

HELMAR CARE AND COMMUNITY SERVICES LIMITED



Room 20, Richard Mayo Centre,
United Reformed Church, Eden Street,
Kingston-Upon-Thames, KT1 1HZ

ANNUAL REPORT AND ACCOUNTS FOR THE FINANCIAL YEAR ENDED 31 MARCH 2021

HELMAR CARE AND COMMUNITY SERVICES LIMITED

ANNUAL REPORT AND ACCOUNTS FOR THE FINANCIAL YEAR ENDED 31
MARCH 2021

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The Trustees have the pleasure in presenting their Report and Financial Statement of Helmar Care and Community Services Ltd for the year ending 31st March 2021.

Reference and Administrative Details:

Helmar Care and Community Services Limited is a registered Charity Number 1085423 and a Company Limited by Guarantee Number 03900909. Address Room 20 Richard Mayo Centre, Eden Street Kingston upon Thames KT1 1HZ.

Trustees:

Pauline Atim	Chair
Catherine Amulen	Secretary
Flavia Lutwama	Trustee
Christine Esaete	Treasurer
Sharon A Coleshill	Trustee

Bankers:

NatWest Bank
5 Market Place
Kingston upon Thames
KT1 1JX

Independent Examiners:

Fanla & Co	Unit 10, Warwick House
Accountants & Consultants	Overton Road
	London SW9 7JP

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CHAIRPERSON'S REPORT

I have great pleasure in reporting on the activities and achievements of Helmar Care and Community Services during the financial year 2020/2021. I would like to thank Helmar management, staff and trustees for their dedication and support during a very testing year. Despite the challenges of the past year, Helmar Care and Community Services has continued to provide quality care to the community it serves, thanks to dedication of its management team, operational and support staff. While most people were staying away to protect themselves, Helmar care operational staff were going out to provide much needed care to vulnerable members of the community.

We had a remarkable work done by Trustees, Management, staff and volunteers during this financial year when the World experienced Corona Virus Pandemic. The most vulnerable people in the community were checked upon to make sure they were keeping well during the lock down, and their most urgent needs were being met. The provision of the services were all met through the Government Guidelines.

Helmar Care and Community Services, as with many social care entities is facing challenges in the recruitment of care staff and continues to work with its trustees and volunteer to explore how it can recruit and retain staff. Management Team and Trustees will be working together to explore different ways to attract and retain quality staff.

Helmar has got a committed management team and trustees who are deciding to making the hard decision that hopefully will keep it at the center of Community Service providers for the next 20 years.

We are very fortunate to have Trustees who have various professional skills which they bring to the organization, which has contributed to the tremendous achievement of Helmar. We were able to hold Trustees meetings virtually, as it was not possible to meet face to face following the Government Guidelines on Covid 19 infection.

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Chairs Report Continues:

We have continued to improve on the quality of our service provision and have noticed the increase in the number of people accessing our services.

Helmar care and Community Services is passionate about improving the lives of our communities, reducing social exclusion and increasing people's aspirations to play a full active role in the community. We support ideas that bring people together, strengthening relationships in and across communities. We feel that strong, vibrant communities can be built and renewed by the people living in them, making them ready for anything in the face of future opportunities and challenges.

We continue to shape the future of our service delivery for the benefit of our service users, and local community. The money raised from our Home care delivery services is fundamental to the organization's core support framework. We ensure money raised helps our communities to achieve their ambitions and thrive. The funding also enabled the organization to access external consultation to support our organization to develop, value our strength and helping in identifying how to increase our organization's skills and knowledge, as well as, providing extensive improvement in our Policies, Procedures and Frame Work.

We have always been particular with regard to major financial risks to which the organization may be exposed to. We have put in place Policies and Procedures to counteract these risks and challenges in a thoughtful and strategic manner. We incorporated provisions in the annual budget to address the financial risks. The Management Team considers and responds to wider risk issues as they arise. Thanks to the hard work of all the Trustees, staff and volunteers that have made this possible.

I would like to thank our networking team, as well as the Royal Borough of Kingston upon Thames for their continuous support to Helmar and the community that we serve.

Pauline Atim

Pauline Atim
Chair

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Organizational Structure

Helmar Care and Community Services is served by five Trustees Board Members with a variety of professional backgrounds relevant to the work of the Charity. The Trustees meet 4 times a year but can call for extra ordinary meetings when there is urgent matter for discussion and are responsible for the strategic direction and policy of the Charity.

The Trustees are responsible for appointing senior staff members who have overall responsibility for the day to day operations of the organization. The senior members of staff meet with the Trustees and their sub-committees, regularly, and Finance sub-Committee meets at least twice a month.

