

Charity registration number 1072294 (England and Wales)

HETTON HOME CARE SERVICES
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MAY 2025

HETTON HOME CARE SERVICES

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Mrs M Barnfather
Mrs K Young
Mrs J Hall
Mr J Blackburn
Mrs J Caterer
Mrs N Naylor
Mr J Thompson

Ex-officio

A Edington

Charity number

1072294

Principal address

The Hetton Centre
Welfare Road
Hetton le Hole
County Durham
England
DH5 9NE

Auditor

Robson Laidler Accountants Limited
Fernwood House
Fernwood Road
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HETTON HOME CARE SERVICES

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HETTON HOME CARE SERVICES

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MAY 2025

The trustees present their annual report and financial statements for the year ended 31 May 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Deed of Trust, the Charities Act 2011 and "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)".

Objectives and activities

The aims and objectives as stated in the constitution of the charity are:-

"The relief of the elderly or infirm persons in Hetton-le-Hole, Houghton-le-Spring and the surrounding area by appropriate means including the provision of a care service in the home."

The charity has achieved its aims and objectives in the Hetton-le-Hole area by providing personal care and domestic support to clients with varying levels of needs allowing them to remain living safely in their own home.

The charity also provides training and employment to over 59 people living in the local area with flexible working patterns.

Quality policy

The organisation believes that having the highest quality care is the absolute right of all our service users. The continuing aim of the organisation is to provide a professional and efficient service to meet all of the requirements of its service users. The long-term goal of the organisation is to obtain the highest possible level of satisfaction from service users and relatives.

All service users of Hetton Home Care Services should: -

A) expect the highest quality care possible.

B) be given a say in the running of the organisation through routine evaluations of each care episode. A larger survey of service user opinion is carried out on an annual basis; the survey will be confidential but the results will be published and available upon request.

C) be free to complain about any aspect of the running of the organisation and to have their complaints welcomed and acted upon promptly - all complaints will be responded to in writing within 7 working days.

To ensure the service is providing a quality service which is relevant to the needs and wishes of the service users, an annual questionnaire is sent to every service user. Service users' opinions on all aspects of care provided such as attendance, punctuality, manner, confidentiality, respect and admin. The results of the annual survey are collated and published in the charity's annual report.

Public benefit

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

HETTON HOME CARE SERVICES

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MAY 2025

Achievements and performance

Hetton Home Care Services has worked under contract to City of Sunderland Council since 1994 providing personal care to individuals in their own homes. Alongside this contract Hetton Home Care Services has also provided personal care, domestic support, companionship, overnight care and sleepovers to individuals who are self-funding.

Contract Levels June 2024- May 2025

	2023-2024	2024-2025
Average hours of care provided per week	952	857
Contract values		
City of Sunderland	£643,890	£560,439
Durham City	£59,684	£57,433
Self-funding	£367,742	£440,317
This equates to		
City of Sunderland	60%	53%
Durham City	6%	5%
Self-funding	34%	42%

The care was provided to an average of over 158 service users each week and varied from domestic support with housecare, shopping and laundry to personal care and palliative/end of life care.

HETTON HOME CARE SERVICES

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MAY 2025

Financial review

Financial position

In the report for 2025 it was stated that the Trustees were pleased that the charity provided a high-quality service. They were concerned that Hetton Home Care Services had made a loss again over that year. This is due to the problems of recruiting and retaining staff, thus reducing the number of care packages that could be accepted and thus reducing the income made. The impact of the Government National Insurance changes, also impacted on our results.

Virtually all the income Hetton Home Care Services receives comes from the payment of provision of care to clients. It is either paid for directly by the client or the council in whose area they reside. With regard to clients paid for by the councils the remuneration we receive is set by the council, not us.

The income we receive not only has to pay the wages of the staff who provide the care but also has to finance all other costs to provide the care. This includes the following; supervisory staff and manager to run the charity and ensure CQC standards are met and maintained; office costs; PPE; computer and telephony support; training and human resources, legal and accountancy compliance. The costs for the above are very much fixed and varies very little with regard to the number of client hours we have, but as has been identified the number of these hours greatly affects the amount of funds we have available to meet these costs.

As per the previous year the National Living Wage was increased by 6.7% from £10.44 to £12.21. HHCS has to pay over the national living wage, to include travel time between visits. HHCS wages for carers was increased by 13.6%.

As a care provider we have to register with the Care Quality Commission (CQC), who do important work in ensuring the standards with regard care provision are met. In 2020 the CQC raised the fees we have to pay to £13,652 a raise of 9.2%. Due to a reduction in client numbers receiving regulated services the fee paid in 2021 was slightly decreased to £10,557. In 2022 the fees were increased to £11,100. In 2023 and 2024 our fees remained the same at £11,663.

