

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 2025

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 Way
Christchurch
Dorset
BH23 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
25 Kings Hill Avenue
West Malling
Kent
ME19 4TA

Natwest Plc
Commercial Banking
2nd Floor, Heron House
10 Christchurch Road
Bournemouth
BH1 3NR

Help and Care

Trustees Report

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

A Bond (Resigned 30 May 2024)

C M Foreman

T C Hayden

S Jackson

S Jenkin

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

R Verrico, Director of Organisational Development

D Daniels, Director of Finance and Corporate Resources (Resigned 10 July 2024)

J Morgan, Director of Finance and Corporate Resources (Appointed 18 November 2024)

Help and Care

Trustees Report

The Trustees present their Report, together with the audited Accounts, for the year ended 31 March 2025.

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

Claire Foreman

Ann Bond (Resigned 30 May 2024)

Terry Hayden

Sarah Jackson

Steve Jenkin

Nicholas Yeo

Julie Currin

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 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 Officer, Mark Sharman.

Help and Care

Trustees Report

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;
- 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

The Board have been working during 2024/2025 for the planned succession of the Chief Executive Officer in March 2026, this work will continue during 2025/2026.

Help and Care

Trustees Report

Progress on the aims identified last year are as follows:

Sustainable and effective organisation fit for the future

- Review of Investment Portfolio.
- The Business Opportunities Assessment Matrix is now embedded in normal practice and is utilised in assessing potential areas for growth.
- Development of a Marketing Strategy.
- Supporting new ways of working for staff and their wellbeing.
- Implementation of a new Leadership Development Programme.
- Implementation of a new Environmental and Sustainability Policy.
- Accreditation with Investors in Volunteers.

Strategic Influencer, Collaborator, and Co-Creator

Help & Care recognise the importance of fostering stronger community relations through working in partnership that has included:

- Continued Support is provided to Dorset Race Equality Council who are currently remodelling their organisation.
- In March 2025, a Letter of Intent was signed by Bournemouth University with Help & Care providing an informal agreement providing a basis for future collaboration, such as collaboration on research, student placements and training opportunities.
- In March 2025, a Memorandum of Understanding with Wessex Health Partners was signed. The Framework increases the effectiveness of both organisations through a strategic relationship, to increase collaborative research with communities to address local challenges and increase the adoption of improved health and care.

Our Services, Engagement & Impact

VISION

Our vision is a place where people and communities are living the lives they choose.

VALUES – guiding principles of our work and how we operate

1. **COLLABORATIVE** - We work collaboratively with organisations from the public, private, and voluntary sectors, enabling us to expand and reach out to more people who need our help.
2. **INNOVATIVE** - We are an agile organisation of open-minded, forward thinking individuals. We are committed to giving communities a voice by continuously pushing boundaries.
3. **PERSONAL** - We place people at the centre of our decisions and services. This means listening, understanding, and ensuring every voice is heard, all while treating everyone with respect and compassion.
4. **SOCIAL JUSTICE** - We fight for the vulnerable in our society, using our independence to challenge policies and drive, positive, meaningful change within our communities.

Help and Care

Trustees Report

Our Services, Engagement & Impact (continued)

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.

Our portfolio includes:

Health & Wellbeing Coaching

Personalised support to build confidence towards a healthier life. Our Health & Wellbeing Coaches provide space and support to help people find their own solutions to the challenges life has presented. Very often, our customers are dealing with new or long-term health conditions, anxiety or an inability to take control and plan for the future. With regular 45-minute sessions delivered face to face, by phone or online, approximately 3,000 people across Dorset will avail of, and benefit from, our personalised approach this year. We regularly receive feedback of 100% of service recipients recommending the service to family, friends and beyond.

HOPE (Help Overcoming Problems Effectively)

HOPE is an NHS sponsored course by *Hope for The Community* (H4C), that we deliver, bringing groupwork and peer focus to the Health & Wellbeing Coaching model.

In Dorset, the HOPE Programme has been delivered in partnership with Help & Care since 2022, offering in-person and digital courses through direct delivery or partnership with H4C. To date, 1,278 people from Dorset benefitted from the HOPE Programme including 454 Carers and Parents of children with autism. We regard HOPE as a model to reach people at scale, during challenging times for health & social care services.

