek out new ideas and new ways of working.

We look forward with confidence to the opportunities we will build on in the year to come.



Nick Baldwin CBE
Chair



Steve Scown
Chief Executive Officer

Dimensions (UK) Limited Operating and Financial Review

Overview of the Business

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

Dimensions provides a wide range of services for adults with learning disabilities and people who experience autism, including those with complex needs or challenging behaviour. Dimensions is a not-for-profit organisation, supporting around 4,000 people and their families throughout England and Wales. The organisation enables people to be part of their community and to make their own choices and decisions about their own lives. Dimensions also provides supported employment services to help some of the people it supports to get a job.

As a Registered Provider of social housing, Dimensions provides low-cost rented accommodation for 1,226 people as set out below:

	Owned and directly managed by Dimensions	Owned by Dimensions but managed by other organisations	Managed by Dimensions for other organisations
Supported housing	540	36	249
Care homes	45	200	156
Total	585	236	405

In addition, Dimensions enables a further 145 people to access the private rented sector.

Vision, Mission and Values

Dimensions' vision is an inclusive society where people have equal chances to live the life they choose. Its mission is to provide high quality personalised support for people with learning disabilities and autism, helping them to be actively engaged with, and contribute to, their communities.

Dimensions' values are:

Ambition	seeking to help people 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 (UK) Limited

Operating and Financial Review

Dimensions' strategic pillars are:

Personalisation	supporting choice and control, meeting needs and encouraging ambition, protecting and improving the quality and safety of services and developing research-based support focused on outcomes
Development	growing research-based outcomes-focused support, increasing services for people with complex needs, helping people to have a good home, developing the expertise of central services and evaluating new support models and new markets
Engagement	building partnerships and working collaboratively, developing a louder voice and promoting best practice, increasing the influence of the people supported and their families and adding value to the sector
People	valuing and supporting the people who work with us, striving to be inclusive and to respect difference, building a workforce which is capable, highly motivated, engaged and the best they can be and developing a flexible, responsive and accountable structure
Organisation	being an effective learning organisation, making the best possible use of resources and devolving decision making to be as close as possible to the people supported

Dimensions' vision, mission and strategic pillars continue to reflect its commitment to provide excellent personalised support for people and to provide a framework for its continuing diversification and development.

The aim of Dimensions is to be the research-based exemplar provider delivering outcomes-focused care and support. During the year Dimensions has continued to secure new contracts and has drawn upon its significant personalisation experience to help these new services begin to adopt innovative person-centred practices. Staff, locally, work closely with personal budget holders and their families to design and implement the right packages of support for them, provided in their preferred accommodation.

The Organisation continues to develop its capacity and expertise to provide a range of services for people with particular needs such as autism, complex and challenging behaviour, young people in transition and people who wish to live independently.

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

Financial Results for the Year

The Group achieved an operating surplus of £3,685,000 (2018: £3,085,000). The total surplus recognised in the Income and Expenditure Account was £3,249,000 (2018: £3,156,000). Within this surplus, Dimensions (UK) Limited, the Group Parent, made a surplus of £1,301,000 (2018: £1,517,000).

Dimensions (UK) Limited Operating and Financial Review

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

	2019	2018	2017	2016	2015
	£'000	£'000	£'000	£'000	£'000
Turnover	196,728	181,698	133,900	122,724	111,289
Operating surplus (before exceptional items)	3,685	3,085	2,414	1,705	2,357
Exceptional item: (Charge) arising on pension liability	-	-	-	(1,242)	-
Exceptional item: (Charge) arising on sleep-in back-pay	-	-	(2,127)	-	-
Operating surplus (after exceptional items)	3,685	3,085	287	463	2,357

Dimensions' investment in its business development capacity continues to provide a good return and the organisation was able to secure new income.

Balance sheet highlights:

	2019	2018	2017	2016	2015
	£'000	£'000	£'000	£'000	£'000
Cash and investments	23,039	20,660	16,276	14,613	18,178
Capital and reserves	21,625	20,642	17,346	17,520	16,854

Changes to the systems and processes by The Pensions Trust (TPT), which administers the Social Housing Pensions Scheme (SHPS), have meant that this year, for the first time and in accordance with FRS 102, Dimensions has been able to account for SHPS under defined benefit (DB) accounting rather than defined contribution (DC) accounting. This has resulted in an increase to the pension liability of £2.4m on the balance sheet.

With an emphasis on financial viability and risk management, rigorous stress testing is used to strengthen control over the key risks to the business. The impact of the principal risks and possible mitigating activities are considered below:

Principal Risks

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

Reduced public spending – 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. It is also unclear how Brexit will affect the financial environment in the coming years. 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.

Dimensions (UK) Limited

Operating and Financial Review

Regulation – the expectations of Dimensions’ customers regarding service quality are increasing and so its regulatory frameworks are continuing to evolve. In particular, the organisation’s main regulators, Homes England/The Regulator of Social Housing and the Care Quality Commission (CQC), have higher expectations of leadership and governance.

Pensions – Dimensions has participated in several defined benefit pension schemes. As for many other organisations, the liabilities of these schemes are currently greater than the market value of the assets due to reduced investment returns and increasing life expectancy rates. There is a risk that contributions may need to be increased in the future; or, where Dimensions has agreed to make annual contributions towards the deficit, as in the case of the Social Housing Pensions Scheme (SHPS), these contributions may need to be further increased. It should also be noted that if Dimensions were to cease to participate in the SHPS scheme, then the Trustees of SHPS could levy an employer debt to cover the excess liabilities, calculated on a buy-out basis. Typically, the debt calculated on a buy-out basis is much greater than the cost of funding the deficit through continuing contributions. There is no intention to withdraw from SHPS.

Legislation and case law – naturally, this will evolve over time. In certain cases there is a risk that it may do so in ways that could have a significant impact on Dimensions’ costs. These changes are monitored by the organisation and actions are implemented to mitigate against adverse effects where appropriate. The increasing national living wage (which will rise incrementally until 2020), including the way that time spent during sleep-in services is funded, has the potential to significantly impact on Dimensions. We have an annual self-assessment programme against all relevant legislation. This enables us to make an annual declaration of compliance. This, alongside our internal quality review programme, mitigates the regulation risk.

Future Development

Looking forward, the Group will continue to embed person-centred thinking approaches into the organisation through initiatives such as improving how it recruits and performance manages its staff and places the people it supports at the centre of these key activities. Fundamentally, it will continue to strive for continuous improvement and to contribute beyond its boundaries so as to help realise its aim that people with learning disabilities and autism receive the best possible support.

Dimensions will continue to develop and improve its business systems. These initiatives will help it achieve further financial efficiencies as well as providing its managers with real-time information, which they can use to enhance how they manage their services and resources.

Value for Money Statement

Value for money (VFM) is central to how Dimensions ensures current and future delivery of its objectives and describes the relationship between its costs and the quality of its care services and housing. The organisation's VFM aims (including financial, social and environmental aims) are to make sure that every penny counts and leads to tangible and ambitious benefits for the people it supports through finding the most effective balance between cost and quality in all areas of its work. The Board has systems in place to ensure that it achieves this. This VFM report clearly identifies how value for money was achieved in relation to each of the strategic pillars in 2018/19: Personalisation; Development; Engagement; People; and Organisation. The specific VFM performance of the Housing function is separately considered within this report.

This statement includes a critical assessment of the performance of assets and resources, taking into account the interests of and commitments to stakeholders, through external and internal benchmarking and monitoring performance over time. VFM is also assessed in the context of the risk management framework, which flows from the corporate strategy. VFM is monitored and scrutinised throughout the organisation and is reported on through our Governance structure, providing assurance on progress to the Board and Committees.

The Dimensions' VFM Statement can also be found on its website at www.dimensions-uk.org. It has been written for the people it supports and its tenants, their families and circles of support, its staff and its other stakeholders. The VFM Statement will be shared with our stakeholders through a range of methods, including an accessible / easy-read version and presentations to Dimensions' Council (the representative body made up of the people supported and tenants).

How Value for Money is managed and monitored

Social care contracts represent 98% of the Group's income and are awarded on the basis of competitive tendering, testing both quality and price. This process represents a significant and objective mechanism to ensure and evidence VFM in respect of Dimensions' social care contracts.

The Dimensions' five-year plan documents the organisation's response to the various economic pressures it faces and incorporates targets for improvements in VFM in specified areas. This, together with the risk management and stress-testing processes, ensures that the organisation remains financially viable and is therefore able to provide the people supported with high-quality and safe support, as well as to invest in research to continually improve the offering and invest in staff to develop them to their full potential.

The Board is satisfied with the progress made in 2018/19 in many areas of the VFM programme, in particular in relation to the Health & Wellbeing strategy in the areas of STOMP (Stopping the Over-Medication of People with Learning Disabilities), the development of dysphagia and constipation operational toolkits and in raising awareness of how people with learning disabilities can be better served in the healthcare system through our #MyGPandMe campaign. However, there are areas requiring further improvement including in respect of the Discovery CQC ratings and reported safeguarding incidents in that subsidiary. In addition, the Board expects a reduction across the Group in the number of medical administration incidents.

In summary, the Board's assessment of the VFM performance in relation to each of the key strategic pillars (using the key Balanced Scorecard performance indicators), including the outcomes in respect of the VFM priorities set out in the 2018 statement, is set out below.

Personalisation - To deliver 'just enough support' that reflects the aspirations of every person supported

The key performance indicators related to the quality and safety of our services are the CQC/CSSIW rating (percentage of services with a "Good" rating) and the quality assessments made in our own internal compliance reviews. Experts by experience are fully involved in the internal compliance reviews.

Dimensions (UK) Limited

Governance Report

Together, the CQC/CSSIW and internal compliance reviews cover all our regulatory requirements for operational services.

The Group ended the year with a CQC/CSSIW rating of 95% (March 2018: 100%). The decline is mostly due to "Requires Improvement" ratings received in Discovery. Discovery took over one of the largest Local Authority in-house learning disability services in April 2017 and CQC commenced its first round of inspections from April 2018. This resulted in 11 registered locations rated "Good" (with one location having an "outstanding" domain) and 3 locations rated "Requires Improvement". Although we were disappointed to have the "Requiring Improvements" ratings, this was consistent with our own internal quality reviews, which highlighted many long standing performance and culture issues. We recognise that changing a culture is the hardest thing to do but positive change is happening and we strongly believe that the future is brighter than the past for people with learning disabilities in Somerset. In each case, Service Improvement Plans have been implemented to address the issues found. Dimensions continues to have three services rated as "Outstanding".

The March 2019 internal compliance rating was 77% (March 2018: 48%, target: 80%). The expectation remains that internal compliance scores will gradually increase over the coming year and the target remains at 80%. Each internal compliance review also concludes with a Service Improvement Plan developed with the manager and their team.

A key VFM objective for 2018/19 was to complete the Activate implementation, fully embedding the model of support throughout the organisation and increasing the number of outcomes generated. We have completed the roll out of our Activate model of support with the exception of those we support with only a very small number of support hours and those supported by Discovery. Currently, approximately 13,000 outcomes have been identified in Activate, which are now being tracked towards completion.

Another key VFM objective was to continue to improve the health & wellbeing of the people we support, in 2018/19 focussing on raising the percentage of eligible people attending breast screening and cervical smears. In the latest 2018 Health Survey, the percentage of women aged between 50 and 70 that have had breast screening in the past three years remained static at 47%. The number of women aged between 25 and 65 that have had a smear test in the past three years increased to 22% (2018: 19%). The relatively small improvements in these areas reflect a realignment of focus during the year to other health priorities such as pneumonia.