It was the intention of the Management of Hetton Home Care Services to continue to provide a reliable, caring and efficient service and to maintain the excellent standard it has previously been rated at.

Unfortunately, in 2025 it became obvious the losses the Charity was making could no longer be sustained over the long term and plans to cease trade in March 2026. Various options to negate these losses have been explored but no satisfactory solution can be found.

It basically comes down to the our low number of Care Support Staff which cannot sustain our overheads. The problem we found in recruitment and loss of the Sunderland Care contract contributed to the decision made when the imperative was to ensure the wellbeing of our clients and staff.

Reserves policy

It is the policy of the charity to maintain Unrestricted Funds, which are the free reserves of the charity. This provides sufficient funds to cover management, administration and support costs for a period of four to six months.

HETTON HOME CARE SERVICES

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MAY 2025

Risk management

The Trustees have considered the major risks to the future of the charity:-

1. To continue providing care in the community the charity must comply with the Essential Standards of Quality and Safety for Domiciliary Care as regulated by the Care Quality Commission. The service has been regularly inspected by the Commission for Social Care Inspection and subsequently the Care Quality Commission. The trustees are happy that the latest inspection result was Good on all points, however recognise the importance of maintaining this level.
2. A change in Government policy may see a change in the way local councils purchase domiciliary care, however as both Conservative and Labour Governments have promoted service procurement from the independent and voluntary sector. The Trustees are aware of this ongoing situation and have policies in place to deal with this including increasing the proportion of the charity's income from personalised budgets and privately funded clients.
3. The organisation continues to be pro-active and creative in exploring ways to recruit new staff alongside the retention of existing staff as this affects the continuity of service we can provide for our clients and the number of clients we can support. As in previous trustee reports, due to the nature of services provided and the way they are funded, we continue to use zero-hour contracts for care staff, the same as other similar organisations. This is an ongoing situation the Trustees regularly re-visit and are uncomfortable and unhappy with this. Unfortunately, until a more suitable and workable situation is found we have to continue with these contracts. However, we aim to provide the best working conditions as possible for our existing and future staff to ensure retention and recruitment.
4. The global Coronavirus (Covid-19) pandemic, although now somewhat in the distance, continues to have some impact on the services provided. The changes implemented during that period continue and are in the forefront of the daily functioning of HHCS. Working practices are regularly reviewed to ensure a Covid-secure environment for both staff and clients. The organisation remains alert to the risks posed by emerging variants and continues to respond flexibly to public health guidance. Hetton Home Care Services is committed to providing all staff with training in safe working practices, including hygiene and the use of personal protective equipment (PPE), which is available from the main office.

To achieve this, Management Committee are committed to ensuring that the Charity has maintained a good financial reserve, despite the challenges recruitment presents. The Management Committee continue to meet face-to-face on a bi-monthly and the officers more often when required. We also continue to provide the use of more remote methods of communication.

Staffing levels continue to represent the primary challenge for the Charity

Plans for future periods

In view of our financial situation, the services the charity provide are no longer sustainable and it is planned that we will cease to trade in March 2026.

Structure, governance and management

The charity is controlled by its governing document, a deed of trust and constitutes an unincorporated charity.

Hetton Home Care Services was established on 6th June 1994 as an unincorporated association and as a registered charity in November 1998, Number 1072294. The charity was established by a group of volunteers in response to The Community Care Act 1990. Volunteer representatives from other organisations in the area formed a Management Committee and appointed staff to manage the service.

HETTON HOME CARE SERVICES

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MAY 2025

The trustees who served during the year and up to the date of signature of the financial statements were:

Mrs M Barnfather

Mrs K Young

Mr G Davison

(Resigned 24 November 2025)

Mrs E Davison

(Resigned 24 November 2025)

Mrs J Hall

Mr J Blackburn

Mrs J Caterer

Mrs N Naylor

Mr J Thompson

The current constitution (adopted August 1998) of the charity requires the following membership: -

- a) Minimum of three and maximum of eight members from similar organisations in the area of benefit.
- b) Minimum of three and maximum of four residents in the area of benefit.
- c) One employee elected by the employees (ex-officio).
- d) The manager of the service (ex-officio).
- e) Co-opted persons having special knowledge, experience or interest in the charity.

Membership is open to all individuals who are interested in actively furthering the aims and objectives of the charity within the area of benefit, and whose written application for membership has met with the approval of the committee by a simple majority. Organisations may put forward a representative for membership and if accepted by the committee may vote on its behalf at all meetings, but before such a member exercises the right to vote, the organisation shall give particulars in writing to the secretary of the committee of such representative.