Trustees' Responsibilities

Financial details and operations of the charity are made available to the members of the trustees at each meeting and an explanation is given should there be any query by a member of the board of trustees. Useful information received from the Charity Commission are passed on to the Trustees to update them on new developments.

Trustees are encouraged to participate in appropriate external training events, where these will be of benefit to the organization. Trustees attend to various events and trainings organized by Kingston Voluntary Action which provide space on sharing information, consulting on policy development, giving support and exchanging ideas. This provides opportunity for networking within the voluntary and statutory sector.

Helmar Care trustees are not remunerated for their time they provide for the work of the Charity. We are an independent local charity based in Kingston upon Thames and is responsible for its own policy, direction and funding.

Helmar Care and Community Services is affiliated member of Kingston Voluntary Action.

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Risk Management

The trustees from time to time conduct its own review of the major risk to which the charity is exposed and considers them according to the severity of loss. These include risk of funding and financial control, staff capacity and other operational risks.

The review covers core priorities, risk identification, revision of the risk register and response to risk. These processes, outlined in the plan, enable the Trustees to identify major risks to which the Charity is exposed, and to put in place Contingency Continuity Plan to mitigate the risks.

The Trustees financial committee has put in place fund raising strategies to ensure sustainability of the operations of the charity. They also oversee the procedures for implementation of transactions and projects to minimize internal risks. The Finance Sub-Committee ensures that expenditures are properly budgeted and approved.

The Policies, Procedures and Guidelines of Helmar Care and Community Services are reviewed periodically and include external consultancy advice. The Safeguarding policies for young people and the elderly are reviewed from time to time to conform to the new legislation and guidance of abuse. New Policies and Procedures are adapted from time to time, for example, Modern Slavery Policy and Working from Home Policy due to COVID.

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Our Mission Statement

Helmar Care and Community Services Limited are committed to securing a happy, healthy and more fulfilling livelihood for young and older members of the BAME communities, but not exclusively, in the UK.

Aims and Objectives of Helmar Care and Community Services:

The organization was established to relieve sickness and to promote the health and social welfare of individuals and families.

- We provide awareness on health issues that affect children, young and older people from the our community, in particular sexual and reproductive health;
- Provide appropriate and accurate up-to-date information about diseases that commonly affect our communities, such, as HIV, tuberculosis, Diabetes, and Mental Health.
- Provide drop-in-Centre for access of information and assistance with any issues that affect the community including providing food bank tickets to those in need.
- Provide family friendly day trips in summer
- Provide employment training for Care Certificates, End of Life Care and Mandatory Courses for the community who are unemployed.
- Provide home care services to the elderly in their own homes.
- Referral services to specialist and other forms of services.
- Co-operate with other voluntary organization and Government agencies in efforts to address the needs of the communities that we serve.

Helmar Care and Community Services review its aims, objectives and activities yearly. The review looks at what we have achieved, and the outcomes of the work done in the previous 12 months. It looks at the success of each key activity, and the benefits that have been brought to those who use our services. The review also helps to ensure that the aims, objectives and activities remain focused on stated purposes. We involve people in the development and delivery of our projects/Activities, from the outcome of the feedback we get.

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The main Activities:

Employment Skills Training

Helmar Care and Community Services continue to work with a range of training and development partners to develop courses and learning activities tailored to the needs of our local communities. We have continued to provide employment training to unemployed communities on home care sector to develop career pathways. This project is diverse to all communities irrespective of race or color. We provide training for Care Certificates, End of Life and Mandatory Courses. This is done by Helmar Care and Community Services in house Trainer. We also hire the services of other professional trainers to offer specialist training in other areas of care. Due to the pandemic, online trainings have been provided to develop the skills of individual community members including English. The skills are transferrable to employment.

Health

We continue to promote health awareness to our community members, as well as information where they can access specialist services in case of need. We do referrals for community members who need counselling to appropriate specialist agencies who can offer their services to them. We work with and support families from our community who are faced with their family members who are experiencing mental health issues, which is very common.

Helmar Care and Community Services played a vital role, working hand in hand with Kingston Voluntary Action, Royal Borough of Kingston, and Public Health Kingston to raise awareness on the spread of COVID-19 and how the communities can protect themselves, families and friends, particularly those who are most vulnerable to the severest impacts of the disease. The community were made aware and provided with information and contact numbers of the support the Council and other agencies would provide if they needed to self-isolate, stop the spread of the virus. We delivered the targeted Test/Trace Covid-19 prevention/vaccination engagement to the communities, through Posters, Whatsapp and Facebook posts, Zoom sessions and through telephone conversations. Through words of mouth and sharing images/videos through our communication networks. As the BAME communities comprise of different languages, leaflets were printed and distributed in different languages, for example, in French,

Somali and so on. Helmar managed to reach over 200 people during this financial year and the work continues.