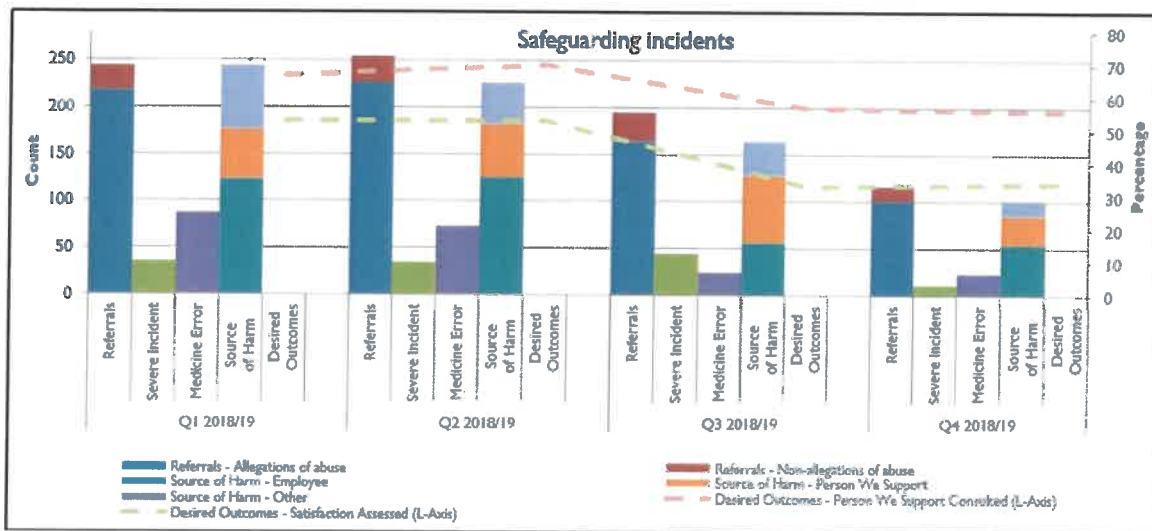
Within the work we have done on improving people's health, particular attention has been given to the wellbeing of people with profound and multiple learning disabilities to maximise their potential to take part in everyday activities. This work is intrinsically linked with the significant steps taken in 2018/19 to develop Active Support, a key component of Activate. Active Support focuses on the specific skills that staff need on both an individual and team level to ensure that people we support increase their engagement in everyday life, irrespective of the extent of their disability.

Dimensions continues to progress its Health & Wellbeing strategy in the areas of STOMP (Stopping the Over-Medication of People with Learning Disabilities) and the development of dysphagia and constipation operational toolkits, including mandatory screening and referral tools. As well as the introduction of the toolkits, significant awareness raising has taken place throughout the Group and this will continue as we move forwards. This included our campaign #MyGPandMe launched in Summer 2018.

Considerable work has taken place over the year around revising the way in which we respond to the deaths of people that we support. The most significant change has been the introduction of three possible levels of 'review' following every death. The purpose of these reviews is to gather and share examples of best practice as well as to support teams with any concerns they may have about the care that the person received from external agencies during the time leading up to their death. Feedback from these reviews is assessed by a Deaths Review Panel, which meets on a quarterly basis.

Dimensions (UK) Limited Governance Report

The overall number of safeguarding incidents increased over the year with the inclusion of the new Somerset services in Discovery and other underlying growth particularly in Quarter 4. The number of concerns raised is, however, increasing at a slower rate than the increase in the number of people we support. We have been successful in reducing the number of people we support reported as the source of harm and the generally increasing trend of involving the person we are concerned about indicates that safeguarding is becoming more personal. Safeguarding incidents where the employee is the source of harm relate largely to minor medication errors.



The rate of medical administration incidents, particularly in respect of "missed or refused medication", was reduced to lower than the long-term run-rate for the second half of the year. Although we are pleased with the initial reduction, we could still be better in this area and it remains a key focus. A Medication Errors Plan will be implemented in 2019/20. This includes initiatives to fix straightforward deficits on the spot and enable managers to plan sustainable improvements. We will support Locality Managers to review all aspects of medication administration on site and will conclude our pilot on new training in medication administration and the assessment of staff competence in administering medication.

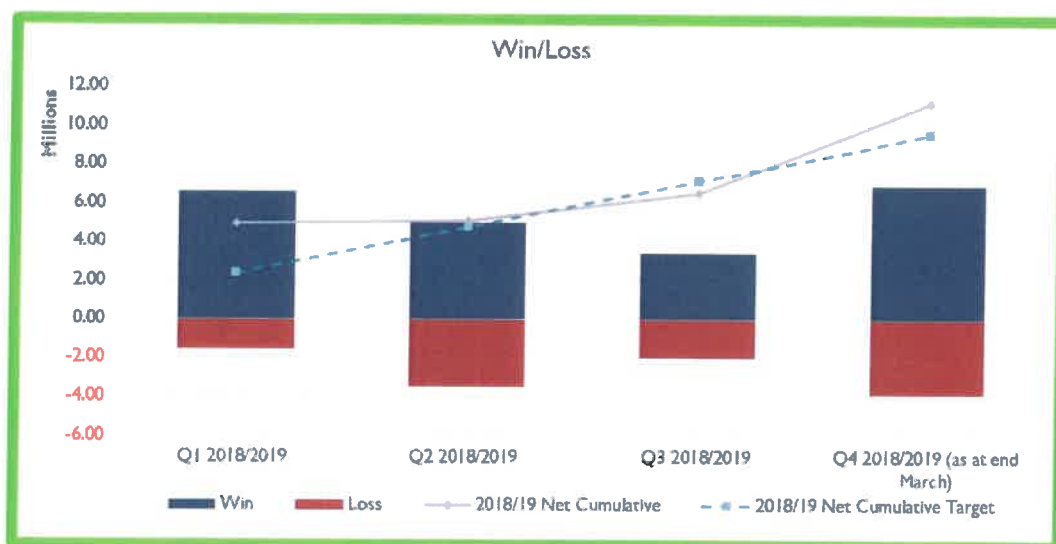
Dimensions held a Safeguarding Summit in July 2017 attended by around 50 people, including Andrea Sutcliffe CBE (the Chief Inspector of Adult Social Care at the Care Quality Commission). Outcomes from the day have focussed the attention on priority areas for 2018/19, including driving up further Making Safeguarding Personal and compatibility issues.

Development - To increase Dimensions' ability to support more people better

The objective to better support more people requires Dimensions to both continuously improve the quality of support it delivers and to make that support available to more people. In securing value for money, therefore, Dimensions seeks to optimise the use of its assets and grow the organisation.

Overall (annualised) net growth in the organisation in 2018/19 was £11.2m (2017/18: £8.8m); 17% (£1.5m) ahead of target. This was achieved despite unplanned attrition in complex single person services being higher than expected. This unplanned attrition was a particular feature in Waymarks. Like many providers in Waymarks' sector, the challenges of implementing the transforming care programme are significant and progress continues to be slower than desired across the country for both commissioners and providers and targets are not being met nationally. Challenges include finding suitable housing and system blockages (such as funding disputes between Clinical Commissioning Groups and Local Authorities), which mean that this is resource-intensive work requiring courage and persistence. However the subsidiary's cost base was restructured during the year which enabled the required surplus to be achieved. Growth is dependent upon retention and here there was moderate success – we retained 65% of our income in four significant retenders against a target of 75%.

Dimensions (UK) Limited Governance Report



In the context of optimising resources, during 2018/19, we carried out a review of our Business Development function. The resultant recommendations were aimed at increasing the efficiency of Business Development and other associated functions to achieve more with the same investment. As a result of the review, the process of managing referrals was accelerated and greater clarity and consistency around business development roles was introduced. The resultant acceleration of referral management has had an important impact upon value for money. A key objective has been to provide more services for people with complex needs and challenging behaviour and we secured 30 new complex packages in the year with an additional 31 in the pipeline. Whilst at a similar level to 2017/18, the overall complex indicators show orientation around more complex provision and the pipeline is healthy.

Further, acknowledging that maximising the support value of the assets at our command is a critical focus, it is pleasing that the number of void units has reduced in 2018/19. Income from filling voids exceeds attrition from new voids - an indication both that our assets are being better utilised and that Referral & Assessment Managers' explicit focus on filling voids (a Business Development Review recommendation) is starting to make a positive difference.

As planned, a pricing strategy was developed in the year, detailing the pricing Principles and Guidelines. The Costing template for Complex services has also been redesigned to better deliver full cost recovery.

In 2019/20, Dimensions aims to develop an effective operational response for people in crisis or at risk of hospitalisation and create a delivery plan for its implementation, including housing brokerage to source appropriate properties.

Engagement - To build the organisation's reputation and relationships to achieve positive outcomes for the people supported

There is a good spread of activity for Quality Consultants with much more activity taking place in our Discovery subsidiary. In particular we have been involved as part of the 'better together' programme in Discovery. The team of Associate Family Consultants recruited early on in 2018 now numbers 11 and they have made a significant impact in further embedding a family friendly culture across the organisation. During this period we trained a team of experts by experience for Westminster City Council to undertake their own quality reviews. On the back of this we were asked by Central London Community Healthcare Trust to support expert by experience quality checks for NHS dental surgeries (including training). The work of our Quality Consultants was recognised and we were delighted to win the 'Employer of people with a learning disability' award at the [National LD Awards](#).

Dimensions (UK) Limited Governance Report

Our ongoing relationship and work with Autism Friendly Screenings sparked an interest in Autism Friendly Libraries and our Quality Consultants were asked to advise Libraries in best practice in this area. A further key Engagement objective in 2018/19 was to deliver the #MyGPandMe health campaign with Books Beyond Words to train GP staff in how they can better serve people with learning disabilities. Working with our partners, we have trained 48 GP practices and the completion of our original 50 sessions will be carried over into 2019/20. This has gone very well with an Interim Evaluation undertaken to inform the national consultation on mandatory training for people with learning disabilities and autism. We are the Provider member of Primary Care Advisory Group with NHSE/RCGP and a Member of NHSE Constipation Taskforce and are further developing the Dimensions constipation animation with NHSE to be part of a suite of resources. To further champion this important area we have recruited someone with a learning disability as a Health Equalities Lead to work with the team driving this work forward. A revised, fee-based offer and potentially an accredited version of the training, focussing on delivery to Practices attended by people that Dimensions support, will be developed in 2019/20.

Our plan to deliver Louder Voice training and a development programme to create politics/media champions from the people we support, support workers and families was successful. Participants on the programme took part in media, campaign and public affairs opportunities – including attending the APPG for Autism and having a blog published online. We offered places to Learning Disability England (LDE) representative body member as parts of our commitment to support the development of LDE.

Through our public affairs work we will continue in our attempts to influence government policy; barriers to recruitment, employing people with learning disabilities and social care are areas we particularly want to focus on.

Our *#ImWithSam* campaign continued throughout 2018/19 and achievements included a comprehensive training programme rolled out across Surrey police force (featured on BBC Breakfast), further training with Essex police and key note sessions at the National Police Chiefs Council annual hate crime conference. The year also saw us working to secure the Law Commission review from government, bringing together people for the National Forum and finally becoming established members of steering and advisory groups with MOPAC, CPS and British Transport Police.

The partnership work with The Institute for Person Centred Approaches in India (IPCAI) continued with a visit taking place in 2018/19. This year 5 Dimensions' colleagues visited IPCAI and in turn we hosted 4 members of IPCAI at Dimensions. Our aim for this work continues to be to enhance the profile of Dimensions by spreading best practise and investing in what we believe is socially right to improve outcomes for people we support and those who work with us.

People - To foster an environment that attracts and retains the right people and encourages and recognises best practice

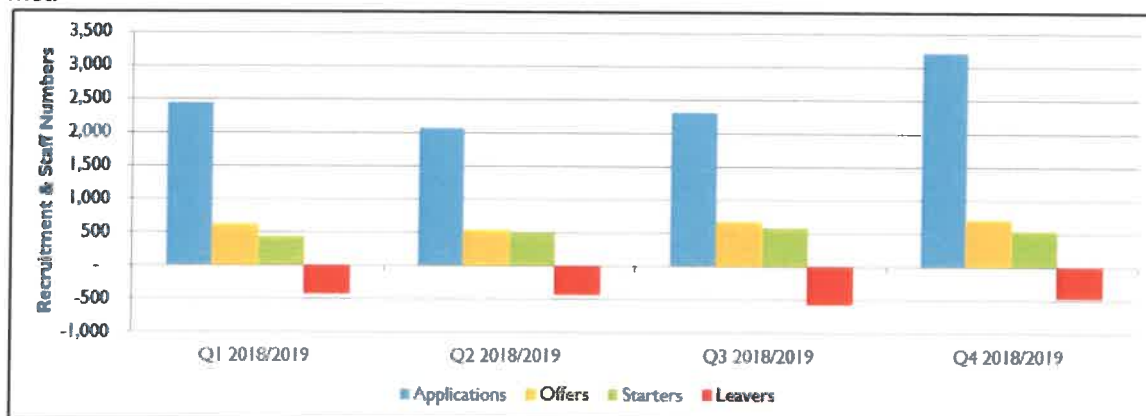
The quality and effectiveness of care given is significantly dependent upon the quality of the people delivering it. Therefore, the effectiveness of recruitment, colleague retention and the way our people are managed and developed has a direct impact on the social and economic value for money provided. Although recruitment and retention remain a challenge for us in an era of record high employment we have made significant strides this year against a number of key measures.

