

# HOME SUPPORT ELMBRIDGE

England & Wales · Charity number 1026347

## Details

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Other names	MDHS HOUSEHOLD SERVICES, MOLESEY AND DITTON'S HOUSEWORK SCHEME
Status	Registered
Legal form	Other
Registered	1993-09-24
Register	<a href="#">View on the Charity Commission register</a>

## Contact

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Address	Charity House 1 & 2 The Quintet Churchfield Road Walton-On-Thames KT12 2TZ
Phone	01932267128
Email	<a href="mailto:hs.elmbridge@btinternet.com">hs.elmbridge@btinternet.com</a>
Website	<a href="http://www.homesupportelmbridge.co.uk">www.homesupportelmbridge.co.uk</a>

## Activities

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**Objects:** TO PROVIDE A COMPREHENSIVE AND FLEXIBLE HOUSEHOLD SUPPORT SERVICE IN ORDER TO PROMOTE INDEPENDENT LIVING FOR THOSE NEEDING SUCH A SERVICE AS A RESULT OF AGE, SICKNESS OR DISABILITY. ALSO WHERE POSSIBLE TO SUBSIDISE THE SERVICE FINANCIALLY IN CASE OF FINANCIAL NEED.

**Activities:** HSE was established as a charity in 1989 to provide a comprehensive and flexible household support service in order to promote independent living for those residents of Elmbridge needing such a service as a result of age or disability; also, where possible, to subsidise the service financially in cases of financial need.

## Classification

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- **How:** Provides Human Resources, Provides Services
- **What:** Disability, Economic/community Development/employment
- **Who:** Elderly/old People, People With Disabilities

## Geography

- **Area of benefit:** POSTAL DISTRICTS OF THAMES DITTON, LONG DITTON, EAST MOLESEY, WEST MOLESEY AND HINCHLEY WOOD
- Surrey

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£48,620	£72,380	-	-
2024-03-31	£57,477	£58,675	-	-
2023-03-31	£68,513	£56,499	-	-
2022-03-31	£66,652	£61,997	-	-
2021-03-31	£63,963	£72,312	-	-

## Trustees

Name	Role	Appointed
Christine Joy Elmer		2016-07-18
Jerry Mills		2016-07-18

**HOME SUPPORT ELMBRIDGE**

England & Wales - Charity number 1026347

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# Accounts

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**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**General Information**  
**Year Ended 31st March 2025**

Home Support Elmbridge was established over 25 years ago to support people that had been discharged from hospital and needed additional support over and above that which could be provided by the NHS once they had returned to their homes. The support took the form of organising home services including cleaners and gardeners and more latterly those services have been extended to include hairdressing, chiropody and some limited handyman services. The client is responsible for paying the service provider but by using Home Support Elmbridge they are able to access DBS checked individuals who we regularly check for quality of service. They also access those services at a discounted rate from the open market.

Apart from sourcing helpers we also provide telephone support and face to face support for our clients who are often elderly or have some form of disability. We are a trusted organisation that provides a very valued service to the more vulnerable in the Borough of Elmbridge. We do not rely upon volunteers to deliver our service but we do work closely with a number of other charities who provide complimentary services and support.

We are currently reviewing how we can offer an expanded service either directly or in partnership.

**Registered Office:** Charity House  
5 The Quintet  
Churchfield Road  
Walton-on-Thames  
Surrey KT12 2TZ

**Governing Body:** The Charity is governed by a Constitution (amended June 2003) that is administered by a Management Committee that is appointed by its members for a term of three years but may be re-appointed for a further term.

Its officers (Chair, Secretary and Treasurer) are elected annually by the members. The Committee meets 3 times a year to set policies and to monitor the performance of the Charity. The Charity employs 2 part-time administrators to carry out the day-to-day business of the charity.

**Management Committee :** Jerry Mills ( Chairman)  
Christine Elmer (Trustee)  
Gareth Bannister (Treasurer)  
  
Secretary - Vacant

**Life President :** Marguerite Rollason M.B.E.

**Charity Administrators :** Tara Day (Co-Ordinator)  
Julie Rozario (Co-Ordinator)

**Bankers:** CAF Bank Limited  
25 Kings Hill  
West Mailing  
Kent ME194JQ

**Auditor:** Hamid Salehi  
8 Blagdon Road  
New Malden  
Surrey KT3 4AD

**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**Policies**

Year Ended 31st March 2025

**Reserves Policy**

The Charity obtains approximately 95% of its income from member fees and helper cost recovery. In normal circumstances the Charity would look to hold reserves equal to 6 months running costs. However the reserves exceed that at the moment whilst the Trustees consider a different formula for the funding of the Charity.

The key aim of the trustees is to ensure that the charity has a sustainable future but if the reserves are required to subsidise any new funding model the trustees will consider whether it should use some of them on a discretionary basis to subsidise the membership fee.

**investment Policy**

The Charity does not have sufficient funds to require a detailed investment policy for its surplus funds. Reserves are kept on short term deposit with Investec.

