

Company registration number: 03187574

Charity registration number: 1055056

Help and Care

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

Help and Care

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Help and Care

Reference and Administrative Details

Charity Registration Number: 1055056

Company Registration Number:
03187574

The charity is incorporated in England and Wales.

Registered Office:
A49 Aerodrome Studios
2-8 Airfield Road
Christchurch
Dorset
BH24 3TS

Auditor:
Saffery LLP
Midland House
2 Poole Road
Bournemouth
BH2 5QY

Solicitors:
Lester Aldridge
Russell House
Oxford Road
Bournemouth BH8
8EX

Bankers:
CAF Bank Limited
Kings Hill
West Malling
Kent 4TA
Natwest
Plc
Commercial Banking
2nd Floor, Heron House
10 Christchurch Road
Bournemouth
BH1 3NR

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:
J A Dawson (Chair)
P Ashcroft (Appointed 11 December 2023)

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Trustees Report

A Bond (Resigned 30 May 2024)

C M Foreman

T C Hayden

S Jackson (Appointed 11 December 2023)

S Jenkin (Appointed 11 December 2023)

N Yeo

J Currin (Appointed 9 August 2024)

Secretary:

M Sharman

Senior Management / Leadership Team:

M Sharman, Chief Executive Officer

D Persse, Director of Services

K Loughnan, Director of Partnerships, Research & Influence

D Daniels, Director of Finance & Corporate Services (Resigned 10 July 2024)

R Verrico, Director of Organisational Development

The Trustees present their Report, together with the audited Accounts, for the year ended 31 March 2024.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The previous articles of association were adopted when Help and Care was incorporated in 1996. These articles were dated and the members agreed new articles of association in December 2014. The charity is constituted by the Articles of Association as a Registered Charity and as a Company Limited by Guarantee.

Every member undertakes to contribute such amount as may be required (not exceeding £10) to the Charity's assets if it should be wound up.

Directors (Trustees)

The directors of the company are also the charity trustees for the purposes of charity law.

The directors during the year were:

John Dawson (Chair)

Peter Ashcroft

Ann Bond

Claire Foreman Terry

Hayden

Sarah Jackson

Steve Jenkin

Nicholas Yeo

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Trustees Report

Membership is open to individuals who apply in the form required by the Directors and are approved by the Directors. New Trustees undergo a comprehensive induction programme. Trustees are recruited via advertising and word-of-mouth.

The Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 11 of the accounts.

The Trustees have had due regard to the Charity Commissions guidance on public benefit.

Organisational Structure

The Trustees meet at a minimum of 6 times per year in fulfilling their role of governance, financial accountability, approving the Business Plan for the organisation, formulation and review of strategy, holding the Chief Executive to account, and ensuring best practice.

The Audit, Risk and Remuneration Committee meets twice a year to review remuneration policy and set pay levels, review internal controls and risk management arrangements, and review the annual accounts in conjunction with the external auditors before submission to the Trustees.

Responsibility for the delivery of the Business Plan is delegated to the Chief Executive, Mark Sharman.

Remuneration for key management personnel is set by the board in line with remuneration levels for similar roles in the industry.

The board considers the leadership team (as listed on page 2) to be the key management personnel.

Related Parties

Help and Care is a member of the following companies -
Healthwatch Hampshire C.I.C. (dissolved 23 April 2024) Healthwatch
Isle of Wight C.I.C.
Healthwatch West Sussex C.I.C.

Risk Management

The major risks to which the Charity is exposed, as identified by the Trustees, have been reviewed and systems have been established to mitigate those risks. The Trustees have undertaken a full and rigorous review of all areas during the year and a risk register has been established and is updated regularly.

OBJECTIVES AND ACTIVITIES

Purposes and Aims

Our charity's purpose as set out in the objects contained in the company's articles of association are:

The charity's objects ("Objects") are specifically restricted to the following:

- to relieve financial hardship, sickness and poor health amongst elderly people;

Help and Care

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- to assist in the treatment and care of people suffering from physical or mental illness or a physical, mental or sensory impairment;
- to provide practical assistance, support and information to people who care for elderly people or people suffering from physical or mental illness or a physical, mental or sensory impairment;
- to relieve poverty, hardship and distress associated with poor health;
- to promote good health and good practice in public health and healthcare; and
- to promote social inclusion for the public benefit by preventing people from becoming socially excluded by reason of old age, physical or mental illness or physical, mental or sensory impairment, relieving the needs of such people and assisting them to integrate into society, in particular but not exclusively in the area of benefit.