There has been sustained progress in candidate attraction and by the end of the year there had been a 27% year-on-year decrease in vacant hours. As well as increasing the number of applications and appointments, a thorough review of recruitment processes has seen time to hire figures reduce to 17 days (2017/18: 30 days) and voluntary employee turnover is reduced to 14% (2017/18: 17%). We will be doing some focussed work in 2019/20 on voluntary turnover within the first 12 months of employment as we are aware that further improvements can be made in this area.

Dimensions' own staff contracted hours and bank relief staff availability remained static at 96% of the hours we were contracted to deliver (before overtime and other backfill), which is below the target (98% at March 2019) and has contributed to agency costs remaining high in some areas of the country. However, these figures were affected by particular recruitment and retention issues in our Discovery

Dimensions (UK) Limited Governance Report

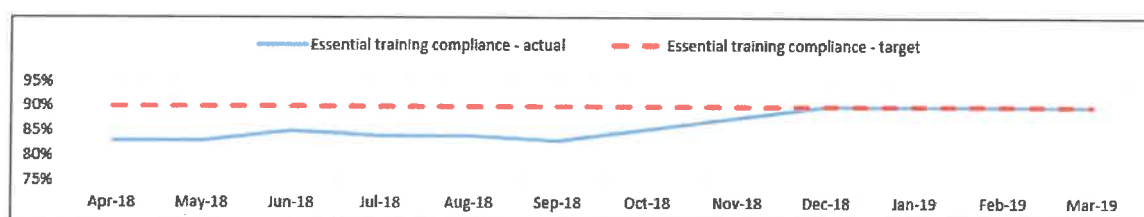
subsidiary and in other parts of the country staff availability increased by 2% and the 98% target was met.



A key objective for People in 2018/19 was to undertake a detailed review of the remuneration strategy, including base pay, enhancement and differentials between roles. This took place and we continue to invest more in frontline pay across the Group to address recruitment issues.

We have continued to work with our recognised trade union (Unison) to mitigate the uncertainty with regards to the pay that colleagues receive when they are available to work during a sleep-in shift. Unfortunately, the Court of Appeal decision in the case of Royal Mencap Society v Tomlinson-Blake prolongs this uncertainty. However, we continued to make top-up payments in 2018/19 to ensure that on average all hours (including those available for work during sleep-ins) have on average been paid at least at National Living Wage. Our aim in 2019/20 is maintain the current level of sleep-in top-up payments, whilst we monitor further changes in the settled status of the law in this area.

We pleased to have achieved and sustained our essential training compliance at the target of 90% (2017/18: 85%). We have also made significant progress with regards to new colleagues achieving the care certificate and exceeded our organisational target for care certificate completions. In 2018/19 we also utilised all of our apprenticeship levy funds which shows the significant investment we have made in relevant qualifications for colleagues across the Organisation.



In addition to the essential training, in 2018/19 we have continued to invest in Leadership and Career development in partnership with Roffey Park. This investment has focussed on clear leadership, an approach which has been very well received by colleagues. Our Aspire career development programme has also continued to show a significant return on investment in relation to retention and internal promotions and we have introduced additional development opportunities for our middle management population. From January 2019, Locality Managers have been attending the Skills for Care Lead to Succeed programme for managers new to social care and we are also building further elements of bespoke management development training for our more experienced middle managers.

For the first time this year, we have participated in the Great Places to Work Scheme and used this as the basis for our colleague survey. The outcome of the survey showed that employee engagement had increased from 63% in 2017 to 72% in 2018. This is relevant as employee engagement is a key factor in driving quality and reducing staff turnover. We will explore initiatives with colleagues across the Organisation to improve this further.

Dimensions (UK) Limited Governance Report

We have continued with a number of initiatives relating to equality and diversity. We have achieved the Action on Hearing Loss Louder than Words Charter, which was received following a number of activities to make our workplace a positive place for colleagues who are deaf. We have also invested in resources to ensure we are able to recruit and retain more people with a learning disability. Both of these areas of work will enable us to recruit colleagues from the widest possible pool and also retain people as we make the workplace a more inclusive environment.

Organisation - To maintain financial sustainability and use resources effectively and efficiently

Dimensions is only able to deliver its social objectives if it remains financially viable and efficient. The Board has determined that targeting a 2% Operating Surplus and minimum cash liquidity at 2 months' of payroll (including payroll taxes) over the medium term is sufficient to manage the risk and volatility inherent in the Organisation's operating environment.

The Operating Surplus for the year was 1.9% (2017/18: 2.0%), slightly higher than the 1.8% budgeted, which reflected the particular financial pressure anticipated in 2018/19. Principal factors affecting the Operating Surplus were:

- Staff productivity was overall in line with budget (80%), as were our own staff levels available (average 96%). We recognise, however, that despite a very difficult recruitment market, particularly where funding available is only sufficient to allow support worker pay at or near to national living wage and there is significant competition from other sectors, our staffing levels need to be improved and our target remains at over 100%,
- Our target for contract price uplifts through negotiations with all commissioners was met. As anticipated, however, there was some margin erosion as overall contract price uplifts did not fully cover the increased costs for National Living Wage, sleep-in services and other pay increases,
- A continued focus on contracts that do not meet Dimensions' minimum viability threshold (able to cover their direct costs, overhead and make a small contribution to surplus) and implementation of improvement plans to restore satisfactory trading positions. Where this was not possible then the difficult decision to terminate these contracts was taken. In 2018/19, contracts totalling £1.0m were terminated on this basis (2017/18: £1.1m),
- As set out in last year's report, a Cash Plan was implemented in the year to improve operating surplus and cash liquidity levels. Although some benefit was felt in 2018/19, most of the savings will be fully realised in 2019/20,
- The transformation and modernisation of the Somerset subsidiary Discovery continued in 2018/19. Note that 50% of the operating surplus from this subsidiary is put aside to fund social enterprise investment in future years,
- The actions identified from an independent financial review of the Waymarks subsidiary were successfully implemented in 2018/19 and the subsidiary returned to surplus,
- Other net growth was higher than budgeted giving incremental contribution.

A key activity in 2018/19 was to manage cash liquidity during a period when significant cash out-flows were expected, including in respect of the Social Care Compliance Scheme. Following the Court of Appeal decision in the case of Royal Mencap Society v Tomlinson-Blake, no liability was established under the Social Care Compliance Scheme in respect of sleep-in back-pay. In addition, other activities to improve cash-flow were also effective and the cash liquidity, including the revolving credit facility, remained above the two months' of payroll target throughout the year.

In the year, Dimensions created a trading subsidiary within the Group. This trading subsidiary is part of the reasonable and prudent tax planning undertaken to improve the Organisation's ability to recover VAT. In 2019/20, some contracts will be delivered through this new trading subsidiary with the existing group companies providing the care under sub-contracting agreements.

Dimensions (UK) Limited Governance Report

Dimensions' future plans for Value for Money

The Board's assessment of the 2018/19 VFM performance is that reasonable progress has been made despite another challenging year, with satisfactory achievement of most targets. Dimensions is well placed to build on what has been achieved to date and the key VFM priorities for 2019/20 are:

Personalisation

- To achieve a reduction in the volume of medication errors on a quarter-by-quarter basis,
- Each service will achieve at least one outcome in all of the five Activate person centred domains, excluding people who get less than 30 hours support per week. We will begin to implement Activate in our Discovery services,
- To continue to promote the health and wellbeing of people with PMLD (Profound and Multiple Learning Disabilities), focussing on the mental health of the people we support, preventing Pneumonia and preventing Sepsis.

Development

- To develop an Organisational response for people in crisis, evidenced by a SMART delivery plan for implementation,
- To create a clear good practice guide for contracting, development and delivery of support for people with complex needs.

Engagement

- To build on the #MyGPandMe parliamentary and policy work on training of GP Practices, by developing a fee-based training offer (potentially an accredited version of the training) for GP Practices attended by people that Dimensions support,
- To influence government policy in relation to barriers employing people with learning disabilities and in relation to social care.

People

- To reduce voluntary staff turnover by 2% by focussing on the retention of those people leaving within 12 months of joining the Organisation,
- To deliver a public relations campaign (25 -30 stories in national, regional and trade media) to enhance the profile of Dimensions as a great employer and social care as an attractive sector in which to work,
- Inform the Management Development Programme by obtaining 360 feedback for all managers against the agreed leadership behaviours, including in respect of our coaching approach and accountability, and creating prioritised development plans.

Organisation

- To complete the next round of negotiations with all commissioners to achieve satisfactory contract pricing in line with our increased costs for National Living Wage, sleep-in services, auto-enrolment and pensions. Negotiations will include novating a proportion of contracts to the new trading subsidiary so that our ability to recover VAT is improved,
- To replace the existing IT platform and create a Data Warehouse,
- To make further progress in information governance, including the creation of a new electronic filing system,
- To replace the current platform for the Dimensions' Contract Database

Dimensions (UK) Limited Governance Report

Housing Assessment of Value for Money

In April 2018, the Value for Money Standard was revised and this statement has regard to the new iteration. The Standard requires that we take a robust approach to decision-making and undertake rigorous appraisal of potential options for improving performance. The Standard further requires that there is 'regular and appropriate' consideration by the Board of potential value for money gains – including full consideration of costs and benefits of alternative commercial, organisational and delivery structures.

The principal activity undertaken in this regard in 2018/19 has been the commencement of management of the Dimensions-owned properties that, hitherto, had been overseen by other providers. This activity was a core aim of the Board-approved Housing Strategy and enabled the Group to budget for an extra £300k of income that it can spend directly upon the stock and services to tenants, as opposed to funding other providers through (sometimes) expensive managing agent arrangements.

It was envisaged that this repatriation would enable the Group to take more informed decisions about the future of its stock in the years to come, including disposal and recycling. This has proven to be the case: the Group has not needed to withstand significant expenditure as part of the process of bringing properties back into management and the Group has already begun to see the benefit of a closer relationship with tenants. Service improvements include more frequent visits by our Regional Housing Advisers and higher quality information disseminated to tenants – for example rent statements. Rent arrears have also diminished as a result of this change, supporting more people to better manage their money.

There is a further requirement to consider value for money across the whole business, including the non-social housing activity. The Group has taken steps in 2017/18 and 2018/19 to disaggregate all housing and non-housing income and expenditure to ensure that there is no housing investment in non-social housing activity beyond the Group's essential business service costs.

Dimensions has set itself appropriate targets for measuring performance in achieving value for money since the inception of the Standard and the Group's Balanced Scorecard gives the Executive monthly and the Board bi-monthly sight of key indicators on void loss and spend. The text that follows summarises the year's performance in this regard.

The year 2018/19 has been the second year of implementation for the Group's Housing Strategy, a document which describes how the organisation will take a firmer grip of the built assets at its disposal and optimise their value and usage for the benefit of the people we support.

The organisation engages with its tenants throughout the year in a number of ways and the tenants' report is produced annually. This allows the organisation to share with tenants how it has performed in relation to the standards set by the Homes and Communities Agency. Four tenants' meetings were held in the year at which Dimensions could engage with its tenants over a range of matters connected to their housing. This year, for example, tenants reviewed our Tenants' Promises document and co-produced an improved version.

There are also two tenant representatives on the Dimensions Council. This body exists to give a voice to Dimensions' tenants and the people supported, and helps to guide the organisation. It is encouraging to report that three of our tenants are now trained 'Experts by Experience', essentially quality checkers for our service, offering a unique resident insight into the quality of our homes and services. We are confident that this will have positive impact upon value for money.

Dimensions (UK) Limited Governance Report

Each year, a tenants' survey is conducted to understand how they perceive the service provided and what, if anything, they would like to see changed. This is a very important mechanism for engaging with tenants and for gaining an understanding of what can be improved. The survey produced very encouraging feedback, the key learning from which is:

- 60% of people were happy with the service they receive from the Housing Team and 30% were very happy,
- 56% were happy that their views are listened to, with 21% describing themselves as very happy,
- 52% were happy with the repairs service and 23% were very happy,
- Most importantly, on the question of value for money, 53% were happy with their home and services compared to their rent with a further 24% describing themselves as very happy.

Critical to the Strategy is a renewed focus upon 'brokerage', accessing accommodation owned by other landlords that can provide a good home for the people we support. The year 2018/19 has seen us employ a second specialist broker. This bespoke service assesses the needs of the individual and then finds them a home that matches their needs, giving the individual independence and choice thereby improving their quality of life. Promoting people's independence in this way also leads to reductions in support costs for commissioning authorities. Dimensions, as part of its strategy implementation, measured all brokerage in 2018/19. During the year brokers found a housing solution for 37 people: 22 were housed in single services, 12 in shared accommodation and 3 in core and cluster.