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We sent Posters and attached letters to residents' homes via post providing contact information/seeking assistance in relation to covid 19. We also distributed to schools entrances and class rooms, shops windows on selected roads.

We continued to attend weekly Kingston keeping up with data and covid 19 update sessions. The information is shared with the staff and family members.

We received feedback from individuals we held discussions with indicated they understood what actions they are required to take if they test positive, they required testing and additional support. Helmar supported one person who reported that they had COVID-19.

Events

Due to the lock down Helmar did not organize any trips or events during this financial year. COVID impacted much of the work that could be undertaken from April 2020 to March 2021. Lockdowns measures, travel restrictions, limited numbers for gatherings and closure of non-essential shops had an impact. However, as we learn to live in the "new-normal" with vaccinations and guidelines in place for meetings there is a more positive outlook for in-person community engagements and upliftment projects.

Moving forward with discussions and agreement of the trustees, future plans could include:

Community engagement:

- ☐ Day trip to the seaside/amusement park
- ☐ Creative activity day (art class, poetry/writing, drama)
- ☐ Activity around Black History Month
- ☐ Activity around HIV Awareness Day

Active Supportive Communities

We continue to work with other voluntary organization in Kingston Borough through the Active Supportive Communities programs initiated by Royal Borough of Kingston. We continue to work closely with our partners and statutory agencies to be part of joint communications working as a team to ensure our communities do not lose out due to COVID-19. We are still undertaking activities to increase awareness and knowledge of how to prevent the spread of the virus.

We enhance social connectedness, by providing and facilitating access to opportunities for our communities to have active social, emotional and intellectual lives. We support activities that empower the community to fulfil their potential working to address

problems at the earliest possible stage. We assist the community to engage in the things they enjoy so that their lives are enriched as well as have a greater say and influence in their lives and wellbeing.

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The Provider Network

We continue to work with our networks to achieve the results in outcome 2 of the active and supporting communities. The network meetings are held every three months, and during this financial year, meetings were held virtually to discuss our achievements and share with the network members.

The network groups consist of the following organizations.

- Refugee Action Kingston
- Staywell
- Recovery Initiative Social Enterprise
- Mind in Kingston
- Milaap Centre
- Richmond and Kingston Accessible Transport
- Learn English at Home
- Kingston Buddy Scheme
- Kingston Bereavement Services
- Islamic Resource Centre
- Helmar Care and Community Services
- Fircroft Trust
- Afriston Day Centre for the Elderly

The network organizations are independent and self-determining. Our service users are people who are at risk of being isolated, marginalized or excluded from social networks. Helmar Care purpose is to create connectedness and supporting people practically and emotionally to live independently within our communities.

We also work in close collaboration with stakeholders in the health and social care sectors. We continue to partner with statutory and Third Sector agencies to ensure effective delivery of services to our service users.

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Advice and Information Service

Our drop-in service provides the community with:

- Free telephone/internet services
- Dealing with debts and queries
- Feeling on line applications on behalf of the service users
- Issuing Food Vouchers for those in need
- Referral to various providers for specialist assistance.

In this year we saw an increase in the number of people accessing our services. This is partly because most services are provided on line. The majority of our services users have no access to computers or how to apply for services on line. Language is also the main barrier therefore they come for assistance at our drop-in center to ask for help with benefits/debts/housing/employment/Citizen applications.

During this financial year the communications were made via telephone conversations due to Covid 19 and referrals made through emails/phone calls.

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Financial Review

The results are outlined in our financial Statements and reflect how the grant and income received are expended on staff and other costs, as well as on specific project to which they relate.

The total funds for the Charity as at 31st March 2021 was £464,884. The total is for restricted and self-generated funds as outlined in the incoming resources.

The funding sources are currently from the Royal Borough of Kingston through grants and self-generated fund for home care provision.

Financial Responsibility of Trustees

The Charity's Trustees are responsible for preparing the Trustees Annual Report and the Financial Statements in line with the applicable law and Accounting standards expected. They are also responsible for keeping proper accounting records that disclose accuracy to ensure the financial statement complies with Charities Act 2011 and regulations.