**Risk Assessment**

The Charity identifies the following as potential risks to its achieving its objectives:

1 The charity provides a valuable service to the older and more vulnerable members of its local community. It has no plans to change the nature of that service but simply to look to expand its client base through better advertising and other referral partnering arrangements.

2 Damage to its reputation as a reliable, cost-effective provider of services culminating in loss of customers being referred to it.

The Charity annually contacts all its customers requesting feedback regarding the service it provides. It also maintains close links with those bodies referring customers to it to ensure that any concerns are promptly brought to its attention.

The trustees are satisfied that the charity's risk management policy and procedures adequately address the risks to the charity arising from its activities.

**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**Receipts and Payments Account**  
**Year Ended 31st March 2025**

	Unrestricted £	2025 Restricted £	Total £	2024 Total £
<b>RECEIPTS</b>				
Membership and Helper Fees	45,190	0	45,190	54,056
Gifts, donations and other voluntary receipts	262	0	262	257
Interest Income	78	0	78	74
Elmbridge Borough Council Gardening Grant	-	3,090	3,090	3,090
Elmbridge Borough Council IT Support Grant	-	0	0	0
Elmbridge Borough Council Volunteer Support Grant	-	0	0	0
<b>Total Receipts</b>	<b>45,530</b>	<b>3,090</b>	<b>48,620</b>	<b>57,477</b>
<b>PAYMENTS</b>				
Payments directly for charitable purposes	0	0	0	0
Management and administration				
Salaries and National Insurance	54,094	3,090	57,184	42,653
Secretarial / Administrative Expenses	1,683	0	1,683	1,683
Insurance	1,053	0	1,053	1,053
Telephone	516	0	516	516
IT Costs	962	0	962	962
Helper DBS Check Fees	148	0	148	148
Marketing & Web Development	12	0	12	12
Accountancy	6,507	0	6,507	6,507
Rent	4,200	0	4,200	4,200
Bank Charges	115	0	115	115
Other Items	-	0	0	0
<b>Total Payments</b>	<b>69,291</b>	<b>3,090</b>	<b>72,380</b>	<b>58,675</b>
<b>NET OF RECEIPTS AND PAYMENTS</b>	<b>(23,761)</b>	<b>0</b>	<b>(23,761)</b>	<b>(1,199)</b>
<b>CASH FUNDS LAST YEAR END</b>	<b>66,705</b>	<b>0</b>	<b>66,705</b>	<b>66,705</b>
<b>CASH FUNDS THIS YEAR END</b>	<b>51,203</b>	<b>0</b>	<b>51,203</b>	<b>66,705</b>
<b>Consisting of :</b>				
CAF Current Bank Account	56,056	0	56,056	855
CAF Shopping Bank Account	-	0	-	30,556
CAF Gold Account	-	0	-	7
Investec 90 day Fixed Deposit Account	-	0	-	50,050
Petty Cash Float	147	0	147	237
LESS Prepaid member fees	(5,000)		(5,000)	(15,000)
			<b>51,203</b>	<b>66,705</b>
<b>MOVEMENTS IN RESTRICTED FUNDS</b>				
	Opening Balance 1 April 2024 £	Income £	Output £	Closing Balance 31 March 2025 £
Elmbridge Borough Council Gardening Grant	0	3,090	3,090	0
Elmbridge Borough Council IT Support Grant	0	0	0	0
Elmbridge Borough Council Volunteer Support Grant	0	0	0	0
<b>TOTAL RESTRICTED FUNDS</b>	<b>0</b>	<b>3,090</b>	<b>3,090</b>	<b>0</b>

**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**Statement of Assets and Liabilities**  
**Year Ended 31st March 2025**

		<b>2025</b>	<b>2024</b>
		<b>£</b>	<b>£</b>
<b>CASH</b>	Bank Balances	56,203	81,705
Less	Prepaid Member fees	5,000	15,000
	<b>TOTAL NET ASSETS</b>	<b>51,203</b>	<b>66,705</b>
<b>RESERVES</b>	Restricted	0	0
	Unrestricted	51,203	66,705
	<b>TOTAL RESERVES</b>	<b>51,203</b>	<b>66,705</b>

**Summary of HSE Full Year Account**  
**Year Ended 31st March 2023**

**Treasurer's Report**  
**Year Ended 31st March 2025**

With no sign of recovery and declining membership, combined with the difficulty of recruiting new helpers. It was decided by the Trustees to start the process of closing the charity.

We have notified Elmbridge council and written to all active members and users of our service. It is hoped this process will be complete within the next year and any remaining funds will be transferred in accordance with our governing articles.

During this time we have had no government or additional local authority support.



Section A

Independent Examiner's Report

Report to the trustees

Charity Name: Home Support Elmbridge

On accounts for the year ended

31<sup>st</sup> March 2025 Charity no (if any): 1026347

Set out on pages

5 & 6 (remember to include the page numbers of additional sheets)

Responsibilities and basis of report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 / 03 / 2025.

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

[Handwritten signature]

Date:

30<sup>th</sup> June 2025

Name:

Hamid Salehi

Address:

8 Blagdon Road ,New Malden

Surrey KT3 4AD

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

[A large empty rectangular box for providing details of items to disclose.]