Review of Activities

Key plans and priorities in the short to medium term are identified as:

1. Help & Care is a strategic influencer and co-creator
2. Help & Care is a sustainable and effective organisation fit for the future
3. Help & Care services are delivered in more communities across Southern England

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Progress on the aims identified last year are as follows:

Sustainable and effective organisation fit for the future

- Appointment of three Trustees to the Board.
- Review of Investment Portfolio.
- Implementation of an Opportunities Assessment Framework. The Leadership Team developed a comprehensive business opportunities matrix that is now being used to help assess which projects, tenders and other influencing activities will be approved for progression. To help ensure the process is undertaken in a transparent way, each member of the Leadership Team responds independently to the questions that make up the matrix. The results are then reviewed in the next meeting in order to determine whether to progress with the opportunity.
- Development of a Marketing Strategy.
- Implementation of a new Incident Reporting System.
- Supporting new ways of working for staff and their wellbeing.
- Implementation of a new Leadership Development Programme.

Strategic Influencer, Collaborator, and Co-Creator

- Help & Care recognise the importance of fostering stronger community relations through working in partnership. In March 2024, a Memorandum of Understanding was signed with Dorset Race Equality Council who have very little infrastructure or management in place due to funding cuts. Help & Care now support them with central services and in turn they will assist the organisation in reaching seldom heard voices as well as improving diversity in the workforce.
- In April 2024, the Chief Executive and Director of Partnerships, Research and Influence met with professors from Social Sciences and Nursing Science along with the Executive Dean for the Faculty of Health and Social Sciences. It was agreed that BU would host Help & Care at a 'Sandpit' event (an intensive discussion forum where free thinking is encouraged) to explore together where we can collaborate further. A Memorandum of Understanding/Agreement will be drafted to detail the projects to be undertaken. In May 2024, Help & Care were approached by Southampton University to support their bid for funding a Doctoral Research programme, called High Streets and Hinterlands as well as a further bid around health and social care related to social housing.
- In March 2024, the Chief Executive was invited to be a key speaker at an event which was a first of its kind for Wessex. It saw health and care as well as research and innovation leaders gather to discuss the key challenges and priorities for the region. More than 100 people attended the event and we are currently working on a draft Memorandum of Understanding with Wessex Health Partners as the first collaborator from the voluntary and community sector. In addition, the following opportunities are being explored following introductions from the Managing Director or the Deputy Medical Director at Wessex Health Partners: -
- NIHR Applied Research Collaboration (ARC) Wessex, conduct applied health research with partners and others in the health and care sector, alongside patients and members of the public. They are very interested in working with Help & Care as they find it harder to conduct research in communities. Currently they are looking at funding projects for Mental Health with £340,000 to invest this year but currently resubmitting a bid for millions to keep them operational for the next five years. Their focus is on Patient and Public Engagement, with training support.
- Meeting with National Head of Public Engagement to discuss whether the Involving People - Patient and Public Engagement training (newly accredited by the Personalised Care Institute) could be monetised and offered through the NIHR Academy.

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Our Services, Engagement & Impact

VISION – where we should go and why

Our vision is a place where people and communities are living the lives they choose. We have worked since 1985 to improve the communities in which we work.

VALUES – guiding principles of our work and how we operate

1. **SOCIAL JUSTICE** - sits at the heart of all our work. Since its very beginnings, we have played a key role in challenging and influencing policies and practices to make our communities better places.
2. **INNOVATIVE** - In an ever-changing world, it is vital to embrace new situations and technology trends proactively. Help & Care has always faced new challenges with enthusiasm, and innovative and resourceful solutions.
3. **PERSONAL** - All our work puts people's needs first and foremost. We believe that every individual deserves to be treated with respect and compassion and that every voice should be heard.
4. **COLLABORATIVE** – Our collaborations and partnerships allow us to expand and reach more people who need our help, as well as to challenge and influence policy makers.

OPPORTUNITIES AND THREATS

1. Ensuring Help & Care's governance and leadership is fit for purpose.
2. The cyclical nature of tendering impacting on the organisation.
3. Developing our market entry point to reduce reliance on tenders and increase collaboration with VCSE and system partners.
4. Crisis within the NHS and social care, leading to a change in priorities across the sector.
5. Cost of Living Crisis affecting workforce.
6. Need to retain staff in a competitive market.
7. Responding to the current political landscape and future local and national elections.
8. The need to respond to the changing local political landscape, and the complexities of new relationships.
9. Maximising data & digital solutions in our decision making.
10. Decrease in Net Assets caused by failure to generate sufficient funds.
11. Developing our marketing strategy to ensure our message reaches the right people.

LONG-TERM GOALS – what we will do to fulfil our vision

1. Help & Care make a difference to more people's lives and making more communities better places.
2. Help & Care is a strategic influencer, collaborator and innovator changing everyday practice.
3. Help & Care is a sustainable and agile organisation adapting to future needs whilst challenging and guiding policy makers.

Our portfolio of services across Dorset underpin our aspiration to support people to retain maximum independence and wellbeing, through self-management, when facing health or other challenges.

We must ensure that our services are desirable, accessible and operate to the highest standards.

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We are acutely aware of the financial pressures that commissioners are facing and are committed to excellent value for money and outcomes for people and our funders.

