



ANNUAL REPORT: 2020 – 2021





**OUR AIM:
TO HELP PEOPLE REMAIN SAFE AND INDEPENDENT IN THEIR HOME**

BY PROVIDING:-

**PRACTICAL SERVICES SUCH AS GARDENING, DECORATING, ODD JOBS AND
HOME SUPPORT SERVICES**

**A VOLUNTARY TRANSPORT SCHEME
TO TAKE PEOPLE TO MEDICAL APPOINTMENTS, SHOPPING ETC.
A WHEELCHAIR ACCESSABLE VEHICLE & MINIBUS.**

**A RESOURCE CENTRE WHICH OFFERS, INFORMATION AND ADVICE, AND A 2-
COURSE HOT LUNCH, BINGO QUIZES AND AN OPPORTUNITY TO MEET NEW
FRIENDS**

**FOOTCARE, MONTHLY DAY TRIPS AND
TWO MOVEMENT TO MUSIC CLASSES FOR THE OVER 55'S**

SOCIAL GROUPS SUCH AS A CRAFT GROUP & GRUMPY OLD MEN'S GROUP

**OUR BEFRIENDING SCHEME PROVIDES OLDER PEOPLE WITH REGULAR VISITS
AND TELEPHONE CONTACT FROM OUR FRIENDLY VOLUNTEERS**

ENCOURAGEMENT TO SOCIALISE AND STAY ACTIVE

OPPORTUNITIES FOR VOLUNTEERING

**We do all this in partnership with other statutory and voluntary organisations
to offer help, advice and assistance to meet the needs of our service users.**

WHO`S WHO
Staff and Trustees

Angela Carvin	-	Kitchen Assistant
Elizabeth Newby	-	Trustee (from Dec 20)
Heather Bessant	-	Assistant Manager
John Fox	-	Chair of Trustees
Kaleigh Spillane (job share)	-	Activities & Transport Co-ordinator
Kath Farmer	-	Trustee (to Dec 20)
Katrina Blaney (job share)	-	Transport Co-ordinator (to Sept 20)
Leanne Burnett-Kerry	-	Trustee (from Dec 20)
Lloyd Mason	-	Trustee (from Feb 21)
Lynda Picker	-	Cook
Margaret Bowen	-	Company Secretary/ Trustee (from Dec 20)
Maria Orton	-	Home Support Worker (from Dec 20)
Mike Rowe	-	Treasurer /Trustee (to Dec 20)
Rebecca Williamson	-	Befriending Coordinator
Robert Brighton	-	Trustee
Rose Toal	-	Home Support Worker
Sam Reason	-	Home Support Worker (to Feb 21)
Sian Connor	-	Home Support Worker
Steve Hatton	-	Maintenance Supervisor
Yvonne Payne	-	Trustee

Chair of Trustee's Report. 2020 - 2021

Reading through last year's report and reflecting on what was written, coupled with the events that have come to pass; I, for once, didn't feel that the year has gone so quickly, in fact it feels like an age! As for The Helpful Bureau in its 45th year, there were some very turbulent times, but as always the bureau's staff and volunteers stepped up to the mark, as you will read in this report. Well done to everyone! Your efforts and dedication through these difficult times for you personally, your families and the bureau, have made a lasting difference to the community we serve.

According to Age UK: "the care system is broken;" 1.6 million people aged 65+ don't receive the care and support they need with essential living activities; there is declining access to services due to cuts in local authority care services, which have placed increasing pressure on unpaid carers and there are more than 2 million people in England over the age of 75 living alone. This research was carried out before Covid-19 struck! During the subsequent devastating lockdowns and restrictions, we have all gained a greater understanding of the impact loneliness has on our health. It is associated with depression, sleep problems, impaired cognitive health, heightened vascular resistance, hypertension, psychological stress and mental health problems. The bureau's work became an even more important part of the lives of all involved, staff, volunteers and clients. The Helpful Bureau's aims and objectives may be simple: to help people remain independent at home, but it has taken the pandemic to show how important they are to all.

The annual report gives me the opportunity to thank all those who are at the very heart of the organisation, our staff, volunteers, ABF the Soldier's Charity, Stapleford Fire Station, various councillors and the local councils. These very difficult times have brought out the very best in them all; they have gone the extra mile and more. They deserve, for their dedication to our clients, far more than just my thanks which is truly given.

Margaret Bowen, our manager for fourteen years, retired at the end of March 2020, to enjoy life and more activities with her family and friends, was so very soon back

with us as a volunteer, company secretary, a trustee and a trusted friend to all. She helped and guided the bureau staff through the highs and lows of 2020 to 2021 of which there were many! Margaret and all the trustees gave so much of their time, efforts and hearts to the charity, which has left The Helpful Bureau in a stronger position than before.

The Helpful Bureau greatly appreciates the financial support of our many funders, including, Nottinghamshire County Council & Broxtowe Borough Council which have enabled us to provide the support needed to our clients: the home delivered boxed meals service, befriending, transport, practical services and many of other activities, greatly needed during the pandemic. Details of all our other funders and activities The Helpful Bureau has provided can be seen in this annual report.

The Helpful Bureau is looking for volunteers to help with our services and activities and in particular for new trustees to be a crucial part of the management of the Charity. If you feel you have the skills and could spare some time, we would love to hear from you.

John R Fox

Manager's Report 2020-2021

I was appointed as manager of The Helpful Bureau in July 2021 but have been here long enough to get the flavour of the year, which contains times that none of us have experienced before. This had an impact on the work of the Bureau as for most of the year most of our members were isolating, staff were furloughed or working from home and we were not able to deliver most of our usual services. You will read later about how we worked differently in the areas we were able to maintain. Thanks go to volunteers, staff and trustees for their support in making the services happen and ensuring that the Bureau survived such a challenging period.

Margaret Bowen retired as Manager just prior to the first lockdown and a new manager joined us for a brief period. During this difficult time we also said goodbye to Katrina Blaney, Transport Co-ordinator and Samantha Reason, Home Support Worker.

Services changed over the various lockdowns and fortunately concerns about financial viability during this time were alleviated by the funding made available to the sector. We know that the delivery of meals, the continuation of gardening work and later transport were all appreciated during this time and that befriending could be continued by phone actually expanded the service wider. Thanks to all our funders and supporters who helped to support the continued delivery of our services.

When I started work on 19th July, things were just returning to a new normal with 3 Tuesday trips to Skegness and the resumption of lunch at St Helens Church Hall; trips continued on a weekly basis for almost 3 months in our minibus, acquired in late 2019 but then barely used. We will be thinking about the best ways to use the minibus in the future, perhaps with some more local trips over the winter.




