HOT LINE MEALS SERVICE (LONDON)

England & Wales · Charity number 1066575

Details

Status	Registered
Legal form	Other
Registered	1997-12-02
Register	View on the Charity Commission register

Contact

Address	59 Wellington Avenue London N15 6AX
Phone	02088091931
Email	info@hotlinemeals.org.uk
Website	http://hotlinemeals.org.uk/

Activities

Objects: FOR THE RELIEF OF PERSONS IN NEED WHO ARE TEMPORARILY HOUSEBOUND OR WHO FOR WHATEVER REASON ARE UNABLE TO PROVIDE MEALS FOR THEMSELVES BY PROVIDING KOSHER MEALS FOR SUCH PERSONS

Activities: The Society is constituted by Trust Deed, and its objects are provision of relief for persons who are housebound or temporarily for other reasons unable to provide meals for themselves, by providing kosher meals for such persons.

Classification

- **How:** Provides Human Resources
- **What:** General Charitable Purposes, Disability, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin

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Geography

- **Area of benefit:** NOT DEFINED - IN PRACTICE THE LONDON BOROUGHS OF HACKNEY AND HARINGEY
- Hackney
- Haringey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-06-30	£424,627	£528,979	-	-
2024-06-30	£534,571	£521,789	£196,081	7
2023-06-30	£604,307	£528,757	£183,299	9
2022-06-30	£482,269	£460,330	-	-
2021-06-30	£609,493	£643,624	£85,809	6
2020-06-30	£356,858	£290,906	-	-

Trustees

Name	Role	Appointed
ESTHER BRINNER		
MIRIAM ROTHBART		
RACHEL JUST		
SONIA MOSSBERG		2024-01-01

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HOT LINE MEALS SERVICE (LONDON)

England & Wales - Charity number 1066575

Accounts

ANNUAL REPORT AND ACCOUNTS 2025



HOTLINE MEALS SERVICE (LONDON)

Registered Charity no. 1066575

0208 800 0414

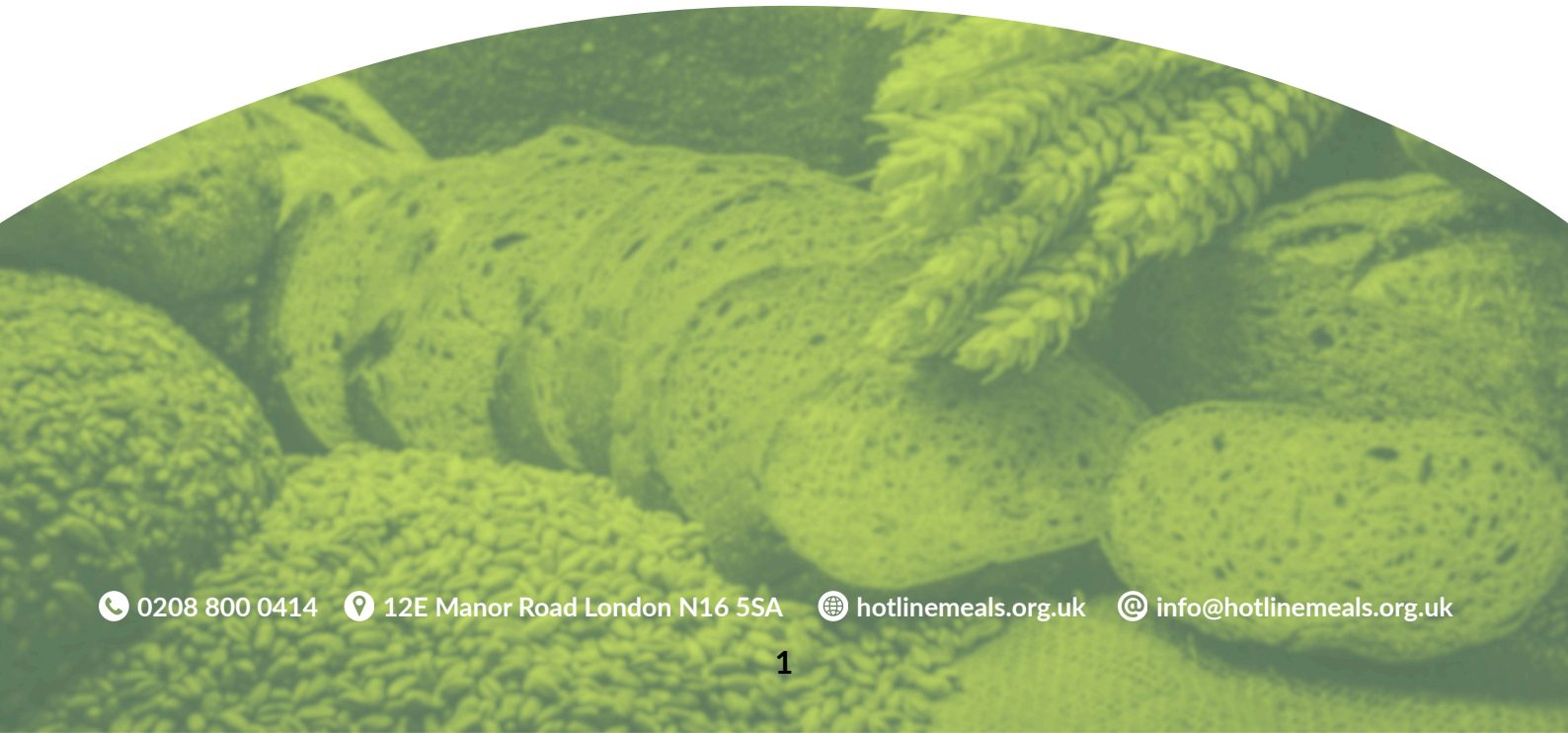
12E Manor Road London N16 5SA

hotlinemeals.org.uk

info@hotlinemeals.org.uk

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About Hotline Meals Service

Hot Line Meals Service (London) is a registered charity established in 1997 with a clear and enduring purpose: to provide hot, nutritious, culturally appropriate meals to individuals who are unable to cook for themselves due to age, illness, disability, or financial hardship. What began as a small group of volunteers preparing meals from private homes has grown into a vital community service, now delivering approximately 150 freshly prepared meals each day across Hackney and Haringey.

Our work supports a wide range of vulnerable individuals, including the elderly, disabled, homebound, and families experiencing crisis. Many of those we serve face multiple and complex challenges such as poverty, social isolation, poor health, and limited access to appropriate food provision. A significant proportion of our beneficiaries rely on kosher meals, which are often unavailable through mainstream food aid, placing them at greater risk of exclusion.

Hot Line Meals Service operates to the highest standards of food safety and hygiene. Our kitchen is regulated and has been awarded a **5-star Food Hygiene Rating by the Food Standards Agency**, reflecting our unwavering commitment to quality, safety, and excellence in meal preparation. This rating provides reassurance to our beneficiaries, partners, and funders that every meal is prepared in a safe, compliant, and professional environment.

At its core, Hot Line Meals Service is about far more than food. Each meal delivered represents care, dignity, and human connection. Through our daily contact, we help individuals remain independent in their homes, reduce loneliness, and improve both physical and emotional wellbeing.

The trustees confirm that the charity's activities continue to deliver clear public benefit in line with the Charity Commission's guidance.

5-STAR
Food Hygiene Rating

Food Standards Agency



Our Mission and Vision

Our mission is to ensure that no vulnerable individual goes hungry or unsupported. We achieve this by delivering freshly prepared, balanced meals alongside meaningful social interaction and community support.

Our vision is a community where every individual, regardless of circumstance, has access to nourishment, companionship, and the support needed to live with dignity and independence. We strive to build a future where no one is forgotten.



Responding to Growing Need

Throughout 2025, the demand for our services has continued to increase. The ongoing cost of living crisis, combined with rising food prices and pressures on public services, has left many individuals struggling to meet even their most basic needs.

We have seen a growing number of elderly individuals unable to shop or cook due to frailty or illness, families experiencing financial instability, and individuals being discharged from hospital without adequate support systems in place. Social isolation remains a significant concern, particularly among older residents who may go days without meaningful interaction.

For those requiring kosher food, the challenges are even greater. The higher cost and limited availability of culturally appropriate meals often mean that individuals cannot access traditional food banks or community provision. As a result, many are left without viable alternatives.

Hot Line Meals Service exists to respond to these challenges directly, providing not only food, but a trusted, culturally sensitive lifeline.

Hot Line Meals Service exists to respond to these challenges directly, providing not only food, but a trusted, culturally sensitive lifeline.





Our Services and Programmes

In 2025, we continued to deliver our core meal service at scale, producing and distributing approximately **65,000 meals** over the year, based on an average of **150 meals per day**, six days a week. These meals are freshly prepared in our regulated kitchen, ensuring high standards of nutrition, safety, and cultural appropriateness.

Each delivery is more than a meal. It is an opportunity to check on a person's wellbeing, offer reassurance, and maintain a vital human connection. For many of our beneficiaries, this interaction is their primary source of daily contact.

Alongside our meal provision, we continued to deliver a range of complementary programmes designed to address wider needs within the community. Our befriending support remains an essential part of our work, helping to reduce loneliness and improve emotional wellbeing among elderly and isolated individuals.

We also expanded our support for families in crisis through food vouchers and emergency assistance, enabling households to access essential groceries while maintaining dignity and choice during difficult times. Through our partnerships, including collaboration with Hackney Foodbank and The Felix Project, we were able to extend our reach and provide additional support to hundreds of families.

Our **Lunch Club** programme continued to offer a welcoming space for older individuals to come together, enjoy nutritious meals, and participate in activities that promote both physical and mental wellbeing. This programme plays an important role in strengthening community connections and supporting active ageing.

Training and Empowering Young People

A significant area of growth in 2025 has been the expansion of our training and development programmes for disadvantaged young people and volunteers.

ofqual ACCREDITED

This year, we successfully delivered **Ofqual-accredited Level 2 Food Hygiene** training and **Level 3 Food Allergen Management** training to a large number of participants, equipping them with essential skills in safe food handling, hygiene practices, and allergen awareness. These qualifications not only ensure the highest standards within our kitchen but also provide valuable, recognised credentials that improve employability.







In addition, we introduced a new **First Aid training programme in 2025**, further strengthening the skill set of our volunteers and young participants. This initiative ensures that those involved in our service are equipped to respond confidently and safely in emergency situations, both within the kitchen environment and in the wider community.

Through these programmes, we have supported over 250 volunteers and young people, many of whom come from disadvantaged backgrounds or have faced barriers to employment. For many participants, this training represents more than just a qualification. It provides structure, confidence, and a pathway towards future opportunities.



Young people involved in the programme gain hands-on experience in food preparation, packaging, and delivery, while also developing teamwork, responsibility, and communication skills. Several participants have gone on to pursue further training or employment, demonstrating the lasting impact of this initiative.

Our IMPACT

During 2025, Hot Line Meals Service supported over **1,200 vulnerable individuals across Hackney and Haringey**. Through the delivery of approximately **65,000 meals**, we have helped to improve nutrition, maintain independence, and enhance overall wellbeing. of those we serve.

The impact of our work extends far beyond the provision of food. Regular contact with our volunteers helps to reduce loneliness and provides reassurance to individuals who may otherwise feel isolated. Families in crisis receive not only practical support but also a sense of stability during difficult periods.

Our training programmes have empowered over **250 individuals** with new skills and qualifications, increasing confidence and opening pathways into employment and further education.
One example is a young participant who joined our programme with limited confidence and no prior work experience. Through consistent involvement in the kitchen and completion of accredited training, they developed practical skills, built self-esteem, and are now actively pursuing opportunities within the food and hospitality sector. Stories such as this highlight the transformative nature of our work.



Volunteers at the Heart of Our Work

Our work would not be possible without the dedication of our volunteers. In 2025, over **200 volunteers** supported our service across all areas of operation, including cooking, packing, delivery, administration, and welfare support.

Many of our volunteers bring lived experience of the challenges faced by our beneficiaries. This creates a deeply empathetic and community-led approach, where those who have once received support are now actively contributing to helping others.

Volunteering also provides a meaningful opportunity for individuals to connect, build confidence, and develop new skills, further strengthening the resilience of our community.



HACKNEY



HARINGEY

Partnership Working

Collaboration remains central to the effectiveness and reach of **Hot Line Meals Service**. Our ability to respond to complex and evolving needs across **Hackney** and **Haringey** is strengthened through meaningful partnerships with local organisations, allowing us to provide more comprehensive and dignified support.