**HOME SUPPORT ELMBRIDGE**

England & Wales - Charity number 1026347

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# Accounts

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**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**General Information**  
**Year Ended 31st March 2024**

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Secretary - Vacant

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**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**Policies**

Year Ended 31st March 2024

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**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**Receipts and Payments Account**  
**Year Ended 31st March 2024**

	Unrestricted £	2024 Restricted £	Total £	2023 Total £
<b>RECEIPTS</b>				
Membership and Helper Fees	54,056	0	54,056	64,993
Gifts, donations and other voluntary receipts	257	0	257	386
Interest Income	74	0	74	44
Elmbridge Borough Council Gardening Grant	-	3,090	3,090	3,090
Elmbridge Borough Council IT Support Grant	-	0	0	0
Elmbridge Borough Council Volunteer Support Grant	-	0	0	0
<b>Total Receipts</b>	<b>54,387</b>	<b>3,090</b>	<b>57,477</b>	<b>68,513</b>
<b>PAYMENTS</b>				
Payments directly for charitable purposes	0	0	0	0
Management and administration				
Salaries and National Insurance	39,563	3,090	42,653	41,872
Secretarial / Administrative Expenses	1,026	0	1,026	1,088
Insurance	1,137	0	1,137	2,165
Telephone	1,050	0	1,050	932
IT Costs	1,977	0	1,977	798
Helper DBS Check Fees	163	0	163	786
Marketing & Web Development	-	0	0	0
Accountancy	5,909	0	5,909	4,679
Rent	4,638	0	4,638	3,988
Bank Charges	115	0	115	144
Other Items	9	0	9	47
<b>Total Payments</b>	<b>55,585</b>	<b>3,090</b>	<b>58,675</b>	<b>56,499</b>
<b>NET OF RECEIPTS AND PAYMENTS</b>	<b>(1,199)</b>	<b>0</b>	<b>(1,199)</b>	<b>12,014</b>
<b>CASH FUNDS LAST YEAR END</b>	<b>67,897</b>	<b>0</b>	<b>67,897</b>	<b>67,897</b>
<b>CASH FUNDS THIS YEAR END</b>	<b>66,705</b>	<b>0</b>	<b>66,705</b>	<b>66,705</b>
<b>Consisting of :</b>				
CAF Current Bank Account	855	0	855	4,843
CAF Shopping Bank Account	30,556	0	30,556	27,951
CAF Gold Account	7	0	7	7
Investec 90 day Fixed Deposit Account	50,050	0	50,050	50,050
Petty Cash Float	237	0	237	46
LESS Prepaid member fees	(15,000)		(15,000)	(15,000)
			<b>66,705</b>	<b>67,897</b>

**MOVEMENTS IN RESTRICTED FUNDS**

	Opening Balance 1 April 2023 £	Income £	Output £	Closing Balance 31 March 2024 £
Elmbridge Borough Council Gardening Grant	0	3,090	3,090	0
Elmbridge Borough Council IT Support Grant	0	0	0	0
Elmbridge Borough Council Volunteer Support Grant	0	0	0	0
<b>TOTAL RESTRICTED FUNDS</b>	<b>0</b>	<b>3,090</b>	<b>3,090</b>	<b>0</b>

**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**Statement of Assets and Liabilities**  
**Year Ended 31st March 2023**

		<b>2024</b>	<b>2023</b>
		<b>£</b>	<b>£</b>
<b>CASH</b>	Bank Balances	81,705	82,897
Less	Prepaid Member fees	15,000	15,000
	<b>TOTAL NET ASSETS</b>	<b>66,705</b>	<b>67,897</b>
<b>RESERVES</b>	Restricted	0	0
	Unrestricted	66,705	67,897
	<b>TOTAL RESERVES</b>	<b>66,705</b>	<b>67,897</b>

**Summary of HSE Full Year Account**  
**Year Ended 31st March 2023**

**Treasurer's Report**  
**Year Ended 31st March 2024**

It has been another difficult year with the downturn in the economy making it very difficult for our helpers and the elderly we serve. We have noticed delays in people returning to us due to the NHS being under so much pressure.

Turnover has decreased, and it continues to be very difficult to find, retain and refer new suitable helpers.

During this time we have had no government or additional local authority support.