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:

	Bud 19/20	2018/19	2017/18	2016/17	Peers - SH	Comments
Metric 1 - Reinvestment %	10.10%	1.52%	2.36%	1.54%	5.5%	
Metric 2 - New Supply Delivered %						
A - Social Housing	1.1%	0%	0%	0%	0.9%	
B - Non-Social Housing	0%	0%	9%	15%	0.0%	All private landlord bedspaces
Metric 3 - Gearing %	0%	0%	0%	0%	17.3%	No debt finance drawn down at 31.03.18.
Metric 4 - EBITDA MRI Interest Cover %	853%	1166%	595%	92%	232.0%	No debt, therefore low interest
Metric 5 - Headline Social Housing Cost Per Unit	32,937	34,590				Includes social care contracts delivered in homes. Previous Yrs calculated differently.
Metric 6 - Operating Margin %						
A - Social Housing Lettings Only	13%	9%	19%	14%	12.1%	
B - Overall	2%	2%	2%	2%	5.5%	Reflects lower margins on social care contracts
Metric 7 - ROCE %	8%	7%	9%	6%	2.8%	
Housing Related Only						
Metric 5 - Headline Social Housing Cost Per Unit	4,974	5,536	5,148	5,449		

For Peer comparators, we have used the supported housing specialist (peers – SH) category from Global Accounts.

Social Housing Cost per Unit – In common with other Social Housing specialists, Dimensions expects a higher cost per unit as the costs include support provided in the homes that we own. The Global Accounts VFM narrative indicates that social housing specialists on average provide care in 30% of homes owned. In Dimensions we provide support in closer to 50% of homes owned with the average cost of a care package in these homes at £64,000 and so we expect the higher than average cost per unit. Metric 5 was not calculated on this basis in previous years and is omitted in the comparatives. Excluding the cost of care the cost per unit is £4,974 (Peers- all providers <2500: £4,520).

Dimensions (UK) Limited

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Reinvestment and New Supply Delivered – Having recently acquired Development Partner status we plan to redevelop three properties, the most significant being nine new units at Brickett Wood, and remodel three others.

The Regional Asset Management Panels continue to review the use of each asset and to make recommendations on assets for sale, refurbishment and development. The Group has a ranked list of sites that, through 2019/20, it will progress to develop, seeking design and permission to further its strategic aim to optimise assets in the support of complex needs.

Note that we continue to experience difficulties in obtaining agreement to recycle the resources in ex-NHS properties, when these become unused assets although we have been making efforts to build closer relationships with the right people in both NHSE and Homes England. Dimensions is also working through the Voluntary Organisations Disability Group to help influence NHSE.

Gearing and EBITDA MRI – Although we have a £10m loan facility, there is no draw-down on this facility. Typically, supported housing specialists have lower gearing (Peers-SH average gearing ratio is 17.3%).

Operating Margin – Both the 13% social housing and 2% organisation margin are reasonable compared to the supported housing specialists, taking into account the high level of support provided in Dimensions' homes and the number of leased properties in our stock.

Overall, void levels have remained constant in 2018/19, although the repatriation of stock has brought more back into management, so in real terms numbers have diminished. We expect reductions in 2019/20.

Housing Income – The housing business stream (all income related to property) totals £10.5m – approximately 5% of the Group's turnover – and is budgeted to deliver a surplus of £1.137m – 10.8% of its total revenue. This is significant for two key reasons:

- It is higher – proportionately – than that for care and support (10% for housing versus 1.5% for care and support);
- It makes up a large portion of the Group surplus (29%).

The Group needs to be able to demonstrate viability at a total entity level but also show due diligence in its treatment of the respective streams. Housing shows viability across its tenure types with varying strength. Where properties are owned and managed by the Group there is great efficiency and a surplus of 12.9% is returned (favourably comparable to sector benchmarking). This diminishes to 8.8% where property is owned by the Group and managed by other organisations (although the repatriation of our stock means that only 36 units are in this category). By contrast, a 2% surplus is returned where Dimensions manages others' property and we are to examine our managing agent agreements in 2019/20 in an attempt to make this stream stronger.

ROCE – The high ROCE reflects the different nature of our business, lower capital employed being the main driver.

Dimensions (UK) Limited Governance Report

Dimensions' Housing future plans for Value for Money

The priorities for the housing function in 2019/20 are as follows:

- Gain planning permission for planned developments (four schemes) and commence on site
 - We aim to proceed with development of four key schemes that can deliver for people with complex needs and make use of our retained RCGF (recycled housing grant monies). Commencement may take longer and is subject to variables but the permission will be in place.
- Carry out a review of the Brokerage service following the pilot around expanding the offer to improve access to Social Housing;
 - We want the use of social housing owned by other RPs to be better embedded as part of the toolkit offered by the Brokerage Service and to widen the network of private landlords with which we work.
- Review the service chargeable activities and management arrangements for all buildings and dwellings that Dimensions uses but does not own;
 - We have a clear organisational view on where local service chargeable services are commissioned and managed. We are better assured that our tenants and people we support receive value for money. The service charge business stream realises sufficient income to cover the totality of its costs and makes a permissible surplus.
- Re-tender the maintenance call centre contract;
 - We achieve enhanced value for money as part of the re-procurement with no loss of performance or customer service.
- Embed the Pyramid housing system as a tool for assurance on statutory compliance;
 - We achieve greater organisational efficiency in the management and monitoring of statutory compliance in the stock.

Statement of Compliance

The Organisation undertakes an assessment of its compliance with the Regulator of Social Housing's Governance and Financial Viability Standard annually and certifies that it has complied with the standard.

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 safeguarding panels,
- 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, and
- 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.

Dimensions (UK) Limited Governance Report

Independent Assurance

The Board gains significant assurance through independent assessments of internal controls. Internal audit services in the year were provided by BDO. Where specialist knowledge of a particular area is required, other independent organisations are used to conduct the internal audit review.

As part of their duties, the internal auditors carry out independent checks on the control process on behalf of the organisation and submit regular reports that include independent opinion on the adequacy and effectiveness of the organisation's system of internal controls assurance together with recommendations and proposals for improvement. An objective assessment is made on the effectiveness of the overall framework of internal controls and whether this is appropriate to the organisation and embedded. The BDO assessment for 2018/19 gave reasonable assurance.

All internal audit reports are considered by both the Group Audit Committee and the Executive Team, and are referred to the responsible Board Committee and the Board when appropriate.

KPMG LLP undertakes the statutory external audit of Dimensions (UK) and its subsidiaries. They also report on the adequacy and effectiveness of the organisation's system of internal financial control through, if considered necessary, the qualification of the annual financial accounts, the 'management letter' and through ad hoc assessments and reviews.

Corporate Governance

Code of governance

The Board fully supports the National Housing Federation Excellence in Governance Code for members published in 2015 and maintains an appropriate system of corporate and financial controls consistent with the requirements of the Code.

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 or one of the Board Committees.

People supported are not represented on the Board. However, there continues to be a strong connection through the regional "Everybody Counts" meetings with people who use the Group's services. From these meetings, a Council of the people supported (including tenant representatives) 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.

Board members' interest in shares

Each elected member of the Board who held office at 31 March 2019 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 Chair and other Board members also chair and attend meetings of the Board Committees and the operating subsidiaries. Board members are remunerated for their contribution to the Dimensions (UK) Limited Board. The role of Chair of Dimensions (UK) Limited is separate to that of Chief Executive. The Chief Executive is a co-opted member of the Board. The Chair of the Family & Friends Forum is also a co-opted member of the Board.

Dimensions (UK) Limited Governance Report

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. The following areas have been identified as being of particular importance and the Board seeks to ensure that these are appropriately covered:

- Experience of providing or receiving care and support (in either a personal or professional capacity)
- Knowledge of the social care and housing sectors and their regulation
- Legal knowledge or experience relevant to housing and social care
- General business skills at senior executive or Board level, including in financial management, human resources, public relations, marketing and communications and information technology
- Specialist knowledge or experience, including in employment services, providing services for children and young people, special educational needs, managing in the public sector, commissioning or procurement, risk management, change management and strategic business planning
- Knowledge of processes that lead to value for money and continuous improvement
- Experience of charities and the voluntary sector, including fundraising, campaigning and volunteering
- Experience of housing management and property/asset management
- Understanding good governance, including stakeholder involvement and engagement
- Understanding of equal opportunities and diversity
- Representation of the views and aspirations of the people Dimensions supports and their families

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.

Dimensions (UK) Limited Governance Report

Meetings of the Board

The Board met seven times during the year. Member attendance at Board and Committee meetings was as follows:

	Board	Group Audit Committee	Human Resources Committee	Finance & Resources Committee	Quality & Practice Committee	Remuneration Committee	Development Committee	Non-Executive Director (NED) Pay 2018/19
Number of meetings >	7	4	4	5	4	3	2	£'000
Helen Baker (Chair)*	3/3	-	2/2	2/2	-	1/1	-	8
Nick Baldwin CBE (Chair)**	4/4	-	1/2	2/2	-	2/2	-	10
Anne Barnard (Vice Chair)	6/7	4/4	-	4/5	-	-	-	9
Calum Mercer	7/7	-	-	5/5	-	3/3	2/2	9
Christine Cryne	6/7	-	-	-	4/4	-	2/2	9
Delyth Lloyd Evans	7/7	-	-	-	-	-	2/2	9
Gordon Lyle	5/7	4/4	3/4	-	-	3/3	-	9
Kevin Lewis	7/7	-	4/4	-	2/2	-	-	9
Nick Turner	6/7	3/4	-	-	-	-	-	9
Sherry Malik	6/7	-	-	-	4/4	-	-	9
Steve Scown (co-optee)	7/7	-	-	-	-	-	-	-
Paul Davies (co-optee)*	2/3	-	-	-	2/2	-	-	-
Shain Wells (co-optee)+***	3/3	-	-	-	1/1	-	-	2

*Resigned 19 September 2018

**Appointed 19 September 2018

***Appointed 21 November 2018

+Chair of the Family & Friends Forum

#Co-Chair of the Council

Dimensions (UK) Limited Governance Report

Group Audit Committee – The Committee consists of at least three non-executive directors, two of whom constitute a quorum. The Committee is chaired by Nick Turner. The purpose of the Committee is to ensure that an effective system of internal and external controls operates in the Dimensions Group, covering risk management, fraud and ethics, financial reporting, legislation, regulatory requirements and the internal and external audit functions.

Human Resources Committee – The Committee consists of at least three non-executive directors, one of whom is the Chair of Dimensions. Two non-executive directors constitute a quorum. The Committee is chaired by Gordon Lyle. Its purpose is to take a corporate overview of Dimensions' Human Resources strategy, ensuring effective contribution to organisational performance.

Finance and Resources Committee – The Committee consists of at least three non-executive directors, two of whom constitute a quorum. The Committee is chaired by Calum Mercer. The purpose of the Committee is to ensure that a detailed review of performance in relation to the finances and resourcing of Dimensions and all of its subsidiaries is undertaken on a regular basis.

Development Committee – The Committee consists of at least three non-executive directors, two of whom constitute a quorum. The Committee is chaired by Christine Cryne. The purpose of the Committee is to review performance against agreed plans and give first consideration to any significant business propositions/decisions and to have oversight of any potential partnership working activities.

Quality and Practice Committee – The Committee consists of at least four non-executive directors, including the co-opted representatives of the Family & Friends Forum and the Council. Three non-executive directors constitute a quorum. The Committee is chaired by Christine Cryne. The purpose of the Committee is to consider matters relating to the quality of service provided and to receive reports from the Safeguarding Panel.

Remuneration Committee – The Committee consists of the Chairs of each the Dimensions (UK) Board, the Human Resources Committee and the Finance and Resources Committee. Two members constitute a quorum. The Committee was chaired by Gordon Lyle during the year. The purpose of the Committee is to recommend to the Dimensions (UK) Board the remuneration arrangements for the Group Executive Team.

The Boards of Waymarks Limited, Outreach 3 Way Limited and Dimensions Somerset SEV Limited (trading as "Discovery") each met at least six times in the year.

