HELPING HANDS COMMUNITY TRUST

England & Wales · Charity number 1093415

Details

Status	Registered
Legal form	Charitable company
Company number	04343050
Registered	2002-08-14
Register	View on the Charity Commission register

Contact

Address	50e Blaby Road South Wigston South Wigston Leicester LE18 4SD
Phone	01162782001
Email	adavies@helpinghandscentre.co.uk
Website	www.helpinghandsadvice.co.uk

Activities

Objects: 1) TO ALLEVIATE HARDSHIP AND TO RELIEVE POVERTY, SICKNESS AND DISTRESS WITHIN THE GEOGRAPHICAL AREA OF THE COUNTY OF LEICESTERSHIRE AND IN PARTICULAR BUT NOT EXCLUSIVELY THE AREAS OF OADBY AND WIGSTON.II) TO PROMOTE THE BENEFIT OF THE INHABITANTS OF THE AREA OF BENEFIT WITHOUT DISCRIMINATION BY ASSOCIATING TOGETHER THE SAID INHABITANTS AND TH LOCAL AUTHORITIES, VOLUNTARY AND OTHER ORGANISATIONS IN A COMMON EFFORT TO ADVANCE EDUCATION, PROVIDE ADVICE AND TO PROVIDE FACILITIES IN THE INTERESTS OF SOCIAL WELFARE FOR RECREATION AND LEISURE-TIME OCCUPATION AND FOR ANY SUCH CHARITABLE PURPOSES AS THE TRUSTEES SHALL DECIDE.

Activities: Helping Hands Advice Centre offers free advice, support, advocacy and practical support. Based in Oadby & Wigston we run daily drop in surgeries across the Borough and work alongside local foodbanks and community hubs to ensure our face to face service is as accessible as possible. We provided both form filling and tribunal support as required. We work with various partner organisations.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** COUNTY OF LEICESTERSHIRE AND IN PARTICULAR BUT NOT EXCLUSIVELY TTHE AREAS OF OADBY AND WIGSTON
- Leicestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£406,798	£473,400	-	-
2024-03-31	£394,237	£334,377	-	-
2023-03-31	£195,121	£210,499	-	-
2022-03-31	£175,114	£172,255	-	-
2021-03-31	£204,762	£156,486	-	-

Trustees

Name	Role	Appointed
NIGEL SWAN	Chair	2012-01-11
Anita Baldwin		2025-04-04
Claire Flinders		2022-10-14
LESLEY THORNTON		
Nazma Mulla		2025-04-04
Nicholas John Sumner		2021-10-08
RAYMOND GREEN		2012-01-11
REVEREND LESLIE GRAYSON GILL		
Ranjoth Singh Johal		2025-04-04
Simon Howes Mr		2025-11-12

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HELPING HANDS COMMUNITY TRUST

England & Wales - Charity number 1093415

Accounts



Helping Hands

Free, caring, professional advice

Helping Hands Community Trust

Annual Report & Accounts

6th April 2024 to 5th April 2025

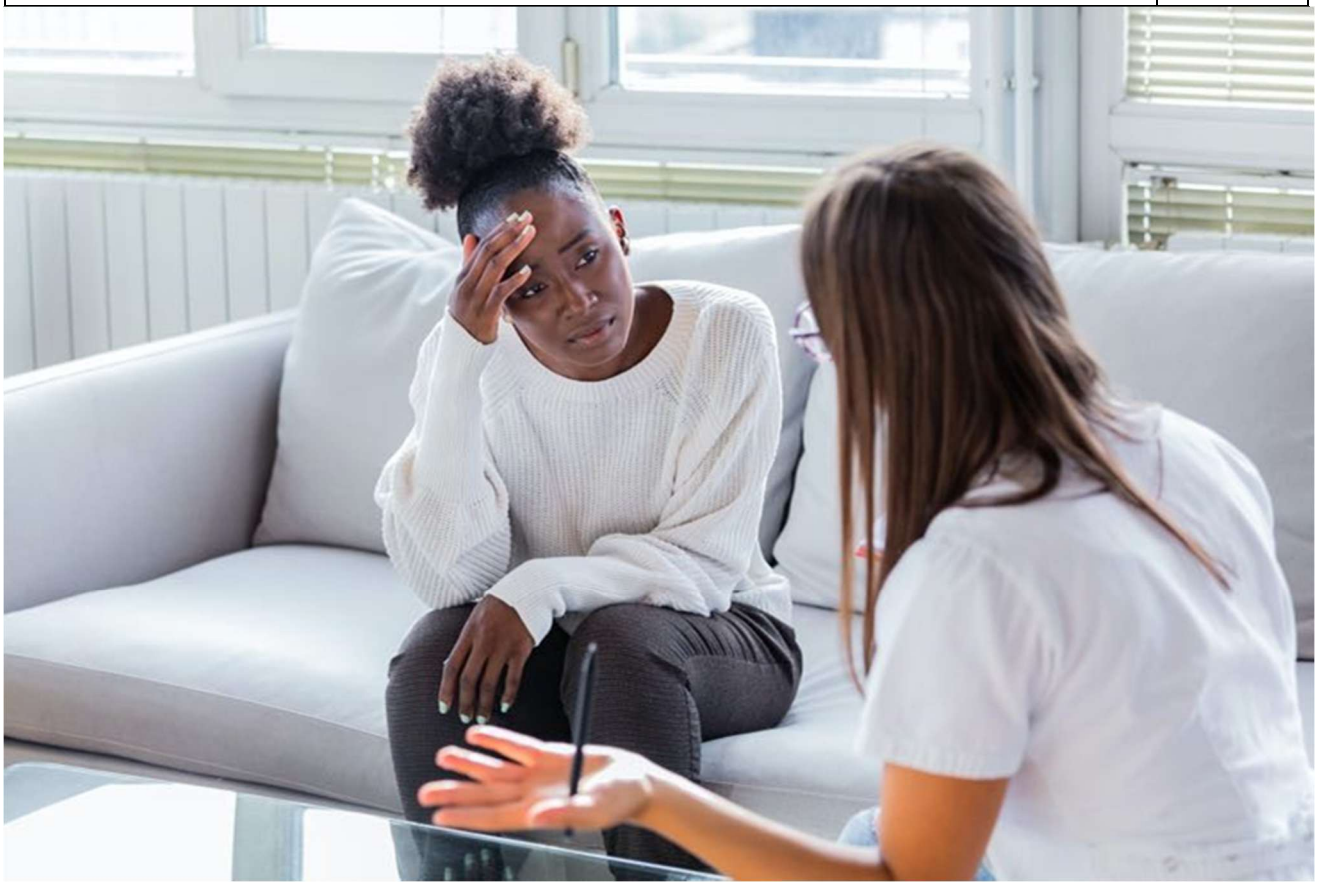
Charity No.: 1093415

Company No.: 04343050

The Trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity for the year ending 5th April 2025 which are also prepared to meet the requirement for a directors' report and accounts for the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities; Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK & Republic of Ireland (FRS 102) (effective 1 January 2015)