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Hackney Foodbank
Together with Trussell

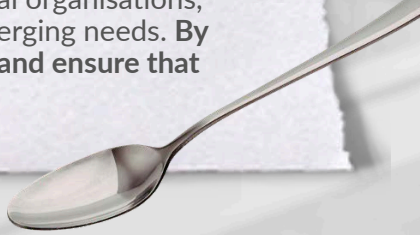
Felix THE FELIX PROJECT

In 2025, our partnership with **Hackney Foodbank** continued to play a vital role in supporting families experiencing financial hardship. Through this collaboration, we distributed weekly food parcels to **24 families**, with each household receiving around **£100** worth of food and essential household items. This provision ensures that families facing crisis are able to access not only immediate nutritional support but also essential goods that contribute to stability within the home.

Alongside this, our ongoing partnership with **The Felix Project** has enabled us to significantly extend our food distribution efforts. Each week, we receive approximately **12 pallets** of surplus fresh produce sourced from local farms. This food is redistributed free of charge to the community, reaching hundreds of individuals and families who would otherwise struggle to access fresh fruit and vegetables. This initiative not only addresses food insecurity but also promotes healthier diets and reduces food waste within the wider system.



These partnerships form part of a broader network of collaboration with local organisations, through which we provide ongoing food support and respond flexibly to emerging needs. **By working together, we are able to maximise our impact, reach more people, and ensure that support is delivered in a way that preserves dignity, choice, and respect.**



NUMBERS

(2025 Impact at a Glance)



1200+
Individuals supported across Hackney and Haringey



32,000
Meals provided to disadvantaged children and families through targeted programmes and crisis support



420
Elderly and vulnerable individuals receiving regular meal support



220
Dedicated volunteers supporting daily operations



65,000
Total of hot, freshly prepared meals delivered during the year

24

Families in Crisis

Supported over the year through **Hackney Foodbank** partnership



APPROX. £100

Worth of Food Parcels per Family

Provided weekly, with other basic household essential items



12

Pallets of Produce

Redistributed monthly through **The Felix Project**



250+

Individuals Trained

In **First Aid** and **Ofqal-Accredited Level 2 Food Hygiene**



Financial Review

The financial year presented significant challenges for the organisation. As outlined in our financial statements for the year ended 30 June 2025, total income amounted to £424,627, while total expenditure reached £528,979, resulting in a deficit of £104,352.

This shortfall reflects increasing operational costs alongside a reduction in available funding. Despite these pressures, we maintained uninterrupted service delivery. The deficit was managed through the responsible use of reserves, which stood at £91,729 at year end.

These figures highlight both the scale of demand for our services and the importance of securing sustainable funding to support our continued work.

Looking Ahead

As we move forward, our focus is on **strengthening and expanding our services** to meet growing demand. A key priority is the refurbishment and development of our additional new kitchen facility, which will enable us to increase our capacity from **150 to 300 meals per day** and improve overall efficiency.

We aim to extend our reach to support more vulnerable individuals, reduce waiting lists, and enhance the range of services we provide. At the same time, we will continue to invest in our volunteer training programmes, ensuring that our team remains skilled, confident, and equipped to deliver high-quality support.

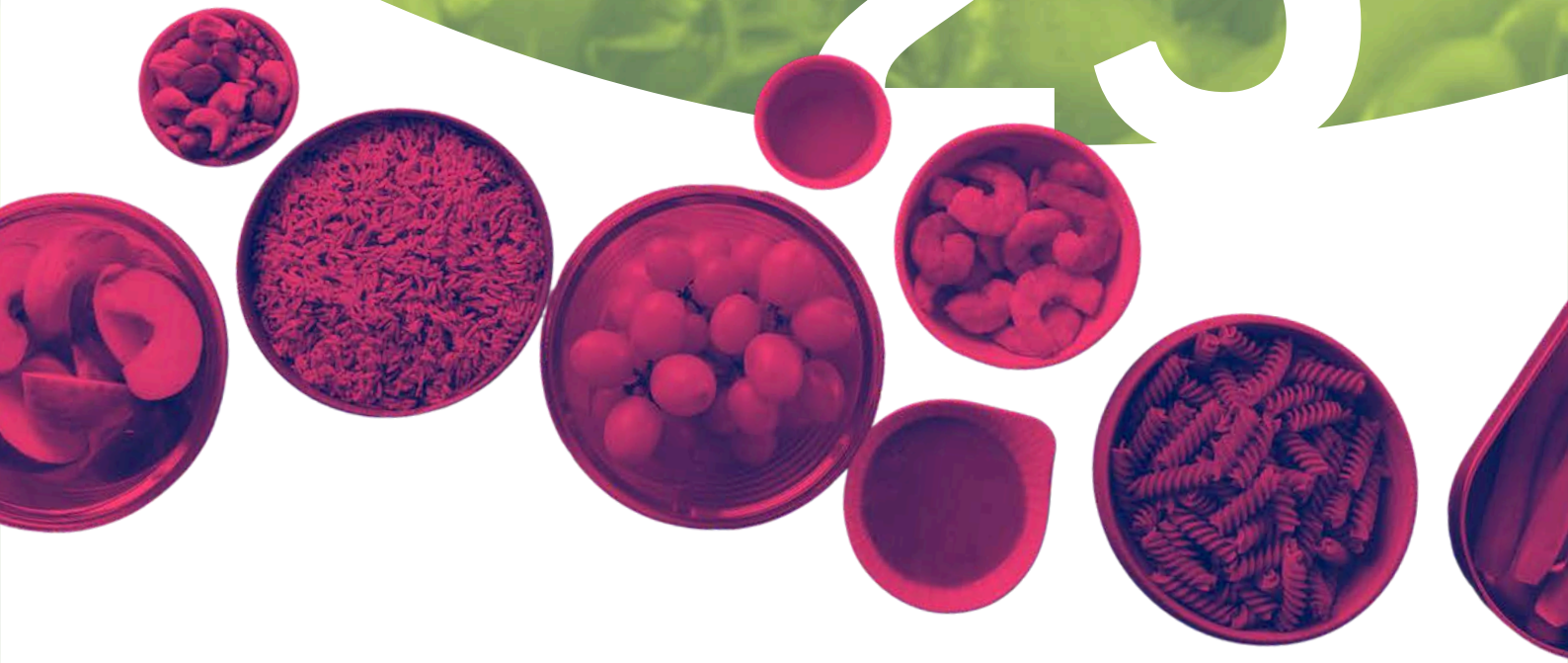
Conclusion

2025 has been a year of both challenge and progress. Despite financial pressures and increasing demand, we have continued to deliver essential services to those who need them most.

At **Hot Line Meals Service**, we remain committed to our mission of ensuring that no one in our community goes hungry or unsupported. Through the dedication of our volunteers, the strength of our partnerships, and the generosity of our supporters, we will continue to make a meaningful difference in the lives of vulnerable individuals.

**Every meal we deliver represents more than nourishment.
It represents care, dignity, and hope.**

FINANCIAL STATEMENTS YEAR ENDED 30 JUNE 2025



HOTLINE MEALS SERVICE (LONDON)
Registered Charity no. 1066575

2025
Annual Report and Accounts

Docusign Envelope ID: 3EFD829E-5767-4EE0-94F0-F13DD10AB977

REGISTERED CHARITY NUMBER: 1066575

HOT LINE MEALS SERVICE (LONDON)

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2025

Sugarwhite Meyer HS Ltd
First Floor
94 Stamford Hill
London
N16 6XS

Docusign Envelope ID: 3EFD829E-5767-4EE0-94F0-F13DD10AB977

HOT LINE MEALS SERVICE (LONDON)

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HOT LINE MEALS SERVICE (LONDON)

REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 30 JUNE 2025

TRUSTEES	Mrs E Brinner Mrs R Just Mrs M Rothbart Mrs S Mossberg
PRINCIPAL ADDRESS	59 Wellington Avenue London N15 6AX
REGISTERED CHARITY NUMBER	1066575
INDEPENDENT EXAMINER	Sugarwhite Meyer HS Ltd First Floor 94 Stamford Hill London N16 6XS

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HOT LINE MEALS SERVICE (LONDON)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 30 JUNE 2025

The trustees present their report with the financial statements of the charity for the year ended 30 June 2025. The trustees have adopted the provisions of 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) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE INFORMATION
The information is shown on page 1 of the financial statements and forms part of this report.

OBJECTIVES AND ACTIVITIES
Objectives and aims
The objects are provision of relief for persons who are housebound, or temporarily for other reasons, unable to provide meals for themselves, by providing kosher meals for such persons.

The trustees confirm that they have given due regard the Charity Commission's guidance on public benefit.

ACHIEVEMENTS AND PERFORMANCE
Charitable activities
There was a substantial fall in income during the year, demand for the service is constant and with increasing costs the charity suffered a deficit for the year, this being funded by reserves held.

FINANCIAL REVIEW
Reserves policy
The trustees do not seek to maintain reserves, other than to ensure that they can continue the activities of the charity. Reserves at the year end were £91,729 (2024 - £196,081) of which £Nil (2024 - £7,152) are restricted.

FUTURE PLANS
The charity plans to continue its activities for the foreseeable future subject to satisfactory income.

STRUCTURE, GOVERNANCE AND MANAGEMENT
Charity constitution
The charity is governed by a constitution dated 5 August 1997 as amended on 27 October 1997

Recruitment and appointment of new trustees
The power to appoint new trustees is vested in the board. It is not the intention of the trustees to appoint any new trustees. Should the situation change in the future, the trustees will apply suitable recruitment induction and training procedures.

Risk management
The trustees have reviewed the major risks to which the charity is exposed and confirm that they have established systems to mitigate them.

STATEMENT OF TRUSTEES' RESPONSIBILITIES
The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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HOT LINE MEALS SERVICE (LONDON)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 30 JUNE 2025

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

Charity law requires the trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under charity 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011 and The Charity (Accounts and Reports) Regulations 2008. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on 19 March 2026 and signed on its behalf by:

Signed by:
E Brinner
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Mrs E Brinner - Trustee

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INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HOT LINE MEALS SERVICE (LONDON)

Independent examiner's report to the trustees of Hot Line Meals Service (London)
I report to the charity trustees on my examination of the accounts of Hot Line Meals Service (London) (the Trust) for the year ended 30 June 2025.

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

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

Independent examiner's statement
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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

E Meyer FCA BSc

Sugarwhite Meyer HS Ltd
First Floor
94 Stamford Hill
London
N16 6XS

19 March 2026

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HOT LINE MEALS SERVICE (LONDON)

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 30 JUNE 2025

	Notes	Unrestricted fund £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		328,733	95,894	424,627	534,571
EXPENDITURE ON					
Raising funds		2,481	-	2,481	1,375
Charitable activities	2				
Provision of meals to the needy		366,327	103,046	469,373	484,936
Support		57,125	-	57,125	35,478
Total		425,933	103,046	528,979	521,789
NET INCOME/(EXPENDITURE)		(97,200)	(7,152)	(104,352)	12,782
RECONCILIATION OF FUNDS					
Total funds brought forward		188,929	7,152	196,081	183,299
TOTAL FUNDS CARRIED FORWARD		91,729	-	91,729	196,081

The notes form part of these financial statements

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HOT LINE MEALS SERVICE (LONDON)

STATEMENT OF FINANCIAL POSITION
30 JUNE 2025

	Notes	2025 £	2024 £
FIXED ASSETS			
Tangible assets	6	16,370	19,260
CURRENT ASSETS			
Debtors	7	119,047	86,792
Cash at bank		6,795	112,931
		125,842	199,723
CREDITORS			
Amounts falling due within one year	8	(50,483)	(22,902)
NET CURRENT ASSETS		75,359	176,821
TOTAL ASSETS LESS CURRENT LIABILITIES		91,729	196,081
NET ASSETS		91,729	196,081
FUNDS	10		
Unrestricted funds		91,729	188,929
Restricted funds		-	7,152
TOTAL FUNDS		91,729	196,081

The financial statements were approved by the Board of Trustees and authorised for issue on 19 March 2026 and were signed on its behalf by:

Signed by:
E Brinner
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Mrs E Brinner - Trustee

The notes form part of these financial statements

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HOT LINE MEALS SERVICE (LONDON)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2025

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings - 15% on reducing balance

Taxation
The charity is exempt from tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Pension costs and other post-retirement benefits
The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Going concern
There are no material uncertainties about the charity's ability to continue.