Our plans for the remaining part of this financial year are to reapply for core funding for all of our services and to then continue to seek funding for matched funded for those projects whilst also looking at ways to become more self sustaining as realistically local authority funding may reduce in the future as we already know that their finances are stretched. Another priority is to find longer term funding to take forward our Befriending project, to incorporate some activities to encourage people who don't get out, to start to socialise in smaller groups. This will also involve engaging with other groups throughout our area so that we can strengthen partnership working and understand what else is available to support our members.

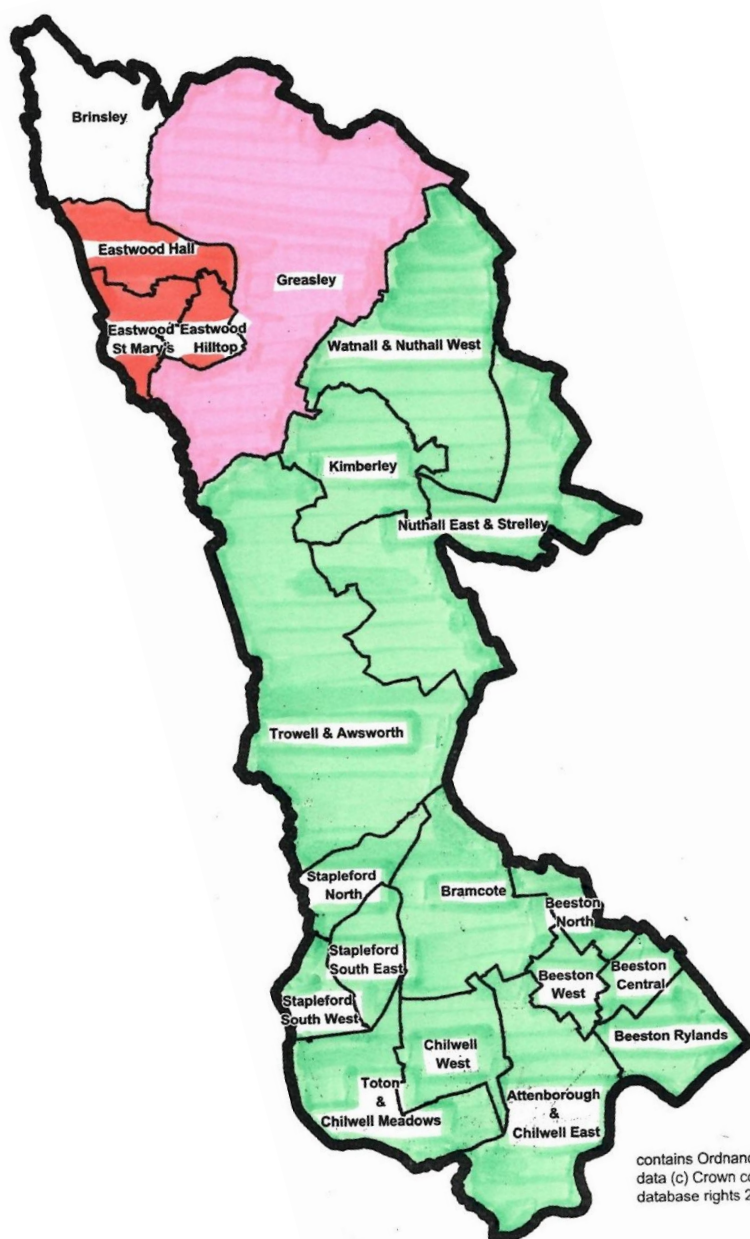
Irene Smith

PRACTICAL SERVICES

Our practical services department consists of 2 elements, Maintenance and Home Support.

We cover all of Broxtowe (see map) and some surrounding areas.

-  Maintenance and Home Support
-  Maintenance
-  Home Support



Surrounding areas include:

Bilborough
Giltbrook
Heanor
Ilkeston
Risley
Sandiacre
Sawley

Maintenance Service

This year Steve (our Maintenance Supervisor) has concentrated on gardening and outside odd jobs due to the Covid restrictions. As soon as they were relaxed for a time in the 3rd Quarter he managed to do some decorating that had been booked in.

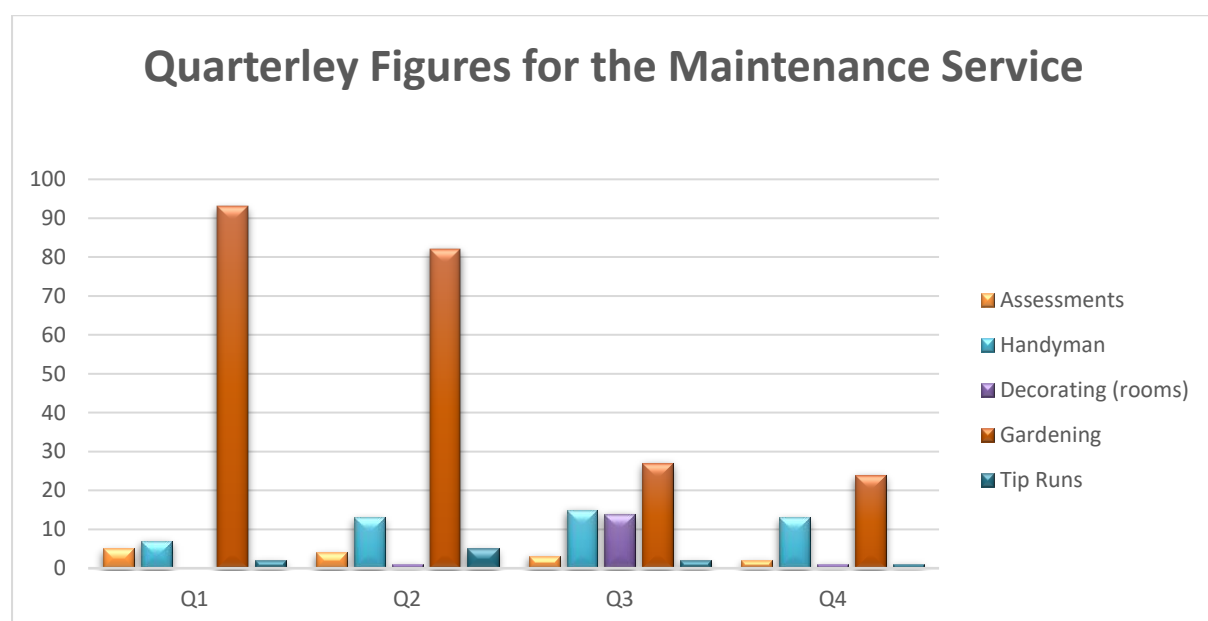


The majority of what Steve achieves focusses on older people, however a project he worked on this year saw a garden clearance undertaken ready for a 2 year old girl who has had brain surgery to enjoy.