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Chair's Report



Nigel Swan
Chair of Trustee Board
nswan@helpinghandscentre.co.uk

It's been another busy year for the Trust. One that saw us move from our long term home (66-68 Blaby Road) to our new home (50e Blaby Road). We had long recognised the shortcomings of our old premises, they presented some barriers to easy access for some and the working conditions were not ideal. We had been considering a move for sometime but the Trustee Board was determined to stay in South Wigston which is a community we are proud to serve and one which has embraced us in all we do. So when the opportunity to move came we felt we needed to move fast (despite not having all the finances in place).

After some initial teething issues we are now very much established in the new offices and we hope that they will provide an improved experience for those coming to seek our help.

The year also saw us appoint a new CEO, Amy Davies, who has embraced the role with enthusiasm and passion which is moving us forward as an organisation.

We are very grateful for all the financial support we receive – whether it is through grants, contracts or donations. Finances remain the biggest challenge we face. We have to ensure that we have sufficient income to maintain our operation, to pay our wonderful team and to give our volunteers the support they need.

We know the financial pressures many are facing, and we are experiencing similar issues (in common with all other charities). So thank you to everyone who has supported us financially throughout the year (more details provided later in this report)

I'd like to thank all the Trustees for their ongoing support. There were no changes to the Board during the reporting year, but in the current year we have welcomed Ranjoth Johal, Nazma Sayani-Mulla and Anita Baldwin to the Board, which is very exciting. We have also said goodbye to our great supporter, Kathy Oliveira as a Trustee but she continues to support us through her volunteer work specifically on tribunals.

You will see reference in this report to the new strategy we are implementing. This is being explained and rolled out from the Autumn of 2025. It makes a significant development for us.

This year we are also producing our first Impact Report for the year 2024/25, with the help of De Montfort University. We hope that this will 'bring alive' the work we do and will be useful to our funders, supporters, partners and team members

This recognises the need not only to diversify our income streams but the areas within which we operate. Our ongoing contract with Leicester South Foodbank/Trussell has shown us that outreach work needs to be developed to reach those people who may not feel comfortable in entering an advice centre. This is an area we are looking to increase.

So I hope that you find this report informative (I'd encourage you to see out Impact Report in conjunction with this) and if you have any questions then please let me or Amy know.

If you are keen to support us through finances or volunteering then again let us know.

Together we can work to create a thriving community

Nigel Swan

Chief Executive Officer Report



Amy Elizabeth Davies
CEO
adavies@helpinghandscentre.co.uk

This report covers April 2024 to March 2025—my first year since joining Helping Hands Community Trust as Chief Executive in May 2024. I'm deeply grateful to our Board of Trustees and our brilliant team for giving me this opportunity to be part of this amazing work.

It has been a year shaped by a shifting political landscape and welfare changes that continue to impact the people we serve. We've seen sustained pressure from Universal Credit migration, complex form-filling, and appeals—alongside growing need linked to the cost of living and the toll on people's mental health. Digital exclusion remains a persistent barrier. Demand is forever present on our services, from general advice and specialist support around benefits and debt, advice delivered in food banks, to our tribunal services for those who need a strong advocate at their side. In this context, our commitment is clear: we provide free, independent, and non-judgmental advice that tackles the root causes of hardship—listening with compassion, giving hope, and delivering practical solutions that empower people to thrive.

This year, I'm proud that we successfully completed our AQS audit this year recognition of the quality and consistency of our advice. A big milestone was moving into our new office, giving us a brighter, friendlier and more inclusive space. We have been busy raising our profile and getting the word out about what we do! This year has laid strong foundations, and our new strategy launching in the Summer of 2025 will build on them. Funding is a challenge across the VCSE sector, more than ever! However, we continue to push forward, fighting to support those who need it most.

What makes HHCT special is our people. Every day, our employees and dedicated volunteers sit with people—without judgement—and listen first. They offer hope, empower choice, and stick with people with a tenacious kindness that defines our community. To each of you: thank you.

Partnerships are how communities move forward. I'm proud of the way we work together with other charities and organisations, especially with Leicester South Foodbank and the Trussell Trust—to help break the cycle of food poverty. The local businesses that support us through time spent or funds raised, such as Michael Hill

Partnership, we really could not do it without them, and building these relationships in our new strategy 2025-2030 will echo the foundations of this success. Our heartfelt thanks to our funders—The National Lottery, Oadby & Wigston Borough Council, and Cadent—whose support makes this work possible. And a huge thank you to everyone who donates to our cause; your generosity changes lives.

Our vision is for communities where everyone has the confidence, tools, and opportunities to thrive—free from poverty, deprivation, and isolation. If you want to know more about what we do and how you can get involved, please reach out – together we can all help communities to thrive.

Amy E Davies.

Who We Are

Helping Hands Community Trust has been part of the community for over 28 years.
We started in 1997 through a joint initiative between Oadby & Wigston Borough Council, churches and the local community following a 'needs survey' that identified the need for independent, professional, free advice within the Borough
Since then we have developed our services to meet the changing needs of those needing help.

But our focus on **face to face, holistic support** has not changed

Although we have recently been a significant strategy review (to be formally launched later in 2025) our core objectives remain unchanged.

We believe that we need to be **alongside** those reaching out for help. We are the **neighbour who pulls up a chair**, makes sense of the forms and pushes every door until the right help lands.