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HOT LINE MEALS SERVICE (LONDON)

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2025

2. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 3) £	Totals £
Provision of meals to the needy	457,539	11,834	469,373
Support	47,103	10,022	57,125
	504,642	21,856	526,498

3. SUPPORT COSTS

	Finance £	Human resources £	Other £	Governance costs £	Totals £
Provision of meals to the needy	-	1,129	10,705	-	11,834
Support	1,204	997	2,001	5,820	10,022
	1,204	2,126	12,706	5,820	21,856

Support costs, included in the above, are as follows:

Finance

	2025 Support £	2024 Total activities £
Bank interest	1,204	969

Human resources

	Provision of meals to the needy £	Support £	2025 Total activities £	2024 Total activities £
Training and Staff welfare	1,129	997	2,126	1,913

Other

	Provision of meals to the needy £	Support £	2025 Total activities £	2024 Total activities £
Postage and stationery	3,420	2,001	5,421	11,713
Motor and travel costs	7,285	-	7,285	-
	10,705	2,001	12,706	11,713

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HOT LINE MEALS SERVICE (LONDON)

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2025

3. SUPPORT COSTS - continued

Governance costs

	2025 Support £	2024 Total activities £
Independent examiner's fee	1,560	1,650
Independent examiner's other fees	1,560	1,650
General expenses	2,700	-
Legal and professional fees	-	1,895
	5,820	5,195

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 30 June 2025 nor for the year ended 30 June 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 30 June 2025 nor for the year ended 30 June 2024.

5. STAFF COSTS

	2025 £	2024 £
Wages and salaries	96,258	49,705
Other pension costs	788	-
	97,046	49,705

The average monthly number of employees during the year was as follows:

	2025	2024
Provision of meals	6	4
Office	4	3
	10	7

No employees received emoluments in excess of £60,000.

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HOT LINE MEALS SERVICE (LONDON)

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2025

6. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 July 2024 and 30 June 2025	79,041
DEPRECIATION	
At 1 July 2024	59,781
Charge for year	2,890
At 30 June 2025	62,671
NET BOOK VALUE	
At 30 June 2025	16,370
At 30 June 2024	19,260

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Other debtors	76,850	86,792
Prepayments	42,197	-
	119,047	86,792

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade creditors	35,970	16,126
Taxation and social security	1,795	1,403
Other creditors	12,718	5,373
	50,483	22,902

9. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted fund £	Restricted funds £	2025 Total funds £	2024 Total funds £
Fixed assets	16,370	-	16,370	19,260
Current assets	125,842	-	125,842	199,723
Current liabilities	(50,483)	-	(50,483)	(22,902)
	91,729	-	91,729	196,081

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HOT LINE MEALS SERVICE (LONDON)

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2025

10. MOVEMENT IN FUNDS

	At 1.7.24 £	Net movement in funds £	At 30.6.25 £
Unrestricted funds			
General fund	188,929	(97,200)	91,729
Restricted funds			
Restricted fund	7,152	(7,152)	-
TOTAL FUNDS	196,081	(104,352)	91,729

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	328,733	(425,933)	(97,200)
Restricted funds			
Restricted fund	95,894	(103,046)	(7,152)
TOTAL FUNDS	424,627	(528,979)	(104,352)

Comparatives for movement in funds

	At 1.7.23 £	Net movement in funds £	At 30.6.24 £
Unrestricted funds			
General fund	152,473	36,456	188,929
Restricted funds			
Restricted fund	30,826	(23,674)	7,152
TOTAL FUNDS	183,299	12,782	196,081

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HOT LINE MEALS SERVICE (LONDON)

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2025

10. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	313,389	(276,933)	36,456
Restricted funds			
Restricted fund	221,182	(244,856)	(23,674)
TOTAL FUNDS	534,571	(521,789)	12,782

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 30 June 2025.

HOT LINE MEALS SERVICE (LONDON)

England & Wales - Charity number 1066575

Accounts

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WE RISE BY LIFTING OTHERS.

2024 ANNUAL REPORT

For website Scan the code

info@hotlinemeals.org.uk
12e Manor Road
London N16 5SA

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Hunger is not a problem. It is an obscenity. How wonderful it is that nobody need wait a single moment before starting to improve the world. – Anne Frank



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About Hot line Meals

Hot Line Meals began as a group of committed volunteers who united with a shared mission: to prepare and deliver kosher, nutritious meals to those in need. Their efforts targeted individuals experiencing poverty or facing challenges due to age, illness, or disability, who were unable to cook for themselves. Initially operating informally from private homes, it quickly became clear that there was a significant demand for such a service. In response, Hot Line Meals Service (London) was officially established as a registered charity in 1997. Shortly after, we secured funding from the Bridge House Trust, allowing us to renovate a local property and transform it into a purpose-built commercial kitchen. As the demand for our services grew, so did our capacity. Today, we prepare and deliver 150 freshly cooked meals daily to homes across the community.

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“This is the smallest space I have seen, with the biggest impact”
– Caroline Woodley, Mayor of Hackney



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MISSION & VISION

MISSION

- DELIVER HOT, KOSHER, AND NUTRITIOUS MEAL
- FOSTER CONNECTION AND PROMOTE WELL-BEING
- ENSURE INCLUSIVITY
- PRIORITISE EMOTIONAL AND PHYSICAL WELL-BEING
- CREATE A NETWORK OF SUPPORT

VISION

- ENSURE NO ONE GOES HUNGRY OR WITHOUT SUPPORT
- EXPAND TO MEET DIVERSE NEEDS
- PROVIDE MEALS AND COMPANIONSHIP IN HARDSHIP
- EMPOWER INDEPENDENCE THROUGH CARE
- BUILD A FUTURE WHERE NO ONE IS FORGOTTEN

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PROGRAMS



Hot Line Meals delivers over 150 kosher meals each day to individuals and families who are unable to prepare meals themselves due to limitations caused by temporary or long-term illness. This includes the elderly, those on low incomes, individuals with special needs or mobility impairments, parents facing mental health challenges, and those recovering from serious illness, surgery, hospitalisation, or childbirth. We collaborate closely with local welfare organisations such as Bikur Cholim D'Satmar, North London Bikur Cholim, and Ezer Leyoldos, who refer individuals in need of our services. In addition, we receive self-referrals as well as referrals from concerned neighbors and friends. Hot Line Meals is regulated by the Hackney Food Rating Association and has proudly achieved a Level 5 rating.



We have successfully provided comprehensive training to over 150 volunteers and community members, equipping them with Level 2 certification in food hygiene, Level 3 expertise in managing food allergens, and essential first aid skills. This initiative has not only enhanced their skill sets but also significantly improved their employability. Our project manager holds a Level 4 management qualification in catering, ensuring the effective and professional oversight of our operations. Additionally, our organisation has been awarded a prestigious Level 5 Food Hygiene rating, reflecting our unwavering commitment to the highest standards of food safety.

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PROGRAMS



The visits from our caring volunteers help alleviate the social isolation faced by many of our elderly clients. This personal interaction provides significant social and welfare benefits, ensuring that our users are well and capable of unpacking and enjoying their meals. By promoting their health, well-being, and independence, we empower older individuals to stay in their homes for as long as possible. These visits serve as a source of light, transforming their otherwise routine days into moments of connection and companionship.



Hot Line Meals is here with a project to help young people and their families going through a crisis. Working in partnership with the BBC Children in Need, the aim of this project is to improve the lives of disadvantaged children and young people by providing essential items, such as washing machines, air fryers, strollers, beds, cupboards, and much more. By providing their basic needs, we enhance their physical and emotional wellbeing, reducing parental stress as well as childhood worries, thus improving their quality of life.



Hot Line Meals provides essential support to families experiencing unexpected financial difficulties during the ongoing Cost of Living Crisis. Through our initiative, we distribute food vouchers to vulnerable households, enabling them to obtain vital provisions such as fish, meat, and groceries. To date, we have assisted over 800 families grappling with financial instability, with an average of eight children per household. Our cash-first approach empowers these disadvantaged families to purchase their own food, helping them maintain their dignity and respect during challenging times.

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PROGRAMS



Hot Line Meals collaborates with Schonfeld Square to operate a dynamic Lunch Club, designed to enhance the lives of its residents through a range of engaging activities.

Our Lunch Club provides:

- Affordable, nutritious two-course meals that promote health and wellness.
- Health and wellbeing sessions aimed at fostering overall wellness.
- Movement and fitness classes to encourage physical activity and vitality.
- Enriching activities such as singing classes to stimulate creativity and social interaction.
- Local outings, walks, and trips to the seaside for enjoyable community bonding experiences.
- Comprehensive advice and support services to address various needs and concerns.
- Cookery and Nutrition classes



We have successfully run a new project aimed at assisting 24 disadvantaged young individuals aged 15 to 25 within our local community. This innovative initiative provided these young participants with hands-on training in the preparation, cooking, packaging, and delivery of our hot, nutritious meals. Through this project, they acquired essential knowledge of basic food hygiene principles, including potential hazards, hygiene practices, and necessary controls. Additionally, they gained insights into food safety management systems, equipping them with valuable skills for future opportunities in the culinary field. We are now focusing on training all our volunteers in Food Handling and Safety, Allergens, and First Aid.

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Hot Line Meals Service: Building a New Kitchen Facility



To address the surging demand for meal services in Hackney and Haringey, we propose the construction of a new, purpose-built kitchen tailored to meet the evolving needs of our community. This state-of-the-art facility will enable us to significantly scale our operations, enhancing our capacity to prepare and deliver fresh, nutritious meals to those in need. By expanding our infrastructure, we will not only be able to serve an additional 150 meals daily, increasing our annual output by 54,000 meals, but also improve the overall efficiency and consistency of our service delivery.

The new kitchen will feature modern equipment and an optimised workflow, allowing us to reduce meal preparation time while maintaining the highest standards of food safety and quality. Additionally, it will enable us to diversify our menu offerings to include culturally appropriate and dietary-specific meals, further addressing the unique needs of the diverse populations in Hackney and Haringey.

Beyond increasing capacity, this expansion will strengthen our impact on the community by creating opportunities for new initiatives. These include meal programs for children from low-income families, enhanced volunteer training programs with Ofqual-accredited certifications, and partnerships with local organisations to address food insecurity holistically. By improving our operational capabilities and deepening community connections, the new kitchen will serve as a cornerstone for sustainable growth and expanded outreach, helping us create a lasting impact in the fight against food poverty and malnutrition.

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The Critical Need for a New Kitchen Facility

Hot Line Meals Service has long been a cornerstone of support for vulnerable individuals in Hackney and Haringey, delivering up to 150 fresh, nutritious meals daily to those who need them most. However, the growing demand for our services has pushed our current kitchen facilities to their absolute limit. Without a larger, modernised kitchen, our ability to continue providing this essential support and to expand to meet the increasing needs of our community is at risk.

Why We Need This Kitchen:

With our new kitchen, we will be able to reach more people in need and expand our programs to provide even greater support to our community. One of the biggest changes will be our ability to increase meal production. Right now, we prepare 150 fresh, nutritious meals daily, but with improved facilities, we can expand our delivery service to reach even more elderly, disabled, and low-income individuals who rely on us for their daily sustenance. We are also excited to grow our community meal programs, including our lunch club partnership with Schonfeld Square Care Home. A larger kitchen means we can serve more people in a warm, welcoming environment where they can enjoy a hot meal while connecting with others, reducing the loneliness so many of them experience. Another key focus will be training and education. With the extra space, we will expand our Ofqual-accredited food hygiene and allergen management training for our volunteers and local unemployed individuals. This will not only improve food safety but also give people valuable skills and qualifications to help them find work in the food industry. Our programs for children and families will also benefit from this expansion. We will be able to provide more meals through our Holiday Hunger initiative, ensuring children from low-income families have access to nutritious food during school breaks. Our Warm Meals, Warm Hearts project, which provides hot meals and social interaction for young people, will also grow to reach more families struggling to put food on the table. For our elderly and frail clients, we will strengthen our Buddy & Befriending program, which pairs them with volunteers who not only deliver meals but also provide companionship and a friendly face at the door. With more kitchen capacity, we can support even more isolated individuals who need this vital service. Additionally, we plan to introduce a new food rescue initiative, allowing us to collect surplus food from supermarkets and suppliers, reducing waste while redirecting it to families in crisis. Our ability to respond to emergencies will also improve, ensuring we can quickly provide meals to those facing unexpected hardship.