The garden tidy jobs which usually involve cutting back the full extent of the greenery, and then removal of this to the recycling centre, making it manageable and easier for the client to enjoy their garden.

As you can see the gardening is seasonal with the majority done in April – September. All together 226 garden jobs have been completed this year. Handyman jobs completed 48 and Decorated 16 rooms. As expected during the summer of lockdown we saw a high number of people enjoying their gardens and Steve was very busy!

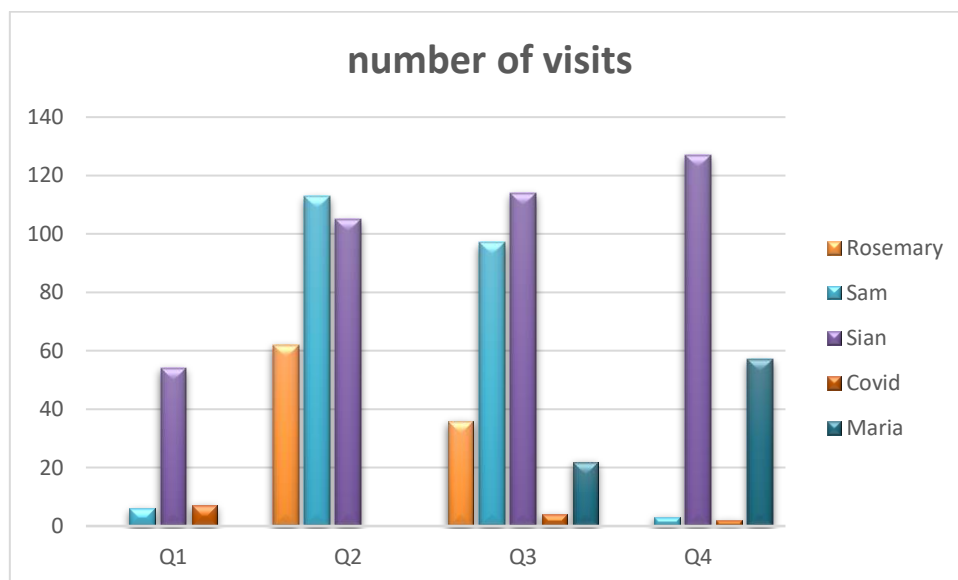
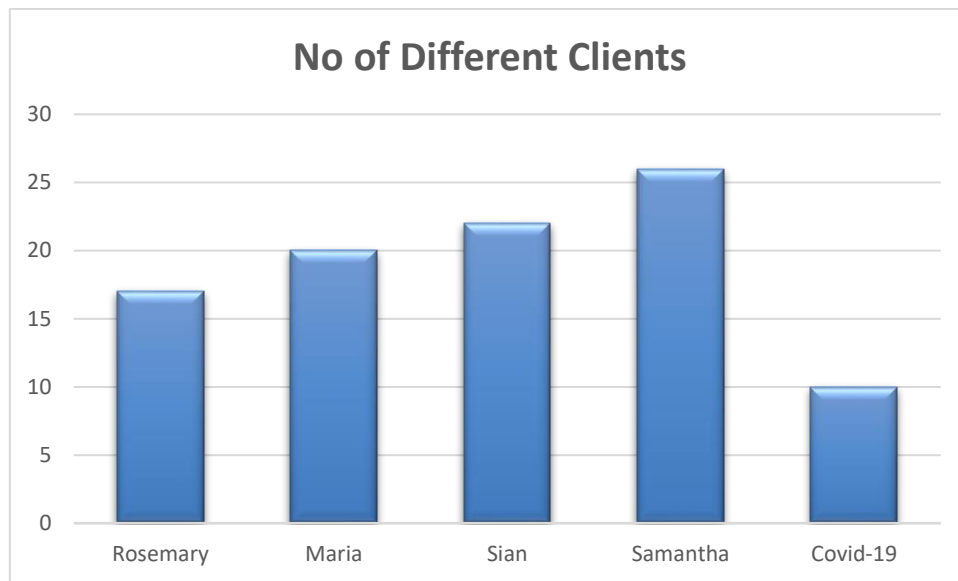


When the weather is not suitable for gardening Steve also does odd, jobs and decorating. The range of these jobs can be seen below. Decorating jobs can range from a single wall or room to a whole flat/house. Assessments are done for gardening, decorating & odd jobs, though not all are assessed separately before completion.

HOME SUPPORT

Our Home Support Service is still as popular as ever. Throughout 2020-21 there were a mixture of regulations and guidelines we had to follow. As we were not allowed into other people's homes for a time 2 of our home support workers were furloughed (one due to her own shielding and another shielding due to a vulnerable partner). Sian kept working! She picked up shopping and prescriptions and kept a link with all the Home Support clients regarding their wellbeing.

Maria joined the team in December 2020 and was quickly sort after by clients.



TRANSPORT REPORT

The transport service was hugely affected by the pandemic in 2020-21. As people were not going anywhere, we were sad to say goodbye to our transport co-ordinator, Katrina. The majority of our drivers are over 70 and were therefore shielding themselves for most of the year. We had a couple of younger drivers able to join us through lockdown when they were furloughed from their jobs and we wish them well as they return to full time work.

Yet again, we are indebted to all our volunteer drivers.

We suspended our transport services during the first lockdown April to September. During this time we have put up screens in the Wheelchair Accessible Vehicle and made it covid secure with extra PPE and cleaning. We opened in September for medical journeys only. In April 2021 we reinstated social journeys though few were made.

The Wheelchair Access Vehicle (WAV) was used on a weekly basis, with Five dedicated volunteer drivers supporting us. We have had it since September 2012, kindly provided by Broxtowe Borough Council. The cost to use this is slightly higher than the usual transport scheme of volunteer drivers using their own cars. We could always make use of more drivers to help with this as sometimes we have to turn clients down. Full training can be provided.

Mrs N is an amputee and is bound to her electric wheelchair. Mrs N's Husband resides at a local care home. We take Mrs N to see her husband once a week in our wheelchair accessible vehicle (WAV).

Without our WAV Ann would not be able to see her husband and keep in contact each week.

We also take Ann to Medical appointments at both QMC and City Hospital.

We are a lifeline for Ann and assist her on being independent and being able to get out and about safely.

As usual, we must thank Nottinghamshire County Council for their financial support which enables us to provide this service to our clients.