We listen first, acting next

We believe in the local community, a place to belong, where all have the right to thrive.
The services we offer are:

- **Drop-in Support:** Our main South Wigston office (now at 50e Blaby Road) on Mondays, Wednesdays, and Fridays from 10am to 1pm for expert advice and guidance on a range of issues. Then on a Tuesday in Oadby and a Thursday in Wigston.
- **Foodbank Outreach**: In partnership with LSFB, we attend local foodbanks to offer welfare and debt advice, helping break the cycle of food poverty.
- **Utilita Giving (One Call, That's All):** Our newest initiative, delivered alongside four other Leicester-based charities, offers outreach support for individuals struggling with fuel or food poverty. We provide practical advice and well-being support to help people regain stability.
- **Mental Health Recovery:** We offer a dedicated mental health recovery coach (volunteer) to assist individuals managing their well-being while dealing with issues like debt, housing, and welfare.
- **Tribunal Support:** If someone feels they haven't received the right assistance, our tribunal service offers guidance and support.

- **Form Filling Assistance**: Navigating forms and paperwork can be overwhelming. We can help individuals complete documents accurately and efficiently.
- **Partnership Support:** If we can't provide direct assistance, we'll connect people with trusted partners like The Bridge East Midlands and LAMP, who regularly use our premises to provide additional support. We also have solicitors offering free legal advice.
- **Business Club**: We run a monthly business club to support businesses and charities coming together. A community where connections thrive, ideas grow, and success is built together. We think "your business, your community" If businesses thrive, communities thrive. People thrive, communities thrive, businesses thrive.

Through our strategy review we have revisited our mission, vision and purpose. These will run through all we do from 2025 building on the heritage and respect we already have.

Our Vision

Our vision is a community where every individual has the confidence, tools, and opportunities to thrive—free from poverty, deprivation, and isolation.

Our Mission

Our mission is to provide free, independent, and non-judgmental advice that tackles the root causes of hardship.
Through ongoing support, advocacy, and empowerment, we support people to thrive.
We ensure equal access to our services, listening with compassion, giving hope and delivering practical solutions through support and advice.

Our Purpose

To deliver hope, dignity, and a lifeline for individuals in need, so that our neighbours feel seen, valued, and empowered to break free from barriers holding them back

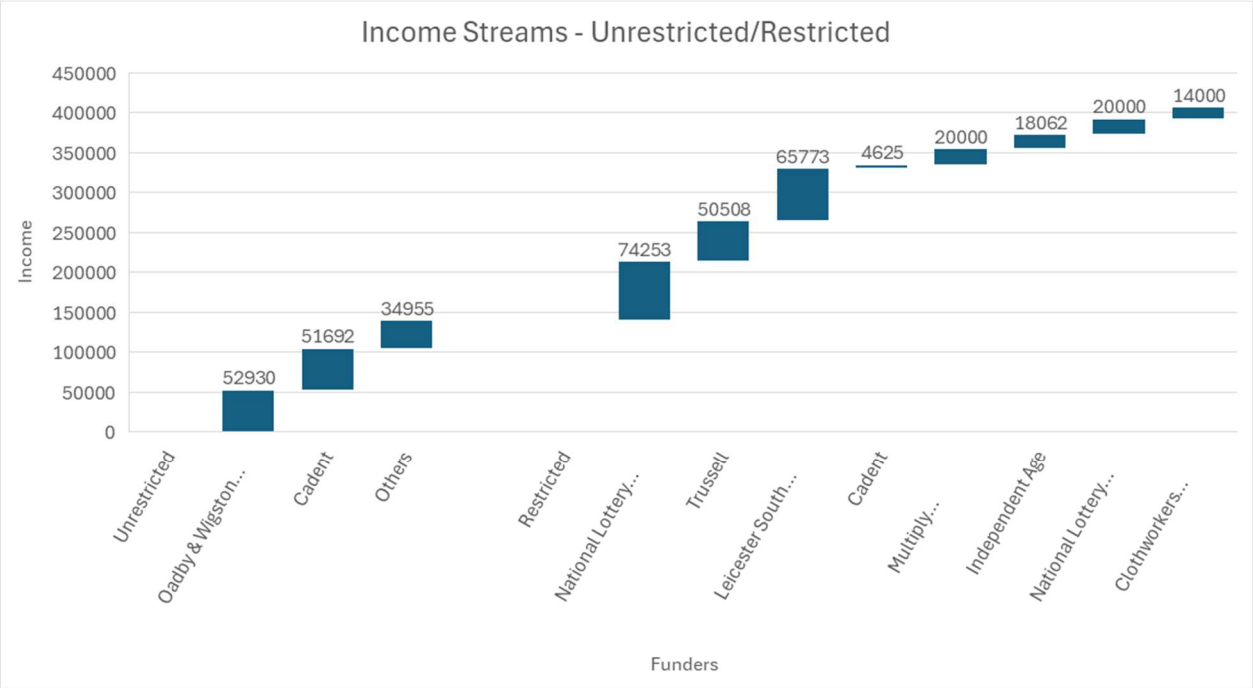
To date, the Trust has helped over 140,000 community members and dealt with more than 250,000 advice enquiries.

Our team comes from within the community – so they understand the pressures that people are facing.
Our team is made up of both paid staff and volunteers (some with lived experience)

The Trust is managed by a Board of Trustees (volunteers). This reflects the needs of the Trust in relation to the governance being both a registered charity and a limited company.

We are delighted that over recent months new Trustees have come onto the Board to broaden its expertise and knowledge which will strengthen us over the coming years.

Our funding comes from a range of sources. As with the sector as a whole this remains the key area of concern for us. Sources of funding have become increasingly scarce and restrictive. With most grants/contracts being short term (1 to 2 years). This creates significant issues with recruitment and staff retention.



Restricted Income

This is funding we receive for specific purposes. This allows us to bring staff in for new projects. Details for this period are

Leicester South Foodbank/Trussell

Employment of a team of welfare benefit/debt advice across the various hubs supported by LSFB. Initially financial support was provided by Trussell but following the successful start up LSFB have supported additional hours for the team. This funding comes to an end in October 2026

Cadent Foundation

Provided support for the now closed mobile food pantry operated by Feed the Hungry. Cadent supported a part time advisor to work with the pantry in Burbage and Earl Shilton. Following the end of the pantry service, Cadent have supported us through contributions to our core costs.

Independent Age

Resourced an advisor working with those over state pensionable age across the communities. The aim of the advisor to do outreach work where people already felt safe – this meant that we worked with various other organisations. Funding was for 12 months and ended in January 2025.