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SERVICES

NUTRITIOUS FRESHLY COOKED MEALS



FINANCIAL SUPPORT



FOOD SAFETY HANDLING TRAINING



EMOTIONAL SUPPORT



ADVICE & REFERRALS



VOLUNTEERS



Docusign Envelope ID: E914DB82-46D5-443F-8FDE-538B63502616



NUMBERS





375
Elderly people

26,400
Disadvantaged children





200
Dedicated volunteers

58,900
Meals delivered

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CASE STUDIES

CASE STUDY 1: A New Lease on Life: Mrs. Jacobs' Journey to Well-being

Mrs. Jacobs, an 82-year-old widow, faced considerable difficulties after a fall left her with limited mobility and an extended recovery period. Living alone, without close family support, she found it increasingly challenging to manage daily tasks, particularly meal preparation, which became unmanageable due to her physical limitations. Her isolation and concerns about maintaining proper nutrition intensified. After being referred to Hot Line Meals, Mrs. Jacobs began receiving freshly prepared, nutritious kosher meals delivered to her home. This service not only ensured she had access to balanced, hot meals each day but also provided essential social interaction, as volunteers routinely checked on her welfare. The regular meal deliveries significantly improved her physical health, offering consistent nourishment, and alleviated her concerns, allowing her to retain her independence. Moreover, the visits from volunteers helped mitigate feelings of loneliness, enhancing her overall quality of life and well-being.

CASE STUDY 2: The Greenberg Family's Journey to Resilience

Family Greenberg, consisting of two parents and six children, experienced severe financial strain after Mr. Greenberg lost his job due to the economic downturn. With their primary source of income gone, the family struggled to afford necessities, and providing nutritious meals became increasingly difficult. Mrs. Greenberg, already managing the demands of caring for their young children, found it overwhelming to stretch their limited resources to cover food expenses. Upon referral to Hot Line Meals, the family began receiving regular deliveries of kosher, nutritious meals, easing the financial burden and ensuring that the children had access to healthy food. This support not only improved the family's overall well-being by alleviating food insecurity but also allowed them to focus on regaining stability without the constant worry of where their next meal would come from. The consistent provision of meals restored a sense of normalcy and dignity, enabling the Greenberg family to navigate their challenges with renewed hope and resilience.

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FEEDBACK

- Sarah M.

"I can't express how grateful I am for Hot Line Meals. As a single mother recovering from surgery, I struggled to provide nutritious meals for my kids. Hot Line Meals not only delivered delicious kosher meals but also brought warmth and care into our home. It was a lifeline during a tough time."

- Jessica R.

"Hot Line Meals has been a blessing for our family. My elderly father, who lives alone, was often malnourished and isolated. Since we connected with Hot Line Meals, his health has improved, and he's found a renewed sense of purpose through the friendly volunteers who visit him. Thank you for making such a difference!"

- Emily H.

"After a major surgery, I couldn't leave my home, let alone cook for myself. Hot Line Meals made my recovery so much easier. The meals were not only nutritious but also delicious. They helped me stay connected with my family during a challenging time. Thank you for your incredible support!"

- David S.

"Hot Line Meals is a true community treasure. They've been there for me when I needed help with meals during my illness. The warmth and kindness of the volunteers who deliver the meals are as nourishing as the food itself. I am forever grateful."

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GALLERY



Volunteers preparing nutritious meals in the kitchen with care.



A team effort—packing meal trays to serve the community.



Site visit with team members and the Mayor of Hackney, ensuring progress and impact.



Smiling volunteers ready to distribute meals with warmth and kindness.



Training our team of volunteers in level 2 food hygiene.



Dedicated kitchen staff preparing warm, comforting meals in bulk.

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GALLERY



A meaningful discussion over a shared meal, strengthening bonds.



A beautifully prepared meal, ready to be served with love.



Training our young people in level 2 food hygiene to improve employment and volunteering



Volunteers enthusiastically preparing meals for distribution.



Team members collaborating to ensure smooth meal service.



Dedicated staff working together to pack nutritious meal.

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REGISTERED CHARITY NUMBER: 1066575

HOT LINE MEALS SERVICE (LONDON)

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2024

Sugarwhite Meyer HS Ltd
First Floor
94 Stamford Hill
London
N16 6XS

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HOT LINE MEALS SERVICE (LONDON)

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FOR THE YEAR ENDED 30 JUNE 2024

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HOT LINE MEALS SERVICE (LONDON)

REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 30 JUNE 2024

TRUSTEES	Mrs E Brinner Mrs R Just Mrs M Rothbart Mrs S Mossberg (appointed 1.1.24)
PRINCIPAL ADDRESS	59 Wellington Avenue London N15 6AX
REGISTERED CHARITY NUMBER	1066575
INDEPENDENT EXAMINER	Sugarwhite Meyer HS Ltd First Floor 94 Stamford Hill London N16 6XS

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HOT LINE MEALS SERVICE (LONDON)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 30 JUNE 2024

The trustees present their report with the financial statements of the charity for the year ended 30 June 2024. The trustees have adopted the provisions of 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) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE INFORMATION
The information is shown on page 1 of the financial statements and forms part of this report.

OBJECTIVES AND ACTIVITIES
Objectives and aims
The objects are provision of relief for persons who are housebound, or temporarily for other reasons, unable to provide meals for themselves, by providing kosher meals for such persons.

The trustees confirm that they have given due regard the Charity Commission's guidance on public benefit.

ACHIEVEMENT AND PERFORMANCE
Charitable activities
The trustees are satisfied with the results of the year. Income rose by about 25% and expenditure by about 14%. There was a surplus for the year

FINANCIAL REVIEW
Reserves policy
The trustees do not seek to maintain reserves, other than to ensure that they can continue the activities of the charity. Reserves at the year end were £196,081 (2023 - £183,299) of which 7,152 (2023- £30,826) are restricted

FUTURE PLANS
The charity plans to continue its activities for the foreseeable future subject to satisfactory income.

STRUCTURE, GOVERNANCE AND MANAGEMENT
Charity constitution
The charity is governed by a constitution dated 5 August 1997 as amended on 27 October 1997

Recruitment and appointment of new trustees
The power to appoint new trustees is vested in the board. It is not the intention of the trustees to appoint any new trustees. Should the situation change in the future, the trustees will apply suitable recruitment induction and training procedures.

Risk management
The trustees have reviewed the major risks to which the charity is exposed and confirm that they have established systems to mitigate them.

STATEMENT OF TRUSTEES' RESPONSIBILITIES
The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on 20 March 2025 and signed on its behalf by:

Signed by:



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Mrs E Brinner - Trustee

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INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HOT LINE MEALS SERVICE (LONDON)

Independent examiner's report to the trustees of Hot Line Meals Service (London)
I report to the charity trustees on my examination of the accounts of Hot Line Meals Service (London) (the Trust) for the year ended 30 June 2024.

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

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

Independent examiner's statement
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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

E Meyer FCA BSc

Sugarwhite Meyer HS Ltd
First Floor
94 Stamford Hill
London
N16 6XS

20 March 2025

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HOT LINE MEALS SERVICE (LONDON)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 30 JUNE 2024

	Notes	Unrestricted fund £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		313,389	221,182	534,571	604,307
EXPENDITURE ON					
Raising funds	2	1,375	-	1,375	24,892
Charitable activities	3				
Provision of meals to the needy		240,080	244,856	484,936	487,217
Support		35,478	-	35,478	16,648
Total		276,933	244,856	521,789	528,757
NET INCOME/(EXPENDITURE)		36,456	(23,674)	12,782	75,550
RECONCILIATION OF FUNDS					
Total funds brought forward		152,473	30,826	183,299	107,749
TOTAL FUNDS CARRIED FORWARD		188,929	7,152	196,081	183,299

The notes form part of these financial statements

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HOT LINE MEALS SERVICE (LONDON)

STATEMENT OF FINANCIAL POSITION
30 JUNE 2024

	Notes	2024 £	2023 £
FIXED ASSETS			
Tangible assets	7	19,260	22,660
CURRENT ASSETS			
Debtors	8	86,792	75,978
Cash at bank		112,931	138,882
		199,723	214,860
CREDITORS			
Amounts falling due within one year	9	(21,357)	(50,379)
NET CURRENT ASSETS		178,366	164,481
TOTAL ASSETS LESS CURRENT LIABILITIES		197,626	187,141
CREDITORS			
Amounts falling due after more than one year	10	(1,545)	(3,842)
NET ASSETS		196,081	183,299
FUNDS	12		
Unrestricted funds		188,929	152,473
Restricted funds		7,152	30,826
TOTAL FUNDS		196,081	183,299

The financial statements were approved by the Board of Trustees and authorised for issue on 20 March 2025 and were signed on its behalf by:

Signed by:

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Mrs E Brinner - Trustee

The notes form part of these financial statements

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HOT LINE MEALS SERVICE (LONDON)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	(24,982)	123,082
Interest paid		(969)	(1,142)
Net cash (used in)/provided by operating activities		(25,951)	121,940
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(3,000)
Net cash provided by/(used in) investing activities		-	(3,000)
Change in cash and cash equivalents in the reporting period		(25,951)	118,940
Cash and cash equivalents at the beginning of the reporting period		138,882	19,942
Cash and cash equivalents at the end of the reporting period		112,931	138,882

The notes form part of these financial statements

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HOT LINE MEALS SERVICE (LONDON)

NOTES TO THE STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2024

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net income for the reporting period (as per the Statement of Financial Activities)	12,782	75,550
Adjustments for:		
Depreciation charges	3,400	4,000
Interest paid	969	1,142
(Increase)/decrease in debtors	(10,814)	37,251
(Decrease)/increase in creditors	(31,319)	5,139
Net cash (used in)/provided by operations	(24,982)	123,082

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.7.23 £	Cash flow £	At 30.6.24 £
Net cash			
Cash at bank	138,882	(25,951)	112,931
	138,882	(25,951)	112,931
Total	138,882	(25,951)	112,931

The notes form part of these financial statements

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1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings - 15% on reducing balance

Taxation
The charity is exempt from tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Going concern
There are no material uncertainties about the charity's ability to continue.

Docusign Envelope ID: E914DB82-46D5-443F-8FDE-538B63502616

2. RAISING FUNDS

Raising donations and legacies

	2024	2023
	£	£
Marketing and sales promotion	1,007	20,388
Advertising costs	368	314
Support costs	-	4,190
	1,375	24,892

3. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 4)	Totals
	£	£	£
Provision of meals to the needy	472,781	12,155	484,936
Support	27,843	7,635	35,478
	500,624	19,790	520,414

4. SUPPORT COSTS

	Finance	Human resources	Other	Governance costs	Totals
	£	£	£	£	£
Provision of meals to the needy	-	1,913	10,242	-	12,155
Support	969	-	1,471	5,195	7,635
	969	1,913	11,713	5,195	19,790

Support costs, included in the above, are as follows:

Finance

	2024	2023
	Support	Total activities
	£	£
Bank interest	969	1,142

Human resources

	2024	2023
	Provision of meals to the needy	Total activities
	£	£
Training and Staff welfare	1,913	3,515

Docusign Envelope ID: E914DB82-46D5-443F-8FDE-538B63502616

4. SUPPORT COSTS - continued

Other

	Provision of meals to the needy	Support	2024 Total activities	2023 Total activities
	£	£	£	£
Postage and stationery	10,242	1,471	11,713	10,054
Motor and travel costs	-	-	-	6,206
	10,242	1,471	11,713	16,260

Governance costs

	2024 Support	2023 Total activities
	£	£
Independent examiner's fee	1,650	1,200
Independent examiner's other fees	1,650	1,680
Legal and professional fees	1,895	-
	5,195	2,880

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 30 June 2024 nor for the year ended 30 June 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 30 June 2024 nor for the year ended 30 June 2023.

6. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	49,705	77,402
	49,705	77,402

The average monthly number of employees during the year was as follows:

	2024	2023
Provision of meals	4	3
Office	3	3
	7	6

No employees received emoluments in excess of £60,000.