Help and Care

Trustees Report

Our portfolio includes: (continued)

Memory Support & Advice

Our Dementia Coordinator Service is another local NHS commissioned service. Our team provide a bespoke support service from dementia diagnosis to (potentially) end of life. In addition, our team are working with NHS leaders in piloting a pre diagnosis support service to address the significant waiting lists for dementia assessment that have developed since the pandemic. With a current post diagnosis referral rate of approx. 3,000 people per year: our teams are reviewing the service model to find the capacity to accommodate approx. 200 additional referrals as part of the trial.

Social Prescribing

It is recognised that the social and personal factors that influence health and wellbeing can be as important as the clinical interventions.

Our social prescribing Link Workers, support the work of our coaches by bringing additional expertise to the table, especially in relation to local intelligence that may provide neighbourhood-based solutions. Social prescribing can bring to life community-integrated healthcare – acting as the conduit between clinical and community resources.

Community mental health and wellbeing support in Dorset.

We continue to develop our credentials and experience working alongside mental health and clinical specialists in providing community based, accessible services as part of the Dorset Mental Health Transformation Programme. Specifically, Help & Care are leading on the Access Wellbeing community developments across the Poole and Purbeck regions while contributing to the strategic transformation plans pan Dorset. The Access Wellbeing Poole hub was the first to open in January 2024 and has seen 4,276 people walk through its doors since then (including repeat visitors, groups and partners). The hub had a bumper month of 265 people in March 2025. 18 partners work from the space to provide holistic support alongside the wellbeing coordinators.

Volunteering

Our Healthwatch volunteers are the driving force behind our work. Embedded in local communities, they listen to people's experiences to ensure health and care services truly meet their needs. In return, volunteers gain valuable, transferable skills while making a meaningful impact on local care.

They contribute in many ways—from providing community leadership and administrative support to observing services and gathering feedback from patients, residents, and staff. Their insights help shape reports that amplify community voices and extend our reach. We're proud of our dedicated team and are actively seeking to engage more young people and increase diversity across our volunteer network.

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 helps to notify all existing volunteers of new opportunities as well as assisting with the recruitment of new volunteers.

Help and Care

Trustees Report

Our portfolio includes: (continued)

Healthwatch

Healthwatch services, including the Hub, have empowered thousands to share their health and care experiences—driving real, lasting change. By listening to the public, our Healthwatch teams play a vital role in shaping NHS and social care services at a time of significant challenge.

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 sought out seldom heard groups, to ensure their needs were considered. Our engagement work responded directly to community priorities, offering practical support and signposting to specialist services.

Involving People

The 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.

Our longstanding partnership with Bournemouth University (BU) continues to strengthen our research capacity. The Whatever It Takes project, completed last year with BU under a proof-of-concept grant, has laid the foundation for a larger research initiative, with a funding application planned for August 2025.

Beyond this, Help & Care colleagues are actively supporting other BU-led research, reflecting the depth of our collaboration. This alliance brings multiple benefits, including an embedded researcher, a staff research internship, and a dedicated research champion—helping to embed strong research practice across the organisation.

Roots

Help & Care's longest running service, operating for over 36 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.

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.

Help and Care

Trustees Report

Financial Review

The total incoming resources for the year were £4,268,454 (2024: £4,020,778). Total resources expended were £4,551,443 (2024: £4,285,850), giving a deficit for the year of £282,989 (2024: deficit of £279,808). The net assets at the end of the year total £2,319,558 (2024: £2,602,547). 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.

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 £2,210,918, and represent approximately 5.8 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 2025-26 our priorities will include the following:

- For the Board to manage the transitional change to a new Chief Executive Officer
- To be a pioneer amongst people and communities.
- To be an employer of choice.
- To be a sustainable and effective organisation fit for the future
- To be a strategic Influencer, collaborator, and co-creator
- To enable more 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.

Help and Care

Trustees Report

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.

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 reappointed as auditor to the charity and in accordance with section 485 of the Companies Act 2006.

The annual report was approved by the trustees of the charity on Friday 8th August 2025 and signed on its behalf by:



.....
M R Sharman
Chief Executive Officer



J A Dawson (Chair)
Trustee

Help and Care

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 2025 which comprise the 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 affairs as at 31 March 2025 and its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 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 rise to a material misstatement.

Help and Care

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

Other information (continued)

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 10, 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.