National Lottery (Reaching Communities)

Has provided 2 years of tapered funding to support the introduction of a management team (including our CEO). This has allowed us to develop our current structure which is a great foundation for us moving forward. This funding ends in October 2025.

Multiply (via Leicestershire County Council)

The Multiply project over 3 years was set up to improve numeracy skills. Our worker helped numerous people through supporting budgeting skills and simple accounting. Several outreach events were also arranged. Funding was provided via Leicestershire County Council. This funding ended in March 2025.

National Lottery (Awards for All)/Clothworkers Foundation

Provided vital funding to help us move to our new premises (50e Blaby Road). We opened up our new premises in October 2024.

Unrestricted Funding (core)

Funds received without specific purpose which support team members not directly funded and overheads

Oadby & Wigston Borough Council

Provides funding to help support the daily drop in sessions in the Borough. The current contract is until June 2026 with an option to extend for a further year. The current contract funding is 50% less than the previous contract. Some funding has also been provided through the UK Government UKSPF funds.

Cadent Foundation

Provides significant core funding to support advisor and overhead costs associated with the running of the organisation and the staffing of the drop in service

Others

We are overwhelmed by the support we receive from local organisations, faith groups and individuals. Without this support we could not exist. Many of our clients leave a donation for us too. Some organisations select us as their 'charity of the year' – during this year we have been selected by Brookfield Electric Bowls Club and Oadby Community Choir.

Funding has also been received from Blaby District Council in recognition of the fact that we provide a service to their residents.

Helping Hands Community Trust Team (April 2024 – Mar 2025)

Paid Employees

Amy Davies	Chief Executive Officer (CEO) – started May 2024
Amanda Murgatroyd	Service Delivery Manager
Sally Betteridge	Office Manager – left February 2025
Stacey Major	Mental Health Recovery Coach
Amirah Ali	Receptionist
Emma Hall	Administrator
Nilesh Kotecha	General Advisor
Halimah Rehman	General Advisor
Sarah Riddens	Foodbank Team Leader – started 22nd April 2024
Richard Bray	Debt Advisor
Rupert Ward	Foodbank Team Navigator
Sue Nice	Welfare Benefits Advisor – left March 2025
Saira Khamkar	Debt Advisor
Sophie Clarke	Welfare Benefits Advisor
Ketna Mistry-Chauhan	Outreach Worker – Multiply Project
Andrew Richardson	Outreach Worker – Independent Age – left January 2025

South Wigston (Volunteers)

Tony Watson	Receptionist/Trustee
Lisa Ambler	Receptionist
Penny Barratt	Disability Benefit Specialist
Jane Jackson	Mental Health Recovery Worker
Helen Healy	Appeals/Tribunals administration

Nick Sumner	Form filling/Trustee
Kathy Oliveira	Appeals & Tribunal Specialist

Oadby: Trinity Methodist Church Surgery (Tuesdays) - Volunteers

Lesley Thornton	General Advisor/Trustee
Nigel Swan	Admin Support/Trustee
Peter Howgate	Disability Benefit Specialist
Francis Cullen	Receptionist
Wing Li	Disability Benefit Specialist
Krupa Vadher-Dasani	Generalist Advisor

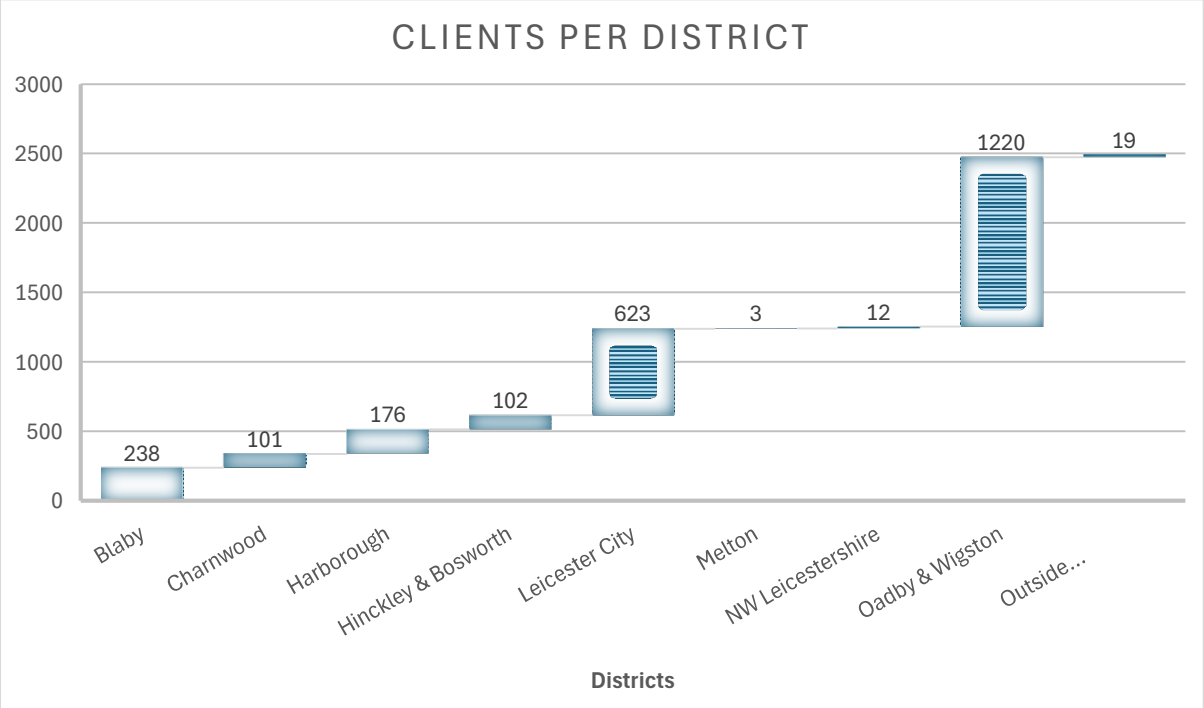
Wigston Magna: Wigston Magna URC Surgery (Thursdays) - Volunteers

Jane Christie	Disability Benefit Specialist
Paula Davenport	Receptionist/Advisor
Mo Heneghan	Disability Benefit Specialist
Navneet Sandhu	Generalist Advisor – started 2nd May 2024

In addition the team support sessions on a regular basis including at:
Leicester South Community Hub (Bell Street, Wigston)
The Well – Kibworth
Pantry Nook (Elliott Hall, South Wigston)
Various Leicester South Foodbanks – city and county

Core Data – April 2024- March 2025

No. of Clients



We continue to see increases in the number of people reaching out to seek help. The total being 2,494.