Dimensions (UK) Limited Governance Report

Performance Monitoring

The financial and operational performance of the Group is monitored by:

- staff appraisal arrangements to maintain standards of performance,
- forecasts and budgets to allow the Board, subsidiary boards and management to monitor key business risks and financial objectives and progress towards financial plans set for the year and the medium term,
- management accounts to provide relevant, reliable and up-to-date financial and other information and significant variances to budget investigated,
- all significant new initiatives, major commitments, asset disposals and investment projects being subject to formal authorisation,
- a programme of service financial audits, which regularly review and test the financial controls operating at the service level. This is augmented by the regular Compliance Auditor service audits, through which key financial controls are reviewed and any concerns escalated for a more in-depth review,
- a set of quality standards (Dimensions' Standards) that set the expectations of its services and homes to be above those set by the regulators. A dedicated team of Compliance Auditors reviews all services and homes on a programme of visits to assess the degree of compliance with Dimensions' Standards,
- the appropriate Board(s) or Committees who review reports from management, the internal auditors, the external auditors and the Group Audit Committee to provide reasonable assurance that the control procedures are in place and are being followed. This includes a general review of the major risks facing the Group,
- a Corporate Project Manager who monitors the planning, implementation and learning from all major projects and ensures actions are progressed,
- the Board which reviews the Internal Controls Assurance framework on the effectiveness of the internal control system, and
- formal processes and procedures which have been established for instituting appropriate action to correct weaknesses identified from the above reports.

The Board also actively monitors and manages the organisation's achievement of Value for Money. Appropriate benchmarks are identified and targets for the achievement of Value for Money in relation to the organisation's objectives are set. Performance against these targets is monitored, as part of the organisation's balanced scorecard, throughout the year by the Board and the relevant committee.

Risk Management

The Group's Risk Panel (consisting of Executive Team members and the Head of Quality, Compliance & Risk) meet formally once a year to review the entire risk process and key strategic risks. Risk management is a standard agenda item on the monthly executive team meeting to evaluate newly identified risks and to review the existing highly ranked risks. The Board and functional Committees, as a central part of Dimensions' governance and oversight, review the control and assurance framework for each of their assigned areas and consider the overall resilience of the organisation.

The Group's system of internal control includes a business planning process that includes a high-level assessment of the Group's strengths and weaknesses, and opportunities and threats that it faces both internally and externally. The planning process delivers high-level business targets that form the basis for the financial and operational control environment. The plan also assesses the risks associated with the delivery of the Group's long-term business objectives and highlights the action to be taken in mitigating these.

The Board also conducts stress testing of the organisation. This involves testing what would happen to the organisation under a range of different scenarios and if multiple risks were to crystallise. Mitigating strategies in respect of the risk exposures are considered.

Dimensions (UK) Limited Governance Report

The Board has a current strategy and policy on fraud covering its prevention and detection. The Group Audit Committee monitors instances of fraud and produces an annual report that includes details of any reportable fraudulent activity in the period. In the year there were 9 instances (2018: 22) of fraud with an aggregate unrecovered value of £9,000 (2018: £5,000). Where the fraud affected the people supported, they have been fully reimbursed for their loss. The necessary action has been taken to deal with the control points identified.

The Board also considers the risks relating to bribery and adequate procedures and policies are in place to prevent this.

Legal and Administrative Details

Dimensions (UK) Limited is incorporated under the Co-operative & Community Benefit Societies Act 2014 and Credit Unions Act 1965 and is a Private Registered Provider of Social Housing. Details of the Board, registration numbers, the professional advisors and the address of the registered office are set out on page 2. Dimensions (UK) Limited is governed by its Rules (reference: Model Rules 2005 published by the National Housing Federation).

Employees

Dimensions (UK) Limited endeavours to employ sufficient staff with appropriate skills and to ensure that effective employment policies are in place and that good practice is followed. All employees receive training in the health and safety aspects of their duties.

The Group has a Recognition Agreement in place with the trade union UNISON.

Review of the Business

A review of the business is provided in the Operating and Financial Review.

Directors

The Directors who served during the year are listed in the statutory information on page 2.

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, 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 KPMG 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.

Dimensions (UK) Limited Directors' Report

Statement of the 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 & Community Benefit Society law requires the Board to prepare financial statements for each financial year. Under those regulations the Board have 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, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Group and the Association will continue in business.

The Board is responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Association and enable them to ensure that its financial statements comply with the Co-operative & Community Benefit Societies Act 2014, the Housing and Regeneration Act 2008 and the Accounting Direction for Private Registered Providers of Social Housing 2015. The Board 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 Group'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 5 August 2019 and signed on its behalf by:



**Jackie Fletcher
Secretary**

Dimensions (UK) Ltd
1430 Arlington Business Park
Theale
Reading
RG7 4SA

KPMG LLP

Independent Auditor's Report to the Members of Dimensions (UK) Limited

Opinion

We have audited the financial statements of Dimensions (UK) Ltd ("the association") for the year ended 31 March 2019 which comprise the Statements of Comprehensive Income, the Consolidated Statement of Changes in Equity, the Association Statement of Changes in Equity, the Group and Parent Statements of Financial Position, the Consolidated Statement of Cash Flows and related notes, including the accounting policies in note 2.

In our opinion the financial statements:

- give a true and fair view, in accordance with UK accounting standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland, of the state of affairs of the group and the association as at 31 March 2019 and of the income and expenditure of the group and the association for the year then ended;
- comply with the requirements of the Co-operative and Community Benefit Societies Act 2014; and
- have been properly prepared in accordance with the Housing and Regeneration Act 2008 and the Accounting Direction for Private Registered Providers of Social Housing 2015.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities are described below. We have fulfilled our ethical responsibilities under, and are independent of the group and the association in accordance with, UK ethical requirements including the FRC Ethical Standard. We believe that the audit evidence we have obtained is a sufficient and appropriate basis for our opinion.

The impact of uncertainties due to the UK exiting the European Union on our audit

Uncertainties related to the effects of Brexit are relevant to understanding our audit of the financial statements. All audits assess and challenge the reasonableness of estimates made by the directors and related disclosures, and the appropriateness of the going concern basis of preparation of the financial statements. All of these depend on assessments of the future economic environment and the group's future prospects and performance.

Brexit is one of the most significant economic events for the UK, and at the date of this report its effects are subject to unprecedented levels of uncertainty of outcomes, with the full range of possible effects unknown. We applied a standardised firm-wide approach in response to that uncertainty when assessing the group's future prospects and performance. However, no audit should be expected to predict the unknowable factors or all possible future implications for a company and this is particularly the case in relation to Brexit.

Going concern

The association's Board has prepared the financial statements on the going concern basis as they do not intend to liquidate the group or the association or to cease their operations, and as they have concluded that the group and the association's financial position means that this is realistic. They have also concluded that there are no material uncertainties that could have cast significant doubt over their ability to continue as a going concern for at least a year from the date of approval of the financial statements ("the going concern period").

We are required to report to you if we have concluded that the use of the going concern basis of accounting is inappropriate or there is an undisclosed material uncertainty that may cast significant doubt over the use of that basis for a period of at least twelve months from the date of approval of the financial statements. In our evaluation of the Board's conclusions, we considered the inherent risks to the group's business model, including the impact of Brexit, and analysed how those risks might affect the group and association's financial resources or ability to continue operations over the going concern period. We have nothing to report in these respects.

However, as we cannot predict all future events or conditions and as subsequent events may result in outcomes that are inconsistent with judgements that were reasonable at the time they were made, the absence of reference to a material uncertainty in this auditor's report is not a guarantee that the group or the association will continue in operation.

Other information

The association's Board is responsible for the other information, which comprises the Chair's and Chief Executive Officer's Statement, the Operating and Financial Review, the Governance Report and the Director's Report. Our opinion on the financial statements does not cover the other information and, accordingly, we do not express an audit opinion or any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether, based on our financial statements audit work, the information therein is materially misstated or inconsistent with the financial statements or our audit knowledge. Based solely on that work, we have not identified material misstatements in the other information.

KPMG LLP
Independent auditor's report to the members of Dimensions (UK) Limited
(continued)

Matters on which we are required to report by exception

Under the Co-operative and Community Benefit Societies Act 2014 we are required to report to you if, in our opinion:

- the association has not kept proper books of account; or
- the association has not maintained a satisfactory system of control over transactions; or
- the financial statements are not in agreement with the association's books of account; or
- we have not received all the information and explanations we need for our audit.

We have nothing to report in these respects.

Board's responsibilities

As more fully explained in their statement set out on page 27, the association's Board is responsible for the preparation of financial statements which give a true and fair view; 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; assessing the group and the association'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 it either intends to liquidate the group or the association or to cease operations, or has no realistic alternative but to do so.

Auditor's responsibilities

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 our opinion in an auditor's report. Reasonable assurance is a high level of assurance, but does not 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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

A fuller description of our responsibilities is provided on the FRC's website at www.frc.org.uk/auditorsresponsibilities

The purpose of our audit work and to whom we owe our responsibilities

This report is made solely to the association in accordance with section 87 of the Co-operative and Community Benefit Societies Act 2014 and section 128 of the Housing and Regeneration Act 2008. Our audit work has been undertaken so that we might state to the association those matters we are required to state to it 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 association as a body, for our audit work, for this report, or for the opinions we have formed.



Jonathan Brown
for and on behalf of KPMG LLP, Statutory Auditor

Chartered Accountants

KPMG LLP

Arlington Business Park

Theale

Reading

RG7 4SD

Date: 13 August 2019

Dimensions (UK) Limited
Statements of Comprehensive Income
for the year ended 31 March 2019

	Notes	GROUP		PARENT	
		2019 £'000	2018 £'000	2019	2018 £'000
Turnover	2,3	196,728	181,698	146,042	134,943
Operating costs		(193,043)	(178,613)	(144,321)	(133,514)
Operating surplus	3	3,685	3,085	1,721	1,429
(Loss)/gain on disposal of fixed assets	7	(129)	448	(125)	454
Interest receivable and similar income	8	41	14	53	25
Interest payable and similar charges	9	(348)	(391)	(348)	(391)
Surplus for the year	10	3,249	3,156	1,301	1,517
Initial recognition of multi-employer defined benefit scheme		(3,374)	-	(3,374)	-
Actuarial gain in respect of pension schemes		1,108	140	1,108	140
Total comprehensive income/(expenditure) for the year		983	3,296	(965)	1,657

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

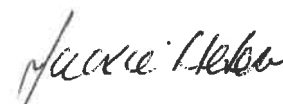
These financial statements were approved by the Board of Management on 5 August 2019 and were signed on its behalf by:



Nick Baldwin CBE
Chair



Anne Barnard
Vice Chair



Jackie Fletcher
Secretary

Dimensions (UK) Limited
Consolidated Statement of Changes in Equity
for the year ended 31 March 2019

	Notes	Income and expenditure reserve £'000	Restricted reserves £'000	Total £'000
Balance at 1 April 2017		16,484	862	17,346
Total comprehensive income for the year		3,296	-	3,296
Transfer of restricted expenditure to unrestricted reserve		69	(69)	-
		<hr/>	<hr/>	<hr/>
Balance at 31 March 2018	20,21	19,849	793	20,642
		<hr/>	<hr/>	<hr/>
Total comprehensive income for the year		983	-	983
Transfer of restricted expenditure to unrestricted reserve		(12)	12	-
		<hr/>	<hr/>	<hr/>
Balance at 31 March 2019		20,820	805	21,625

The accompanying notes form part of these financial statements.

Dimensions (UK) Limited
Association Statement of Changes in Equity
As at 31 March 2019

	Notes	Income and expenditure reserve £'000	Restricted reserves £'000	Total £'000
Balance at 1 April 2017		13,422	855	14,277
Total comprehensive income for the year		1,657	-	1,657
Decrease support in subsidiary		62	-	62
Transfer of restricted expenditure to unrestricted reserve		71	(71)	-
<hr/>				
Balance at 31 March 2018	20,21	15,212	784	15,996
<hr/>				
Total comprehensive expenditure for the year		(965)	-	(965)
Decrease support in subsidiary		193	-	193
Transfer of restricted expenditure to unrestricted reserve		6	(6)	-
<hr/>				
Balance at 31 March 2019	20,21	14,446	778	15,224

The accompanying notes form part of these financial statements.