Help and Care

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 the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of 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 non-compliance 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

Date

Statutory Auditors

Midland House
2 Poole Road
Bournemouth
Dorset
BH2 5QY

Help and Care

Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account)

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £
Income and Endowments from:				
Donations and legacies	3	25,940	-	25,940
Charitable activities	4	4,102,379	942	4,103,321
Other trading activities	5	8,398	-	8,398
Investment income	6	121,238	-	121,238
Other income	7	9,557	-	9,557
Total income		4,267,512	942	4,268,454
Expenditure on:				
Charitable activities	8	(4,551,443)	-	(4,551,443)
Total expenditure		(4,551,443)	-	(4,551,443)
Net (deficit) / income		(283,931)	942	(282,989)
Transfers between funds		(51,807)	51,807	-
Net movement in funds		(335,738)	52,749	(282,990)
Reconciliation of funds				
Total funds brought forward		2,546,656	55,891	2,602,547
Total funds carried forward	19	2,210,918	108,640	2,319,558

Help and Care

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

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	3	82,662	-	82,662
Charitable activities	4	41,254	3,810,722	3,851,976
Other trading activities	5	9,740	-	9,740
Investment income	6	52,723	-	52,723
Other income	7	23,677	-	23,677
Total income		210,056	3,810,722	4,020,778
Expenditure on:				
Charitable activities	8	(67,788)	(4,218,062)	(4,285,850)
Total expenditure		(67,788)	(4,218,062)	(4,285,850)
Losses on investment assets		(8,703)	(6,033)	(14,736)
Net income		133,565	(413,373)	(279,808)
Transfers between funds		(6)	6	-
Net movement in funds		133,559	(413,367)	(279,808)
Reconciliation of funds				
Total funds brought forward		2,413,097	469,258	2,882,355
Total funds carried forward	19	2,546,656	55,891	2,602,547

Help and Care

(Registration number: 03187574)
Balance Sheet as at 31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Intangible assets	14	18,718	-
Tangible assets	15	36,608	29,252
		<u>55,326</u>	<u>29,252</u>
Current assets			
Debtors	16	270,157	241,181
Cash at bank and in hand		<u>2,750,499</u>	<u>2,543,671</u>
		3,020,656	2,784,852
Creditors: Amounts falling due within one year	17	<u>(756,424)</u>	<u>(211,557)</u>
Net current assets		<u>2,264,232</u>	<u>2,573,295</u>
Net assets		<u>2,319,558</u>	<u>2,602,547</u>
Funds of the charity:			
Restricted income funds			
Restricted funds	20	108,640	55,891
Unrestricted income funds			
Unrestricted funds		<u>2,210,918</u>	<u>2,546,656</u>
Total funds	20	<u>2,319,558</u>	<u>2,602,547</u>

The financial statements on pages 15 to 33 were approved by the trustees, and authorised for issue on Friday 8th August 2025 and signed on their behalf by:



J A Dawson
Chair

Help and Care

Statement of Cash Flows for the Year Ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash (expenditure)		(282,989)	(279,808)
Adjustments to cash flows from non-cash items			
Amortisation		3,303	-
Depreciation		8,131	6,661
Investment income	6	(121,238)	(52,723)
Revaluation of investments		-	(30,941)
		(392,793)	(356,811)
Working capital adjustments			
Increase in debtors	16	(28,976)	(56,892)
Increase / (decrease) in creditors	17	129,706	(2,987)
Increase / (decrease) in deferred income		415,161	(104,136)
Net cash inflows / (outflows) from operating activities		123,098	(520,826)
Cash flows from investing activities			
Interest receivable and similar income	6	121,238	52,723
Purchase of intangible assets		(22,021)	-
Purchase of tangible assets		(15,487)	-
Purchase of investments	15	-	(24,432)
Sale of investments		-	414,020
Net cash inflows from investing activities		83,730	442,311
Net increase/ (decrease) in cash and cash equivalents		206,828	(78,515)
Cash and cash equivalents at 1 April		2,543,671	2,622,186
Cash and cash equivalents at 31 March		2,752,449	2,543,671

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 2025

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 Way, Christchurch, Dorset, BH23 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.

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2025

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.

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.

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2025

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.

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.

Intangible assets

Intangible assets other than goodwill are initially recognised at cost. After recognition, under the cost model, intangible assets are measured at cost less any accumulated amortisation and any accumulated impairment losses.

Amortisation

Amortisation is calculated, using the reducing balance method, to allocate the depreciable amount of the assets to their residual values over their estimated useful lives, as follows:

Asset class	Amortisation method and rate
Website and branding	15% reducing balance

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

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

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2025

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.

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.

Termination benefits

An expense is recognised in the profit and loss account when the charity has a legal or constructive obligation to make payments under the termination benefit as a result of past events and a reliable estimate of the obligation can be made.