Section A

Independent Examiner's Report

Report to the trustees/ members of	Home Support Elmbridge		
On accounts for the year ended	31 <sup>st</sup> March 2024	Charity no (if any)	1026347
	Set out on pages		
	Pages 3 and 4.		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

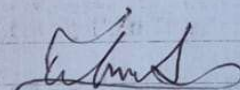
**Responsibilities and basis of report** As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

**Independent examiner's statement** I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:  Date: 5<sup>TH</sup> December 2024

Name: Mr E Salehi

Address: 8 Blagdon Road  
New Malden  
KT3 4AD

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**HOME SUPPORT ELMBRIDGE**

England & Wales - Charity number 1026347

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# Accounts

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**Policies**

Year Ended 31st March 2023

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**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**Receipts and Payments Account**  
**Year Ended 31st March 2023**

	Unrestricted £	2023 Restricted £	Total £	2022 Total £
<b>RECEIPTS</b>				
Membership and Helper Fees	64,993	0	64,993	62,907
Gifts, donations and other voluntary receipts	386	0	386	531
Interest Income	44	0	44	124
Elmbridge Borough Council Gardening Grant	-	3,090	3,090	3,090
Elmbridge Borough Council IT Support Grant	-	0	0	0
Elmbridge Borough Council Volunteer Support Grant	-	0	0	0
<b>Total Receipts</b>	<b>65,423</b>	<b>3,090</b>	<b>68,513</b>	<b>66,652</b>
<b>PAYMENTS</b>				
Payments directly for charitable purposes	0	0	0	0
Management and administration				
Salaries and National Insurance	38,782	3,090	41,872	48,050
Secretarial / Administrative Expenses	1,088	0	1,088	1,709
Insurance	2,165	0	2,165	2,035
Telephone	932	0	932	939
IT Costs	798	0	798	1,030
Helper DBS Check Fees	786	0	786	259
Marketing & Web Development	-	0	0	0
Accountancy	4,679	0	4,679	3,433
Rent	3,988	0	3,988	4,350
Bank Charges	144	0	144	192
Other Items	48	0	48	0
<b>Total Payments</b>	<b>53,409</b>	<b>3,090</b>	<b>56,499</b>	<b>61,997</b>
<b>NET OF RECEIPTS AND PAYMENTS</b>	<b>12,014</b>	<b>0</b>	<b>12,014</b>	<b>4,655</b>
<b>CASH FUNDS LAST YEAR END</b>	<b>59,335</b>	<b>0</b>	<b>59,335</b>	<b>51,592</b>
<b>CASH FUNDS THIS YEAR END</b>	<b>67,897</b>	<b>0</b>	<b>67,897</b>	<b>59,335</b>
<b>Consisting of :</b>				
CAF Current Bank Account	4,843	0	4,843	392
CAF Shopping Bank Account	27,951	0	27,951	23,770
CAF Gold Account	7	0	7	7
Investec 90 day Fixed Deposit Account	50,050	0	50,050	50,050
Petty Cash Float	46	0	46	116
LESS Prepaid member fees	(15,000)		(15,000)	(15,000)
			<b>67,897</b>	<b>59,335</b>

**MOVEMENTS IN RESTRICTED FUNDS**

	Opening Balance 1 April 2022 £	Income £	Output £	Closing Balance 31 March 2023 £
Elmbridge Borough Council Gardening Grant	0	3,090	3,090	0
Elmbridge Borough Council IT Support Grant	0	0	0	0
Elmbridge Borough Council Volunteer Support Grant	0	0	0	0
<b>TOTAL RESTRICTED FUNDS</b>	<b>0</b>	<b>3,090</b>	<b>3,090</b>	<b>0</b>

**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**Statement of Assets and Liabilities**  
**Year Ended 31st March 2023**

		<b>2023</b>	<b>2022</b>
		<b>£</b>	<b>£</b>
<b>CASH</b>	Bank Balances	82,897	74,335
Less	Prepaid Member fees	15,000	15,000
	<b>TOTAL NET ASSETS</b>	<b>67,897</b>	<b>59,335</b>
<b>RESERVES</b>	Restricted	0	0
	Unrestricted	67,897	59,335
	<b>TOTAL RESERVES</b>	<b>67,897</b>	<b>59,335</b>

**Summary of HSE Full Year Account**  
**Year Ended 31st March 2023**

**Treasurer's Report**  
**Year Ended 31st March 2023**

It has been a difficult year with the downturn in the economy making it very difficult for our helpers and the elderly we serve. We have noticed delays in people returning to us due to the NHS being under so much pressure.

Turnover has very slightly increased . But it is very difficult to find, retain and refer new suitable helpers.

During this time we have had no government or additional local authority support.



CHARITY COMMISSION  
FOR ENGLAND AND WALES

## Independent examiner's report on the accounts

Section A

### Independent Examiner's Report

Report to the trustees

Charity Name  
Home Support Elmbridge

On accounts for the year  
ended

31<sup>st</sup> March 2023

Charity no  
(if any)

1026347

Set out on pages

Pages 3 & 4

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

Responsibilities and basis  
of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's  
statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

Date:

24<sup>th</sup> August 2023

Name:

Mr E Salehi

Address:

8 Blagdon Road

New Malden

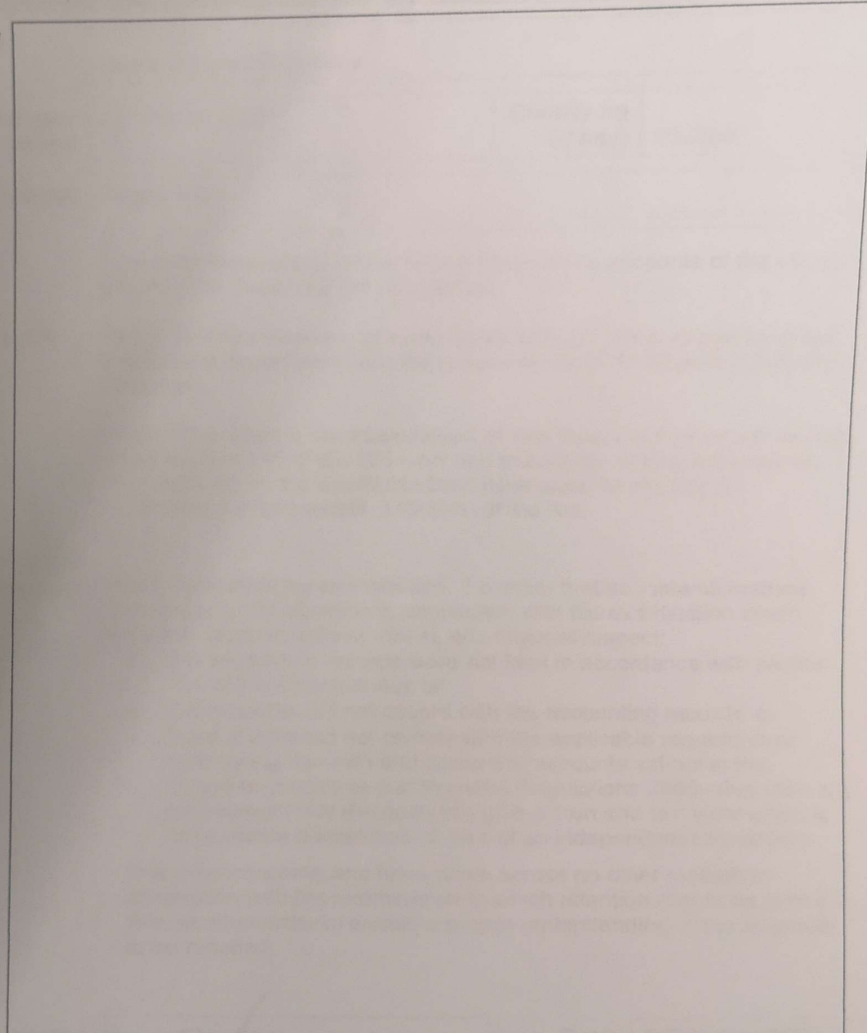
KT3 4AD

**Section B**

**Disclosure**

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.



**HOME SUPPORT ELMBRIDGE**

England & Wales - Charity number 1026347

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# Accounts

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**HOME SUPPORT ELMBRIDGE**  
(Registered Charity No. 1026347)

**General Information**  
**Year Ended 31st March 2022**

Home Support Elmbridge was established over 25 years ago to support people that had been discharged from hospital and needed additional support over and above that which could be provided by the NHS once they had returned to their homes. The support took the form of organising home services including cleaners and gardeners and more latterly those services have been extended to include hairdressing, chiropody and some limited handyman services. The client is responsible for paying the service provider but by using Home Support Elmbridge they are able to access DBS checked individuals who we regularly check for quality of service. They also access those services at a discounted rate from the open market.

Apart from sourcing helpers we also provide telephone support and face to face support for our clients who are often elderly or have some form of disability. We are a trusted organisation that provides a very valued service to the more vulnerable in the Borough of Elmbridge. We do not rely upon volunteers to deliver our service but we do work closely with a number of other charities who provide complimentary services and support.

We are currently reviewing how we can offer an expanded service either directly or in partnership.

**Registered Office:** Charity House  
5 The Quintet  
Churchfield Road  
Walton-on-Thames  
Surrey KT12 2TZ

**Governing Body:** The Charity is governed by a Constitution (amended June 2003) that is administered by a Management Committee that is appointed by its members for a term of three years but may be re-appointed for a further term.

Its officers (Chair, Secretary and Treasurer) are elected annually by the members. The Committee meets 3 times a year to set policies and to monitor the performance of the Charity. The Charity employs a full-time Manager and 2 part-time administrators to carry out the day-to-day business of the charity.

**Management Committee :** Jerry Mills ( Chairman)  
Christine Elmer (Trustee)  
Gareth Bannister (Treasurer)

Secretary - Vacant

**Life President :** Marguerite Rollason M.B.E.

**Charity Administrators :** Suzanne Birchard (Co-Ordinator)  
Julie Rozario (Co-Ordinator)

**Bankers:** CAF Bank Limited  
25 Kings Hill  
West Mailing  
Kent ME194JQ

**Auditor:** Hamid Salehi  
8 Blagdon Road  
New Malden  
Surrey KT3 4AD

**HOME SUPPORT ELMBRIDGE**  
(Registered Charity No. 1026347)

**Policies**

Year Ended 31st March 2022

**Reserves Policy**

The Charity obtains approximately 95% of its income from member fees and helper cost recovery. In normal circumstances the Charity would look to hold reserves equal to 6 months running costs. However the reserves exceed that at the moment whilst the Trustees consider a different formula for the funding of the Charity.