This can be achieved, in part, by offering a seamless Help & Care experience for people needing support. We are mobilising integrated, multi-disciplinary Help & Care teams in neighbourhoods across the county, which will present a single Help & Care service offer, but provide a gateway to personalised conversations and bespoke plans.

Our portfolio includes:

Dorset Health & Wellbeing Coaching Service

A revised model following a successful tendering exercise, using system wide data to identify people with high support needs and low motivation, who need structure and goal setting to achieve better health outcomes.

HOPE (Help Overcoming Problems Effectively)

HOPE is an NHS sponsored course we deliver to help people identify what matters to them and to address health and wellbeing issues accordingly. It focuses on group work and peer support, complements our individual health coaching model.

Dementia Coordinator Service

Our Dementia Coordinators Service is another local NHS commissioned service. Our team provide a bespoke support service from dementia diagnosis to (potentially) end of life. The service is entering its third year and is a key component in our integrated services ambitions, due to the significant unmet need for the carers of people with dementia. A wrap around support offer for carers is a key driver.

Social Prescribing

Important signposting and information capacity is essential in supporting people with low / medium support needs, to find community-based solutions. In addition, social prescribing supports the work of our coaches by bringing additional expertise to the conversation with people with more complex needs. Very often this function is the difference between sustainable outcomes and missed opportunities.

Mental Health Transformation

Help & Care's contribution in supporting people with wide and complex needs, enabled us to contribute confidently to the mental health transformation programme in Dorset. Importantly, our experience allowed us to advocate the importance of the voluntary sector and a non-clinical workforce, in offering alternative and creative solutions and outcomes, sometimes as an alternative to traditional service pathways, sometimes in conjunction with clinical partners.

As a result, we were entrusted to develop and deliver a 'test of concept' open access model for people seeking support with their mental health and wellbeing. Consequently, we have also been awarded a

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contract, in collaboration with two other non-clinical, voluntary sector partners, to mobilise further universal access points pan Dorset.

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Volunteering

Our Healthwatch volunteers are at the heart of what we do. They are active in the communities we serve listening to people to find out if health and care is working for them. In being a part of the Healthwatch service they gain valuable, transferable skills whilst helping to improve care locally. Our volunteers support us in a variety of ways and play an important role at Healthwatch. They may be involved in delivering local leadership, helping with administrative tasks, observing health and care services, gathering the views of patients, residents and staff, then contributing to reports which highlight their findings. This enables the Healthwatch team to have a much wider reach in their communities. We have many dedicated volunteers already but are looking to involve more young people in the volunteering roles and increase diversity.

In our work we ensure that people's voices are at the centre of service design, delivery and transformation. The Involving People team have continued to support the Wessex Cancer Alliance by managing a Patient and Public Involvement Network as well as a Steering Group. We have invested in a dedicated volunteering system which will help to notify all existing volunteers of new opportunities as well as assisting with the recruitment of new volunteers.

Roots

Help & Care's longest running service, operating for over 35 years now. Roots continues to *cultivate, nurture and sustain* people affected by mental ill health in the joint purpose of cultivating local gardens of those who cannot do it for themselves, and by recognising the importance of wellbeing through gardening.

This vision succinctly describes what the Roots service can offer and achieve for our colleagues, volunteers and customers' gardens or community spaces. Through examination of the 'NHS Five Steps to Mental Wellbeing' the team have utilised appropriate and corresponding language which will encourage clinicians to refer their patients to the service and prospective volunteers to understand the beneficial outcomes.

The service still benefits from annual grants from NHS Dorset and Bournemouth, Christchurch & Poole local authority. Further funding is secured by our Income Generation / Fundraising Officer through grant applications and the London marathon, with a 2% growth target linked to the 49:49:2 ratio from the Strategic Framework.

The current focus is to establish the service as a formal option for people accessing vocational rehabilitation services or a pathway back to employment, along with the aim of ensuring all costs of providing the service are met in full.

Healthwatch

Healthwatch services including the Hub have empowered thousands of people to share their personal experiences of health and care. In sharing those experiences, they have been pivotal not only in identifying current issues, but in highlighting how to make real and lasting change. Our Healthwatch colleagues, through listening to the public, help to shape our NHS and social care system at a critical time for health and social care services. There are major challenges which need to be addressed. Healthwatch reports have highlighted the barriers and delays to timely care that patients face across the whole system. They also detailed the disproportionate impact that access issues are having on those already facing deprivation.

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Volunteering (continued)

Engagement work was conducted in response to the priorities raised by the inhabitants of local communities, so that practical assistance was available as well as signposting to specialist support. The Healthwatch teams amplified the voices of those people in the community and also sought out seldom heard groups, to ensure their needs were considered. Some key outcomes include: -

- Highlighted the “hidden waiting list” created by delays to GP referrals.
- Contributed to the release of the primary care recovery plan, as a response to the increasing difficulties people have getting mental health support.
- Reviewed and updated the Accessible Information Standard to make sure everyone gets the care they need.
- Our data and feedback demonstrating widening inequalities contributed to the decision by the NHS to announce changes to their contract with dentists.