All new Trustees are required to read and sign the charity's Code of Conduct. Trustees will also be expected to familiarise themselves with Charity Commissioners leaflet CC3 Responsibilities of Charity Trustees and the constitution of the charity. On appointment all trustees will be subject to a D.B.S check at the enhanced level.

Organisational structure

The management structure of the charity is: -

Voluntary Management Committee

Responsible for all activities of HHCS

Registered Manager Mrs Amie Edington

Responsible for all activities and day to day running of HHCS

Supervisors

Lynn Cummings, Debra Ward, Hannah Bainbridge, Angela Bond.

Responsible for allocation of staff to client's care plans, health & safety and standards of care delivered by HSA's

Admin & Accounts Officer

Gordon Smith

Wages Clerk

Co-ordinator
Melanie Robertson

Admin/Training

Hazel Hewitson

Home Support Assistants

Responsible for the delivery of care as per agreed plans

HETTON HOME CARE SERVICES

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MAY 2025

The Management Committee meet bi-monthly to receive reports from the Registered Manager on the financial position and activities of the charity. The Registered Manager is responsible for day-to-day management of the service and ensuring compliance with the Care Standards for Domiciliary Care regulated by the Care Quality Commission. Major decisions regarding rates of pay for staff, health & safety compliance and future plans for the service are made by the Management Committee. The management committee are voluntary and receive no remuneration for their support of the charity.

Statement of trustees' responsibilities

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales 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 of the charity for that year.

In preparing these financial statements, the trustees are required to:

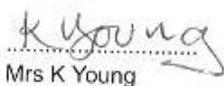
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed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

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and 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.

Auditor

Robson Laidler Accountants Limited have been re-appointed as auditor for the ensuing year.

The trustees' report was approved by the Board of Trustees.


Mrs K Young

Trustee

Date: 3 March 2026,

HETTON HOME CARE SERVICES

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF HETTON HOME CARE SERVICES

Opinion

We have audited the financial statements of Hetton Home Care Services (the 'charity') for the year ended 31 May 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 May 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the Charities Act 2011.

Basis for opinion

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

Emphasis of matter - financial statements prepared on a basis other than going concern

We draw attention to accounting policy 1.2 Going Concern in these financial statements, which explains that the trustees intend to cease trading in March 2026 and therefore do not consider it appropriate to adopt the going concern basis of accounting in preparing these financial statements. Accordingly, the financial statements have been prepared on a basis other than going concern as described in the accounting policies. Our opinion is not modified in respect of this matter.

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

HETTON HOME CARE SERVICES

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF HETTON HOME CARE SERVICES

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

The risk of material misstatement due to error or fraud has been assessed in conjunction with how internal controls may mitigate any such risk. These controls are reviewed as part of the audit by performing systems walkthroughs to ensure they are operating effectively. Other substantive testing is also performed on all material balances and therefore any instances of non-compliance should be identified or considered as insignificant.

The laws and regulations which are considered to be significant to the entity relate to health and safety. Discussions are held with management to determine whether any breaches have occurred as well as legal expenditure being scrutinized for any evidence on non-compliance.

The audit was considered capable of identifying irregularities only to the extent of the substantive testing performed and from discussions with management.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Other matters

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.

This has been done in order for the financial statements to provide a true and fair view in accordance with current Generally Accepted Accounting Practice.

HETTON HOME CARE SERVICES

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF HETTON HOME CARE SERVICES

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Robson Laidler Accountants Ltd

Robson Laidler Accountants Limited
Statutory Auditor

Fernwood House
Fernwood Road
Jesmond
Newcastle upon Tyne
Tyne and Wear
England
NE2 1TJ

Robson Laidler Accountants Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

9 March 2026

HETTON HOME CARE SERVICES

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MAY 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income and endowments from:							
Donations and legacies	3	200	-	200	392	6,000	6,392
Charitable activities	4	1,044,654	-	1,044,654	1,073,497	-	1,073,497
Investments	5	6,646	-	6,646	5,316	-	5,316
Other income	6	-	-	-	1,800	-	1,800
Total income		1,051,500	-	1,051,500	1,081,005	6,000	1,087,005
Expenditure on:							
Charitable activities	7	1,103,779	22,763	1,126,542	1,154,404	19,538	1,173,942
Total expenditure		1,103,779	22,763	1,126,542	1,154,404	19,538	1,173,942
Net expenditure and movement in funds		(52,279)	(22,763)	(75,042)	(73,399)	(13,538)	(86,937)
Reconciliation of funds:							
Fund balances at 1 June 2024		363,934	27,285	391,219	437,333	40,823	478,156
Fund balances at 31 May 2025		311,655	4,522	316,177	363,934	27,285	391,219