The key aim of the trustees is to ensure that the charity has a sustainable future but if the reserves are required to subsidise any new funding model the trustees will consider whether it should use some of them on a discretionary basis to subsidise the membership fee.

**investment Policy**

The Charity does not have sufficient funds to require a detailed investment policy for its surplus funds. Reserves are kept on short term deposit with Investec.

**Risk Assessment**

The Charity identifies the following as potential risks to its achieving its objectives:

1 The charity provides a valuable service to the older and more vulnerable members of its local community. It has no plans to change the nature of that service but simply to look to expand its client base through better advertising and other referral partnering arrangements.

2 Damage to its reputation as a reliable, cost-effective provider of services culminating in loss of customers being referred to it.

The Charity annually contacts all its customers requesting feedback regarding the service it provides. It also maintains close links with those bodies referring customers to it to ensure that any concerns are promptly brought to its attention.

The trustees are satisfied that the charity's risk management policy and procedures adequately address the risks to the charity arising from it's activities.

HOME SUPPORT ELMBRIDGE  
(Registered Charity No. 1026347)

Receipts and Payments Account  
Year Ended 31st March 2022

	Unrestricted £	2022 Restricted £	Total £	2021 Total £
<b>RECEIPTS</b>				
Membership and Helper Fees	62,907	0	62,907	59,355
Gifts, donations and other voluntary receipts	531	0	531	1,158
Interest Income	124	0	124	360
Elmbridge Borough Council Gardening Grant	-	3,090	3,090	3,090
Elmbridge Borough Council IT Support Grant	-	0	0	0
Elmbridge Borough Council Volunteer Support Grant	-	0	0	0
<b>Total Receipts</b>	<b>63,562</b>	<b>3,090</b>	<b>66,652</b>	<b>63,963</b>
<b>PAYMENTS</b>				
Payments directly for charitable purposes	0	0	0	0
Management and administration				
Salaries and National Insurance	44,960	3,090	48,050	61,203
Secretarial / Administrative Expenses	1,709	0	1,709	270
Insurance	2,035	0	2,035	1,705
Telephone	939	0	939	900
IT Costs	1,030	0	1,030	737
Helper DBS Check Fees	259	0	259	27
Marketing & Web Development	-	0	0	13
Accountancy	3,433	0	3,433	2,974
Rent	4,350	0	4,350	4,350
Bank Charges	192	0	192	133
Other Items	-	0	0	0
<b>Total Payments</b>	<b>58,907</b>	<b>3,090</b>	<b>61,997</b>	<b>72,312</b>
<b>NET OF RECEIPTS AND PAYMENTS</b>	<b>4,655</b>	<b>0</b>	<b>4,655</b>	<b>(8,349)</b>
<b>CASH FUNDS LAST YEAR END</b>	<b>51,592</b>	<b>0</b>	<b>51,592</b>	<b>59,813</b>
<b>CASH FUNDS THIS YEAR END</b>	<b>59,219</b>	<b>0</b>	<b>59,219</b>	<b>51,592</b>
Consisting of :				
CAF Current Bank Account	392	0	392	862
CAF Shopping Bank Account	23,770	0	23,770	15,673
CAF Gold Account	7	0	7	7
Investec 90 day Fixed Deposit Account	50,050	0	50,050	50,050
Petty Cash Float	116	0	116	0
LESS Prepaid member fees	(15,000)		(15,000)	(15,000)
			<b>59,335</b>	<b>51,592</b>

**MOVEMENTS IN RESTRICTED FUNDS**

	Opening Balance 1 April 2021 £	Income £	Output £	Closing Balance 31 March 2022 £
Elmbridge Borough Council Gardening Grant	0	3,090	3,090	0
Elmbridge Borough Council IT Support Grant	0	0	0	0
Elmbridge Borough Council Volunteer Support Grant	0	0	0	0
<b>TOTAL RESTRICTED FUNDS</b>	<b>0</b>	<b>3,090</b>	<b>3,090</b>	<b>0</b>

HOME SUPPORT ELMBRIDGE  
(Registered Charity No. 1026347)

Statement of Assets and Liabilities  
Year Ended 31st March 2022

		2022	2021
		£	£
CASH	Bank Balances	74,335	66,592
Less	Prepaid Member fees	15,000	15,000
	<b>TOTAL NET ASSETS</b>	<b>59,335</b>	<b>51,592</b>
RESERVES	Restricted	0	0
	Unrestricted	59,335	51,592
	<b>TOTAL RESERVES</b>	<b>59,335</b>	<b>51,592</b>

Summary of HSE Full Year Account  
Year Ended 31st March 2022

Treasurer's Report  
Year Ended 31st March 2022

The Covid 19 crisis that started with national disruption from March 2020 has continued to effect ongoing trading. We have managed to remain open and available, we still have difficulty in recruiting new helpers .

Turnover has slightly reduced, however our available funds has restored to pre-Covid level.

Due to successfully reducing our costs.

During this time we have had no government or additional local authority support.