Docusign Envelope ID: E914DB82-46D5-443F-8FDE-538B63502616

7. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 July 2023 and 30 June 2024	79,041
DEPRECIATION	
At 1 July 2023	56,381
Charge for year	3,400
At 30 June 2024	59,781
NET BOOK VALUE	
At 30 June 2024	19,260
At 30 June 2023	22,660

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Other debtors	86,792	75,978

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade creditors	16,126	41,536
Taxation and social security	-	805
Other creditors	5,231	8,038
	21,357	50,379

10. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2024 £	2023 £
Taxation and social security	1,545	3,842

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted fund £	Restricted funds £	2024 Total funds £	2023 Total funds £
Fixed assets	19,260	-	19,260	22,660
Current assets	192,571	7,152	199,723	214,860
Current liabilities	(21,357)	-	(21,357)	(50,379)
Long term liabilities	(1,545)	-	(1,545)	(3,842)
	188,929	7,152	196,081	183,299

Docusign Envelope ID: E914DB82-46D5-443F-8FDE-538B63502616

12. MOVEMENT IN FUNDS

	At 1.7.23 £	Net movement in funds £	At 30.6.24 £
Unrestricted funds			
General fund	152,473	36,456	188,929
Restricted funds			
Restricted fund	30,826	(23,674)	7,152
TOTAL FUNDS	183,299	12,782	196,081

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	313,389	(276,933)	36,456
Restricted funds			
Restricted fund	221,182	(244,856)	(23,674)
TOTAL FUNDS	534,571	(521,789)	12,782

Comparatives for movement in funds

	At 1.7.22 £	Net movement in funds £	At 30.6.23 £
Unrestricted funds			
General fund	107,749	44,724	152,473
Restricted funds			
Restricted fund	-	30,826	30,826
TOTAL FUNDS	107,749	75,550	183,299

Docusign Envelope ID: E914DB82-46D5-443F-8FDE-538B63502616

12. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	389,894	(345,170)	44,724
Restricted funds			
Restricted fund	214,413	(183,587)	30,826
TOTAL FUNDS	604,307	(528,757)	75,550

13. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 30 June 2024.

HOT LINE MEALS SERVICE (LONDON)

England & Wales - Charity number 1066575

Accounts



2023

ANNUAL REPORT

HOT LINE MEALS

Registered Charity no. 1066575

www.hotlinemeals.org.uk info@hotlinemeals.org.uk



ABOUT

Hot Line Meals began as a group of dedicated volunteers who came together to cook and provide kosher home-delivered nutritious meals for people in need, including those suffering poverty or those who were homebound due to age, weakness or disability. They started running this service voluntary from private homes, as it became apparent that there was a desperate need for this service. Hot Line Meals Service (London) was officially formed as a registered charity in 1997. Soon-after we received funding from the Bridge House Trust to refurbish a local property into a purpose built commercial kitchen. This service mushroomed as the need grew, so that we now cook and deliver 150 hot freshly cooked meals daily to individual homes.







CASE STUDIES

CASE STUDY 1: SARAH'S ROAD TO RECOVERY

Sarah, a single mother in her early 40s, found herself in a difficult situation after a sudden illness left her bedridden for several months. With no family nearby and her income reduced due to her inability to work, Sarah was struggling to provide nutritious meals for herself and her two children. She came across Hot Line Meals and reached out for assistance. The organization's dedicated volunteers began delivering hot, kosher meals to her doorstep. This not only ensured that Sarah and her children had access to proper nutrition but also lifted a significant burden off her shoulders during her recovery. Thanks to Hot Line Meals' support, Sarah was able to stay connected with her children and regain her strength, eventually returning to work and achieving a healthier, more stable life.

CASE STUDY 2: DAVID'S JOURNEY TO INDEPENDENCE

David, a retired elderly man in his late 70s, had been living alone for years in his Hackney home. His mobility had declined significantly over time, making it challenging for him to prepare meals and even leave his house. Loneliness and malnutrition were taking a toll on his well-being. Hot Line Meals became a lifeline for David. The organization's volunteers not only delivered hot, freshly cooked kosher meals tailored to his dietary needs but also provided him with companionship and a sense of belonging. Through this support, David's physical health improved, and he found renewed motivation to engage with his community. With Hot Line Meals' assistance, he regained a sense of independence and connectedness that he thought he had lost, showcasing the transformative impact of the organization's services on the lives of the elderly and homebound in the community.



MISSION & VISION

MISSION

Hot Line Meals is dedicated to nourishing the bodies and spirits of individuals and families in our community who face challenges such as poverty, age-related limitations, illness, disability, and more. Our mission is to provide hot, kosher, and nutritious meals with care, compassion, and inclusivity. We stand committed to breaking down barriers, ensuring that no one is left hungry or isolated. Our purpose is to serve as a lifeline for those who do not meet the stringent criteria of other support services and to foster an environment of support, connection, and well-being during difficult times.

VISION

At Hot Line Meals, we envision a community where no one goes without a warm meal and the comfort of knowing they are not alone in their struggles. We aspire to expand our reach and impact, continuing to adapt and innovate to meet the evolving needs of the diverse individuals and families we serve. Our vision is a world where individuals facing adversity, regardless of age, background, or circumstance, have access to nourishment, companionship, and the support needed to regain their independence and thrive. We believe in the transformative power of a hot meal and a caring heart, and we strive to build a future where no one is left behind.



PROGRAMS

FOOD AID

Hot Line Meals provides over 150 kosher meals daily to people who cannot cook a meal for themselves and their families as a result of limitations caused by temporary or long term illness. This includes elderly people; people on low income; people with special needs or impaired mobility; dysfunctional individuals or parents suffering mental health issues; and people who cannot get out due to recovery from a debilitating illness, hospitalisation, surgery or after child-birth. We work in partnership with local welfare organisations such as Bikur Cholim D'Satmar, North London Bikur Cholim, Ezer Leyoldos who refer to us those in need of our services. We also get self referrals and referrals from concerned neighbours and friends. The Hot Line Meals Service is regulated by Hackney Food Rating Association, and has achieved a rating of Level 5.



INCREASED VOLUNTEERING OPPORTUNITY

We have conducted comprehensive training sessions for more than 150 volunteers and community members, equipping them with Level 2 certification in food hygiene, Level 3 expertise in food allergens, and first aid skills. This initiative has significantly enhanced their employability prospects. Our project manager holds a Level 4 management qualification in catering, ensuring efficient oversight. Furthermore, our establishment boasts a prestigious Level 5 Food Hygiene rating, underscoring our commitment to excellence in food safety practices.





PROGRAMS

BEFRIENDING BUDDIES

The visits made by our friendly volunteers disperse the clouds of social isolation that hover over many of our elderly users. The human contact it provides is an important social and welfare benefit, making sure all is well and that users are able to unpack and access the meals. This safeguards their health, well-being and independence and enables the elderly people to remain at home for as long as possible. These social visits are like light-bulbs, brightening their otherwise monotonous daily schedules.



FILLING THE VOID

Hot Line Meals is here with a project to help young people and their families going through a crisis. Working in partnership with the BBC Children in Need, the aim of this project is to improve the lives of disadvantaged children and young people by providing essential items, such as washing machines, air fryers, strollers, beds, cupboards, and much more. By providing their basic needs, we enhance their physical and emotional wellbeing, reducing parental stress as well as childhood worries, thus improving their quality of life.



FOOD VOUCHERS

Hotline Meals extends vital assistance to families facing unexpected financial hardships amid the prevailing Cost of Living Crisis. Through our initiative, we distribute food vouchers to vulnerable households, enabling them to access essential provisions such as fish, meat, and groceries. To date, we have supported hundreds of families, totaling over 800, each grappling with financial instability, with an average of 8 children per household. We have a cash first approach, providing the disadvantaged families with the means to buy their own food, allowing them to keep up their respect and dignity through their challenge.



LUNCH CLUB

Hot Line Meals collaborates with Schonfeld Square to operate a dynamic Lunch Club, designed to enhance the lives of its residents through a range of engaging activities.



Our Lunch Club provides:

- Affordable, nutritious two-course meals that promote health and wellness.
- Health and wellbeing sessions aimed at fostering overall wellness.
- Movement and fitness classes to encourage physical activity and vitality.
- Enriching activities such as singing classes to stimulate creativity and social interaction.
- Local outings, walks, and trips to the seaside for enjoyable community bonding experiences.
- Comprehensive advice and support services to address various needs and concerns.
- Cookery and Nutrition classes

TRAINING



We have recently conducted accredited training sessions for our volunteers and are now in the planning stages of a new project aimed at benefiting 24 disadvantaged young individuals aged 15 to 25 within the local community. This innovative initiative will focus on training these young participants in the preparation, cooking, packaging, and delivery of our hot, nutritious meals. By participating in this project, they will gain essential knowledge and understanding of basic food hygiene principles, including associated hazards, hygiene practices, and controls. Moreover, they will develop an awareness of food safety management systems, equipping them with valuable skills for future endeavours in the culinary field.



SERVICES

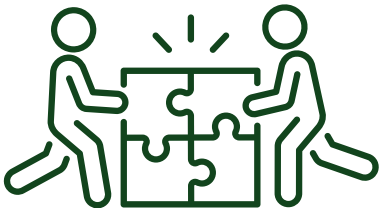
NUTRITIOUS FRESHLY COOKED MEALS



FINANCIAL SUPPORT



COMMUNITY BUILDING



EMOTIONAL SUPPORT



ADVICE & REFERRALS



VOLUNTEERS





NUMBERS



375

Elderly people



26,400

Disadvantaged children



200

Dedicated volunteers



58,900

Meals delivered



FEEDBACK

"I can't express how grateful I am for Hot Line Meals. As a single mother recovering from surgery, I struggled to provide nutritious meals for my kids. Hot Line Meals not only delivered delicious kosher meals but also brought warmth and care into our home. It was a lifeline during a tough time."

- Sarah M.

"Hot Line Meals has been a blessing for our family. My elderly father, who lives alone, was often malnourished and isolated. Since we connected with Hot Line Meals, his health has improved, and he's found a renewed sense of purpose through the friendly volunteers who visit him. Thank you for making such a difference!"

- Jessica R.

"After a major surgery, I couldn't leave my home, let alone cook for myself. Hot Line Meals made my recovery so much easier. The meals were not only nutritious but also delicious. They helped me stay connected with my family during a challenging time. Thank you for your incredible support!"

- Emily H.

"Hot Line Meals is a true community treasure. They've been there for me when I needed help with meals during my illness. The warmth and kindness of the volunteers who deliver the meals are as nourishing as the food itself. I am forever grateful."

- David S.

REGISTERED CHARITY NUMBER: 1066575

HOT LINE MEALS SERVICE (LONDON)

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2023

Sugarwhite Meyer HS Ltd
First Floor
94 Stamford Hill
London
N16 6XS

HOT LINE MEALS SERVICE (LONDON)

REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 30 JUNE 2023

TRUSTEES	Mrs E Brinner Mrs R Just Mrs M Rothbart Mrs S Mossberg (appointed 1.1.24)
PRINCIPAL ADDRESS	59 Wellington Avenue London N15 6AX
REGISTERED CHARITY NUMBER	1066575
INDEPENDENT EXAMINER	Sugarwhite Meyer HS Ltd First Floor 94 Stamford Hill London N16 6XS

HOT LINE MEALS SERVICE (LONDON)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 30 JUNE 2023

The trustees present their report with the financial statements of the charity for the year ended 30 June 2023. The trustees have adopted the provisions of 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) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE INFORMATION
The information is shown on page 1 of the financial statements and forms part of this report.

OBJECTIVES AND ACTIVITIES
Objectives and aims
The objects are provision of relief for persons who are housebound, or temporarily for other reasons, unable to provide meals for themselves, by providing kosher meals for such persons.

The trustees confirm that they have given due regard the Charity Commission's guidance on public benefit.

ACHIEVEMENT AND PERFORMANCE
Charitable activities
The trustees are satisfied with the results of the year. Income rose by about 25% and expenditure by about 14%. There was a surplus for the year

FINANCIAL REVIEW
Reserves policy
The trustees do not seek to maintain reserves, other than to ensure that they can continue the activities of the charity. Reserves at the year end were £183,299 (2022 - £107,479) of which £30,826 (2022 - Nil) are restricted

FUTURE PLANS
charity plans to continue its activities for the foreseeable future subject to satisfactory income.