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2025

3 Income from donations and legacies

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Donations and legacies;			
Donations	25,940	25,940	82,662
	<u>25,940</u>	<u>25,940</u>	<u>82,662</u>

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Core activities and central support	-	-	-	41,254
Roots gardening service and charitable activities	40,553	942	41,495	-
Advocacy and self care	-	-	-	985,117
Healthwatch and involving people	969,813	-	969,813	758,223
Non clinical health coaching, social prescription, mental health services and dementia	3,092,013	-	3,092,013	2,067,382
	<u>4,102,379</u>	<u>942</u>	<u>4,103,321</u>	<u>3,851,976</u>

5 Income from other trading activities

	Unrestricted funds General £	Total Funds 2025 £	Total 2024 £
Fundraising	8,398	8,398	9,740
	<u>8,398</u>	<u>8,398</u>	<u>9,740</u>

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2025

6 Investment income

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Interest receivable and similar income; Interest receivable on bank deposits	121,238	121,238	52,723

7 Other income

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Governance Income	9,557	9,557	23,677
	9,557	9,557	23,677

8 Expenditure on charitable activities

	Total 2025 £	Total 2024 £
By expense type:		
Staff costs incl. expenses & training	3,916,030	3,771,875
Service costs, including Sitting, volunteer support and bad debts	70,799	47,082
Equipment and van maintenance	2,086	5,562
Amortisation	3,303	-
Depreciation	8,131	6,661
Establishment costs	39,364	43,310
Promotion expenses	23,576	20,354
Office costs	246,696	246,238
Bank charges and interest	2,588	5,367
Irrecoverable VAT relating to partial exemption	112,803	27,028
Professional fees	47,534	47,984
Governance (see note below)	78,533	64,389
	4,551,443	4,285,850

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2025

8 Expenditure on charitable activities (continued)

	Total 2025 £	Total 2024 £
By activity:		
Advocacy and Self Service	917,632	1,003,773
Dementia Service	167,295	166,978
Engagement	-	7,070
Healthwatch	658,768	801,429
Involving People	395,221	103,724
Non-clinical Health Coaching	2,362,634	2,202,876
Roots gardening service and charitable activities	49,893	-
	4,551,443	4,285,850

9 Analysis of governance costs

Governance costs

	Total 2025 £	Total 2024 £
Staff costs		
Wages and salaries	58,718	46,933
Audit Fees - Audit of the financial statements	17,715	15,850
Non audit remuneration paid to auditors	2,100	-
Other governance costs	-	1,606
	78,533	64,389

10 Net incoming / (outgoing) resources

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

	2025 £	2024 £
Audit fees	17,715	15,850
Non audit remuneration paid to auditors	2,100	-
Amortisation of intangible assets	3,303	-
Depreciation of fixed assets	8,131	6,661

11 Trustees' remuneration and expenses

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

£Nil (2024: £Nil) reimbursed expenses were paid to trustees.

7 Trustees received a total of £370 (2024: 5 trustees received £351) in expenses during the year.

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 2025

12 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	3,421,365	3,327,832
Social security costs	308,463	290,521
Pension costs	87,069	70,452
Other staff costs	157,851	110,823
	<u>3,974,748</u>	<u>3,799,628</u>

During the year, 5 redundancies have been communicated and implemented with an amount of £25,272 being included in staff costs.

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

	2025 No.	2024 No.
Central Services	18	18
Dorset Dementia Services	25	25
Dorset Healthcare	2	2
Healthwatch	23	23
Involving People	9	9
Non-Clinical Health Coaching	31	34
PCN	23	24
Roots	3	3
Wellbeing Coordinators	6	2
	140	140

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

	2025 No.	2024 No.
£60,001 - £70,000	3	4
£70,001 - £80,000	-	-
£80,001 - £90,000	<u>1</u>	<u>1</u>

The total employee benefits of the key management personnel of the charity were £358,075 (2024 - £378,955).