HOME SUPPORT ELMBRIDGE  
(Registered Charity No. 1026347)

**Report of the independent examiner to the trustees of Home Support  
Elmbridge**

I report to the trustees on my examination of the accounts of the above charity  
for the year to 31<sup>st</sup> March 2021 which are set out on the pages attached.

**Responsibilities and basis of report**

As the charity's trustees, you are responsible for the preparation of the accounts  
in accordance with the requirements of the Charities Act 2011 (the Act).

I report in respect of my examination of the charity's accounts carried out under  
section 145 of the 2011 Act and in carrying out my examination, I have followed  
all the applicable Directions given by the Charity Commission under section  
145(5)(b) of the Act.

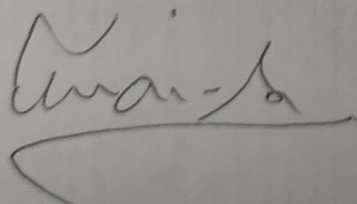
**Independent Examiner's statement**

I have completed my examination.

I confirm that no material matters have come to my attention in connection with  
the examination that gives me cause to believe that in any material respect:

- a) the accounting records were not kept in accordance with section 130  
of the Charities Act or
- b) the accounts did not comply with the accounting records or
- c) the accounts did not comply with the applicable requirements  
concerning the form and content of the accounts set out in the  
Charities (Accounts and Reports) Regulations 2008 other than any  
requirement that the accounts give a "true and fair" view which is not  
a matter considered as part of the independent examination.

I have no concerns and have come across no other matters in connection with  
the examination to which attention should be drawn in this report in order to  
enable a proper understanding of the accounts to be reached.



26/04/23  
J. Blagden Rd  
KT3 4AD  
Independent examiner



**HOME SUPPORT ELMBRIDGE**

England & Wales - Charity number 1026347

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# Accounts

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**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**General Information**  
**Year Ended 31st March 2021**

Home Support Elmbridge was established over 25 years ago to support people that had been discharged from hospital and needed additional support over and above that which could be provided by the NHS once they had returned to their homes. The support took the form of organising home services including cleaners and gardeners and more latterly those services have been extended to include hairdressing, chiropody and some limited handyman services. The client is responsible for paying the service provider but by using Home Support Elmbridge they are able to access DBS checked individuals who we regularly check for quality of service. They also access those services at a discounted rate from the open market.

Apart from sourcing helpers we also provide telephone support and face to face support for our clients who are often elderly or have some form of disability. We are a trusted organisation that provides a very valued service to the more vulnerable in the Borough of Elmbridge. We do not rely upon volunteers to deliver our service but we do work closely with a number of other charities who provide complimentary services and support.

We are currently reviewing how we can offer an expanded service either directly or in partnership.

**Registered Office:** Charity House  
5 The Quintet  
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Walton-on-Thames  
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**Governing Body:** The Charity is governed by a Constitution (amended June 2003) that is administered by a Management Committee that is appointed by its members for a term of three years but may be re-appointed for a further term.

Its officers (Chair, Secretary and Treasurer) are elected annually by the members. The Committee meets 3 times a year to set policies and to monitor the performance of the Charity. The Charity employs a full-time Manager and 2 part-time administrators to carry out the day-to-day business of the charity.

**Management Committee :** Jerry Mills ( Chairman)  
Christine Elmer (Trustee)  
Gareth Bannister (Treasurer)  
Paul Hamill (Trustee)  
Secretary - Vacant

**Life President :** Marguerite Rollason M.B.E.

**Charity Administrators :** Thomasina Breslin (Manager)  
Suzanne Birchard (Co-Ordinator)  
Julie Rozario (Co-Ordinator)

**Bankers:** CAF Bank Limited  
25 Kings Hill  
West Mailing  
Kent ME194JQ

**Auditor:** Barry Hitchens  
24 Effingham Road  
Long Ditton  
Surbiton KT6 5JY

**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**Policies**

Year Ended 31st March 2021

**Reserves Policy**

The Charity obtains approximately 95% of its income from member fees and helper cost recovery. In normal circumstances the Charity would look to hold reserves equal to 6 months running costs. However the reserves exceed that at the moment whilst the Trustees consider a different formula for the funding of the Charity.

The key aim of the trustees is to ensure that the charity has a sustainable future but if the reserves are required to subsidise any new funding model the trustees will consider whether it should use some of them on a discretionary basis to subsidise the membership fee.

**investment Policy**

The Charity does not have sufficient funds to require a detailed investment policy for its surplus funds. Reserves are kept on short term deposit with Investec.

**Risk Assessment**

The Charity identifies the following as potential risks to its achieving its objectives:

1 The charity provides a valuable service to the older and more vulnerable members of its local community. It has no plans to change the nature of that service but simply to look to expand its client base through better advertising and other referral partnering arrangements.

2 Damage to its reputation as a reliable, cost-effective provider of services culminating in loss of customers being referred to it.

The Charity annually contacts all its customers requesting feedback regarding the service it provides. It also maintains close links with those bodies referring customers to it to ensure that any concerns are promptly brought to its attention.