Last, but not least, we must thank our volunteer drivers for their commitment and patience throughout the year. Many clients have expressed great appreciation for the help they receive from the drivers.

ACTIVITIES REPORT

Autumn Years Activity Group

Autumn Years Activity Group moved from a group at St. Helens church hall to delivery of the meals using volunteers from ABF and Stapleford Fire Station.



During the year we prepared, cooked and delivered **2253** hot meals to over 90 different clients throughout the South Broxtowe Area.



Whilst in lockdown we offered online session for our clients to access, however they were all keen to come back together when they could. We offered **9** sessions of socially distanced Movement to Music and we have seen an increase in our client base with an additional 20 people showing interest each week.



Pre Covid

Post Covid



Trips

We usually offer outings on a monthly basis (March – Dec), however in 2020-21 we managed 1 trip in early March! These have been missed by our clients.

Our Footcare practitioner Lisa held **Foot care** sessions at The Helpful Bureau offices during lockdown as this was classed as a medical appointment. She offered **61** sessions during the past year.

The **Craft Group** and various other members of the community, were very productive during lockdown.



This year they knitted premie baby hats and blankets to send to the local unit at QMC and Derby Royal hospitals.

The **Grumpy Old Men's** group really missed their get togethers. When they could they met outside and socially distanced during the summer. Later in the year they managed a socially distanced trip to a local landmark.

Other activities included:-

- Easter afternoon tea
- Remembrance day
- Christmas hampers

For further information on any of our activities or services, please do not hesitate to contact us and if you would like us to send an information pack to you or someone you may think would benefit from our services, just let us know.



Befriending Report

This past year has seen the Befriending service increase in the number of people we support.

There were a total of 21 new referrals to use the service and 22 new volunteers came on board during April 2020 - March 2021.

During October 2019 -March 2020 we had 11 volunteers supporting out in the community on face to face befriending visits, visiting the client in their own homes or meeting up out in the community.

This past year the pandemic hitting us has not gone by without our services facing a few new challenges ...one being the face-to-face befriending visits had to stop immediately and any recruitment drives we had planned in the community to encourage volunteers to join us also had stopped.

We moved our services to a telephone befriending at this point which then brought a new challenge for us. Not all our clients could be supported in this way due to health conditions such as hearing loss, dementia or Alzheimer's making it somewhat difficult to support them over the phone.

We support clients with befriending for numerous reasons, the most common are due to bereavement /loss of a loved one or pet which increases loneliness and social isolation, we see referrals to our service due to health issues such as strokes, dementia, mobility, sight loss or covid isolation.

Before the pandemic we would hold recruiting drives/meetings to advertise our services and encourage volunteers to join us, these would be at events held in the community such as local coffee mornings at a local church, U3A groups, and jobs fayres.

We also advertised our service on social media, throughout the community, in GP waiting rooms, local shops and cafes/tea rooms and also promoted loneliness in the community during covid on BBC Radio Nottingham twice. This saw an influx of activity on people visiting our website and also on our Facebook page, we received 2 volunteer requests from a local tearoom who put our poster in their window whilst they had to shut due to the lockdown.

Pre Covid, our volunteers joined us from the following:

In House 4.

Social Media 1.

U3A 3.

Local advertising 3.

During Covid, our volunteers joined us from the following:

In House 11.

Social Media 6.

Broxtowe Council 1.

DO IT.org 1.

Word of mouth 1.

We currently have a waiting list of 14 clients to be matched to volunteers with no volunteers outstanding DBS checks at this moment, however, these figures can change daily, some of our volunteers support more than 1 client across the community and some clients have more than 1 volunteer calling them as they may need that extra support.

Volunteers go through a registration process with us before they are linked to any client. We ask for 2 references and send off for a DBS check.

We offer the volunteers support via telephone communication at this moment in time however volunteers would normally have face to face appointments with the coordinator and shadowed visits for the first 2 face to face calls to the client's home. We also offer free training such as dementia friends and lone working however due to Covid these have been put on hold and will be offered again as soon as the restrictions are all fully lifted. The volunteers are made aware of the volunteer lone working policy and GDPR/safeguarding around volunteering.

We will be looking forward to getting back out into the community for face to face visits as soon as it is safe for the volunteers and clients to mix, going forward though we have no intentions of ending the telephone befriending as this has been a huge success, we will continue to offer this service alongside the home visits.

We are also looking at hosting a volunteers community hub so we can promote the befriending service getting back out in the community as well as advertising our service and recruiting for more volunteers to come on board, we will be inviting or existing volunteers to share their stories and also to show thanks and appreciation to them for what they are doing to make a difference to someone isolated in the community.

Gender break down of volunteers Oct 2019 - Mar 2020.

M 3 F 8

Gender break down of volunteers Apr 2020 - Mar 2021.

M 4 F 18

Gender break down of clients Oct 2019 - Mar 2020.

M 4 F 7

Gender break down of clients Apr 2020 - Mar 2021.

M 5 F 16

Client Thank You

Dear Becky,

Thank you for all the support you and your volunteers and staff have given us and our Dad, it has been so nice knowing we have such a lovely lot supporting Dad and the fact we are not close by made it even more upsetting when the lockdown was in place we had no option to travel and visit made it a little more bearable to knowing The Helpful Bureau were in touch.

Report completed by Rebecca Williamson 21/06/2021

JOINT PROJECTS



The Helpful Bureau has been working in partnership with both The Haven Church and Community Centre as well as Stapleford Mutual Aid Group. With this partnership we have managed to help more people in our community and cover a wider age range and appeal to new clients.



We have managed to secure funding for laptops and tablets to help in the provision of job searching and linked into The Helpful Bureau providing Covid safe census support to vulnerable people for 3 weeks in March 2021 using the same computing facilities.

To support residents who are socially isolated, volunteers will distribute craft activity packs (such as wool, needles and knitting patterns for premature baby clothing). Leaflets will also be distributed with the kits with useful contact information to access additional support.



We identified a group of low income families who are struggling due to the effects of redundancy through Covid-19. We gave them a food hamper with items that had the basics for providing meals for a family of 4 for a week. e.g. pasta & sauce. Alongside these parcels we will be adding appropriate information about where they can get more help should they need it, e.g. Community hub, school uniform help, and various other community projects.

Also we had contact with groups of older people who usually get together for social outings and lunch clubs. We gave them a 'Dementia Friendly' food hamper with items that they would not have to cook, items that either just need boiling water or can be eaten cold. e.g. cheese crackers and chutney. Alongside these parcels we will be adding appropriate information about where they can get more help should



they need it, e.g.