The Involving People team have recognised that the quality-of-care people experience varies considerably. There is still a focus on the priorities of the delivery system, rather than the individual needs and wishes of patients. Through the research projects and training provided, colleagues have been working towards a fundamental shift in culture so that there is a greater focus on listening to patients and carers. Building on their public and patient toolkit, they have developed a Personalised Care Institute accredited training course which has been shared with the National Institute for Health and Care Research Academy and the Applied Research Collaboration (ARC) Wessex.

Our longstanding partnership with BU continues to strengthen our research activities and we have discussed drawing up a legally binding Memorandum of Agreement. The Whatever It Takes project work with BU concludes this year. This was funded by a proof-of-concept grant, so work has already commenced on plans for a much larger research project on the back of this. The application will be submitted in August 2024. Thanks to separate funding from Macmillan who are keen to support any equality, diversion and inclusion work we undertake, we have had the benefit of adding a Project Officer to the Involving People team, who is also a Macmillan professional. Their post is fully funded for a twoyear period. Besides the Whatever It Takes project, colleagues from other services across Help & Care have provided support to assist with other areas of research the university are pursuing. There are myriad benefits to this alliance e.g. colleagues at Help & Care have been offered the opportunity to undertake an MRes programme at no cost. This will allow them to undertake a research project at Master’s level tailored to their specific interests in health and social care.

Financial Review

The total incoming resources for the year were £4,020,778 (2023: £4,692,169). Total resources expended were £4,285,850 (2023: £4,239,997), giving a deficit for the year before the revaluation of investments of £265,072 (2023: surplus of £452,172). The net assets at the end of the year total £2,602,547 (2023: £2,882,355). The major funding sources are set out in note 3-7 to the financial statements and the expenditure set out in notes 8 to 13.

The principal risks and uncertainties are possible reductions in public funding and contract base vulnerability and over reliance on one contract type for funding. These are also the factors likely to affect financial performance and position. A risk management log has been created to review and quantify these risks, enabling the board to act to mitigate them.

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Reserves Policy

Help and Care are aiming to establish unrestricted reserves at a minimum level of 3 months and a maximum of 9 months' costs. The relevant costs are those to maintain Help and Care's services. The Trustees may establish designated reserves for specific contingencies and asset replacement, where necessary.

At the year-end unrestricted and undesignated reserves were £2,546,656 and represent approximately 7.12 months' total costs which are deemed sufficient.

Plans for the Future Period

Key plans and priorities

In the short to medium term, priorities remain as set out above. During 2024-25 our priorities will include the following:

- To be a pioneer amongst people and communities.
- To be an employer of choice.
- Sustainable and effective organisation fit for the future
- Strategic Influencer, collaborator, and co-creator
- Services delivered in more communities across Southern England

Small company provisions

This report has been prepared in accordance with the small companies' regime under the Companies Act 2006.

Statement of trustees' responsibilities

The trustees (who are also the directors of Help and Care for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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Trustees Report

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

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

In so far as the trustees are aware there is no relevant audit information of which the charitable company's auditor is unaware and the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

Saffery LLP were appointed as auditor to the company and in accordance with section 485 of the Companies Act 2006, a resolution proposing that they be re-appointed will be put at a General Meeting.

The annual report was approved by the trustees of the charity on 8th November 2024 and signed on its behalf by:



M R Sharman
Trustee



J A Dawson (Chair) Chief executive officer

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Independent Auditor's Report to the Members of Help and Care

Opinion

We have audited the financial statements of Help and Care (the 'charity') for the year ended 31 March 2024 which comprise the statement of Financial Activities, the Balance Sheet, the statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice). In our opinion, the financial statements:

- give a true and fair view of the state of the charity's state of affairs as at 31 March 2024 and its incoming resources and application of resources, including its income and expenditure, for the year the year ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives

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Independent Auditor's Report to the Members of Help and Care

Other information (continued)

rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Annual Report which includes the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Annual Report which includes the Directors' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

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

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

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 11, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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Independent Auditor's Report to the Members of Help and Care

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under the Companies Act 2006 and report in accordance with regulations made under the Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

Identifying and assessing risks related to irregularities:

We assessed the susceptibility of the charity's financial statements to material misstatement and how fraud might occur, including through discussions with the trustees, discussions within our audit team planning meeting, updating our record of internal controls and ensuring these controls operated as intended. We evaluated possible incentives and opportunities for fraudulent manipulation of the financial statements. We identified laws and regulations that are of significance in the context of the charity by discussions with trustees and updating our understanding of the sector in which the charity operates.

Laws and regulations of direct significance in the context of the charity include The Companies Act 2006, and UK Tax legislation.