The trustees are satisfied that the charity's risk management policy and procedures adequately address the risks to the charity arising from its activities.

**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**Receipts and Payments Account**  
**Year Ended 31st March 2020**

	Unrestricted £	2021 Restricted £	Total £	2020 Total £
<b>RECEIPTS</b>				
Membership and Helper Fees	59,355	0	59,355	65,736
Gifts, donations and other voluntary receipts	1,158	0	1,158	7,409
Interest Income	360	0	360	549
Elmbridge Borough Council Gardening Grant	-	3,090	3,090	3,090
Elmbridge Borough Council IT Support Grant	-	0	0	0
Elmbridge Borough Council Volunteer Support Grant	-	0	0	0
<b>Total Receipts</b>	<b>60,873</b>	<b>3,090</b>	<b>63,963</b>	<b>76,784</b>
<b>PAYMENTS</b>				
Payments directly for charitable purposes	0	0	0	0
Management and administration				
Salaries and National Insurance	58,113	3,090	61,203	66,430
Secretarial / Administrative Expenses	270	0	270	1,170
Insurance	1,705	0	1,705	1,609
Telephone	900	0	900	684
IT Costs	737	0	737	2,934
Helper DBS Check Fees	27	0	27	134
Marketing & Web Development	13	0	13	624
Accountancy	2,974	0	2,974	6,218
Rent	4,350	0	4,350	4,439
Bank Charges	133	0	133	120
Other Items	-	0	0	0
<b>Total Payments</b>	<b>69,222</b>	<b>3,090</b>	<b>72,312</b>	<b>84,362</b>
<b>NET OF RECEIPTS AND PAYMENTS</b>	<b>(8,349)</b>	<b>0</b>	<b>(8,349)</b>	<b>(7,578)</b>
<b>CASH FUNDS LAST YEAR END</b>	<b>59,813</b>	<b>0</b>	<b>59,813</b>	<b>67,391</b>
<b>CASH FUNDS THIS YEAR END</b>	<b>51,464</b>	<b>0</b>	<b>51,464</b>	<b>59,813</b>
<b>Consisting of :</b>				
CAF Current Bank Account	862	0	862	273
CAF Shopping Bank Account	15,673	0	15,673	4,384
CAF Gold Account	7	0	7	20,106
Investec 90 day Fixed Deposit Account	50,050	0	50,050	50,050
Petty Cash Float	0	0	0	0
LESS Prepaid member fees	(15,000)		(15,000)	(15,000)
			<b>51,592</b>	<b>59,813</b>

**MOVEMENTS IN RESTRICTED FUNDS**

	Opening Balance 1 April 2020 £	Income £	Output £	Closing Balance 31 March 2021 £
Elmbridge Borough Council Gardening Grant	0	3,090	3,090	0
Elmbridge Borough Council IT Support Grant	0	0	0	0
Elmbridge Borough Council Volunteer Support Grant	0	0	0	0
<b>TOTAL RESTRICTED FUNDS</b>	<b>0</b>	<b>3,090</b>	<b>3,090</b>	<b>0</b>

**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**Statement of Assets and Liabilities**  
**Year Ended 31st March 2021**

		<b>2021</b>
		<b>£</b>
<b>CASH</b>	Bank Balances	66,592
Less	Prepaid Member fees	15,000
<b>TOTAL NET ASSETS</b>		<b>51,592</b>
<b>RESERVES</b>	Restricted	0
	Unrestricted	51,592
<b>TOTAL RESERVES</b>		<b>51,592</b>

**Summary of HSE Full Year Account**  
**Year Ended 31st March 2021**

**Treasurer's Report**  
**Year Ended 31st March 2021**

The Covid 19 crisis that started with national disruption from March 2020 has made it a very difficult year. While we have managed to remain open and available, we have had difficulty in recruiting new helpers and our elderly clients have been self isolating. This in turn led to a drop in requirement for our services at times and also significantly busier times when the lockdowns were released. Consequently we suffered a loss of revenue and are taking measures as far as possible to reduce operating costs going forward. During this time we have had no government or additional local authority support. The Hardship fund established last year has a balance of £1700.00 unallocated

**HOME SUPPORT ELMBRIDGE  
(Registered Charity No. 1026347)**

**Report of the independent examiner to the trustees of Home Support  
Elmbridge**

I report to the trustees on my examination of the accounts of the above charity for the year to 31<sup>st</sup> March 2021 which are set out on the pages attached.

**Responsibilities and basis of report**

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (the Act).

I report in respect of my examination of the charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent Examiner's statement**


I have completed my examination.

I confirm that no material matters have come to my attention in connection with the examination that gives me cause to believe that in any material respect:

- a) the accounting records were not kept in accordance with section 130 of the Charities Act or
- b) the accounts did not comply with the accounting records or
- c) the accounts did not comply with the applicable requirements concerning the form and content of the accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of the independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Barry Hitchens – Australian Society of Accountants  
24 Effingham Road  
Long Ditton  
Surrey KT6 5JY

  
28<sup>th</sup> January 2022