STRUCTURE, GOVERNANCE AND MANAGEMENT
Charity constitution
The charity is governed by a constitution dated 5 August 1997 as amended on 27 October 1997

Recruitment and appointment of new trustees
The power to appoint new trustees is vested in the board. It is not the intention of the trustees to appoint any new trustees. Should the situation change in the future, the trustees will apply suitable recruitment induction and training procedures.

Organisational structure
The trustees meet regularly to manage the affairs of the society. There are no full time staff, most charitable activities and administration are undertaken by volunteers.

Risk management
The trustees have reviewed the major risks to which the charity is exposed and confirm that they have established systems to mitigate them.

STATEMENT OF TRUSTEES' RESPONSIBILITIES
The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

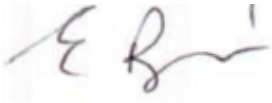
STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on 4 April 2024 and signed on its behalf by:



Mrs E Brinner - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HOT LINE MEALS SERVICE (LONDON)

Independent examiner's report to the trustees of Hot Line Meals Service (London)
I report to the charity trustees on my examination of the accounts of Hot Line Meals Service (London) (the Trust) for the year ended 30 June 2023.

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

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

Independent examiner's statement
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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

E Meyer

E Meyer FCA BSc

Sugarwhite Meyer HS Ltd
First Floor
94 Stamford Hill
London
N16 6XS

4 April 2024

HOT LINE MEALS SERVICE (LONDON)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 30 JUNE 2023

	Notes	Unrestricted fund £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		389,894	214,413	604,307	482,269
EXPENDITURE ON					
Raising funds	2	24,892	-	24,892	7,329
Charitable activities	3				
Provision of meals to the needy		303,630	183,587	487,217	448,175
Support		16,648	-	16,648	4,826
Total		345,170	183,587	528,757	460,330
NET INCOME		44,724	30,826	75,550	21,939
RECONCILIATION OF FUNDS					
Total funds brought forward		107,749	-	107,749	85,810
TOTAL FUNDS CARRIED FORWARD		152,473	30,826	183,299	107,749

The notes form part of these financial statements

HOT LINE MEALS SERVICE (LONDON)

STATEMENT OF FINANCIAL POSITION
30 JUNE 2023

	Notes	2023 £	2022 £
FIXED ASSETS			
Tangible assets	6	22,660	23,660
CURRENT ASSETS			
Debtors	7	75,978	113,229
Cash at bank		138,882	19,942
		214,860	133,171
CREDITORS			
Amounts falling due within one year	8	(50,379)	(49,082)
NET CURRENT ASSETS		164,481	84,089
TOTAL ASSETS LESS CURRENT LIABILITIES		187,141	107,749
CREDITORS			
Amounts falling due after more than one year	9	(3,842)	-
NET ASSETS/(LIABILITIES)		183,299	107,749
FUNDS	11		
Unrestricted funds		152,473	107,749
Restricted funds		30,826	-
TOTAL FUNDS		183,299	107,749

The financial statements were approved by the Board of Trustees and authorised for issue on 4 April 2024 and were signed on its behalf by:

R. Just.

Mrs R Just - Trustee

M. Rothbart

Mrs M Rothbart - Trustee

The notes form part of these financial statements

HOT LINE MEALS SERVICE (LONDON)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	123,082	(21,332)
Interest paid		(1,142)	(1,023)
Tax paid		-	2,866
Net cash provided by/(used in) operating activities		121,940	(19,489)
Cash flows from investing activities			
Purchase of tangible fixed assets		(3,000)	-
Net cash (used in)/provided by investing activities		(3,000)	-
Change in cash and cash equivalents in the reporting period		118,940	(19,489)
Cash and cash equivalents at the beginning of the reporting period		19,942	39,431
Cash and cash equivalents at the end of the reporting period		138,882	19,942

The notes form part of these financial statements

NOTES TO THE STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2023

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net income for the reporting period (as per the Statement of Financial Activities)	75,550	21,939
Adjustments for:		
Depreciation charges	4,000	4,175
Interest paid	1,142	1,023
Decrease/(increase) in debtors	37,251	(65,390)
Increase in creditors	5,139	16,921
Net cash provided by/(used in) operations	123,082	(21,332)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.7.22 £	Cash flow £	At 30.6.23 £
Net cash			
Cash at bank and in hand	19,942	118,940	138,882
	19,942	118,940	138,882
Total	19,942	118,940	138,882

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	-	15% on reducing balance

Taxation
The charity is exempt from tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Going concern
There are no material uncertainties about the charity's ability to continue.

2. RAISING FUNDS

Raising donations and legacies

	2023	2022
	£	£
Marketing and sales promotion	20,388	7,000
Advertising costs	314	329
Support costs	4,190	-
	24,892	7,329

3. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 4)	Totals
	£	£	£
Provision of meals to the needy	470,490	16,727	487,217
Support	13,768	2,880	16,648
	484,258	19,607	503,865

4. SUPPORT COSTS

	Finance	Human resources	Other	Governance costs	Totals
	£	£	£	£	£
Raising donations and legacies	1,142	-	3,048	-	4,190
Provision of meals to the needy	-	3,515	13,212	-	16,727
Support	-	-	-	2,880	2,880
	1,142	3,515	16,260	2,880	23,797

Support costs, included in the above, are as follows:

Management

	2023 Total activities	2022 Total activities
	£	£
Sundries	-	1,245

4. SUPPORT COSTS - continued

Finance

	2023 Raising donations and legacies £	2022 Total activities £
Bank interest	1,142	1,023

Human resources

	2023 Provision of meals to the needy £	2022 Total activities £
Training and Staff welfare	3,515	1,291

Other

	Raising donations and legacies £	Provision of meals to the needy £	2023 Total activities £	2022 Total activities £
Postage and stationery	3,048	7,006	10,054	9,169
Motor and travel costs	-	6,206	6,206	5,887
	3,048	13,212	16,260	15,056

Governance costs

	2023 Support £	2022 Total activities £
Independent examiner's fee	1,200	900
Independent examiner's other fees	1,680	1,200
General expenses	-	1,074
	2,880	3,174

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 30 June 2023 nor for the year ended 30 June 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 30 June 2023 nor for the year ended 30 June 2022.

6. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 July 2022	76,041
Additions	3,000
At 30 June 2023	79,041
DEPRECIATION	
At 1 July 2022	52,381
Charge for year	4,000
At 30 June 2023	56,381
NET BOOK VALUE	
At 30 June 2023	22,660
At 30 June 2022	23,660

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Other debtors	75,978	111,929
Prepayments	-	1,300
	75,978	113,229

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade creditors	41,536	34,269
Taxation and social security	805	805
Other creditors	8,038	14,008
	50,379	49,082

9. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2023 £	2022 £
Taxation and social security	3,842	-

10. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted fund £	Restricted funds £	2023 Total funds £	2022 Total funds £
Fixed assets	22,660	-	22,660	23,660
Current assets	184,034	30,826	214,860	133,171
Current liabilities	(50,379)	-	(50,379)	(49,082)
Long term liabilities	(3,842)	-	(3,842)	-
	152,473	30,826	183,299	107,749

11. MOVEMENT IN FUNDS

	At 1.7.22 £	Net movement in funds £	At 30.6.23 £
Unrestricted funds			
General fund	107,749	44,724	152,473
Restricted funds			
Restricted fund	-	30,826	30,826
TOTAL FUNDS	107,749	75,550	183,299

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	389,894	(345,170)	44,724
Restricted funds			
Restricted fund	214,413	(183,587)	30,826
TOTAL FUNDS	604,307	(528,757)	75,550

11. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.7.21 £	Net movement in funds £	At 30.6.22 £
Unrestricted funds			
General fund	74,032	33,717	107,749
Restricted funds			
Restricted fund	11,778	(11,778)	-
TOTAL FUNDS	85,810	21,939	107,749

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	470,112	(436,395)	33,717
Restricted funds			
Restricted fund	12,157	(23,935)	(11,778)
TOTAL FUNDS	482,269	(460,330)	21,939

12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 30 June 2023.

HOT LINE MEALS SERVICE (LONDON)

England & Wales - Charity number 1066575

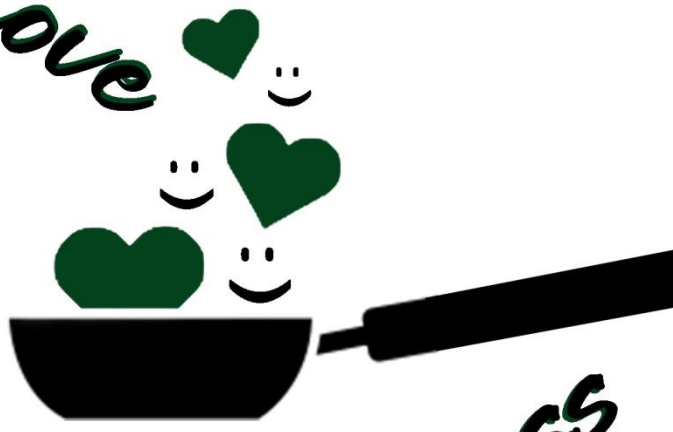
Accounts

Hotline Meals Service

Charity Number: 1066575

Hotline Meals

Cooking with love



Creates happiness

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FOR THE YEAR ENDED 30 JUNE 2022

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HOT LINE MEALS SERVICE (LONDON)

REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 30 JUNE 2022

TRUSTEES	Mrs E Brinner Mrs R Just Mrs M Rothbart
PRINCIPAL ADDRESS	59 Wellington Avenue London N15 6AX
REGISTERED CHARITY NUMBER	1066575
INDEPENDENT EXAMINER	Sugarwhite Meyer HS Ltd First Floor 94 Stamford Hill London N16 6XS

HOT LINE MEALS SERVICE (LONDON)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 30 JUNE 2022

The trustees present their report with the financial statements of the charity for the year ended 30 June 2022. The trustees have adopted the provisions of 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) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE INFORMATION
The information is shown on page 1 of the financial statements and forms part of this report.

OBJECTIVES AND ACTIVITIES
Objectives and aims
The objects are provision of relief for persons who are housebound, or temporarily for other reasons, unable to provide meals for themselves, by providing kosher meals for such persons.

The trustees confirm that they have given due regard the Charity Commission's guidance on public benefit.

ACHIEVEMENT AND PERFORMANCE
Charitable activities
The trustees are satisfied with the results of the year. Income fell by about 20% and expediture was down some 28%. There was a surplus for the year.

FINANCIAL REVIEW
Reserves policy
The trustees do not seek to maintain reserves, other than to ensure that they can continue the activities of the charity. Reserves at the year end were £107,479 (2021 - £85,810)

FUTURE PLANS
charity plans to continue its activities for the foreseeable future subject to satisfactory income.

STRUCTURE, GOVERNANCE AND MANAGEMENT
Charity constitution
The charity is governed by a constitution dated 5 August 1997 as amended on 27 October 1997

Recruitment and appointment of new trustees
The power to appoint new trustees is vested in the board. It is not the intention of the trustees to appoint any new trustees. Should the situation change in the future, the trustees will apply suitable recruitment induction and training procedures.

Organisational structure
The trustees meet regularly to manage the affairs of the society. There are no full time staff, most charitable activities and administration are undertaken by volunteers.

Risk management
The trustees have reviewed the major risks to which the charity is exposed and confirm that they have established systems to mitigate them.

STATEMENT OF TRUSTEES' RESPONSIBILITIES
The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on 19 December 2022 and signed on its behalf by:



Mrs E Brinner - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HOT LINE MEALS SERVICE (LONDON)

Independent examiner's report to the trustees of Hot Line Meals Service (London)
I report to the charity trustees on my examination of the accounts of Hot Line Meals Service (London) (the Trust) for the year ended 30 June 2022.

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

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

Independent examiner's statement
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountant in England and Wales which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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



S Steinhaus FCA
Institute of Chartered Accountant in England and Wales
Sugarwhite Meyer HS Ltd
First Floor
94 Stamford Hill
London
N16 6XS

19 December 2022

What we offer

MEALS

Hot Line Meals provides over 150 kosher meals daily to people who cannot cook a meal for themselves and their families as a result of limitations caused by temporary or long term illness. This includes elderly people; people on low income; people with special needs or impaired mobility; dysfunctional individuals or parents suffering mental health issues; and people who cannot get out due to recovery from a debilitating illness, hospitalisation, surgery or after child-birth. We work in partnership with local welfare organisations such as Bikur Cholim D'Satmar, North London Bikur Cholim, Ezer Leyoldos who refer to us those in need of our services. The Hot Line Meals Service is regulated by Hackney Food Rating Association, and has achieved a rating of Level 5.