Audit response to risks identified:

We considered the extent of compliance with these laws and regulations as part of our audit procedures on the related financial statement items including a review of financial statement disclosures. We reviewed the charity's records of breaches of laws and regulations, minutes of meetings and correspondence with relevant authorities to identify potential material misstatements arising. We discussed the charity's policies and procedures for compliance with laws and regulations with members of management responsible for compliance.

During the planning meeting with the audit team, the engagement partner drew attention to the key areas which might involve non-compliance with laws and regulations or fraud. We enquired of management whether they were aware of any instances of non-compliance with laws and regulations or knowledge of any actual, suspected or alleged fraud. We addressed the risk of fraud through management override of controls by testing the appropriateness of journal entries and identifying any significant transactions that were unusual or outside the normal course of business. We assessed whether judgements made in making accounting estimates gave rise to a possible indication of management bias. At the completion stage of the audit, the engagement partner's review included ensuring that the team had approached their work with appropriate professional scepticism and thus the capacity to identify non-compliance with laws and regulations and fraud.

Help and Care

Independent Auditor's Report to the Members of Help and Care

Auditor's responsibilities for the audit of the financial statements (continued)

Audit response to risks identified (continued):

There are inherent limitations in the audit procedures described above and the further removed noncompliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion. A further description of our responsibilities is available on the Financial Reporting Council's website at:

www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

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

.....
Casidhe Baleri (Senior Statutory Auditor) for
and on behalf of Saffery LLP

Statutory Auditors

Midland House
2 Poole Road
Bournemouth
Dorset
BH2 5QY

11 December 2024

Saffery LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account)

Unrestricted	Restricted	Total funds	funds	2024
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Note	£	£	£	
				-
	3,810,722	3,851,976		82,662
				-
				9,740
				-
				52,723
	-	23,677		
			210,056	3,810,722
				4,020,778
			(67,788)	(4,218,062)
				(4,285,850)
			(67,788)	(4,218,062)
				(4,285,850)
			(8,703)	(6,033)
				(14,736)
			133,565	(413,373)
				(279,808)
			(6)	6
				-
			133,559	(413,367)
				(279,808)
			2,413,097	469,258
				2,882,355
Income and Endowments from:			2,546,656	55,891
				2,602,547
Charitable activities	4		41,254	
Other trading activities	5		9,740	
Donations and legacies	3		82,662	
Investment income	6		52,723	
Other income	7		23,677	
Total income				
Expenditure on:				
Charitable activities	8			
Total expenditure				
Gains/losses on investment assets				
Net income				
Transfers between funds				
Net movement in funds				
Reconciliation of funds				
Total funds brought forward				
Total funds carried forward		20		

Help and Care

Note	Unrestricted funds £	Restricted funds £	Total 2023 £
		-	56,403
		4,328,337	4,593,123
		-	12,668
		-	13,863
		-	16,112

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account)

Income and Endowments from:

Donations and legacies	3	56,403		
Charitable activities 4	264,786	Other trading activities 5	12,668	
Investment income	6	13,863		
Other income	7	16,112		
Total income		363,832	4,328,337	4,692,169

Expenditure on:

	-	-	-
	(8,300)	(4,231,697)	(4,239,997)
	(8,300)	(4,231,697)	(4,239,997)
	(10,500)	(5,369)	(15,869)
	345,032	91,271	436,303
	131,760	(131,760)	-
	476,792	(40,489)	436,303
	1,936,305	509,747	2,446,052
	2,413,097	469,258	2,882,355

Help and Care

Raising funds
Charitable activities 8

Total expenditure
Gains/losses on investment assets

Net income
Transfers between funds
Net movement in funds

Reconciliation of funds

Total funds brought forward
Total funds carried forward 20

Help and Care

(Registration number: 03187574) Balance Sheet as at 31 March 2024

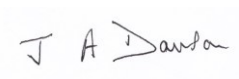
			2024	2023
Note	£	£ Fixed assets		
Tangible assets	14		29,252	7,493
Investments	15		-	387,067
			<u>29,252</u>	<u>394,560</u>
Current assets				
Debtors	16		241,181	184,289
Cash at bank and in hand			2,543,671	2,622,186
			<u>2,784,852</u>	<u>2,806,475</u>
Creditors: Amounts falling due within one year	17	Net current assets	(211,557)	(318,680)
			<u>2,573,295</u>	<u>2,487,795</u>
Net assets			<u>2,602,547</u>	<u>2,882,355</u>
Funds of the charity:				
Restricted income funds				
Restricted funds	20			
Unrestricted income funds			55,891	469,258
			<u>2,546,656</u>	<u>2,413,097</u>
			<u>2,602,547</u>	<u>2,882,355</u>

Unrestricted funds

Total funds

20

The financial statements on pages 15 to 36 were approved by the trustees, and authorised for issue on 8th November 2024 and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'J A Dawson', is displayed within a light grey rectangular box.