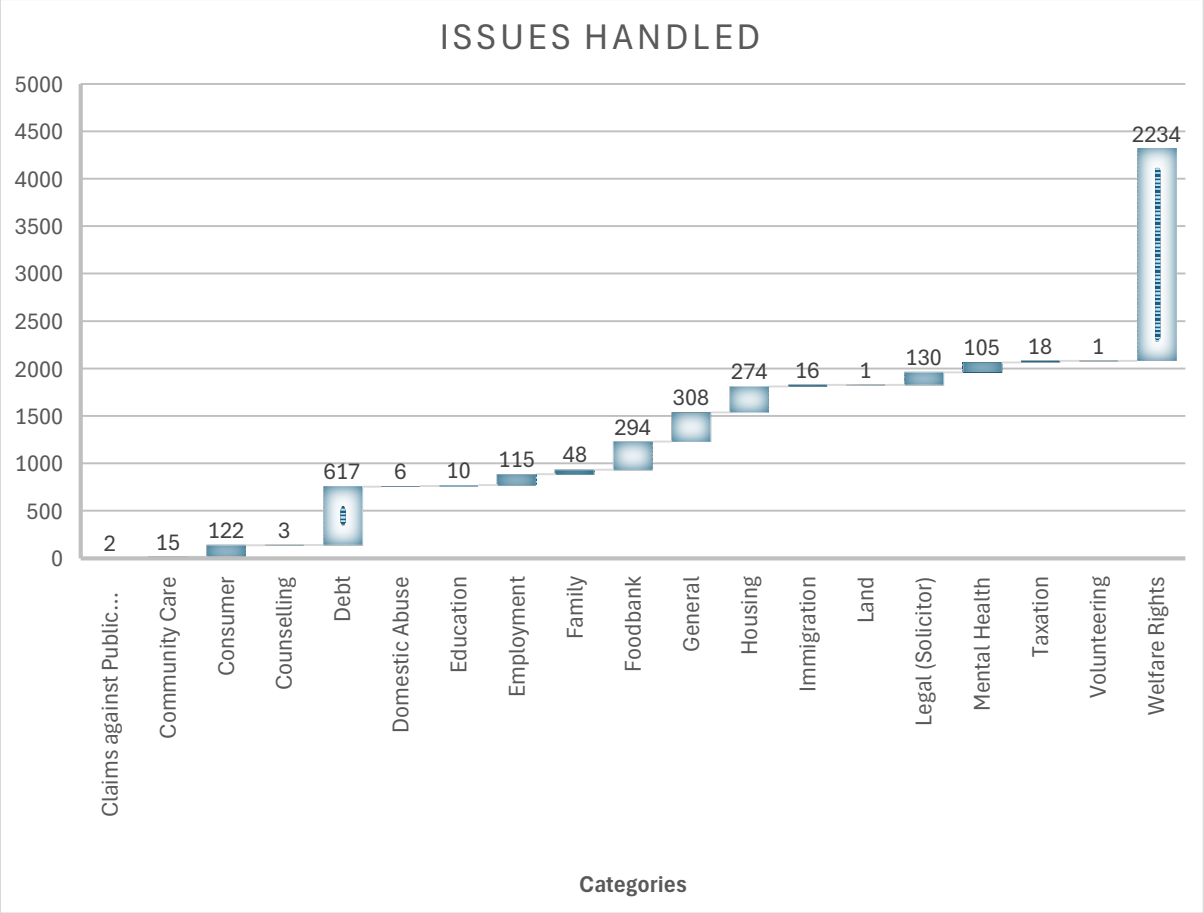
Understandably, with the weekly drop in centres being based within Oadby & Wigston there is a significant number of clients from that District. However, over the years the percentage from the Borough has reduced, with a significant increase in people from the city seeking our support.

Despite Oadby & Wigston being the only authority financially supporting our work we will help anyone seeking our support, where ever they live in Leicestershire

1. Our increasing outreach work means that we are accessing areas outside our historic area. This work will include the team we have with the Leicester South Foodbank (who operate hubs through Leicester and Leicestershire. Our Outreach Worker funded by Independent Age also covered an extensive area
2. Our increasing partnerships with other support agencies in the area means that we are getting more referrals from their work – examples would be The Bridge (a homeless charity based in Loughborough) who now operate a weekly service from our South Wigston office). There is no doubt that being awarded Charity of the Year by VAL in 2023 has increased our profile within the sector

3. Lack of similar provision – post COVID there have been a number of service providers who have either stopped providing a service or have stopped seeing clients face to face. This has meant that we are receiving more contacts from people needing to personal, face to face service. There is no doubt that funding is increasingly difficult to come by, and this is also contributing to the reduction in services locally.
4. The demand for face to face support is significant. People need to feel listened to, respected and loved. This is what we try to do. The issue of digital exclusion and the cost of living crisis is leading people to reach out for our service as they have nowhere else to turn

Our team is skilled to help across a wide range of areas. Many of our clients have more that one problem they need help with



We continue to focus on welfare rights issues but as we now have fully trained debt advisors we are able to help more people with this issue.

Within these numbers are a significant number of form filling appointments – this will include a variety of complex forms such as PIP, Attendance Allowance and Blue

Badge. This work is mainly carried out by our volunteers who provide a really vital service

We also have some brilliant volunteers who help with tribunals. They have built up an exceptional reputation within the tribunal service and continue to win cases for clients who have not had adequate decsions made around their benefits. This is a unique service locally and to protect our team we are limiting the cases we will take on – concentrating on existing clients of Helping Hands.

We are delighted to have support from local solicitrs who can help our clients with specific matters. In particular we are grateful to Vijay Kumar, from Michael Hill and his collegues who support us in the office on a monthly basis. WE also have support from Lawson West remotely.

It is critical that our team of paid and volunteer staff are aware of the latest legislation and the services which are availbale locally.

We are very grateful to our Service Delivery Manage, Mandy Murgatroyd, who works tirelessly to ensure the team have the support they need to be effective in the service they provide.