Practical help, such as hot meal deliveries, local support centres and befriending information.

We provided 42 family hamper and 24 Dementia Friendly hampers to our local residents. These were delivered by local volunteers.



We also worked with other groups, businesses, organisations and individuals throughout the year and would like to thank these people for helping us through 2020/21!!

Shaz's Angels

The White Lion Pub, Bramcote

NB Roofing

Stapleford Community Group

Sally @ Tesco Toton

Registered Charity No. 1085498

Stapleford Fire Station

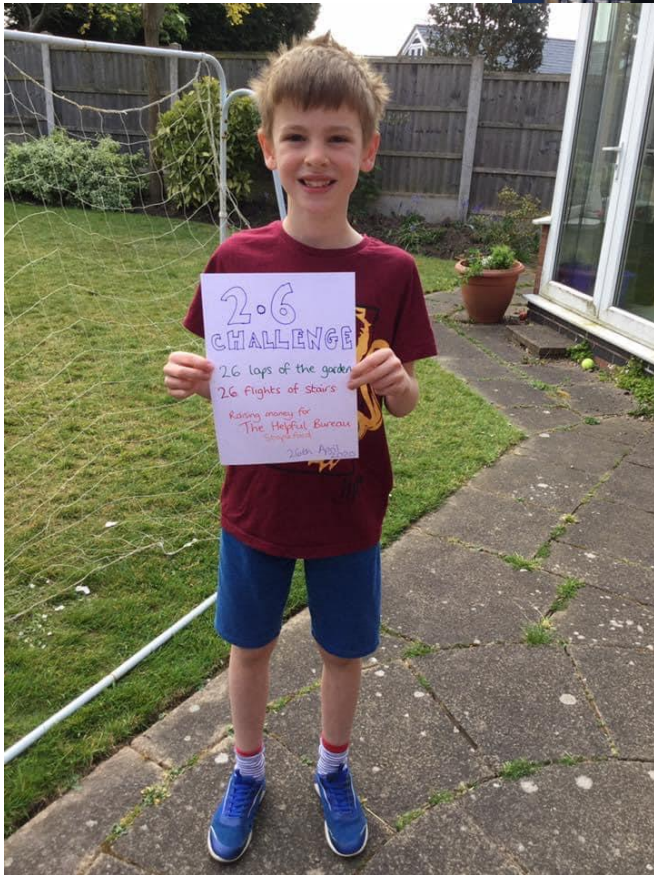
ABF – The Soldier's Charity

Olli

Little Green Frog

Company Limited by Guarantee No.04155890

Here are some of the things we have been involved in.



Registered Charity No. 1085498

Company Limited by Guarantee No.04155890

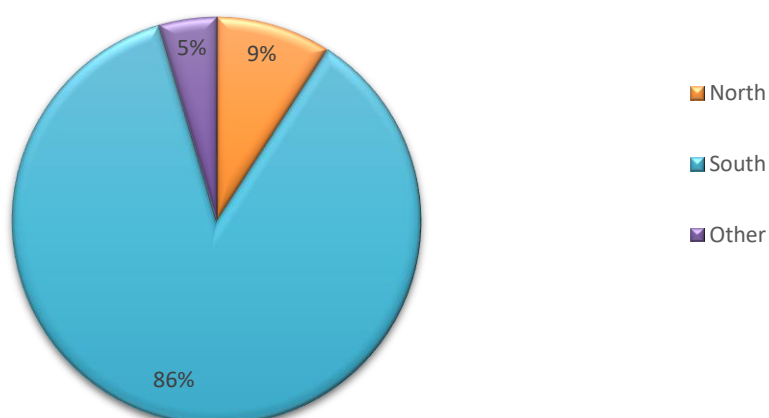
OUR CLIENTS

We currently have **2,933** registered clients:

873 Men

2,060 Women

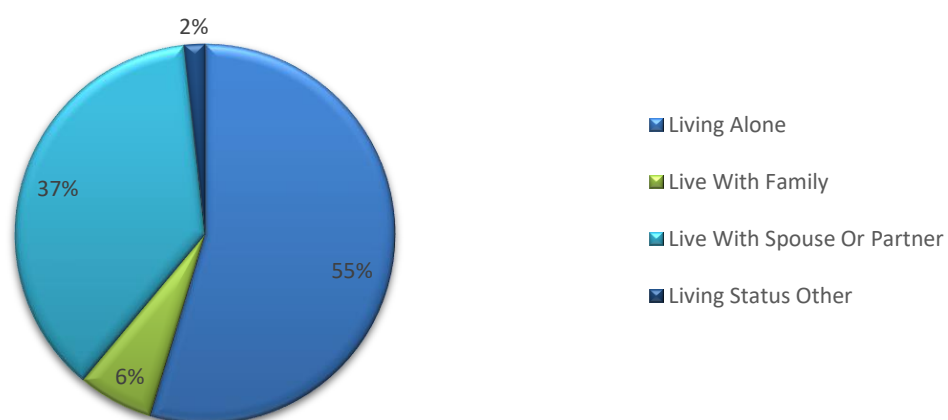
Geographical location of our clients in Broxtowe



2,443 describe themselves as white British

90% describe themselves as having a disability or long term limiting illness

Our Clients Housing Situations





There are more clients registering who are over 75 years young and a bigger percentage are being referred by health professionals or family. We are seeing more who have memory or mental health issues.

OUR VOLUNTEERS

A big **THANK YOU** once again to all 61 of our trusty volunteers, some who have been with us since the beginning, some more recent, but all are valuable to the smooth running of all services offered by us.



Some of the many roles covered by our volunteers include:-

Gardening, Decorating, Shopping, Driving, Cooking, Washing up, Serving meals, calling Bingo, Office Admin and Accounts, Computing and Fundraising.

16 volunteer drivers

10 Activities volunteers

33 befriending volunteers

1 office volunteer.

1 Gardening volunteer



Our shout out this year does go to Stapleford Fire Station and ABF – The Soldier's Charity who came every week to deliver over 50 meals to Broxtowe residents.



We are sorry to say goodbye to a few of our volunteers who left us through lockdown, we will miss you, but we say hello to 8 new volunteers this year, and we can always accommodate more!!

If you're able to drive, we are always looking for volunteer drivers. We also have opportunities in the office and befriending roles.

And of course, not forgetting the 7 Management Committee volunteers who give their time and expertise to guide the organisation along the right paths.

Our volunteers' ages range from 17 – 88 years young.

