

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 2025

HELMAR CARE AND COMMUNITY SERVICES LIMITED

ANNUAL REPORT AND ACCOUNTS FOR THE FINANCIAL YEAR ENDED
31 MARCH 2025

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HELMAR CARE AND COMMUNITY SERVICES LIMITED
ANNUAL REPORT AND ACCOUNTS FOR THE FINANCIAL YEAR ENDED 31 MARCH 2025

The Trustees have the pleasure of presenting their Report and Financial Statement of Helmar Care and Community Services Ltd for the year ending 31st March 2025.

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	Trustee
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

HELMAR CARE AND COMMUNITY SERVICES LIMITED

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CHAIRPERSON'S REPORT

I have great pleasure in reporting on the activities and achievements of Helmar Care and Community Services Limited during the financial year 2024/2025. We have continued to make steady progress in our organization despite the difficult challenges along the way. Our new care staff from abroad have settled down in the Country, trained in various skills of care and are doing a tremendous job of caring for the community. We are receiving very good reports and compliments from families and the clients they care for.

With a strong team of full-time office staff and volunteers, the work of our charity has increased with many community members accessing our services for various assistance and referrals to the statutory agencies for the help they need. We are also pleased to have among the team four volunteers for community services, who have managed to penetrate deep into our hard-to-reach community members to facilitate and assist them with the help they need and to make available to them relevant information from the statutory authorities and stake holders for their welfare being.

The hard work and dedication of Helmar Care and Community Services Management Committee, staff and volunteers have been tremendous in the organization's running. Their dedication to their work has considerably improved our ability to network with other organizations both in the mainstream and voluntary sectors. Through the networks, our organization's work has received wide community support as we have explored areas for potential partnership work and developed further service provision for our beneficiaries.

We have also taken the initiative and consider the major financial risks which the organization may be exposed to. 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. The financial obligation of Helmar Care is partly being met by the home care service that we provide. The money raised from the provision of Home Care partly goes directly to service our projects. Without this channel of resources coming in, it would have been very difficult for us to survive the financial climate facing many charitable organizations. Thanks to the hard work of all the Trustees, staff and volunteers that have made this possible.

I am happy to report though that with the support and dedication of my colleagues on the management committee, the staff and volunteers, we have been able to cope with all the challenges and successfully implemented all our work programs. Not only have we succeeded in implementing all our work programs, but we have also managed, in the past twelve months, to consolidate Helmar Care and Community Services infrastructural and management capacity to take on bigger projects.

I would like to thank our networking partners and The Royal Borough of Kingston who continue to see the value and invest in our work that supports the community.

Pauline Atim (Chair)

Pauline Atim

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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 Charity's work. The Trustees meet 4 times a year but can call extraordinary meetings when there is an 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 Trustees and their subcommittees regularly, and the Finance sub-Committee meets at least twice a month.

Trustees Responsibilities

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

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

Helmar Care Trustees are not remunerated for their time providing for the Charity's work. They are refunded when they purchase items on behalf of Helmar Care. We are an independent local Charity based in Kingston upon Thames and are responsible for its own policy, direction and funding. We are proud of our achievements, as we have been in operation for the last 26 years, since our origination was established.

The Trustees were confirmed in their position during the organization's Annual General meeting. The members were of the view that due to the tremendous achievements the Trustees have made for Helmar Care and Community Services, they can carry on if they would like to serve as Board of Trustees.

Helmar Care and Community Services is an affiliated member of Kingston Voluntary Action (KVA).

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Risk Management

The Trustees sometimes conduct their own review of the major risk the charity is exposed to and consider them according to the severity of loss. These include risk of funding and financial control, staff capacity, not being able to acquire new contracts and other operational risks.

The core priorities are reviewed, and risks identified and revised according to the Risk Management Plan. The processes outlined in the plan enabled the Trustees to quickly identify the major risks and mitigate them.

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

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 to conform to the new legislation and guidance of abuse. New Policies and Procedures are adapted and made available to all staff, for example, Modern Slavery and Trafficking Policy, Lone working and Working from Home.

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Helmar Care and Community Services Limited Mission Statement

We are committed to securing a happy, healthy and more fulfilling livelihood for young and older members of the communities we serve in the United Kingdom.

The organization's aim was established to relieve sickness and promote the health and social well-being of individuals and families.

- We provide awareness and education on health issues that affect the communities and developing strategies for its prevention.
- Provide appropriate and accurate up-to-date information from the health professional about diseases and infections.
- To improve skills for unemployed individuals or those seeking work in the community. We provide employment training in many skills such as Care Certificates, End of Life Care, Dementia Training and mandatory courses. We also offer employment in our Care Sector for those who are fit for the job.
- We provide a drop-in-centre for access to information and assistance with any issues that affect the community, including referring them to food banks for those who need it, as well as to increase their knowledge of services available for their well-being.
- Mentoring and Crime awareness services for young people
- We provide family-friendly day trips in summer to improve family relations and opportunities for socializing.
- We provide Home Care services to the elderly in their own home, irrespective of their ethnicity.
- We refer our communities in need to specialists and other forms of services when needed.
- We work with other voluntary organization and Government agencies in efforts to address the needs of the communities that we serve.