As a Trust we are grateful to the organistions that support and guide us – these include Advice UK, FCA, NCVO, AQS, Centre of Social Justice, DWP and many more.

Client Profile

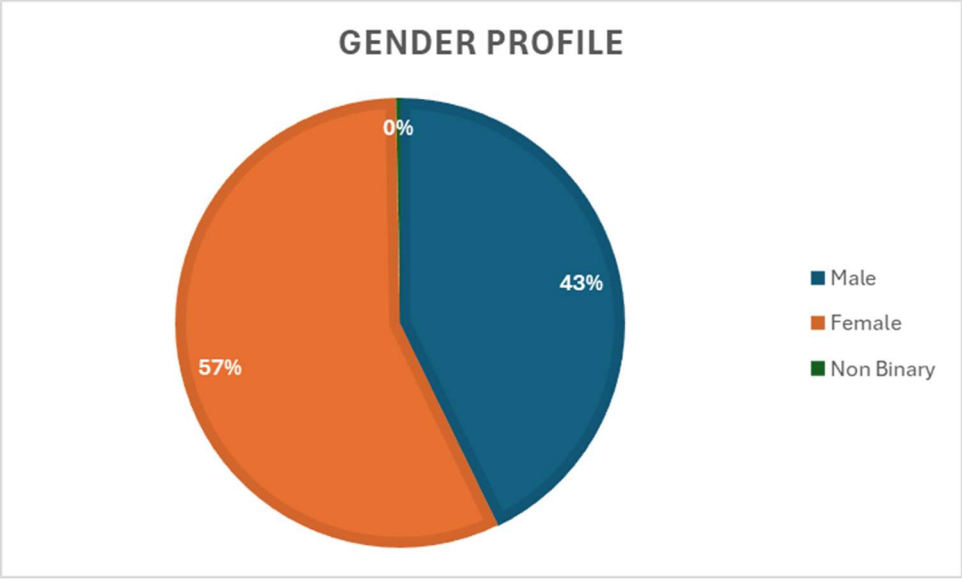
The year has seen a similar profile of clients as previous years. However there are some key points to highlight

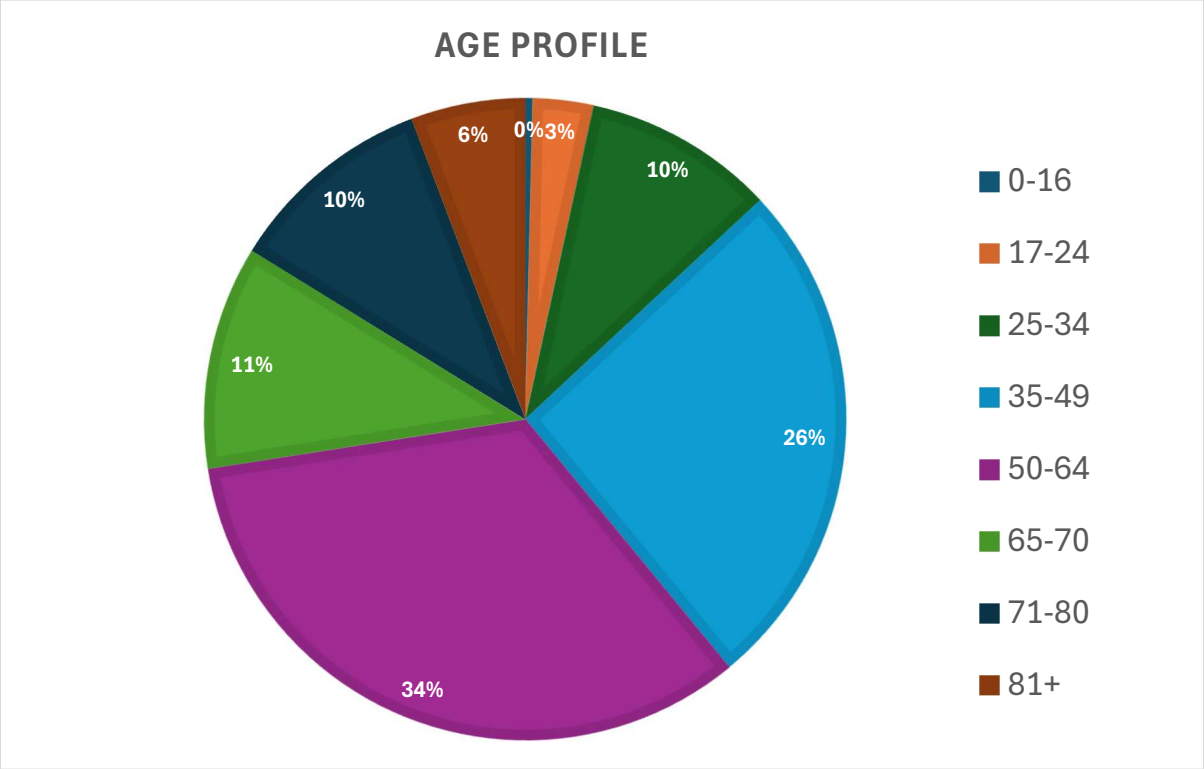
- We continue to see more women than men. This is partly due to an increase in single mothers requiring help to meet their needs, but also as our age profile is geared towards older people (also helped through the work funded through Independent Age) it would be expected that we would see more women.