OUR FUNDERS THIS YEAR

NOTTINGHAMSHIRE COUNTY COUNCIL (LIS FUND & COVID 19 FUND)

BROXTOWE BOROUGH COUNCIL (COMMUNITY FUND & COVID 19 FUND)

NATIONAL EMERGENCY TRUST – COVID 19 FUND

ACTIVITIES

The Thomas Farr Charity

JN Derbyshire Trust

Legal & General

The Jones 1986 Charitable Trust

CAF - CEF

Co-op Local Community Fund

England Sport Council

Neighbourly Foundation

GCGCT

BEFRIENDING

The Thomas Farr Charity

The Albert Hunt Fund

JN Derbyshire Trust

The National Lottery Community Fund

The Jones 1986 Charitable Trust

Severn Trent Water Grant

Co-op Local Community Fund

Aviva Crowdfunder

GCGCT

The Robert McAlpine Foundation

Sir Jules Community Trust

TRANSPORT

National Emergency Trust

PRACTICAL SERVICES

Charles Hayward Foundation

Edward Gostling Foundation

JOINT PROJECTS

COOP-NET

Broxtowe Borough Council

Nottinghamshire County Council

Company registration number: 04155890

Charity registration number: 1085498

The Helpful Bureau

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2021

Community Accounting Plus
Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

The Helpful Bureau

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The Helpful Bureau

Reference and Administrative Details

Trustees	Robert Brighton John Fox Yvonne Payne Elizabeth Newby Leanne Burnett-Kerry Lloyd Mason
Secretary	Margaret Bowen
Senior Management Team	Margaret Bowen
Principal Office	Carnegie Civic and Community Centre Warren Avenue Stapleford Nottingham NG9 8EY
Company Registration Number	04155890
Charity Registration Number	1085498
Independent Examiner	John O'Brien, employee of Community Accounting Plus Units 1 & 2 North West 41 Talbot Street Nottingham NG1 5GL

The Helpful Bureau

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2021.

Trustees

Robert Brighton

John Fox

Yvonne Payne

Elizabeth Newby (appointed 8 December 2020)

Leanne Burnett-Kerry (appointed 8 December 2020)

Lloyd Mason (appointed 11 February 2021)

Mike Rowe (resigned 8 December 2020)

Kath Farmer (resigned 27 August 2020)

Structure, governance and management

Nature of governing document

Memorandum and Articles of Association incorporated 7 February 2001 as amended by special resolutions dated 01 November 2004 and 22 September 2006. Certificate of incorporation on change of name dated 20 January 2009. It has no share capital and the liability of each member in the event of winding-up is limited to £10.

Recruitment and appointment of trustees

Applications for membership are considered at each committee meeting. Trustees are elected at the AGM.

Objectives and activities

Objects and aims

To undertake voluntary work in particular but not exclusively the advancement of education, the promotion and protection of good health, the provision of facilities for recreation and leisure time activities in the interests of social welfare with the object of improving the conditions of life of the community and other similar charitable activities amongst those people in need thereof in Nottinghamshire and surrounding areas ("the area of benefit").

Objectives, strategies and activities

The Helpful Bureau is a registered charity with over 40 years' experience working in Broxtowe. Their main aim is to help older and/or disabled people live safely and independently in their own homes.

The Helpful Bureau is a registered charity and not for profit organisation. We help people to remain living safely and independently in their own homes. We work mainly with older people and those who are disabled.

We offer 4 streams of work:

- Our practical services include gardening, decorating, home support and handyman service.
- Our volunteer transport scheme takes people to various appointments and social clubs. We also have a wheelchair accessible vehicle.
- Our befriending scheme, has volunteers visiting elderly in the community.
- We run various weekly social and activity groups, a two-course hot lunch and monthly day trips using our own 16 seater minibus. There is also the opportunity to book foot care.

We also signpost clients to specialist services in our local area.

The Helpful Bureau

Trustees' Report

Public benefit

People are healthier:

People who access our services are able to maintain a good standard of living, thus improving quality of life. They are given peace of mind, knowing that there is help when it is needed. They feel supported and safe and this promotes well-being both physically and mentally, and prevents the need for other more costly services.

People live in vibrant and supportive communities:

Our services help our clients to feel less vulnerable in the community, providing home security and maintaining gardens mean that they are less likely to be targeted for crime. They have more pride in their surroundings and can maintain a sense of dignity.

People are encouraged and supported to access local community and social groups.

Volunteers use their experience and life skills to help with the provision of practical services, keeping them active within the community and helping us to provide a value for money service.

People live independently for as long as possible:

We will encourage people to make the most of their later years and enable them to access the right support when they need it. We will focus on preventative services for conditions that often affect people in later life, including falls prevention, depression, arthritis etc.

We will provide practical services such as a Handyman, Gardener, Decorator and Domestic support for people who are elderly, and/or disabled to help them remain living independently in their homes.

Carers are more supported and we signpost people to other services appropriate to their needs whether physical, emotional or financial.

People can access the right care and support, at the right time:

Through regular contact with our organisation, through the practical services team, we are able to highlight when a client may need additional support, act upon it immediately and signpost them to any other appropriate service.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Achievements and performance

OUR CLIENTS

We currently have 2,850 registered clients:

859 Men;

1,991 Women;

2,457 describe themselves as white British;

80% describe themselves as having a disability or long term limiting illness.

There are more clients registering who are over 75 years young and a bigger percentage are being referred by health professionals or family. We are seeing more who have memory or mental health issues.

2016-2021

We expanded our Home Support Service and included the North of Broxtowe. This service continues to grow. We formed our Grumpy Old Men group, which has gone from strength to strength. We relooked at our Funding strategy and increased our Trusts & Foundations Applications. We were successful in receiving funding from the Local Improvement Scheme from NCC, which partly enables us to continue with our services. However as this was a reduction than previous funding received we took the decision to relocate to smaller offices, to share with Stapleford Town Council and reduce staffing hours. However, we continue to maintain all our services and support to a high level to our clients. We have also launched our befriending service and purchased a 16 seater minibus. We have secured funding to update our website to make it more user friendly.

The Helpful Bureau

Trustees' Report

Financial review

Policy on reserves

The charity's policy is to retain reserves equivalent to 3 months operating costs.

Principal risks and uncertainties

Funding

The main risks are funding cuts. We have had to restrict opening hours and reduce some staff hours. Volunteer drivers are low at the moment as some are getting older themselves and some suffer with poor health. We advertise in free local papers and throughout website and notice boards for volunteers.