BEFRIENDING

The visits made by our friendly volunteers disperse the clouds of social isolation that hover over many of our elderly users. The human contact it provides is an important social and welfare benefit, making sure all is well and that users are able to unpack and access the meals. This safeguards their health, well-being and independence and enables the elderly people to remain at home for as long as possible. These social visits are like light-bulbs, brightening their otherwise monotonous daily schedules.

SERVICE

When preparing nutritious meals we take into account the specific needs and wishes of our users, including soft and easily digestible food, specific dietary needs such as diabetes, food allergies and cultural requirements. The meals are cooked daily by 12 volunteer chefs in our purpose built commercial kitchen and packed by 104 volunteers of all ages each week. The meals are delicious, attractive and culturally appropriate, with a different menu each day. The food is delivered daily to the families' homes free of charge, by 59 volunteers, providing recipients with vital physical and emotional support. All work is overseen by the project manager who has a level 4 award in Managing Food Safety in Catering to ensure that our service is delivered to a high standard.

TRAINING

As well as training our staff to conform with Health and Safety regulations, we offer accredited training to enhance the mediocre employment prospects of disadvantaged young people. We provide a variety of courses related to the Hospitality and Catering sector which includes Ofqual accredited Level 2 Food Handling; Emergency First Aid at Work; and Food Allergens. In conjunction with the accredited training we offer practical cookery classes and volunteer placement in our kitchen. The accreditation is a symbol of achievement that enhances the young people's self-esteem and self-image and most importantly, improves their CVs, skills and employment opportunities.

Projects



We ran a massive food distribution program with the support from the Lottery Covid Grant, HSF and Fareshare and other generous donors providing hot meals as well as nutritious food parcels of fresh fruit, vegetables, drinks and eggs for larger families. The food provided consists of 5 main food groups, to ensure that the recipients get a wide range of nutrients in the morning and evening. The food packages delivered will contribute towards nutritionally balanced meals in alignment with the NHS Eat Well guidelines.



The aim of the project is to improve the quality of the lives of isolated and frail elderly people by providing a befriending buddy who will keep them in touch with the outside world. This will ease their social isolation they have found themselves in due to the pandemic and provide a focus to their daily activities.

Projects



We have provided training to over 150 volunteers and people from within the community in level 2 food hygiene and level 3 in food allergens and first aid, which helped them towards getting them into employment. Our project manager has Level 4 management in catering and we have a Level 5 Food Hygiene rating.



We ran a couple of accredited training sessions for our volunteers and are planning a new project which will benefit 24 deprived young local people aged 15-25. This project will train the young people in the preparation, cooking, packing and the delivering of our hot nutritious meals. This will give them the knowledge and understanding of basic food hygiene, associated food hazards, food hygiene practice and controls, based upon an awareness of food safety management systems.

Projects



Hotline meals provide food vouchers to families who have become vulnerable and are finding themselves in an unexpected financial crisis due to the current cost of living crisis. We supplied hundreds of families with vouchers for fish, meat and groceries. We reached out to help over 800 disadvantaged families in financial crisis, with an average of 8 children per family.



Our Lunch Clubs runs in partnership with Schonfeld Square:

- Nutritious healthy two course lunches at affordable prices.
- Health and wellbeing sessions.
- Movement and fitness classes.
- Activities e.g. singing classes.
- Local outings, walks and trips to the seaside.
- Advice and support services.

Facts and Figures













What they say...

Hot Line Meals has saved my life! I was battling Leukaemia and a severe attack of the shingles. My immune system had shut down and I had lost my appetite for food. I lost 40 pounds and was slowly starving to death, until my doctor notified Hot Line Meals Service and hot, nutritious meals began to arrive daily. Now my future is hopeful. I am gaining weight and no longer feel that I am alone. It is really appreciated when the volunteers stay and keep me company, it is the only thing that keeps me connected to the outside world. My heartfelt thanks for a job well done."

Mrs S.

"Thank you ever so much for the yummy, yummy supper you sent us. The chicken and potatoes were really delicious. I even finished my whole plate like a big boy because that's how good it was."

Sammy

"Just a quick note of thanks for the wonderful meal you sent my family yesterday. I'm recuperating from surgery and feel at ease knowing my family's nutritious needs are being met."

Esther

"I was sitting at home feeling so isolated and lonely. My wife passed away recently and I was still struggling to get over the loss. One day suddenly, I hear a knock at the door. Tentatively, I went to answer. What a surprise! Standing there was a friendly Hot Line volunteer delivering a warm meal. The volunteer helped me unpack the meal and asked me about my day. It felt so good to speak to someone. Thanks for helping me see positive again."

Mr J.

Case Studies

Susan, aged 76 had been living alone for the past 45 years, since her husband passed away. She had always remained fiercely independent and had looked after herself. Unfortunately, at the age of 72, She suffered a severe infection in her foot and was hospitalised for 2 months. While in hospital she was diagnosed with type2 diabetes, and by the time she was discharged, she was disorientated, weak and suffered memory loss. This is where Hot Line Meals Services stepped in! We delivered daily fresh, hot and nutritious meals, thus contributing to the control of her diabetes and enabling her to stay home and recuperate which took 6 months; after that, she had recovered sufficiently to be able to cook again for herself, so that she became independent and safe in her own home once again.

Mrs M had been suffering from clinical depression for 2 years. As a result, she was unable to cook or shop for her family of 5 over this time. Her husband managed to keep the household going, doing the laundry and providing for the emotional needs of their children who were aged between 5 and 11 years. Hot Line Meals delivered daily nutritious meals for the family over this time, ensuring that the family could eat a wholesome healthy meal in the evenings. This played an important part in keeping the family together, healthy in mind and body.

These examples show Hot Line Meals Service at its best, supporting frail, sick, isolated and vulnerable people, by providing fresh hot nutritious daily meals, for individuals and their families, enabling them to stay in their own homes, when often the prognosis otherwise would be for them to move in to full time care, thus losing their independence, or deteriorating day by day. We have succeeded in accessing more funds this year, including new multi-year partnerships, which have enabled us to reach more vulnerable users. The Hot Line Meals Service is regulated by Hackney Food Rating Association, and has this year achieved a rating of Level 4, after much effort on our behalf. We are now working to bring this up the ultimate level 5. We improved our food handling methods and trained 112 volunteers in Level 2 Food Handling, First Aid and Level 3 Food Allergens. The trustees would like to record their very special thanks to all their faithful volunteers as well as to the generous donors. It is our donors and other generous charitable foundations and trusts who make it possible to continue providing this valuable service of over 53,600 meals annually to people who are struggling to put warm healthy food on the table. We look forward to many more years of providing the community with our vital service, with on going generous support from our donors and volunteers.

Covid-19

OUR RESPONSE

We assisted people struggling with a range of challenges. People on low income, families who had fallen into a financial crisis due to the pandemic as well as people who couldn't cook a meal for themselves and their families as a result of limitations caused by temporary or long term illness. We delivered meals for people with special needs or impaired mobility, dysfunctional individuals or those with parents suffering mental health issues, or people who couldn't get out due to recovery from a debilitating illness, hospitalisation, surgery or after child-birth. The daily nutritious meals we delivered free of charge to those homes created a nurturing environment and relieved the tension between siblings, friends and family. This enabled all family members to stay connected through this turbulent period, until they recovered and regained their independence.

We also distributed food vouchers such as fish, meat and groceries to 60,000 people reaching out to those in dire need.

We were able to encourage people to remain at home and reduce the spread of the virus by sending volunteers to undertake errands for those in isolation and by delivering parcels to recipients' doorsteps rather than arranging central pick-up locations.

We responded to the pandemic by levelling up our services and provided emotional support, financial support, moral support and food to individuals and their families.

HOT LINE MEALS SERVICE (LONDON)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 30 JUNE 2022

	Notes	Unrestricted fund £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		470,112	12,157	482,269	609,495
EXPENDITURE ON					
Raising funds		7,329	-	7,329	7,323
Charitable activities	2				
Provision of meals to the needy		429,066	23,935	453,001	636,302
Total		436,395	23,935	460,330	643,625
NET INCOME/(EXPENDITURE)		33,717	(11,778)	21,939	(34,130)
RECONCILIATION OF FUNDS					
Total funds brought forward		74,032	11,778	85,810	119,940
TOTAL FUNDS CARRIED FORWARD		107,749	-	107,749	85,810

The notes form part of these financial statements

HOT LINE MEALS SERVICE (LONDON)

STATEMENT OF FINANCIAL POSITION
30 JUNE 2022

	Notes	2022 £	2021 £
FIXED ASSETS			
Tangible assets	5	23,660	27,835
CURRENT ASSETS			
Debtors	6	113,229	50,705
Cash at bank and in hand		19,942	39,431
		133,171	90,136
CREDITORS			
Amounts falling due within one year	7	(49,082)	(32,161)
NET CURRENT ASSETS		84,089	57,975
TOTAL ASSETS LESS CURRENT LIABILITIES		107,749	85,810
NET ASSETS		107,749	85,810
FUNDS	9		
Unrestricted funds		107,749	74,032
Restricted funds		-	11,778
TOTAL FUNDS		107,749	85,810

The financial statements were approved by the Board of Trustees and authorised for issue on 19 December 2022 and were signed on its behalf by:

R Just

Mrs R Just - Trustee

M Rothbart

Mrs M Rothbart - Trustee

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	-	15% on reducing balance

Taxation
The charity is exempt from tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Going concern
There are no material uncertainties about the charity's ability to continue.

2. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 3)	Totals
	£	£	£
Provision of meals to the needy	428,360	24,641	453,001

3. SUPPORT COSTS

	Management	Finance	Human resources
	£	£	£
Provision of meals to the needy	1,245	1,023	1,291

	Other	Governance costs	Totals
	£	£	£
Provision of meals to the needy	15,056	6,026	24,641

Support costs, included in the above, are as follows:

Management

	2022 Provision of meals to the needy	2021 Total activities
	£	£
Sundries	1,245	939

Finance

	2022 Provision of meals to the needy	2021 Total activities
	£	£
Bank interest	1,023	1,317

Human resources

	2022 Provision of meals to the needy	2021 Total activities
	£	£
Training and Staff welfare	1,291	1,385

3. SUPPORT COSTS - continued

Other

	2022 Provision of meals to the needy £	2021 Total activities £
Postage and stationery	9,169	5,935
Motor and travel costs	5,887	4,844
	15,056	10,779

Governance costs

	2022 Provision of meals to the needy £	2021 Total activities £
Independent examiner's fee	900	900
Independent examiner's other fees	1,200	900
General expenses	3,926	443
Legal and professional fees	-	4,406
	6,026	6,649

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 30 June 2022 nor for the year ended 30 June 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 30 June 2022 nor for the year ended 30 June 2021.

5. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 July 2021 and 30 June 2022	76,041
DEPRECIATION	
At 1 July 2021	48,206
Charge for year	4,175
At 30 June 2022	52,381
NET BOOK VALUE	
At 30 June 2022	23,660
At 30 June 2021	27,835

6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Other debtors	111,929	28,864
Tax recoverable	-	2,866
Prepayments	1,300	18,975
	113,229	50,705

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	34,269	24,287
Taxation and social security	805	-
Other creditors	14,008	7,874
	49,082	32,161

8. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted fund	Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
Fixed assets	23,660	-	23,660	27,835
Current assets	133,171	-	133,171	90,136
Current liabilities	(49,082)	-	(49,082)	(32,161)
	107,749	-	107,749	85,810

9. MOVEMENT IN FUNDS

	At 1.7.21	Net movement in funds	At 30.6.22
	£	£	£
Unrestricted funds			
General fund	74,032	33,717	107,749
Restricted funds			
Restricted fund brought forward	11,778	(11,778)	-
TOTAL FUNDS	85,810	21,939	107,749

9. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	470,112	(436,395)	33,717
Restricted funds			
Restricted fund brought forward	12,157	(23,935)	(11,778)
TOTAL FUNDS	482,269	(460,330)	21,939

Comparatives for movement in funds

	At 1.7.20 £	Net movement in funds £	At 30.6.21 £
Unrestricted funds			
General fund	108,162	(34,130)	74,032
Restricted funds			
Restricted fund brought forward	11,778	-	11,778
TOTAL FUNDS	119,940	(34,130)	85,810

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	467,167	(501,297)	(34,130)
Restricted funds			
Restricted fund	142,328	(142,328)	-
TOTAL FUNDS	609,495	(643,625)	(34,130)

10. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 30 June 2022.