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

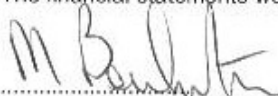
HETTON HOME CARE SERVICES

BALANCE SHEET

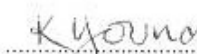
AS AT 31 MAY 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	12		14,021		19,727
Current assets					
Debtors	13	64,816		120,956	
Cash at bank and in hand		308,389		313,302	
		373,205		434,258	
Creditors: amounts falling due within one year	14	(71,049)		(62,766)	
Net current assets			302,156		371,492
Total assets less current liabilities			316,177		391,219
The funds of the charity					
Restricted income funds	15		4,522		27,285
Unrestricted funds			311,655		363,934
			316,177		391,219

The financial statements were approved by the trustees on 3 MARCH 2026



Mrs M Barnfather
Trustee



Mrs K Young
Trustee

HETTON HOME CARE SERVICES

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MAY 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash absorbed by operations	21		(11,559)		(78,750)
Investing activities					
Purchase of tangible fixed assets		-		(4,772)	
Investment income received		6,646		5,316	
Net cash generated from investing activities			6,646		544
Net cash generated from financing activities			-		-
Net decrease in cash and cash equivalents			(4,913)		(78,206)
Cash and cash equivalents at beginning of year			313,302		391,508
Cash and cash equivalents at end of year			308,389		313,302

HETTON HOME CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MAY 2025

1 Accounting policies

Charity information

Hetton Home Care Services is a charity registered in England and Wales. The principal office is Hetton Centre, Welfare Road, Hetton le Hole, Tyne and Wear, DH5 9NE.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Deed of Trust, the Charities Act 2011, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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). The charity is a Public Benefit Entity as defined by FRS 102.

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

1.2 Going concern

As explained in more detail in note 20: Post balance Sheet events, the trustees intend to cease trading in March 2026 and therefore do not consider it appropriate to adopt the going concern basis of accounting in preparing these financial statements. Accordingly the accounts have been prepared on a break up basis.

1.3 Charitable funds

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.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Investment income is included when receivable.

HETTON HOME CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MAY 2025

1 Accounting policies

(Continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.

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

Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, as set out in the notes to the accounts.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	5% straight line
Fixtures and fittings	15% reducing balance
Computers	50% reducing balance

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

HETTON HOME CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MAY 2025

1 Accounting policies

(Continued)

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.11 Short term debtors/creditors

Debtors and creditors with no interest rate which are receivable or payable within one year are recorded at transaction price. Any loss arising from impairment are recognised immediately in the Statement of Financial Activities.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	200	-	200	392	6,000	6,392

4 Income from charitable activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Home care provision		
Other income	1,044,654	1,073,497

HETTON HOME CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MAY 2025

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	6,646	5,316

6 Other income

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Funding for training	-	1,800

HETTON HOME CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MAY 2025

7 Expenditure on charitable activities

	Home care provision 2025 £	Home care provision 2024 £
Direct costs		
Staff costs	1,015,020	1,066,413
Insurance	8,326	8,636
DBS checks	196	302
Telephone	10,879	10,125
Donations and lunch club	6,390	340
Advertising	601	2,766
Training	1,672	3,853
Subscriptions	13,690	16,044
Disposables and consumerables	-	877
Client Gifts	6,162	5,075
Bad debts	678	549
Uniforms	3,586	2,642
	<u>1,067,200</u>	<u>1,117,622</u>
Share of support and governance costs (see note 8)		
Support	49,510	46,719
Governance	9,832	9,601
	<u>1,126,542</u>	<u>1,173,942</u>
Analysis by fund		
Unrestricted funds	1,103,779	1,154,404
Restricted funds	22,763	19,538
	<u>1,126,542</u>	<u>1,173,942</u>

HETTON HOME CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MAY 2025

8 Support costs allocated to activities

	2025 £	2024 £
Depreciation	5,707	8,432
Other establishment costs	21,165	17,439
Other office costs	4,844	4,554
Water cooler	500	332
Sundries	288	472
Bank charges	2,227	2,175
Repairs and maintenance	14,779	13,315
Governance costs	9,832	9,601
	<u>59,342</u>	<u>56,320</u>
Analysed between:		
Home care provision	<u>59,342</u>	<u>56,320</u>
Governance costs comprise:	2025 £	2024 £
Audit fees	3,150	3,000
Accountancy	3,150	3,012
Legal and professional	3,532	3,589
	<u>9,832</u>	<u>9,601</u>

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the current or preceeding year.