Statement of Trustees' Responsibilities

The trustees (who are also the directors of The Helpful Bureau for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:


- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK 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 charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on^{1/12/21} and signed on its behalf by:



John Fox
Trustee

The Helpful Bureau

Independent Examiner's Report to the trustees of The Helpful Bureau

Independent examiner's report to the trustees of The Helpful Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

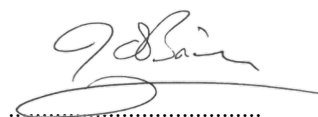
Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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



John O'Brien MSc, FCCA, FCIE, employee of Community Accounting Plus
Fellow of the Association of Charity Independent Examiners

Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

Date: 02/12/2021

The Helpful Bureau

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Income and Endowments from:					
Donations and legacies	2	46,443	-	46,443	1,036
Charitable activities	3	43,086	130,317	173,403	137,425
Investment income	5	21	-	21	79
Total Income		<u>89,550</u>	<u>130,317</u>	<u>219,867</u>	<u>138,540</u>
Expenditure on:					
Charitable activities	6	<u>(25,599)</u>	<u>(125,592)</u>	<u>(151,191)</u>	<u>(134,179)</u>
Total Expenditure		<u>(25,599)</u>	<u>(125,592)</u>	<u>(151,191)</u>	<u>(134,179)</u>
Net income		63,951	4,725	68,676	4,361
Transfers between funds		<u>(15,793)</u>	<u>15,793</u>	<u>-</u>	<u>-</u>
Net movement in funds		48,158	20,518	68,676	4,361
Reconciliation of funds					
Total funds brought forward		<u>39,423</u>	<u>17,759</u>	<u>57,182</u>	<u>52,821</u>
Total funds carried forward	18	<u><u>87,581</u></u>	<u><u>38,277</u></u>	<u><u>125,858</u></u>	<u><u>57,182</u></u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for the period is shown in note 18.

The Helpful Bureau

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

These are the figures for the previous accounting period and are included for comparative purposes

	Note	Unrestricted funds £	Restricted funds £	Total 2020 £
Income and Endowments from:				
Donations and legacies	2	1,036	-	1,036
Charitable activities	3	14,778	122,647	137,425
Investment income	5	79	-	79
Total income		<u>15,893</u>	<u>122,647</u>	<u>138,540</u>
Expenditure on:				
Charitable activities	6	<u>(29,291)</u>	<u>(104,888)</u>	<u>(134,179)</u>
Total expenditure		<u>(29,291)</u>	<u>(104,888)</u>	<u>(134,179)</u>
Net (expenditure)/income		<u>(13,398)</u>	<u>17,759</u>	<u>4,361</u>
Net movement in funds		(13,398)	17,759	4,361
Reconciliation of funds				
Total funds brought forward		<u>52,821</u>	<u>-</u>	<u>52,821</u>
Total funds carried forward	18	<u><u>39,423</u></u>	<u><u>17,759</u></u>	<u><u>57,182</u></u>

The Helpful Bureau

(Registration number: 04155890)
Balance Sheet as at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	11	15,595	19,948
Current assets			
Debtors	12	3,191	-
Cash at bank and in hand	13	108,769	37,500
		111,960	37,500
Creditors: Amounts falling due within one year	14	(1,697)	(266)
Net current assets		110,263	37,234
Net assets		125,858	57,182
Funds of the charity:			
Restricted income funds			
Restricted funds	18	38,277	17,759
Unrestricted income funds			
Unrestricted funds		87,581	39,423
Total funds	18	125,858	57,182

For the financial year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements on pages 6 to 18 were approved by the trustees, and authorised for issue on 1/12/21 and signed on their behalf by:

John Fox
Trustee

The Helpful Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

1 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

The Helpful Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Exemption from preparing a cash flow statement

The charity opted to adopt Bulletin 1 published on 2 February 2016 and have therefore not included a cash flow statement in these financial statements.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

The Helpful Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

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

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Motor vehicles	20% straight line

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

The Helpful Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those grants for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

Pensions

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity. Pension costs charges in the Statement of Financial Activities represent the contributions payable by the charity during the year.

2 Income from donations and legacies

	Unrestricted funds		
	General £	Total 2021 £	Total 2020 £
Donations and legacies;			
Donations from companies, trusts and similar proceeds	18,784	18,784	1,036
Grants, including capital grants;			
Government grants	27,659	27,659	-
	46,443	46,443	1,036

3 Income from charitable activities

	Unrestricted funds			
	General	Restricted	Total	Total
	£	funds	2021	2020
		£	£	£
Fundraising	781	-	781	2,256
Grants & donations	-	130,317	130,317	78,652
Fees & services	38,951	-	38,951	56,517
Contracts	3,354	-	3,354	-
	<hr/> 43,086	<hr/> 130,317	<hr/> 173,403	<hr/> 137,425

The Helpful Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

4 Grants & donations

	Unrestricted funds £	Restricted funds £	Total £
Aviva Crowdfunder	-	1,886	1,886
Broxtowe Borough Council	7,000	7,145	14,145
CAF	-	4,485	4,485
Charles Hayward Foundation	-	5,000	5,000
Co-op Local Community Fund	-	5,014	5,014
The Edward Gostling Foundation	-	5,000	5,000
ESC Lottery Fund	-	3,075	3,075
G C Gibson Charitable Trust	-	3,363	3,363
J. N. Derbyshire Trust	-	4,000	4,000
Legal & General	-	3,000	3,000
National Emergencies Trust	-	17,098	17,098
Nottinghamshire County Council	5,000	45,662	50,662
Severn Trent Water	-	2,000	2,000
Stapleford Town Council	5,000	-	5,000
The Albert Hunt Trust	-	2,000	2,000
The Robert McAlpine Foundation	7,488	2,512	10,000
The Sir Jules Thorn Charitable Trust	-	1,000	1,000
The Thomas Farr Charity	-	5,000	5,000
TNL Community Fund	-	7,677	7,677
Foresters Trust	8,500	-	8,500
The Jones 1986 Charitable Trust	-	5,000	5,000
The Neighbourly Foundation	-	400	400
HMRC JRS	10,659	-	10,659
Sundry donations	2,796	-	2,796
	<u>46,443</u>	<u>130,317</u>	<u>176,760</u>

Please note that £22,659 of the unrestricted funds and £40,749 of the restricted funds were related to the disruption due to Covid-19.