INDEPENDENT EXAMINER'S REPORT

Report to the trustees/ members of	HELMAR CARE AND COMMUNITY SERVICES LIMITED		
On accounts for the year ended	31st March 2021	Charity no	1085423
Set out on pages	15 - 18		
Respective responsibilities of trustees and examiner	<p>The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed.</p> <p>It is our responsibility to:</p> <ul style="list-style-type: none"> • examine the accounts under section 43 of the 1993 Act, • to follow the procedures laid down in the general Directions given by the Charity Commission (under section 43(7)(b) of the 1993 Act, and • to state whether particular matters have come to my attention. 		
Basis of independent examiner's statement	<p>Our examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.</p>		

**Independent
examiner's statement**

- In connection with our examination, no matter has come to our attention
1. which gives us reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 41 of the 1993 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 Acthave not been met ; or
 2. to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date:

18/10/2021

Name:

FANLA & CO

**Relevant professional
qualification(s) or body (if
any):**

ACCA (ASSOCIATION OF CHARTERED CERTIFIED ACCOUNTANTS)

Address:

Unit 10, Warwick House

Overton Road

London SW9 7JP

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Statement of Financial Activities
for the year ended 31st March 2021

Incoming resources	Notes	2021	2020
(RESTRICTED FUNDS)			
Royal Borough of Kingston (RBK)		£ 11500	£ 10500
		<u>11500</u>	<u>10500</u>
(UNRESTRICTED FUNDS)			
Self Generated – Community Care		453384	492619
		_____	_____
Total Incoming Resources		<u>464884</u>	<u>503119</u>

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Statement of Financial Activities for the year ended 31st March 2021

Resources expended	Notes	2021 £	2020 £
Staff & Related Costs			
Salaries, Wages, Employers N I C & Pension		288120	350182
Staff & Project Travel		3500	7500
Staff Training Costs/In House Trainer		22650	24500
Project Costs			
Mental Health/Community Projects		25600	18750
Care and Office Supplies & Equipment		28500	24850
Vehicle Hire – Care Staff		47749	30363
Marketing & Communications Costs			
Publicity, Promotions & Printing		19500	18500
Telephone, Office Mobiles, Internet, Postage		16518	14800
Office Costs			
Rent & Venue Hire		13950	16850
Finance & Administration			
Accountancy & Independent Examiner		8250	6000
ICT Support, CQC, QCS, Insurance & Annual Fees		16250	18750
Professional & Payroll charges		8500	8500
Total Resources Expended		<u>499097</u>	<u>539545</u>
Net Incoming / (Outgoing) Resources For The Period		(34203)	(36426)
Balance b/f at 1 st April		<u>310038</u>	<u>346464</u>
Balances c/f at 31 st March		<u>275835</u>	<u>310038</u>

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Balance Sheet as at 31st March 2021

	Notes	2021	2020
		£	£
Tangible Fixed Assets	4	0	0
Current Assets			
Debtors & Prepayments		24741	33862
Cash at Bank & in Hand		<u>18265</u>	<u>17567</u>
		<u>43006</u>	<u>51429</u>
Current Liabilities			
Creditors & Accruals		2965	3501
HMRC – PAYE/NIC		<u>2735</u>	<u>3145</u>
		<u>5700</u>	<u>6646</u>
Net Current Assets		<u>37306</u>	<u>44783</u>

REPRESENTED BY

ACCUMULATED FUND

Opening Balance	44783	42546
Bank Loan	26726	38663
Net Incoming/(Outgoing) Resources for the year	<u>(34203)</u>	<u>(36426)</u>
Closing Balance	<u>37306</u>	<u>44783</u>

For the year ending 31 March 2021:

- a) the company was entitled to exemption under section 477 of the Companies Act 2006
- b) the members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006
- c) the directors acknowledge their responsibility for:
 - i) ensuring the company keeps accounting records which comply with section 386; and
 - ii) preparing accounts which give a true and fair view of the state of affairs of the company as at the end of financial year, and of its profit or loss for the financial year, in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Companies Act relating to accounts, so far as is applicable to the company

Pauline Atim

Pauline Atim, Chair

22/10/2021
Date

HELMAR CARE AND COMMUNITY SERVICES LIMITED

Notes forming part of the Financial Statements For the Year Ended 31st March 2021

1) Accounting Policies

a. These financial statements have been prepared in accordance with the Statement of Recommended Practice Accounting by Charities (SORP) and applicable accounting standards.

b. Fixed Assets
Fixed Assets are regarded as expenses at the time of acquisition

2) a. Grants are recognised in full in the accounts in the year in which they are received

b. Voluntary income received by way of donation is included in full in the account when received

c. Funds received for specific purposes are funds restricted for use for that purpose. These funds are shown separately in the accounts.

3) As a registered charity (No 1085423), no taxation arises upon its surpluses which are consistently applied for the organisation's charitable objects.

4) Tangible Fixed Assets

	Computers	Office Equipm't	Furniture & Fitt'gs	Total
COST				
At 1 April 2020	0	0	0	0
Additions in Period	0	0	0	0
At 31 March 2021	0	0	0	0
DEPRECIATION				
At 1 April 2020	0	0	0	0
Charged to Expenses in the Period	0	0	0	0
At 31 March 2021	0	0	0	0
NET BOOK VALUE				
At 31 March 2021	0	0	0	0
At 31 March 2020	0	0	0... ..0	0