J A Dawson
Chair

Statement of Cash Flows for the Year Ended 31 March 2024

Help and Care

	Note	£	£
Cash flows from operating activities			
Net cash (expenditure) / income		(279,808)	436,303
Adjustments to cash flows from non-cash items			
Depreciation		6,661	11,852
Investment income	6	(52,723)	(13,863)
Revaluation of investments		(30,941)	(15,869)

		(356,811)	418,423
Working capital adjustments			282,082
(Increase) / decrease in debtors	16	(56,892)	2
(Decrease) in creditors	17	(2,987)	(87,365)
(Decrease) in deferred income)
		(104,136)	(513,408)
Net cash (Outflows) / inflows from operating activities		(520,826)	99,732
Cash flows from investing activities			
Interest receivable and similar income	6	52,723	13,863
Purchase of investments	15	(24,432)	(23,360)
Sale of investments)
Net cash inflows from investing activities		414,020	55,098
Net (decrease) / increase in cash and cash equivalents		442,311	45,601
		(78,515)	145,333
Cash and cash equivalents at 1 April	Cash and cash		3
equivalents at 31 March		2,622,186	2,476,853
		2,543,671	2,622,186

All of the cash flows are derived from continuing operations during the above two periods.

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. The registered office is A49 Aerodrome Studios, 2-8 Airfield Road, Christchurch, Dorset, BH24 3TS. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

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

Basis of preparation

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

The accounts are prepared in sterling, which is the functional currency of the charity. Monetary amounts in the financial statements are rounded to the nearest £1.

Going concern

The financial statements have been prepared on a going concern basis. The board have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. In the opinion of the board, the charity has sufficient working capital to continue to meet its financial obligations and pay its liabilities as they fall due for the foreseeable future. The budgeted income and expenditure is sufficient for the charity to be able to continue as a going concern and therefore the financial statements have been prepared on a going concern basis.

Income and endowments

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

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2024

Legacy gifts are recognised on a case-by-case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Grants receivable

Grants relating to revenue are recognised in income over the period in which the related costs are recognised.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Other trading activities

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Investment income

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Charitable activities

The charity receives contract income in respect of its charitable activities. Income from local government and other authorities are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings, they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2024

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £2,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Computer equipment	20% straight line
Equipment	15% reducing balance
Motor vehicles	25% reducing balance

Fixed asset investments

Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised at the transaction price. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2024

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised at the transaction price.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post-retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Donations and legacies;			
Donations	82,662	82,662	56,403
	<hr/> 82,662	<hr/> 82,662	<hr/> 56,403

4 Income from charitable activities

funds	Unrestricted	Restricted	Total	Total
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Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2024

	General £	funds £	2024 £	2023 £
Core activities and central support	41,254	-	41,254	179,748
Advocacy and self-care	-	985,117	985,117	1,064,417
Healthwatch	-	758,223	758,223	1,154,073
Healthwatch trading	-	-	-	85,038
Non-clinical health coaching and local prescription	-	<u>2,067,382</u>	<u>2,067,382</u>	<u>2,109,847</u>
	<u>41,254</u>	<u>3,810,722</u>	<u>3,851,976</u>	<u>4,593,123</u>

Notes to the Financial Statements for the Year Ended 31 March 2024

Help and Care

5 Income from other trading activities

	funds	Total	Total Funds	£	£	Unrestricted General £	2024	2023
Fundraising						9,740	9,740	12,668
						9,740	9,740	12,668

6 Investment income

	Unrestricted General £	funds Total £	Total 2024 £	Total 2023 £
Interest receivable and similar income; Interest receivable on bank deposits				
	52,723		52,723	13,863

7 Other income

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Governance Income	23,677	23,677	16,112
Help and Care	23,677	23,677	16,112

8 Expenditure on charitable activities

	Total 2024 £	Total 2023 £
By expense type:		
Staff costs incl. expenses & training	3,771,875	3,807,284
Service costs, including Sitting, volunteer support and bad debts	47,082	62,861
Equipment and van maintenance	5,562	4,309
Depreciation	6,661	11,852
Establishment costs	43,310	39,262
Promotion expenses	20,354	22,822
Office costs	246,238	197,849
Bank charges and interest	5,367	3,923

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2024

Irrecoverable VAT relating to partial exemption	27,028	15,342
Professional fees	47,984	21,922
Governance (see note below)	64,389	52,571
	Total	Total
	2024	2023
By activity:	£	£
Advocacy and Self Service	1,003,773	250,256
Dementia Service	166,978	883,623
Engagement	7,070	-
Healthwatch	801,429	1,206,081
Involving People	103,724	108,941
Non-clinical Health Coaching	2,202,876	1,791,096
	<u>4,285,850</u>	<u>4,239,997</u>
	<u>4,285,850</u>	<u>4,239,997</u>
	, 0	7

9 Analysis of governance costs

Governance costs

	Total	Total
	2024	2023
	£	£
Staff costs		
Wages and salaries	46,933	36,318
Audit Fees - Audit of the financial statements	15,850	13,500
Other governance costs	1,606	2,753
	<u>64,389</u>	<u>52,571</u>

10 Net incoming / outgoing resources

Net incoming / (outgoing) resources for the year include:

	2024	2023
	£	£
Audit fees	15,850	13,500
Depreciation of fixed assets	<u>6,661</u>	<u>11,852</u>

Notes to the Financial Statements for the Year Ended 31 March 2024

11 Trustees' remuneration and expenses

During the year the charity made the following transactions with trustees:

£Nil (2023: £55) reimbursed expenses were paid to trustees.