Dimensions (UK) Limited
Group and Parent Statements of Financial Position
as at 31 March 2019
Company Number: 31192R

	Notes	GROUP		PARENT	
		2019 £'000	2018 £'000	2019 £'000	2018 £'000
Fixed Assets					
Housing properties – cost less depreciation	13	25,083	23,659	25,083	23,659
Other fixed assets	14	4,799	5,664	1,602	2,134
		<u>29,882</u>	<u>29,323</u>	<u>26,685</u>	<u>25,793</u>
Current assets					
Debtors	15	22,058	19,869	20,164	19,679
Cash at bank and in hand		23,039	20,660	11,848	11,557
		<u>45,097</u>	<u>40,529</u>	<u>32,012</u>	<u>31,236</u>
Creditors: amounts due within one year	16	(25,477)	(23,190)	(15,750)	(15,034)
		<u>19,620</u>	<u>17,339</u>	<u>16,262</u>	<u>16,202</u>
Net current assets					
		<u>49,502</u>	<u>46,662</u>	<u>42,947</u>	<u>41,995</u>
Total assets less current liabilities					
		<u>19,620</u>	<u>17,339</u>	<u>16,262</u>	<u>16,202</u>
Creditors: amounts falling due after more than one year	18	(18,600)	(18,727)	(18,600)	(18,727)
Pension liability	25	(7,777)	(5,943)	(7,777)	(5,943)
Provision for liabilities	33	(1,500)	(1,350)	(1,346)	(1,329)
		<u>21,625</u>	<u>20,642</u>	<u>15,224</u>	<u>15,996</u>
Total net assets					
		<u>21,625</u>	<u>20,642</u>	<u>15,224</u>	<u>15,996</u>
Capital and reserves					
Non – equity share capital	19	-	-	-	-
Restricted reserves	20	805	793	778	784
Income and expenditure account	21	20,820	19,849	14,446	15,212
		<u>21,625</u>	<u>20,642</u>	<u>15,224</u>	<u>15,996</u>
Total capital and reserves					
		<u>21,625</u>	<u>20,642</u>	<u>15,224</u>	<u>15,996</u>

The accompanying notes form part of these financial statements.

These financial statements were approved by the Board of Management on 5 August 2019 and were signed on its behalf by:



Nick Baldwin CBE
Chair



Anne Barnard
Board Member



Jackie Fletcher
Secretary

Dimensions (UK) Limited
Consolidated Statement of Cash Flows
for the year ended 31 March 2019

	Notes	2019 £'000	2018 £'000
Net cash inflow/(outflow) from operating activities	26	3,730	5,518
Investing activities			
Interest received		41	14
Payments to acquire other tangible fixed assets	14	(51)	(1,358)
Payments to acquire and/or construct housing properties and/or their components	13	(2,340)	(864)
Receipts from sale of housing properties		3	1,085
Receipts from sale of other tangible fixed assets		7	2
Government grants received		1,257	300
Government grants repaid		-	-
Net cash outflow from investing activities		(1,083)	(821)
Financing activities			
Interest paid		(268)	(313)
Net cash outflow from financing activities		(269)	(313)
Increase/(decrease) in cash and cash equivalents	27	2,379	4,384
Cash and cash equivalents at 1 April		20,660	16,276
Cash and cash equivalents at 31 March	28	23,039	20,660

The accompanying notes form part of these financial statements.

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

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.

The four subsidiaries of the Parent, Outreach 3 Way, Waymarks Limited, Dimensions Personalised Support Ltd and Dimensions Somerset SEV Limited (trading as "Discovery"), are all charitable companies limited by guarantee.

Dimensions Personalised Support was incorporated on 1 October 2018 and did not trade during the year.

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 autism.

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 2014: Statement of Recommended Practice for Registered Social Housing Providers and comply with the Accounting Direction for Private Registered Providers of Social Housing 2015 ("the Direction").

These financial statements have been prepared on a historical cost basis and are presented in Sterling (£).

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.

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,
- Waymarks Limited, and
- Dimensions Somerset SEV Limited (trading as "Discovery")
- Dimensions Personalised Support Limited (dormant company).

All subsidiaries are charitable companies limited by guarantee with the exception of Dimensions Personalised Support which will be a trading subsidiary during 2019/20.

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

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

2 Accounting policies (continued)

Turnover and revenue recognition

Group turnover represents care charges and grants receivable from the Department of Health & Social Care and local health authorities for services provided in the year by the Group for care and supported living, including Supporting People grants, 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.

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 and income from charges for support services are recognised as they fall due under the contractual arrangements with Administering 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 clients, 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.

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

2 Accounting policies (continued)

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 conduct annual impairment reviews of its housing properties. Other assets are also reviewed for impairment if there is an indication that impairment may have occurred. In general, where no offers are in place and the calculated value in use is lower than book value, then an impairment adjustment is made.

The value-in-use calculation at 31 March 2019 used a discount rate of 5%, which was applied to cash flows extending over a 30-year period. This reflects the long useful lives of housing properties. Impairment provisions of £41k were charged this year (2018: £155k release).

Capitalisation of property development costs

Distinguishing the point at which a service is more likely than 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 £258k (2018: £498k).

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. Provisions totalling £371k (2018: £308k) 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, general 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 2019 amounted to £704k (2018: £630k) for the Group.

Provision for subsidiary

A provision for the deficits in Waymarks Limited is made in the books of the Parent as it is unclear whether Waymarks will be able to generate sufficient surplus in future years to pay back the amounts owed to the Parent. The provision made at 31 March 2019 was £535k (2018: £728k).

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

2 Accounting policies (continued)

Significant management judgements (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.

Sleep-ins/National Minimum Wage (NMW)

Calculating the sleep-in top-up amounts requires assumptions to be made including which pay elements to include, the calculation itself, the time worked during the pay reference period, TUPE staff, etc. These assumptions and calculations have been reviewed both internally and externally to gain assurance over their accuracy and completeness.

Social Housing Pension Scheme (SHPS)

On changing from defined contribution (DC) to defined benefit (DB) accounting, judgements were necessary in considering FRED 71 and the impact of GMP equalisation. This resulted in a charge of £2.4m to Other Comprehensive Income, increasing the pension liability on the Statement of Financial Position. Full assumptions and disclosures are laid out in note 25.

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. Accumulated depreciation at 31 March 2019 was £13,880k (2018: £13,549k).

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 25). The liability at 31 March 2019 was £7,777k (2018: £5,943k).

Social Housing Pension Scheme (SHPS)

On changing from defined contribution (DC) to defined benefit (DB) accounting, significant estimates were made around the actuarial assumptions including the discount factor, inflation and life expectancy. The liability at 31 March 2019 was £5,322k (2018: £3,410k).

Debtors

Trade and other debtors are recognised at transaction price after any trade 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.

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

2 Accounting policies (continued)

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 property, plant and equipment 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 association 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 2014. 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.

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

2 Accounting policies (continued)

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:

	Years
Building/Structure	80
Pitched Roof Coverings	80
Windows and doors	40
Electrical Installations	40
Bathrooms	20
Boilers	15
Kitchen and Utility Rooms	10

Land is not depreciated.

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:

	Years
Housing properties available for lettings	60
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 lease

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.

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.

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

2 Accounting policies (continued)

Impairment

Housing properties, including those with individual components, are subject to impairment reviews annually. 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.

Accounting for goodwill

Where in substance the business combination is a donation of net assets or net liabilities, the difference arising between the fair value of the net assets or net liabilities acquired at the date of acquisition and the consideration paid represents either purchased or negative goodwill. Purchased goodwill is treated as an expense and is included in the income and expenditure account within operating costs. Negative goodwill is treated as a donation and is included in the income and expenditure account within turnover.

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.

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 Financial Reporting Standard 8 from reporting related party transactions with its fellow Group undertakings.

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

2 Accounting policies (continued)

Restricted reserves

Donations to an Amenity Fund are retained in a restricted reserve for use by a specified service only, as are 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 is 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 is also retained in a restricted reserve.

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.

This will be the first year that the SHPS liability is able to be accounted for under defined benefit (DB) accounting; previously defined contribution (DC) accounting was applied and the liability was calculated as the present value of the deficit funding agreement. The liability this year has followed FRED 71 and early adoption of the resulting final amendments document.

The Group also participates in The Royal County of Berkshire Pension Fund. 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.

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 of £10m which is to be used for general corporate and working capital purposes which expires in April 2024. As at 31 March 2019 the Group had available £10m (2018: £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

The Group has designated that £1,142k be used to fund social projects within Somerset. Designated funds are expected to be spent within 12-24 months of being earmarked.

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

3 Particulars of turnover, operating costs, and operating surplus

GROUP	2019	2019	2019	2018	2018
	Turnover	Operating	Operating	Turnover	Operating
	£'000	costs	surplus	£'000	surplus
		£'000	£'000		£'000
Social housing lettings (note 4(a))	4,181	(4,020)	161	3,224	(2,759)
Other social housing activities:					
Charges for support services (note 4(b))	192,547	(189,023)	3,524	178,474	(175,854)
Sub-total	196,728	(193,043)	3,685	181,698	(178,613)
Non-social housing activities	-	-	-	-	-
Total	196,728	(193,043)	3,685	181,698	(178,613)
PARENT					
Social housing lettings (note 4(a))	4,181	(4,034)	147	3,224	(2,831)
Other social housing activities:					
Charges for support services (note 4(b))	141,861	(140,287)	1,574	131,719	(130,683)
Sub-total	146,042	(144,321)	1,721	134,943	(133,514)
Non-social housing activities	-	-	-	-	-
Total	146,042	(144,321)	1,721	134,943	(133,514)

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019
4(a) Particulars of income and expenditure from social housing lettings

	GROUP		PARENT	
	2019	2018	2019	2018
	£'000	£'000	£'000	£'000
Income				
Rents receivable*	1,710	682	1,710	682
Service income	1,330	465	1,330	465
Government grants taken to income	415	347	415	347
Charges to Managing Agents	726	1,730	726	1,730
Total income from social housing lettings	4,181	3,224	4,181	3,224
Expenditure				
Management	930	778	934	850
Services	912	287	912	287
Routine maintenance	752	607	763	607
Planned maintenance	187	72	187	72
Major repairs expenditure	205	258	205	258
Payments to agents	270	259	269	259
Depreciation of housing properties	723	653	723	653
Release of impairment provision	41	(155)	41	(155)
Operating costs on social housing lettings	4,020	2,759	4,034	2,831
Operating surplus from lettings	161	465	147	393

*Rents receivable are stated after deducting £110,000 (2018: £22,000) for void losses.

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

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

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

	GROUP		PARENT	
	2019	2018	2019	2018
	£'000	£'000	£'000	£'000
Grants	174,808	162,966	130,820	120,685
Charges for support services	8,119	7,830	6,198	5,902
Supporting People	2,034	2,088	2,034	2,088
Other	7,586	5,590	2,809	3,044
Total income from social care	192,547	178,474	141,861	131,719
Expenditure on social care				
Management	180,308	167,322	135,437	125,711
Exceptional item: sleep-in back-pay	-	-	-	-
Services	6,416	6,667	4,045	4,210
Maintenance	1,535	1,239	254	171
Depreciation	645	665	551	591
Impairment	119	(39)	-	-
Total expenditure on social care	189,023	175,854	140,287	130,683
Operating deficit on social care	3,524	2,620	1,574	1,036

5 Directors' emoluments

The directors are defined as the members of the Board, the Chief Executive and the Senior Management Team at any point during the year. Aggregate emoluments payable to directors (including pension contributions and benefits in kind were):

	GROUP		PARENT	
	2019	2018	2019	2018
	£'000	£'000	£'000	£'000
Non-executive directors	102	89	102	89
Executive staff members	974	974	792	781
	1,076	1,063	894	870

No retirement benefits are accrued under defined benefit schemes. The Chief Executive is an ordinary member of a private pension scheme provided by Aviva. Employer contributions of 8.5% are made into the scheme (2018/19: £13k, 2017/18: £13k), the same contribution percentage as for all members of the Group Executive Team, and no enhanced or special terms are applied.