We review our 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. The review also helps to ensure that the aims, objectives and activities remain focused on stated purposes. Our service users' views are also considered to develop and deliver projects and activities from the outcome of the feedback we get.

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The Main Activities are:

Health

Health and wellbeing are the core course of our work with the community. We actively promote healthy living among the community so that they can improve their health and wellbeing and are supported to be active and independent for as long as possible to live longer and healthier lives. We do referrals for community members who need counselling to appropriate specialist agencies who can offer their services to them. We educate and encourage families on vaccinations and to ensure that their children get the vaccines they are supposed to. We also encourage those who are eligible to get their seasonal Flu and Covid vaccinations, as well as encouraging families with children to make sure their children are vaccinated for their health and wellbeing.

We work with and support families from our community who are faced with dealing with their family members who are experiencing mental health issues. We make sure they are referred for appropriate help and assistance in dealing with what they are going through.

To achieve this, we identify the need of the community during their drop-in sessions and through feedback and meetings called to address these issues and disseminate or make available useful information and services available for the community to access and get help needed.

This year we ran HIV self-testing project with community distributed with self-testing kits. The kits are in our offices to be given to the community.

Employment Skills Training

Helmar Care and Community Services continue to work with a range of training partners to develop courses and learning resources tailored to the needs of our local communities. We have continued to provide employment training to unemployed members of the community in the home care sector to develop career pathways. The project is diverse in all communities. We provide training for Care Certificates and Food Hygiene. Manual Handling, Safeguarding vulnerable people, Fire Safety, First Aid etc. This is done in-house and by other Health Care Professional trainers to offer specialist training in other areas of care. The skills they attain are transferable to employment in the care sector, in our organization, as well as elsewhere.

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Main Activities Continue:

Drop in Centre

During this financial year, we received increase in the number of people accessing the use of our services in our Drop-in Centre, who came for advice and assistance with various issues, for example, Food Poverty, Debts, help with online forms and applications, just to mention a few. This is also mainly due to the number of people recruited for work from Overseas. They come to seek advice on how to register with a GP, how to get accommodation, and issues that affect them. We also give telephone advice to those who cannot come to our drop-in service, which is open three days a week. Where we cannot help, referrals are made to various institutions where they can get the help they need. With the recruits from abroad, we advise them how to integrate and ensure that they are within the law of the Country and to appreciate the opportunity they have been given.

Events

In this Financial Year 2024-02025, We organized a day trip to the Seaside for children and families. This is an opportunity for Helmar Care and Community Services to bring the community together to learn more about community cohesion and for families to ensure their children are stered away from crimes and gang related activities. It is also an opportunity to discuss any issues of concern they may be experiencing.

We offer coffee mornings during drop-in sessions where communities come and engage with one another.

Active Supportive Communities

We collaborate with other voluntary organizations in Kingston Borough through the Active Supporting Communities programs initiated by the Royal Borough of Kingston. We closely work with our partners and statutory agencies to be part of joint communications working as a team to ensure our communities are well informed about the services available and how they can engage in the activities.

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 fulfill 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 and have a greater say and influence on the things they enjoy in their lives and wellbeing.

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The Provider Network

We continue to work with our networks to achieve the results of the active and supporting communities. Network meetings are held frequently to share information, and the achievements of the organizations involved. The meetings involve discussions about our achievements and sharing with network members, and Partners for information exchange.

The network groups consist of the following organizations

- Citizens Advice Kingston
- Refugee Action Kingston
- Recovery Initiative Social Enterprise
- Mind Kingston
- Learn English at Home
- Kingston Bereavements Services
- Islamic Resources Centre
- Helmar Care and Community Services and others.

The network organizations are independent and self-determining. Our service users 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 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.

The challenges we encountered along the way in 2024-2025

Community Care:

Recruitment of staff, training and retaining them. Care staff experience lots of time in traffic and makes providing quality care to our service users a challenge. Recruitment of overseas care staff continues to take a lot of time and money to make sure that the regulatory guidance from the Home Office is followed and adhered to. Making sure that overseas staff have accommodation and their welfare taken care of, has been very difficult because landlords were not able to provide cheap and suitable accommodation for them.

Financial constraints are a challenge. We have to pay care workers according to the government guidelines and home office agreements. The Council cannot provide enough money to accommodate all these expenses. The government increase of employees' National Insurance does not help the situation either.

Finding service users is another challenge. There are many providers, and the competition for the few referrals from the council is hard. Some service users move on to nursing homes, residential homes or die and cause a gap in service provision. By this time the staff need more work and move on to seek work elsewhere.

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The improvement in our service provision

Helmar Care and Community Services staff are highly trained, and we aim to provide care, which is safe, responsive and person-centered. Which is well led, sustainable, and equitable, achieved by working in partnership with commissioners and other stakeholders.