10 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
	<u>62</u>	<u>69</u>
Employment costs	2025 £	2024 £
Wages and salaries	936,476	985,875
Social security costs	58,843	57,834
Other pension costs	19,701	22,704
	<u>1,015,020</u>	<u>1,066,413</u>

HETTON HOME CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MAY 2025

10 Employees

(Continued)

Key management personnel received remuneration of £50,524 (2024: £47,297) in the year.

There were no employees whose annual remuneration was more than £60,000.

11 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

12 Tangible fixed assets

	Leasehold improvements	Fixtures and fittings	Computers	Total
	£	£	£	£
Cost				
At 1 June 2024	50,000	61,534	44,654	156,188
At 31 May 2025	50,000	61,534	44,654	156,188
Depreciation and impairment				
At 1 June 2024	50,000	49,654	36,806	136,460
Depreciation charged in the year	-	1,782	3,925	5,707
At 31 May 2025	50,000	51,436	40,731	142,167
Carrying amount				
At 31 May 2025	-	10,098	3,923	14,021
At 31 May 2024	-	11,879	7,848	19,727

13 Debtors

Amounts falling due within one year:	2025 £	2024 £
Trade debtors	56,044	99,457
Prepayments and accrued income	8,772	21,499
	64,816	120,956

14 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	2,752	1,693
Other creditors	3,583	4,470
Accruals and deferred income	64,714	56,603
	71,049	62,766

HETTON HOME CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MAY 2025

15 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	Movement in funds				
	Balance at 1 June 2023	Incoming resources	Resources expended	Balance at 1 June 2024	Resources expended
	£	£	£	£	£
Infection Control Fund	8,776	-	(705)	8,071	(8,071)
Recruitment Grant	27,525	-	(18,833)	8,692	(8,692)
Power BI Fund	4,522	-	-	4,522	-
Anniversary Event Fund	-	6,000	-	6,000	(6,000)
	<u>40,823</u>	<u>6,000</u>	<u>(19,538)</u>	<u>27,285</u>	<u>(22,763)</u>
					<u>4,522</u>

Infection Control Funding and the Omnicron Support Grant were awarded by the Government during the COVID 19 pandemic to assist the care industry to deliver care throughout.

Recruitment funding was awarded by Sunderland City Council to help improve recruitment to increase the workforce.

Power BI Funding was awarded by Sunderland City Council to purchase Power BI licences.

Anniversary fund held amounts for the Charity's 30th anniversary party at Rainton Arena.

16 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
At 31 May 2025:			
Tangible assets	14,021	-	14,021
Current assets/(liabilities)	297,634	4,522	302,156
	<u>311,655</u>	<u>4,522</u>	<u>316,177</u>
	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 May 2024:			
Tangible assets	8,556	11,171	19,727
Current assets/(liabilities)	355,378	16,114	371,492
	<u>363,934</u>	<u>27,285</u>	<u>391,219</u>

17 Operating lease commitments

HETTON HOME CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MAY 2025

17 Operating lease commitments

(Continued)

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	3,445	3,445
Between two and five years	271	3,272
	<u>3,716</u>	<u>6,717</u>

18 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

19 Employee Benefit Obligations

The amount recognised in income and expenditure as an expense in related to defined contribution plans was £19,701 (2024: £22,704).

20 Post Balance Sheet Events

During 2025, it became evident that the financial losses being incurred by the Charity were not sustainable over the long term. We therefore plan to cease trading in March 2026.

A range of options to mitigate these losses was explored; however, no viable or sustainable solution could be identified.

The principal issue relates to the insufficient number of Care Support Staff, resulting in income levels that are inadequate to cover the Charity's fixed overheads. Ongoing recruitment challenges, together with the loss of the Sunderland Care contract, further exacerbated the financial position.

In light of these factors, the Trustees determined that the charity is no longer considered a going concern. We plan to cease trading in March 2026. Priority is being given to safeguarding the wellbeing of both clients and staff in the closure process.

HETTON HOME CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MAY 2025

21 Cash absorbed by operations	2025	2024
	£	£
Deficit for the year	(75,042)	(86,937)
Adjustments for:		
Investment income recognised in statement of financial activities	(6,646)	(5,316)
Depreciation and impairment of tangible fixed assets	5,707	8,433
Movements in working capital:		
Decrease in debtors	56,139	6,152
Increase/(decrease) in creditors	8,283	(1,082)
Cash absorbed by operations	(11,559)	(78,750)
22 Analysis of changes in net funds		

The charity had no material debt during the year.