HOT LINE MEALS SERVICE (LONDON)

England & Wales - Charity number 1066575

Accounts

HOTLINE MEALS SERVICE

Charity Registration Number 1066575

Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 30 June 2021



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HOT LINE MEALS SERVICE (LONDON)

REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 30 JUNE 2021

TRUSTEES	Mrs E Brinner Mrs R Just Mrs M Rothbart
PRINCIPAL ADDRESS	59 Wellington Avenue London N15 6AX
REGISTERED CHARITY NUMBER	1066575
INDEPENDENT EXAMINER	Sugarwhite Meyer HS Ltd First Floor 94 Stamford Hill London N16 6XS

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 30 JUNE 2021

The trustees present their report with the financial statements of the charity for the year ended 30 June 2021. The trustees have adopted the provisions of 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) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE INFORMATION

The information is shown on page 1 of the financial statements and forms part of this report.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects are provision of relief for persons who are housebound, or temporarily for other reasons, unable to provide meals for themselves, by providing kosher meals for such persons.

The trustees confirm that they have given due regard the Charity Commission's guidance on public benefit.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

See attached

FINANCIAL REVIEW

Financial position

See attached

Reserves policy

See attached

FUTURE PLANS

See attached

STRUCTURE, GOVERNANCE AND MANAGEMENT

Charity constitution

The charity is governed by a constitution dated 5 August 1997 as amended on 27 October 1997

Recruitment and appointment of new trustees

The power to appoint new trustees is vested in the board. It is not the intention of the trustees to appoint any new trustees. Should the situation change in the future, the trustees will apply suitable recruitment induction and training procedures.

Organisational structure

The trustees meet regularly to manage the affairs of the society. There are no full time staff, most charitable activities and administration are undertaken by volunteers.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

In this regard the trustees actively review the major risks which the charity faces on a regular basis and have established systems to mitigate such.

Approved by order of the board of trustees on 27 April 2022 and signed on its behalf by:



Mrs E Brinner - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HOT LINE MEALS SERVICE (LONDON)

Independent examiner's report to the trustees of Hot Line Meals Service (London)

I report to the charity trustees on my examination of the accounts of Hot Line Meals Service (London) (the Trust) for the year ended 30 June 2021.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountant in England and Wales which is one of the listed bodies.

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

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

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



S Steinhaus FCA
Institute of Chartered Accountant in England and Wales
Sugarwhite Meyer HS Ltd
First Floor
94 Stamford Hill
London
N16 6XS

27 April 2022

What they say...

Your meals are super beyond description. We are extremely grateful to all who have a share in making this project a success - Mrs Kohn

Thank you very much!

350 Elderly Users

Appreciated

You saved my life with those delicious meals. Me and my family really enjoyed it.
- Mrs M.C

60 Volunteer drivers

"It is a wonderful feeling, knowing that my grandmother will be receiving a warm nutritious meal from hotline every evening
- F.B

53,600 Meals delivered

No words...

So Grateful

The food hotline meals provided my mother with was amazing– warm and tasty, A great menu presented beautifully.
- B Stern

180 Dedicated Volunteers

Just writing to tell all of you at hotline that my mother refuses to eat anyone else's food besides for hotline meals. We are extremely grateful to you for literally keeping her alive with your nutrition packed healthy meals. **THANK YOU**
- Mr H Joseph

Thanks

86 trays of surplus food collected

1,900 Disadvantaged Children



Susan, aged 76 had been living alone for the past 45 years, since her husband passed away. She had always remained fiercely independent and had looked after herself. Unfortunately, at the age of 72, She suffered a severe infection in her foot and was hospitalised for 2 months. While in hospital she was diagnosed with type2 diabetes, and by the time she was discharged, she was disorientated, weak and suffered memory loss. This is where Hot Line Meals Services stepped in! We delivered daily fresh, hot and nutritious meals, thus contributing to the control of her diabetes and enabling her to stay home and recuperate which took 6 months; after that, she had recovered sufficiently to be able to cook again for herself, so that she became independent and safe in her own home once again.

Mrs M had been suffering from clinical depression for 2 years. As a result, she was unable to cook or shop for her family of 5 over this time. Her husband managed to keep the household going, doing the laundry and providing for the emotional needs of their children who were aged between 5 and 11 years. Hot Line Meals delivered daily nutritious meals for the family over this time, ensuring that the family could eat a wholesome healthy meal in the evenings. This played an important part in keeping the family together, healthy in mind and body.

These examples show Hot Line Meals Service at its best, supporting frail, sick, isolated and vulnerable people ,by providing fresh hot nutritious daily meals, for individuals and their families, enabling them to stay in their own homes, when often the prognosis otherwise would be for them to move in to full time care, thus losing their independence ,or deteriorating day by day. We have succeeded in accessing more funds this year, including new multi-year partnerships ,which have enabled us to reach more vulnerable users. The Hot Line Meals Service is regulated by Hackney Food Rating Association, and has this year achieved a rating of Level 4,aftermuch effort on our behalf. We are now working to bring this up the ultimate level 5.We improved our food handling methods and trained 112 volunteers in Level2 Food Handling, First Aid and Level3 Food Allergens. The trustees would like to record their very special thanks to all their faithful volunteers as well as to the generous donors. It is our donors and other generous charitable foundations and trusts who make it possible to continue providing this valuable service of over 52,500 meals annually to people who are struggling to put warm healthy food on the table. We look forward to many more years of providing the community with our vital service, with on going support from donors and volunteers.













Covid-19

OUR RESPONSE

We assisted people struggling with a range of challenges. People on low income, families who had fallen into a financial crisis due to the pandemic as well as people who couldn't cook a meal for themselves and their families as a result of limitations caused by temporary or long term illness. We delivered meals for people with special needs or impaired mobility, dysfunctional individuals or those with parents suffering mental health issues, or people who couldn't get out due to recovery from a debilitating illness, hospitalisation, surgery or after child-birth. The daily nutritious meals we delivered free of charge to those homes created a nurturing environment and relieved the tension between siblings, friends and family. This enabled all family members to stay connected through this turbulent period, until they recovered and regained their independence.

We worked with NHS hospitals to accommodate for people who were discharged from hospital after getting covid, but couldn't go home to their family, to come to the Corona Respite Home, set up by local community activists for respite and support.

We were able to encourage people to remain at home and reduce the spread of the virus by sending volunteers to undertake errands for those in isolation and by delivering parcels to recipients' doorsteps rather than arranging central pick-up locations.

We responded to the pandemic by levelling up our services and provided emotional support, financial support, moral support and food to individuals and their families.

HOT LINE MEALS SERVICE (LONDON)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 30 JUNE 2021

	Notes	Unrestricted fund £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		467,166	142,327	609,493	356,858
EXPENDITURE ON					
Raising funds		7,323	-	7,323	856
Charitable activities	2				
Provision of meals to the needy		492,912	142,450	635,362	290,050
Other		939	-	939	-
Total		501,174	142,450	643,624	290,906
NET INCOME/(EXPENDITURE)		(34,008)	(123)	(34,131)	65,952
RECONCILIATION OF FUNDS					
Total funds brought forward		108,162	11,778	119,940	53,988
TOTAL FUNDS CARRIED FORWARD		74,154	11,655	85,809	119,940

The notes form part of these financial statements

HOT LINE MEALS SERVICE (LONDON)

STATEMENT OF FINANCIAL POSITION
30 JUNE 2021

	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	5	27,835	31,963
CURRENT ASSETS			
Debtors	6	47,839	14,247
Cash at bank and in hand		39,431	97,007
		87,270	111,254
CREDITORS			
Amounts falling due within one year	7	(32,162)	(23,425)
NET CURRENT ASSETS		55,108	87,829
TOTAL ASSETS LESS CURRENT LIABILITIES		82,943	119,792
CREDITORS			
Amounts falling due after more than one year	8	2,866	148
NET ASSETS		85,809	119,940
FUNDS	10		
Unrestricted funds		74,154	108,162
Restricted funds		11,655	11,778
TOTAL FUNDS		85,809	119,940

The financial statements were approved by the Board of Trustees and authorised for issue on 27 April 2022 and were signed on its behalf by:

R Just

Mrs R Just - Trustee

M Rothbart

Mrs M Rothbart - Trustee

The notes form part of these financial statements

HOT LINE MEALS SERVICE (LONDON)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	(55,428)	57,741
Interest paid		(1,317)	(816)
Net cash (used in)/provided by operating activities		(56,745)	56,925
Cash flows from investing activities			
Purchase of tangible fixed assets		(831)	(5,727)
Net cash used in investing activities		(831)	(5,727)
Change in cash and cash equivalents in the reporting period		(57,576)	51,198
Cash and cash equivalents at the beginning of the reporting period		97,007	45,809
Cash and cash equivalents at the end of the reporting period		39,431	97,007

The notes form part of these financial statements

NOTES TO THE STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2021

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(34,131)	65,952
Adjustments for:		
Depreciation charges	4,958	5,641
Interest paid	1,317	816
Adjustment	1	-
Increase in debtors	(33,592)	(1,747)
Increase/(decrease) in creditors	6,019	(12,921)
Net cash (used in)/provided by operations	(55,428)	57,741

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.7.20 £	Cash flow £	At 30.6.21 £
Net cash			
Cash at bank and in hand	97,007	(57,576)	39,431
	97,007	(57,576)	39,431
Total	97,007	(57,576)	39,431

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Taxation
The charity is exempt from tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Going concern
There are no material uncertainties about the charity's ability to continue.

2. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 3)	Totals
	£	£	£
Provision of meals to the needy	615,232	20,130	635,362

3. SUPPORT COSTS

	Management	Finance	Human resources
	£	£	£
Other resources expended	939	-	-
Provision of meals to the needy	-	1,317	1,385
	939	1,317	1,385

	Other	Governance costs	Totals
	£	£	£
Other resources expended	-	-	939
Provision of meals to the needy	10,779	6,649	20,130
	10,779	6,649	21,069

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 30 June 2021 nor for the year ended 30 June 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 30 June 2021 nor for the year ended 30 June 2020.

5. TANGIBLE FIXED ASSETS

	Fixtures and fittings
	£
COST	
At 1 July 2020	75,210
Additions	831
At 30 June 2021	76,041
DEPRECIATION	
At 1 July 2020	43,247
Charge for year	4,959
At 30 June 2021	48,206
NET BOOK VALUE	
At 30 June 2021	27,835
At 30 June 2020	31,963

6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Other debtors	28,864	14,247
Prepayments	18,975	-
	47,839	14,247

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	24,287	17,932
Taxation and social security	3,701	1,344
Other creditors	4,174	4,149
	32,162	23,425

8. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2021	2020
	£	£
Taxation and social security	(2,866)	(148)

9. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted fund	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
Fixed assets	26,997	838	27,835	31,963
Current assets	76,452	10,818	87,270	111,254
Current liabilities	(32,161)	(1)	(32,162)	(23,425)
Long term liabilities	2,866	-	2,866	148
	74,154	11,655	85,809	119,940

10. MOVEMENT IN FUNDS

	At 1.7.20	Net movement in funds	At 30.6.21
	£	£	£
Unrestricted funds			
General fund	108,162	(34,008)	74,154
Restricted funds			
Restricted fund brought forward	11,778	(123)	11,655
TOTAL FUNDS	119,940	(34,131)	85,809

10. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	467,166	(501,174)	(34,008)
Restricted funds			
Restricted fund brought forward	(1)	(122)	(123)
Restricted fund	142,328	(142,328)	-
	142,327	(142,450)	(123)
TOTAL FUNDS	609,493	(643,624)	(34,131)

Comparatives for movement in funds

	At 1.7.19 £	Net movement in funds £	At 30.6.20 £
Unrestricted funds			
General fund	42,210	65,952	108,162
Restricted funds			
Restricted fund brought forward	11,778	-	11,778
TOTAL FUNDS	53,988	65,952	119,940

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	292,130	(226,178)	65,952
Restricted funds			
DEFRA	49,728	(49,728)	-
Merchant Taylors Consolidated Charities	15,000	(15,000)	-
	64,728	(64,728)	-
TOTAL FUNDS	356,858	(290,906)	65,952

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 30 June 2021.