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2025

13 Taxation

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

14 Intangible Fixed Assets

	Website and branding £	Total £
Cost		
At 1 April 2024	-	-
Additions	22,021	22,021
At 31 March 2025	22,021	22,021
Amortisation		
At 1 April 2024	-	-
Charge for the year	3,303	3,303
At 31 March 2025	3,303	3,303
At 31 March 2025	18,718	18,178
At 31 March 2024	-	-

15 Tangible Fixed Assets

	Furniture, equipment and IT £	Motor vehicles £	Total £
Cost			
At 1 April 2024	79,868	17,851	97,719
Additions	15,487	-	15,487
At 31 March 2025	95,355	17,851	113,206
Depreciation			
At 1 April 2024	53,963	14,504	68,467
Charge for the year	7,294	837	8,131
At 31 March 2025	61,257	15,341	76,598
At 31 March 2025	34,098	2,510	36,608
At 31 March 2024	25,905	3,347	29,252

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2025

16 Debtors

	2025 £	2024 £
Trade debtors	224,960	215,876
Prepayments	40,844	25,056
Other debtors	2,403	249
	<u>268,207</u>	<u>241,181</u>

17 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	32,654	18,150
Other taxation and social security	123,398	105,332
Other creditors	6,126	8,508
Pension scheme creditor	12,608	13,742
Accruals	116,478	15,825
Deferred income	465,161	50,000
	<u>756,425</u>	<u>211,557</u>

	2025 £	2024 £
Deferred income at 1 April 2024	50,000	(154,136)
Resources deferred in the period	445,161	(50,000)
Amounts released from previous periods	<u>(30,000)</u>	<u>254,136</u>
Deferred income at year end	<u>465,161</u>	<u>50,000</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 £87,069 (2024 - £70,452).

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2025

19 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains / (losses) £	Balance at 31 March 2025 £
Unrestricted funds						
<i>General</i>						
General fund	2,460,222	4,267,512	(4,551,443)	34,627	-	2,210,918
<i>Designated</i>						
Dementia Service	86,434	-	-	(86,434)	-	-
Total unrestricted funds	2,546,656	4,267,512	(4,551,443)	(51,807)	-	2,210,918
Restricted funds						
Roots	-	942	-	-	-	942
BACE	140,518	-	-	(32,820)	-	107,698
Non clinical health coaching and local prescription	(84,627)	-	-	84,627	-	-
Total restricted funds	55,891	942	-	51,807	-	108,640
Total funds	2,602,547	4,268,454	(4,551,443)	-	-	2,319,558

Help and Care

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

19 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2024 £
Unrestricted funds						
<i>General</i>						
General fund	2,311,787	210,056	(52,912)	(6)	(8,703)	2,460,222
<i>Designated</i>						
Dementia Service	101,310	-	(14,876)	-	-	86,434
Total unrestricted funds	2,413,097	210,056	(67,788)	(6)	(8,703)	2,546,656
Restricted funds						
Involving People	103,724	-	(103,724)	-	-	-
Advocacy & Self Care	18,656	985,117	(1,003,773)	-	-	-
Engagement	7,070	-	(7,070)	-	-	-
Healthwatch/Healthwatch Transitions	43,206	758,223	(801,429)	-	-	-
Dementia Service	99,190	-	(99,190)	-	-	-
BACE	146,545	-	-	6	(6,033)	140,518
Non clinical health coaching and local prescription	50,867	2,067,382	(2,202,876)	-	-	(84,627)
Total restricted funds	469,258	3,810,722	(4,218,062)	6	(6,033)	55,891
Total funds	2,882,355	4,020,778	(4,285,850)	-	(14,736)	2,602,547

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2025

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:

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.

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2025

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 2025
	General	Designated		
	£	£	£	£
Intangible fixed assets	18,718	-	-	18,718
Tangible fixed assets	36,608	-	-	36,608
Current assets	2,912,959	-	107,697	3,020,656
Current liabilities	(756,425)	-	-	(756,425)
Total net assets	2,211,860	-	107,697	2,319,557

	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

Help and Care

Notes to the Financial Statements for the Year Ended 31 March 2025

21 Analysis of net funds

	At 1 April 2024 £	Financing cash flows £	At 31 March 2025 £
Cash at bank and in hand	2,543,671	208,778	2,752,449
Net debt	2,543,671	208,778	2,752,449

	At 1 April 2023 £	Financing cash flows £	At 31 March 2024 £
Cash at bank and in hand	2,622,186	(78,515)	2,543,671
Net debt	2,622,186	(78,515)	2,543,671

22 Related party transactions

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:

Mark Sharman – Healthwatch Hampshire + Healthwatch West Sussex

Kathryn Loughnan – Healthwatch Hampshire + Healthwatch West Sussex

During the year income of £440,289 (2024: £794,893) was received from the Healthwatch Companies. At the balance sheet date, the amount due from Healthwatch Companies was £82 (2024 - £21,213).