The Chief Executive is the highest paid director. The emoluments payable to the Chief Executive (excluding pension contributions but including benefits in kind) were:

	£'000	£'000	£'000	£'000
Emoluments	160	155	160	155

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

6 Staff numbers and costs

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

Headcount	GROUP		PARENT	
	2019 No.	2018 No.	2019 No.	2018 No.
Care staff	6,344	6,333	5,027	4,848
Administration	470	418	388	371
	<u>6,814</u>	<u>6,751</u>	<u>5,415</u>	<u>5,219</u>
Full Time Equivalent	GROUP		PARENT	
	2019 No.	2018 No.	2019 No.	2018 No.
Care staff	4,896	4,859	3,905	3,743
Administration	377	341	312	299
	<u>5,273</u>	<u>5,200</u>	<u>4,217</u>	<u>4,042</u>

Remuneration of staff (excluding pension contribution but including benefits in kind) is in the following bands:

	GROUP		PARENT	
	2019 No.	2018 No.	2019 No.	2018 No.
£60,000 to £69,999	18	7	14	4
£70,000 to £79,999	5	5	3	4
£80,000 to £89,999	4	2	4	1
£90,000 to £99,999	2	-	2	-
£100,000 to £109,999	1	3	-	2
£110,000 to £119,999	3	2	3	2
£120,000 to £129,999	1	1	1	1
£130,000 to £139,999	1	-	1	-
£150,000 to £159,999	-	1	-	1
£160,000 to £169,999	1	-	1	-

Staff costs	GROUP		PARENT	
	2019 £'000	2018 £'000	2019 £'000	2018 £'000
Wages and salaries	126,984	121,491	100,612	93,699
Social security costs	9,916	9,478	7,984	7,347
Pension costs	6,117	5,402	2,788	2,216
	<u>143,017</u>	<u>136,371</u>	<u>111,384</u>	<u>103,262</u>

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

7 Surplus on disposal of fixed assets	GROUP		PARENT	
	2019	2018	2019	2018
	£'000	£'000	£'000	£'000
Proceeds from disposal of housing properties	88	1,105	88	1,105
Cost of sales	(152)	(492)	(152)	(492)
Incidental selling costs	(11)	(20)	(11)	(20)
(Deficit)/surplus on disposal of housing properties	(75)	593	(75)	593
Deficit on replacement of housing components	(50)	(92)	(50)	(92)
Deficit on disposal of other fixed assets	(4)	(53)	-	(47)
(Deficit)/surplus for the year	(129)	448	(125)	454
8 Interest receivable and similar income	GROUP		PARENT	
	2019	2018	2019	2018
	£'000	£'000	£'000	£'000
Bank interest	41	14	41	14
Intercompany Loan Interest	-	-	12	11
	41	14	53	25
9 Interest payable and similar charges	GROUP		PARENT	
	2019	2018	2019	2018
	£'000	£'000	£'000	£'000
Finance cost on pension scheme	250	272	250	272
Bank loans	98	119	98	119
	348	391	348	391

Dimensions (UK) Limited

Notes to the Financial Statements for the year ended 31 March 2019

10 Surplus for the year

	GROUP		PARENT	
	2019	2018	2019	2018
	£'000	£'000	£'000	£'000
The surplus for the year is stated after charging/(crediting):				
Depreciation and impairment:				
Housing properties	723	653	723	653
Impairment of housing properties	41	(155)	41	(155)
Other fixed assets	645	665	551	591
Impairment of other fixed assets	119	(39)	-	-
Auditor's remuneration:				
Audit	90	82	65	72
Operating leases rental	6,224	5,705	4,581	4,103

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, Waymarks 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 three subsidiaries and has the right to appoint members to the boards and thereby exercises control over them. All subsidiaries of Dimensions (UK) Limited are non-regulated entities within the Group.

Dimensions (UK) Limited is the ultimate parent undertaking.

Each subsidiary 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 non-regulated entities were as follows:

	2019	2018
	£'000	£'000
Outreach 3 Way	658	685
Waymarks Limited	350	248
Dimensions Somerset SEV Limited (trading as "Discovery")	2,176	2,105

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

13 Housing properties	Housing properties
GROUP & PARENT	available for letting
	£'000
Cost	
At 1 April 2018	32,957
Additions	2,340
Disposals	(306)
At 31 March 2019	34,991
Depreciation and impairment	
At 1 April 2018	9,298
Depreciation charged during the year	723
Impairment	41
Disposals	(154)
At 31 March 2019	9,908
Net book value	
At 31 March 2019	25,083
Net book value	
At 31 March 2018	23,659

	2019	2018
		(Restated)
	£'000	£'000
Housing property costs comprise:		
Freeholds	29,039	27,044
Long leaseholds	4,262	4,293
Short leaseholds	1,690	1,620
	34,991	32,957

Expenditure on works to existing properties comprise the following:

	£'000	£'000
Components capitalised	258	498
Amounts charged to the income and expenditure account	205	258
	463	756

Impairment

Impairment of £41,000 was charged (2018: £155,000 released) in the year to increase the carrying value of certain housing properties to their value-in-use, being the estimated recoverable amount.

The value-in-use calculation used a discount rate of 5.0%, applied to cash flows extending over a 30 year period which reflects the long useful lives of housing properties.

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

14 Tangible fixed assets

a) Other fixed assets GROUP

	Property £'000	Office & computer equipment £'000	Household fixtures & fittings £'000	Total £'000
Cost				
At 1 April 2018	4,605	5,042	268	9,915
Additions	21	11	19	51
Disposals	(149)	(1,019)	(27)	(1,195)
At 31 March 2019	4,477	4,034	260	8,771
Depreciation				
At 1 April 2018	874	3,227	150	4,251
Charged during the year	62	556	27	645
Impairment	119	-	-	119
Disposals	(6)	(1,016)	(21)	(1,043)
At 31 March 2019	1,048	2,768	156	3,972
Net book value				
At 31 March 2019	3,429	1,266	104	4,799
Net book value				
At 31 March 2018	3,731	1,815	118	5,664

b) Other fixed assets PARENT

	Property £'000	Office & computer equipment £'000	Household fixtures & fittings £'000	Total £'000
Cost				
At 1 April 2018	434	4,886	196	5,516
Additions	-	-	19	19
Disposals	-	(1,019)	(13)	(1,032)
At 31 March 2019	434	3,867	202	4,503
Depreciation				
At 1 April 2018	70	3,216	96	3,382
Charge for year	6	526	19	551
Disposals	-	(1,019)	(13)	(1,032)
At 31 March 2019	76	2,723	102	2,901
Net book value				
At 31 March 2019	358	1,144	100	1,602
Net book value				
At 31 March 2018	364	1,670	100	2,134

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

15	Debtors	GROUP		PARENT	
		2019 £'000	2018 £'000	2019 £'000	2018 £'000
	Due within one year				
	Rent and service charges receivable	591	523	573	501
	Less: provision for bad and doubtful debts	(58)	(121)	(57)	(114)
		<hr/>	<hr/>	<hr/>	<hr/>
		533	402	516	387
	Trade debtors	16,412	12,970	12,905	11,188
	Other debtors	19	16	12	8
	Prepayments and accrued income	5,094	6,481	4,842	6,175
	Amounts owed by subsidiaries	-	-	379	144
		<hr/>	<hr/>	<hr/>	<hr/>
		22,058	19,869	18,654	17,902
	Due after more than one year				
	Amounts owed by subsidiaries	-	-	1,510	1,777
		<hr/>	<hr/>	<hr/>	<hr/>
		22,058	19,869	20,164	19,679
		<hr/>	<hr/>	<hr/>	<hr/>
16	Creditors: amounts falling due within one year	GROUP		PARENT	
		2019 £'000	2018 £'000	2019 £'000	2018 £'000
	Trade creditors	2,872	2,338	2,442	2,018
	Rent paid in advance	68	129	66	127
	Social housing grant received	415	347	415	347
	Other creditors	890	986	738	867
	Taxation and social security costs	3,003	2,969	2,367	2,151
	Accruals and deferred income	16,528	14,903	8,021	8,006
	Recycled capital grant fund (note 17)	1,701	1,518	1,701	1,518
		<hr/>	<hr/>	<hr/>	<hr/>
		25,477	23,190	15,750	15,034
		<hr/>	<hr/>	<hr/>	<hr/>

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

17 Recycled capital grant fund

	GROUP		PARENT	
	2019	2018	2019	2018
	£'000	£ '000	£'000	£ '000
At 1 April	2,251	1,957	2,251	1,957
Grants recycled	26	289	26	289
Interest accrued	15	5	15	5
Withdrawals	(150)	-	(150)	-
Balance at 31 March	2,142	2,251	2,142	2,251
Amount due for repayment to Homes England	1,701	1,518	1,701	1,518

Creditors: amounts falling due after more than one year

	GROUP		PARENT	
	2019	2018	2019	2018
	£'000	£'000	£'000	£'000
Social housing grant received	18,159	17,994	18,159	17,994
Recycled capital grant fund (note 17)	441	733	441	733
	18,600	18,727	18,600	18,727

Recycled capital grant funds are repayable in instalments due as follows:

	GROUP		PARENT	
	2019	2018	2019	2018
	£'000	£'000	£'000	£'000
In one year or less (note 16)	1,701	1,518	1,701	1,518
Between one and two years	124	321	124	321
Between two and five years	317	412	317	412
	2,142	2,251	2,142	2,251

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

19	Non-equity share capital	PARENT	
		2019 £	2018 £
	Allotted, issued and fully paid		
	Ordinary shares of £1 each at 1 April	9	19
	New shares	1	1
	Cancellations	(1)	(11)
		<hr/>	<hr/>
	Ordinary shares of £1 each at 31 March	9	9
		<hr/>	<hr/>

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	Transfer		
		At 1 April 2018 £'000	(to)/from income and expenditu re account £'000	At 31 March 2019 £'000
	Amenity Fund for respite care	5	-	5
	Reserve related to Hollow Lane	410	-	410
	Assets tied to autism related service	364	(6)	358
	Reserves related to restricted funds	-	-	-
	White Cliffs sensory garden	5	-	5
		<hr/>	<hr/>	<hr/>
	PARENT	784	(6)	778
	Reserve related to O3W	9	18	27
		<hr/>	<hr/>	<hr/>
	GROUP	793	12	805
		<hr/>	<hr/>	<hr/>

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

21 Income and expenditure account

	GROUP		PARENT	
	2019	2018	2019	2018
	£'000	£'000	£'000	£'000
Balance brought forward	19,849	16,484	15,212	13,422
Surplus for the year	3,249	3,156	1,301	1,517
Reduction in support to subsidiary	-	-	193	62
Transfers (to)/from restricted reserves (note 20)	(12)	69	6	71
Initial recognition of multi-employer defined benefit scheme	(3,374)	-	(3,374)	-
Actuarial gain on pension schemes	1,108	140	1,108	140
Balance carried forward	20,820	19,849	14,446	15,212
Income and expenditure account excluding pension liability	28,597	25,792	22,223	21,155
Pension liability	(7,777)	(5,943)	(7,777)	(5,943)
Income and expenditure account after including pensions liability	20,820	19,849	14,446	15,212

22 Financial commitments

There were no capital commitments as at 31 March 2019 (2018: £nil).

23 Operating lease commitments

At 31 March 2019 the Group had total commitments under operating leases as follows:

	Land & buildings		Other	
	2019	2018	2019	2018
	£'000	£'000	£'000	£'000
Amounts due in:				
Less than one year	2,613	2,881	703	824
Between two and five years	6,325	6,687	864	1,238
Over five years	7,326	8,847	-	-
	16,264	18,415	1,567	2,062

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

24 Social Housing Units / Bed Spaces

	2019 Number	2018 Number
Under management at the end of the year:		
Agency managed	236	520
Directly managed	585	320
	<hr/>	<hr/>
	821	840
	<hr/>	<hr/>

25 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:

	GROUP		PARENT	
	2019 £'000	2018 £'000	2019 £'000	2018 £'000
Social Housing Pension Scheme - deficit funding liability	-	3,410	-	3,410
Social Housing Pension Scheme - defined benefit liability	5,322	-	5,322	-
Royal County of Berkshire Pension Fund	2,455	2,533	2,455	2,533
	<hr/>	<hr/>	<hr/>	<hr/>
	7,777	5,943	7,777	5,943
	<hr/>	<hr/>	<hr/>	<hr/>

The People's Pension

The People's Pension is the qualifying workplace pension scheme used by Dimensions for auto-enrolment. The employer's contribution is currently 2% of qualifying earnings and this will rise to 3% in 2019/20. Employee's contributed 3%. The total charge to the Group for the year was £1,067,000 (2018: £472,000).

As at 31 March 2019, 5,359 employees (2018: 4,755) were enrolled in the scheme.

Standard Life Money Purchase Scheme

Group employees at the level of Locality Manager and above have access to a Standard Life money purchase 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 £505,000 (2018: £481,000).

As at 31 March 2019, 308 employees (2018: 315) were members of the Standard Life Money Purchase Pension Scheme.

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

25 Pension liability (continued)

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. This showed that at 31 March 2012 the scheme had a notional deficit of £10.3 billion.

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 2019, the employer's rate of contribution was paid at the rate recommended by the Actuary of 14.38% (which includes a 0.08% admin fee). The employees' contributions ranged between 5% and 12.5%. The total charge to the Group for the year was £1,042,000 (2018: £1,071,000). As at 31 March 2019, 412 employees (2018: 470) 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.

Further information on the value of the scheme assets and liabilities, as required by the SORP, is not available.

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 2019, 35 employees (2018: 39) were members of SHPS.