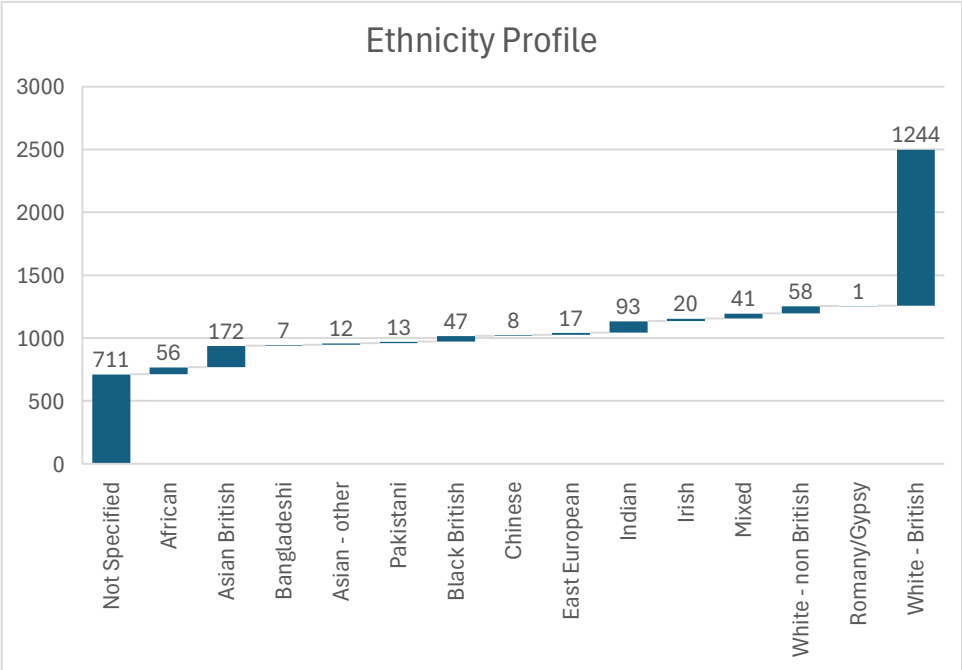
- We do not see many young people. This is perhaps something we need to review throroughly as we know young people are struggling through this cost of living crisis. 61% of our clients are above 50. Many of this age group are coming to terms with ill health (either themselves or their loved ones), moving out of work into pensions and are more likely to be digitally excluded

- Ethnically we are seeing more ethnic groups reaching out to us. This reflects the changing nature of the communtities we serve. Oadby in particualr is becoming more diverse, and the areas of the city we serve have a significant ethnic mixing. We have increased the number of languages our team can

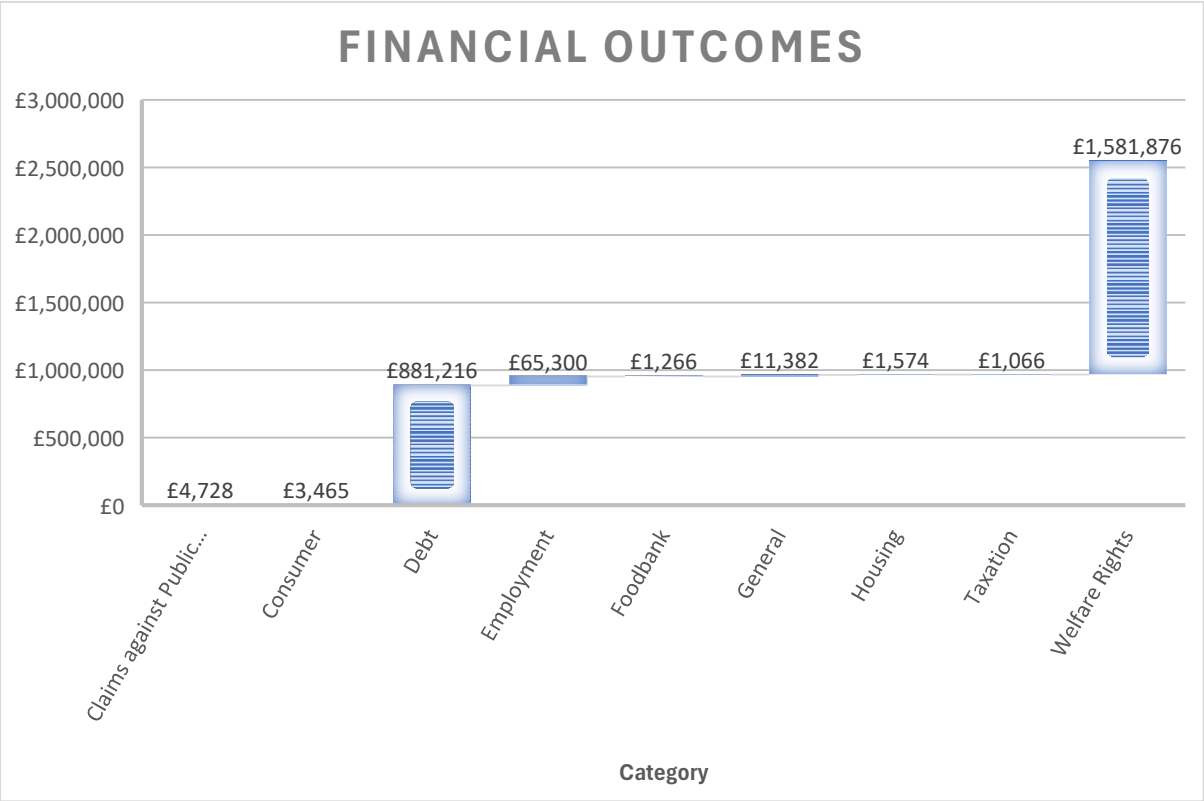
support, but this will need to be continually reviewed to ensure we do not create unintentional barriers to accessing our services.







Financial Outcomes



During the year we have been able to help our clients in obtaining benefits, gaining support for utility bills, council housing relief, furniture purchases, food vouchers, debt relief and many other ways which have allowed our clients to have a better chance to survive financially. This, of course, also benefits the community as a whole as it increases the 'spending power' within the community.

So this is an important ‘gauge’ of our impact. However we want to provide a holistic service. One that empowers, encourages, nurtures those who need our help. We recognise the isolation many in our communities feel and we want to help everyone to thrive. This may have a financial aspect to it, but equally to give someone the confidence to move forward themselves, to provide that listening ear and the knowledge that someone is on their side.

We want to improve our ‘story-telling’ Every week we are encouraged to hear how we are changing lives.

We are aware that we have not been strong in sharing these in a effective manner.

We are working hard to improve this and one aspect of this is that we are producing our first Impact Report this year, with the generous help of DMU. Also our strategy is very much geared to us ‘telling stories’. This brings the work we do to life and it encourages our team to see for themselves the impact of their work

We hope that in the coming months and years this will become an important way in which we celebrate the work we do. In the meantime here are three case studies which demonstrate what we do.

CASE STUDY 1 : Helping people in crisis

"Thanks to Helping Hands, I can breathe again"



SUPPORT: One of the advisors at Helping Hands

Whenever an official-looking letter lands on his doormat, 58-year-old John's (not his real name) chest tightens. His mind races, his hands shake.

Years of battling anxiety, depression, and panic attacks have left him terrified of official letters and their familiar brown envelopes. They are a powerful trigger which often can signal another crisis.