Trustees waived £351 in expenses during the year.

One trustee received £Nil (2023: £5,500) from the charity for the provision of accountancy services during the year whilst the Director of Finance & Corporate Services was recruited. No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any other benefits from the charity during the year.

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2024

12 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	3,327,832	3,363,278
Social security costs	290,521	299,158
Pension costs	70,452	69,279
Other staff costs	110,823	111,887
	<u>3,799,628</u>	<u>3,843,602</u>

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2024 No.	2023 No.
Central Services	18	17
Dorset Advocacy	0	2
Dorset Dementia Services	25	26
Dorset Healthcare	2	2
Healthwatch	23	31
Involving People	9	5
Non-Clinical Health Coaching	34	39
PCN	24	24
Roots	3	3
Wellbeing Coordinators	2	1
	140	150

The number of employees whose emoluments fell within the following bands was:

	2024 No.	2023 No.
£70,001 - £80,000	4	1
£80,001 - £90,000	-	-
£90,001 - £100,000	1	-

Help and Care

4

The total employee benefits of the key management personnel of the charity were £378,955 (2023 - £363,176).

13 Taxation

The charity is a registered charity and is therefore exempt from taxation.

	17,85
79,868	1
	13,00
48,799	7
5,164	1,497
	14,50
53,963	4
25,905	3,347

14 Tangible Fixed Assets

	Furniture, equipment and IT £	Motor vehicles £	Total £
Cost			
At 1 April 2023	51,840	17,459	69,299
Additions	28,028	392	<u>28,420</u>
At 31 March 2024			<u>97,719</u>
Depreciation			
At 1 April 2023			61,806
Charge for the year	<u>6,661</u>		
At 31 March 2024	<u>68,467</u>		<u>29,252</u>
At 31 March 2023	<u>3,041</u>	<u>4,452</u>	<u>7,493</u>

15 Fixed asset investments

2024

2023

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2024

	£	£
Other investments	-	387,067

Notes to the Financial Statements for the Year Ended 31 March 202

Other investments

	Listed investments £	Total £
Cost or Valuation		
At 1 April 2023	387,067	387,067
Revaluation	(30,941)	(14,736)
Additions	24,432	180
Disposals	(380,558)	(372,511)

Help and Care

		<u>4</u>
At 31 March 2024	-	-

Net book value

At 31 March 2024	-	-
At 31 March 2023	387,067	<u>387,067</u>

16 Debtors

	2024 £	2023 £
Trade debtors	215,876	161,221
Prepayments		1
Other debtors	25,056	23,068
	249	-
	<u>241,181</u>	<u>184,289</u>

	2024 £	2023 £
Trade creditors	18,150	26,029
Other taxation and social security	105,332	113,029
Other creditors	<u>211,557</u>	<u>318,680</u>
Pension scheme creditor	13,742	13,964
Accruals	15,825	11,952
Deferred income	50,000	154,136
Deferred income at 1 April 2023	(154,136)	(667,544)
Resources deferred in the period	(50,000)	(43,500)
Amounts released from previous periods)
Deferred income at year end	<u>254,136</u>	<u>556,908</u>
	<u>(50,000)</u>	<u>(154,136)</u>

18 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £70,452 (2023 - £69,279).

Notes to the Financial Statements for the Year Ended 31 March 2024
Notes to the Financial Statements for the Year Ended 31 March 202

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Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2024

Prior year funds

Help and Care

		4			
	Balance at 1	Incoming	Resources	Other recognised	Balance at 31
	April 2022	resources	expended	Transfers gains/(losses)	March 2023
	£	£	£	£	£

Unrestricted funds
General

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2024

General fund	1,836,305	363,832	(8,300)	130,450	(10,500)	2,311,787
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Designated

Dementia Service	100,000	-	-	1,310	-	101,310
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Total unrestricted funds	1,936,305	363,832	(8,300)	131,760	(10,500)	2,413,097
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Involving People

-	212,665	(108,941)	-	-	103,724
16,208	252,704	(250,256)	-	-	18,656
7,070	-	-	-	-	7,070
95,214	1,154,073	(1,206,081)	-	-	43,206
101,310	974,513	(875,323)	(101,310)	-	99,190
182,364	-	-	(30,450)	(5,369)	146,545
107,581	1,734,382	(1,791,096)	-	-	50,867
509,747	4,328,337	(4,231,697)	(131,760)	(5,369)	469,258
2,446,052	4,692,169	(4,239,997)	-	(15,869)	2,882,355

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2024

The specific purposes for which the funds are to be applied are as follows:

Information and Carers Service:

Carer Training

Funded by Dorset County Council (DCC) on a payment by results arrangement to provide training to unpaid carers. This includes basic Health & Safety, End of Life Care, Dementia & personal care.