5 Investment income

	Unrestricted funds General £	Total 2021 £	Total 2020 £
Interest receivable and similar income;			
Interest receivable on bank deposits	<u>21</u>	<u>21</u>	<u>79</u>

The Helpful Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

6 Expenditure on charitable activities

	Unrestricted funds			
	General	Restricted	Total	Total
	£	funds £	2021 £	2020 £
Bank charges	148	463	611	660
Communications	416	1,010	1,426	1,878
Equipment, repairs & renewals	348	10,059	10,407	927
Fundraising & publicity	1,374	-	1,374	1,028
Insurance	92	367	459	1,021
Legal & professional	1,955	3,557	5,512	1,378
Printing & stationery	351	308	659	640
Publications & subscriptions	-	-	-	5,777
Refreshments & lunches	30	11,319	11,349	6,442
Rent & room hire	850	8,015	8,865	7,805
Activities & service providers	-	990	990	6,615
Staff training	388	158	546	68
Staff travel	16	2,226	2,242	2,186
Utilities	200	800	1,000	999
Vehicle expenditure	-	2,448	2,448	5,645
Wages, NI & pension	13,801	80,787	94,588	89,128
Volunteer expenses	209	437	646	131
General expenses	390	676	1,066	340
Building & garden supplies	-	414	414	1,500
Donations given	593	45	638	11
Garage rent	-	557	557	-
Mentoring	-	842	842	-
Volunteer driver reimbursement	-	114	114	-
Depreciation	4,353	-	4,353	-
Sundry expenditure	85	-	85	-
	<u>25,599</u>	<u>125,592</u>	<u>151,191</u>	<u>134,179</u>

7 Net incoming/outgoing resources

Net incoming resources for the year include:

	2021 £	2020 £
Depreciation of fixed assets	<u>4,353</u>	<u>1,814</u>

The Helpful Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

9 Fees payable to independent examiner

During the period, the fees payable (excluding VAT) to the charity's independent examiner Community Accounting Plus are analysed as follows:

	2021 £	2020 £
Independent examination	750	-
Other financial services	1,302	1,366
	<u>2,052</u>	<u>1,366</u>

10 Staff costs

The aggregate payroll costs were as follows:

	2021 £	2020 £
Staff costs during the year were:		
Wages and salaries	91,707	88,185
Pension costs	883	943
Compensation payments	1,998	-
	<u>94,588</u>	<u>89,128</u>

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

	2021 No	2020 No
The average number of employees during the year	<u>11</u>	<u>11</u>

4 (2020 - 4) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £883 (2020 - £943).

During the year, the charity made redundancy and/or termination payments which totalled £1,998 (2020 - £Nil).

No employee received emoluments of more than £60,000 during the year.

The Helpful Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

11 Tangible fixed assets

	Motor vehicles £	Total £
Cost		
At 1 April 2020	21,762	21,762
At 31 March 2021	21,762	21,762
Depreciation		
At 1 April 2020	1,814	1,814
Charge for the year	4,353	4,353
At 31 March 2021	6,167	6,167
Net book value		
At 31 March 2021	15,595	15,595
At 31 March 2020	19,948	19,948

12 Debtors

	2021 £	2020 £
Trade debtors	80	-
Prepayments	2,512	-
Other debtors	599	-
	3,191	-

13 Cash and cash equivalents

	2021 £	2020 £
Cash on hand	213	156
Cash at bank	108,556	37,344
	108,769	37,500

14 Creditors: amounts falling due within one year

	2021 £	2020 £
Other taxation and social security	-	266
Other creditors	508	-
Accruals	1,189	-
	1,697	266

The Helpful Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

15 Taxation

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

16 Charity status

The charity is a company limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

17 Related party transactions

There were no related party transactions in the year.

The Helpful Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

18 Funds

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Unrestricted funds					
<i>General</i>					
General Fund	39,423	89,550	(25,599)	(26,960)	76,414
<i>Designated</i>					
Vehicle Maintenance	-	-	-	6,167	6,167
Charity Development	-	-	-	5,000	5,000
	<u>-</u>	<u>-</u>	<u>-</u>	<u>11,167</u>	<u>11,167</u>
Total Unrestricted funds	<u>39,423</u>	<u>89,550</u>	<u>(25,599)</u>	<u>(15,793)</u>	<u>87,581</u>
Restricted funds					
Joint projects	-	12,490	(5,923)	-	6,567
St. Helens	-	30,131	(25,161)	-	4,970
Befriending	6,200	29,706	(20,644)	-	15,262
Transport	11,559	13,155	(16,823)	-	7,891
Practical Services	-	29,670	(45,463)	15,793	-
Activities	-	15,165	(11,578)	-	3,587
	<u>17,759</u>	<u>130,317</u>	<u>(125,592)</u>	<u>15,793</u>	<u>38,277</u>
Total restricted funds	<u>17,759</u>	<u>130,317</u>	<u>(125,592)</u>	<u>15,793</u>	<u>38,277</u>
Total funds	<u>57,182</u>	<u>219,867</u>	<u>(151,191)</u>	<u>-</u>	<u>125,858</u>

The transfer from the General fund to the Practical Services fund is to cover the deficit on this activity.

The transfer from the General fund to the Designated funds represents amounts which trustees agreed to designate for specific purposes.

The specific purposes for which the funds are to be applied are as follows:

The Voluntary Transport Fund enables the charity to offer a life line to those without their own transport and unable to access public transport by offering lifts.

The Practical Services Fund provides practical support for example gardening, decorating, odd jobs and home support.

Activities enables a variety of activities to take place on a weekly and under and monthly basis.

Befriending enables the charity to offer a lifeline to those who are affected by isolation and the resultant impact on their health and well-being.

St. Helens - weekly luncheon club which offers a hot 2 course meal, social interaction and activities, such as bingo, quizzes etc.

Joint projects offer The Helpful Bureau the opportunity to engage with the wider community offering services such as intergenerational crafting, IT skills and community event and awareness campaigns.

The Helpful Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

These are the figures for the previous accounting period and are included for comparative purposes:

	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Balance at 31 March 2020 £
Unrestricted funds				
<i>General</i>				
General Fund	52,821	15,893	(29,291)	39,423
Restricted funds				
Befriending	-	10,000	(3,800)	6,200
Transport	-	40,259	(28,700)	11,559
Practical Services	-	57,312	(57,312)	-
Activities	-	15,076	(15,076)	-
Total restricted funds	-	122,647	(104,888)	17,759
Total funds	52,821	138,540	(134,179)	57,182

19 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	2021 Total funds
	General £	Designated £	£	£
Tangible fixed assets	15,595	-	-	15,595
Current assets	62,516	11,167	38,277	111,960
Current liabilities	(1,697)	-	-	(1,697)
Total net assets	76,414	11,167	38,277	125,858

	Unrestricted funds		Restricted funds	2020 Total funds
	General £		£	£
Tangible fixed assets	19,948		-	19,948
Current assets	19,741		17,759	37,500
Current liabilities	(266)		-	(266)
Total net assets	39,423		17,759	57,182