Over the year the management team continues to monitor and promote continuous initiatives to ensure that the service strengthens the quality of care delivered helping it to remain competitive, with improved client satisfaction amongst the people we support. It can strengthen our reputation and attract new business.

Our organization takes time to understand why problems arose in the first place by using a variety of data, e.g. service user feedback and professional feedback.

Our expectations and goals for the new year

We will continue to provide quality care and support services to our service users to prevent hospital admissions and prevent isolation. To continue fundraising for our community activities, information and advice and guidance and to ensure inclusion and diversity. To ensure our staff are well trained and supervised to maintain their own health, supported and to maintain their wellbeing.

Planned future project/activities

Recruitment of private service users to grow and increase resources, and for the Charity to increase fundraising and other activities through grants.

INDEPENDENT EXAMINER'S REPORT

**Report to the trustees/
members of**

HELMAR CARE AND COMMUNITY SERVICES LIMITED

**On accounts for the year
ended**

31st March 2025

Charity no 1085423

Set out on pages

13 - 16

**Respective responsibilities
of trustees and examiner**

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.

It is our responsibility to:

- 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**

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.

**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:

29/10/2025

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

HELMAR CARE AND COMMUNITY SERVICES LIMITED
Statement of Financial Activities
for the year ended 31st March 2025

Incoming resources	Notes	2025	2024
(RESTRICTED FUNDS)			
		£	£
Royal Borough of Kingston (RBK) Grants (Infection Control Test and Trace Funds, Workforce Retention, Support to BAME Descent with information And Advice Food Poverty)		0	10500
NHS Southwest London APPO Software Refund Payment		<u>5702</u>	<u>0</u>
		<u>5702</u>	<u>10500</u>
(UNRESTRICTED FUNDS)			
Self Generated – Community Care		<u>573330</u>	<u>424084</u>
Total Incoming Resources		<u>579032</u>	<u>434584</u>

HELMAR CARE AND COMMUNITY SERVICES LIMITED
Statement of Financial Activities for the year ended 31st March 2025

Resources expended	Notes	2025	2024
		£	£
Staff & Related Costs			
Salaries, Wages, Employers N I C & Pension Uniform And Self-Employed Contractors		402806	378619
Staff & Project Travel		4278	8880
Staff Training/Uniform Costs		8466	8950
Project Costs			
Mental Health/Community Projects		18500	15430
Recruitment/Workforce Retention Costs		7350	7250
PPE/Office Supplies		17838	15250
Equipment, Vehicle Hire – Care Staff		7776	6360
Support to BAME Descent Food Poverty		6171	7650
Information and Advice Drop In Centre		14175	12915
Community Vaccine Champions Programme		0	2865
Marketing & Communications Costs			
Publicity, Promotions & Printing		6000	5000
Telephone, Office Mobiles, Internet, Postage And Go Cardless		16360	15660
Office Costs			
Rent & Venue Hire		16600	15800
Finance & Administration			
Accountancy & Independent Examiner		10250	9580
ICT Support, CQC, QCS, Insurance & Annual Fees		17110	16220
Professional & Payroll charges		13950	13750
Total Resources Expended		<u>567630</u>	<u>540179</u>
Net Incoming / (Outgoing) Resources For The Period		11402	-105595
Prior Year Adjustment		0	-197077
Balance b/f at 1 st April		<u>5350</u>	<u>308022</u>
Balance at 31st March		<u>16752</u>	<u>5350</u>

HELMAR CARE AND COMMUNITY SERVICES LIMITED
Balance Sheet as at 31st March 2025

	Notes	2025	2024
		£	£
Tangible Fixed Assets	4	0	0
Current Assets			
Debtors & Prepayments		23828	8856
Cash at Bank & in Hand		<u>2123</u>	<u>2727</u>
		<u>25951</u>	<u>11583</u>
Current Liabilities			
Creditors & Accruals		1000	1500
HMRC – PAYE/NIC & PENSIONS		<u>4199</u>	<u>4733</u>
		<u>5199</u>	<u>6233</u>
Net Current Assets		<u>20752</u>	<u>5350</u>

REPRESENTED BY

ACCUMULATED FUND

Opening Balance	5350	84219
Bank Loan	4000	26726
Net Incoming/(Outgoing) Resources for the year	<u>11402</u>	<u>-105595</u>
Closing Balance	<u>20752</u>	<u>5350</u>

For the year ending 31 March 2025:

- 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

20th November 2025

Date

HELMAR CARE AND COMMUNITY SERVICES LIMITED

Notes forming part of the Financial Statements For the Year Ended 31st March 2025

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 2024	0	0	0	0
Additions in Period	0	0	0	0
At 31 March 2025	0	0	0	0
DEPRECIATION				
At 1 April 2024	0	0	0	0
Charged to Expenses in the Period	0	0	0	0
At 31 March 2025	0	0	0	0
NET BOOK VALUE				
At 31 March 2025	0	0	0	0
At 31 March 2024	0	0	0... ..0	0