Short Breaks Service

DCC funded service for carers enabling them to have access to respite breaks from their caring role. Help & Care liaise between the carers and the domiciliary care provider to coordinate the respite breaks.

Advocacy and Self Care:

Advocacy & Support

Funded from a variety of sources, our range of advocacy services enable vulnerable people to have their voices heard when they are dealing with challenging situations in their lives.

Self-Care - My Health My Way

Funded by the Dorset Clinical Commissioning Group, Help & Care provide Health Coaches to people diagnosed with a long-term health condition.

Engagement:

Dorset POPP

DCC initiative providing community engagement and development workers across every locality and parish in Dorset County.

Healthwatch

Local Healthwatch organisations give people a powerful voice and help them to get the best out of their local health and social care services. Whether it's improving services today or helping to shape them for tomorrow. Local Healthwatch is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in the future.

BACE:

BACE stands for Bournemouth Association for Care of the Elderly. The fund was previously managed through the BACE charity and was transferred to Help and Care in October 2017 after 60 years of operation.

The traditional use of the funds were grants to residents of Bournemouth over the age of 60, only to individuals and usually up to £200. In exceptional cases they could be to £500.

Dementia Co-ordinator Service

Working in partnership with Dorset Healthcare University NHS Foundation Trust, Dorset Clinical Commissioning Group & Age UK. Help & Care offers support to people with dementia in Dorset via the Memory Assessment Service, Dementia Co-ordinators and Cognitive Stimulation Therapy.

NCHCSP:

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2024

Funded by the NHS to provide non-clinical support and interventions in local Primary Care Networks. Our health coaches and social prescribers provide individual and group support to people living with a long-term health condition enabling them to find the skills, confidence, and resources to manage their lives successfully.

The transfer from BACE is to reflect the adjustment in values of the fund in prior years.

The transfer from Dementia Service reflects the spend from restricted funds in prior years which had been taken from unrestricted funds.

Involving People

Improving health and care outcomes by involving patients and the public in the design, delivery and transformation of health services. Involving people puts people's voices at the centre of service design, delivery and transformation.

20 Analysis of net assets between funds

	Unrestricted funds		Restricted funds £	Total funds at 31 March 2024 £
	General £	Designated £		
Tangible fixed assets	29,252	-	-	29,252
Current assets	2,642,527	86,434	55,891	2,784,852
Current liabilities	(211,557)	-	-	(211,557)
Total net assets	2,460,222	86,434	55,891	2,602,547

	Unrestricted funds		Restricted funds £	Total funds at 31 March 2023 £
	General £	Designated £		
Tangible fixed assets	7,493	-	-	7,493
Fixed asset investments	240,522	-	146,545	387,067
Current assets	2,382,452	101,310	322,713	2,806,475
Current liabilities	(318,680)	-	-	(318,680)
Total net assets	2,311,787	101,310	469,258	2,882,355

Total net assets

21 Analysis of net funds

	At 1 April 2023	Financing cash flows	At 31 March 2024
	£	£	£

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2024

Cash at bank and in hand

Net debt

Cash at bank and in hand	2,622,186	(78,515)	2,543,671
22 Related party transactions	2,622,186	(78,515)	2,543,671

During the year the charity made the following related party transactions:

Healthwatch Companies

The following Directors and leadership team members are also on the Board of Healthwatch companies:

	At 1 April 2022	Financing cash flows	At 31 March 2023
	£	£	£
Mark Sharman – Healthwatch Hampshire + Healthwatch West Sussex	2,476,853	145,333	2,622,186
Kathryn Loughnan – Healthwatch Hampshire + Healthwatch West Sussex	2,476,853	145,333	2,622,186

During the year income of £775,901 (2023: £1,154,073) was received from the Healthwatch Companies. Balances held are restricted fund balances. At the balance sheet date, the amount due from Healthwatch Companies was £59,876 (2023 - £Nil).

	2024	Outstanding	2023
	£	£	£
Healthwatch Isle of White	118,577	-	114,306
Healthwatch East Berkshire	193,317	38,663	193,317
Healthwatch Wiltshire	119,746	-	179,617
Healthwatch Hampshire	17,677	21,213	195,258
Healthwatch West Sussex	289,273	-	322,164
Healthwatch Croydon	37,311	-	149,411
	775,901	59,876	1,154,073