Historically The Pensions Trust (TPT), who administers SHPS, has not been able to provide sufficient information for the Dimensions share of SHPS to allow defined benefit (DB) accounting to be applied. Instead, in accordance with FRS 102, Dimensions has accounted for SHPS as a defined contribution (DC) scheme and recognised a liability for the present value of the Dimension's deficit funding agreement.

Following a number of changes made to systems and processes by TPT, sufficient information has now become available for SHPS to mean that DB accounting must be applied.

Under DC accounting the liability recognised in the balance sheet at 31 March 2019 is £2.9m. Under DB accounting however, this has risen and is now £5.3m, an increase of £2.4m in pension liability on the balance sheet.

Dimensions has provided for this by holding a provision calculated under the accounting rules set out in Financial Reporting Standard 102 (FRS102).

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

25 Pension liability (continued)

Transition:

Other Comprehensive Income

	£'000
De-recognise defined contribution balance at 01.04.18	(3,410)
Recognise defined benefit balance at 01.04.18	6,784
Actuarial gain at 31.03.19	(954)
	<hr/>
Net Charge for the year ended 31.03.19	2,420
	<hr/>

Statement of Financial Position

	£'000
Pension liability – defined contribution balance at 31.03.19	(2,902)
Increase liability for remeasurement under defined benefit accounting	(2,420)
	<hr/>
Pension liability – defined benefit balance at 31.03.19	(5,322)
	<hr/>

The deficit funding agreement remains in place. The additional costs that Dimensions has to fund the past deficits identified are £681,000 per annum.

The total charge to Dimensions for the year in respect of current service was £82,000 (2018: £88,000).

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 scheme is funded to ensure payment of accrued benefits as they fall due.

Qualified actuaries, on the basis of valuations using the projected unit method, determine the contributions.

The most recent formal actuarial valuation of the scheme at 31 March 2019 showed that the actuarial value of the scheme's assets do not cover the accrued liabilities based on estimated fund pensionable salaries at retirement to the extent of £2,455,000 (2018: £2,533,000). 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 2019, the employer's rate of contribution was paid at the rate recommended by the Actuary of 22.7%. The employees' contributions' ranged between 2.25% and 12.5%. The contribution paid by Dimensions during the year was £22,000 (2018: £12,000). At 31 March 2019, 6 employees (2018: 3) were members of the Royal County of Berkshire Pension Fund.

As the scheme has few current members, under the projected unit method, the current service cost will increase as the members of the scheme approach retirement.

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

25 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 FRS 102 disclosures in these statutory accounts.

During the year ended 31 March 2019, the employer's rate of contribution was paid at the rate recommended by the Actuary of 18.6% to the 31st July 2018 and then 18.1% from 1st August 2018. The employees' contributions' ranged between 2.25% and 12.5%. The total charge to the Group for the year was £2,440,000 (2018: £3,106,000). As at 31 March 2019, 819 employees (2018: 1,094) 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 Council are responsible for the scheme deficit and so the organisation is exempt from including the FRS 102 disclosures in these statutory accounts.

During the year ended 31 March 2019, 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 £108,000 (2018: £84,000). As at 31 March 2019, 27 employees (2018: 33) 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):

	2019 % pa	2018 % pa	2017 % pa
Increases in salaries	3.90	3.80	4.20
Increases in pensions and deferred pensions	2.40	2.30	2.70
Discount rate	2.40	2.55	2.80
Retail price inflation	3.40	3.30	3.60
Consumer price inflation	2.40	2.30	2.70

The assets in the scheme were:

	Actual asset allocation 2019	Actual asset allocation 2018
Equities	51%	48%
Other bonds	15%	15%
Property	14%	13%
Cash	8%	15%
Target Return	5%	4%
Commodities	1%	2%
Infrastructure	6%	3%
	100%	100%

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

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

25 Pension liability (continued)

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

Balance sheet disclosure

	2019 £'000	2018 £'000	2017 £'000
Present value of the defined benefit obligation	4,429	4,392	4,449
Fair value of fund assets (bid value)	(1,974)	(1,859)	(1,859)
Net liability in balance sheet	2,455	2,533	2,590

Analysis of the amount charged to operating surplus

	2019 £'000	2018 £'000
Current service cost	(46)	(21)
Total operating charge	(46)	(21)

Analysis of the amount charged to the statement of comprehensive income

	2019 £'000	2018 £'000
Net interest on the defined benefit liability	(64)	(73)
Administration expenses	(1)	(1)
Total loss	(65)	(74)

Analysis of amount recognised in other comprehensive income

	2019 £'000	2018 £'000	2017 £'000
Return on fund assets in excess of interest	117	9	191
Experience gain on defined benefit obligation	-	-	346
Other actuarial gains/(losses) on assets	-	-	22
Change in financial assumptions	(209)	131	(887)
Change in demographic assumptions	247	-	79
Remeasurement of the defined liability	155	140	(249)

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

25 Pension liability (continued)

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

	2019 £'000	2018 £'000
Opening defined benefit obligation	4,392	4,449
Service cost	46	21
Interest cost	111	124
Contributions by scheme participants	8	3
Net of change in assumptions and experience	(38)	(131)
Estimated benefits paid net of transfers in	(90)	(74)

Closing defined benefit obligation

4,429 4,392

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

	2019 £'000	2018 £'000
Opening fair value of scheme assets	1,859	1,859
Interest on assets	47	51
Return on assets less interest	117	9
Employer contributions	34	12
Contributions by scheme participants	8	3
Actuarial gains/(losses)	-	-
Administration expenses	(1)	(1)
Estimated benefits paid (net of transfers in)	(90)	(74)

Fair value of scheme assets at end of year

1,974 1,859

Reconciliation of opening and closing surplus

	2019 £'000	2018 £'000
At beginning of the year	(2,533)	(2,590)
Service cost	(46)	(21)
Interest cost	(64)	(73)
Employer contributions	34	12
Actuarial gain / (loss)	155	140
Administration expense	(1)	(1)

Deficit in scheme at end of year

(2,455) (2,533)

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

25 Pension liability (continued)

Amounts for the current and previous periods	2019 £'000	2018 £'000	2017 £'000	2016 £'000	2015 £'000
Defined benefit obligation	(4,429)	(4,392)	(4,449)	(3,960)	(4,206)
Scheme assets	1,974	1,859	1,859	1,709	2,106
Deficit	(2,455)	(2,533)	(2,590)	(2,251)	(2,100)
Experience adjustments on scheme liabilities	38	131	(462)	-	-
Percentage of liabilities	0.9%	3%	(10.4%)	-	-
Experience adjustments on scheme assets	-	-	22	(289)	58
Percentage of assets	-	-	1.2%	(16.9%)	2.8%
Cumulative actuarial loss	(1,209)	(1,364)	(1,504)	(1,255)	(1,185)

SHPS

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

	2019 % pa	2018 % pa
Increases in salaries	3.28	3.16
Discount rate	2.54	2.59
Retail price inflation	3.19	3.16
Consumer price inflation	2.19	2.16

The mortality assumptions adopted at 31 March 2019 imply the following life expectancies:

	Life expectancy at age 65 Years
Male retiring in 2019	20.3
Female retiring in 2019	21.9
Male retiring in 2039	21.6
Female retiring in 2039	23.0

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

25 Pension liability (continued)

The assets in the scheme were:

	Actual asset allocation 2019	Actual asset allocation 2018
Absolute Return	1,956	2,622
Alternative Risk Premia	1,304	814
Corporate Bond Fund	1,055	881
Credit Relative Value	414	-
Distressed Opportunities	411	207
Emerging Markets Debt	780	865
Fund of Hedge Funds	102	707
Global Equity	3,804	4,239
Infrastructure	1,185	550
Insurance-Linked Securities	648	564
Liability Driven Investment	8,267	7,818
Long Lease Property	332	-
Net Current Assets	43	20
Private Debt	303	191
Property	509	988
Risk Sharing	683	199
Secured Income	809	795
	22,605	21,460

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

Balance sheet disclosure

	2019 £'000	2018 £'000
Present value of defined benefit obligation	27,927	28,244
Fair value of plan assets	(22,605)	(21,460)
Net liability in balance sheet	5,322	6,784

Analysis of the amount recognised in the Statement of Comprehensive Income (SoCI)

	2019 £'000
Expenses	25
Net interest expense	167
Defined benefit costs recognised in SoCI	192

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

25 Pension liability (continued)

Analysis of amount recognised in other comprehensive income	2019 £'000
Return on plan assets in excess of interest - gain	311
Experience gain on defined benefit obligation - gain	19
Change in financial assumptions - loss	(454)
Change in demographic assumptions - gain	1,077

Remeasurement of the defined liability - gain	953
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Reconciliation of opening and closing balances of the present value of the defined benefit obligation	2019 £'000
Opening defined benefit obligation	28,244
Expenses	25
Interest expense	726
Net actuarial gain due to changes in assumptions and scheme experience	(642)
Benefits paid and expenses	(426)

Closing defined benefit obligation	27,927
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Reconciliation of opening and closing balances of the fair value of fund assets	2019 £'000
Opening fair value of plan assets	21,460
Interest income	559
Employer contributions	701
Experience on plan assets - gain	311
Benefits paid and expenses	(426)

Fair value of scheme assets at end of year	22,605
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The actual return on the plan assets (including any changes in share of assets) over the period ended 31 March 2019 was £870,000.

Reconciliation of opening and closing surplus	2019 £'000
Deficit in plan at beginning of the year	6,784
Expenses	25
Net interest expense	167
Actuarial gain	(953)
Employer contributions	(701)

Deficit in plan at end of year	5,322
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26 Reconciliation of operating surplus to net cash inflow from operating activities

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

	GROUP	
	2019	2018
	£'000	£'000
Group operating surplus after exceptional items	3,685	3,085
Depreciation of tangible fixed assets	1,368	1,318
Charge/(release) of impairment provision	160	(194)
Difference between pension charge and cash contributions	(498)	(461)
Increase in debtors	(2,189)	(2,509)
Increase in creditors	1,469	4,600
Increase in provisions	150	26
Amortisation of government grant in the year	(415)	(347)
Net cash inflow from operating activities	3,730	5,518

27 Analysis of changes in net debt

	At 31 March 2018 £'000	Cash flow £'000	At 31 March 2019 £'000
Group			
Cash at bank and in hand	20,660	2,379	23,039
Total	20,660	2,379	23,039

28 Reconciliation of net cash flow to movement in net funds

	GROUP	
	2019	2018
	£'000	£'000
Increase in cash in the year	2,379	4,384
Change in net funds	2,379	4,384
Net funds at 1 April	20,660	16,276
Net funds at 31 March	23,039	20,660

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019

29 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.

30 Related parties

Steve Scown, Chief Executive, is the Chair of the Voluntary Organisation Disability Group (VODG). Steve receives no payment for his role at VODG. During the year, Dimensions has paid VODG £6,000 (2018: £14,000) in membership fees. There was no outstanding balance at the year-end between the two parties.

Dimensions UK has supported the son of Martin Boniface, a Waymarks Board member until 9th July 2018, during the year via the supported living scheme. There has been no financial transaction between the two parties during the year as the support given was funded by the South Worcestershire Clinical Commissioning Group.

Nick Baldwin CBE, Chair of the Group Board, has a son who works at KPMG, the external auditors.

31 Off-balance sheet arrangements

Dimensions UK, as parent, has guaranteed the performance of its subsidiary, Dimensions Somerset SEV (trading as "Discovery"), 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.

Dimensions (UK) Limited
Notes to the Financial Statements for the year ended 31 March 2019
33 Provisions for liabilities

	GROUP		PARENT	
	2019 £'000	2018 £'000	2019 £'000	2018 £'000
Aggregate provisions for liabilities	1,500	1,350	1,346	1,329
	<u>1,500</u>	<u>1,350</u>	<u>1,346</u>	<u>1,329</u>
Group		Dilapidations £'000	Income adjustments £'000	Total £'000
At 1 April 2018		308	1,042	1,350
Release of provision		(7)	(294)	(301)
Additions		70	437	507
Utilised		-	(56)	(56)
		<u>371</u>	<u>1,129</u>	<u>1,500</u>

The cost for dilapidations of offices are provided for. The prior year provision has been reassessed and some provision released. New provisions have been added for new office leases taken out. The various 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. Some disputes have been resolved during the year and the provision utilised.

Parent	Dilapidations £'000	Income adjustments £'000	Total £'000
At 1 April 2018	295	1,034	1,329
Release of provision	(7)	(294)	(301)
Additions	20	353	373
Utilised	-	(56)	(56)
	<u>308</u>	<u>1,037</u>	<u>1,345</u>