This time, it wasn't just one letter. Two arrived together: One about migrating to Universal Credit, the other a Personal Independence Payment review. For John, it felt like the world closing in.

But instead of facing it alone, he reached out to Helping Hands, where he'd been supported for several months. Within hours, our team had supported him emotionally, practically, and professionally – the embodiment of our By Your Side approach.

We pulled together a team to take the pressure off:

- Our **Mental Health Recovery Coach** stepped in to calm the immediate panic and keep him safe.
- A **PIP specialist** completed the complex forms with him, ensuring accuracy and avoiding delays.
- Our **Welfare Benefits Adviser** contacted the DWP directly, flagging John's vulnerabilities and managing all communication on his behalf.

We also coordinated with the Crisis Team, Cedars Centre, and Samaritans to keep mental health support in place throughout.



Because of this joined-up approach, John successfully migrated to Universal Credit with no loss of income.
His PIP award was upheld in full and he avoided hospital admission and the trauma that usually followed DWP contact.
Most importantly, he stayed stable both emotionally and financially.
This wasn't just about benefits. It was about giving someone their sense of control back.
"I honestly couldn't have done this on my own," John says. "Even picking up the phone to them makes me physically shake.
"Knowing you were dealing with it for me and with me... It means I can actually breathe again."
John now knows he doesn't have to face the system alone. He reaches out early and is building the confidence to handle future reviews with support by his side.

CASE STUDY 2: Dealing with debt stress



STRESS: It would have taken the couple 84 years to repay the amount on the credit cards

A medically retired lady and her husband whose only income was state pension wanted debt help.

When they both were working they took out two credit cards, now their income was limited they couldn't afford the repayments.

They struggled to afford their necessary bills such as Council Tax, rent, food and utilities, the debt repayments were "tipping them over the edge, into the abyss of negative disposable income".

We conducted an Income & Expenditure review of their income and outgoings and discovered that jointly they had a negative disposable income because of the amount they were spending on debt repayments.

Without the crippling debt they could afford to live each month.

They had recently been given £800 by a friend to help, so we approached the creditors and explained that the clients could not afford to continue with the repayments due, mainly to their limited earning potential.

We listed and explained the various medical issues and their effects and the fact these were long term conditions.

We offered the £800 as full and final settlement on the two accounts which the creditors accepted the £800 - as it would have taken at least 84 years to repay if minimal payments would been met each month.

We empowered the client to make the payment herself, get a receipt and save over £21,000.
This couple's retirement is now free of additional debt.

CASE STUDY 3: Support when you need it

Rebuilding life together - Alan and Jenny's story



ADVICE: The couple were able to get back their life

When Alan became too unwell to work in 2019, life for him and his wife, Jenny, quickly became difficult.

They were trying to navigate benefits, debt, and the shock of a sudden change in health but at every turn, the system seemed to close doors rather than open them.

After a visit to another advice service left them confused and unsupported, the couple turned to Helping Hands.

There, they finally found someone who listened and who knew exactly how to help. Our team helped Alan and Jenny access both Universal Credit and Personal Independence Payment (PIP) - benefits they'd previously been told they weren't eligible for.

We guided them through every form and every step, ensuring nothing was missed. We also supported them to set up a Debt Relief Order, clearing years of financial stress.

When Alan later suffered a stroke, leaving him partially sighted and reliant on a wheelchair, we were there again. NHS wheelchair services couldn't help, but we connected him with local charities who could.



Because both Alan and Jenny are dyslexic, filling in official forms and reading correspondence was a major barrier.

Our advisers took care of that ensuring they were never left in the dark, always kept informed, and always treated with dignity.

Today, the couple are financially stable and emotionally stronger. Jenny is caring for Alan full-time, and with the right help in place, they're finally able to focus on life again rather than constant worry.

"If Helping Hands didn't know something, they'd always find out and call us back," says Alan.

"That meant everything knowing someone had our back."

When asked what he's most looking forward to now, Alan says: "I want to get back to a bit of normal life - maybe spend some time fishing again."

Information on Helping Hands Community Trust

The Helping Hands Community Trust is a charitable company limited by guarantee (Number: 04343050), incorporated on 19th December 2001 and registered as a charity on 14th August 2002 (Number 1093415)

The Registered Office: 50e Blaby Road, South Wigston, Leicestershire LE18 4SD

During the year, the Trust operated and co-ordinated all service provision from this main advice centre.

Helping Hands Community Trust
50e Blaby Road,
South Wigston
Leicestershire
LE18 4SD
0116 278 2001

email: office@helpinghandscentre.co.uk
Website: www.helpinghandsadvice.co.uk

The Trustees who are directors for the purpose of company law and Trustees for the purpose of charity law, serving during the year and the date of this report are:

Mr Nigel Swan	Chair of Trustee Board
Rev. Leslie Gill	Vice Chair of Trustees Directors & Treasurer
Mrs. Lesley Thornton	Company Secretary
Mr. Raymond Green	Trustee
Mr. Tony Watson	Lived Experience Trustee
Ms. Kathy Oliveira	Trustee
Mr Nick Sumner	Lived Experience Trustee
Ms Claire Flinders	Trustee

Trust Directors, collectively referred to as the Trustees of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31st March 2025 was eight.

Independent Examiners.

Evolve Accountants and Business Advisors Ltd
Unit 10, Whitwick Business Centre,

Phoenix Park,
Stephenson Industrial Estate,
Coalville,
Leicestershire
LE67 3HB

Bankers

Lloyds B**a**nk**,**
7 High Street
Leicester, LEI 9FS.

The Trust/Company was established on 01 January 1997 under a Memorandum and Articles of Association that established the objects and powers of the charitable company and is governed under its articles of Association.
Company law requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Trust Directors should follow best practice and:

- select suitable accounting policies and then apply them consistently.
- make judgments and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees 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.

As set out in the Articles of Association, new Trustees can be appointed by the Trustees, who may also determine the maximum number of Trustees in General Meeting. One third of Trustees must retire at Annual General Meetings and those shall be the Trustees longest in office; all retiring Trustees are eligible for re-

election. The Trustees currently elect a Chair, a Vice Chair and a Company Secretary from within the Trustee body.

New Trustees are inducted by the Chair of the Trustees as to their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and the financial history of the Trust. Trustees are encouraged to make regular visits to the Advice Centre and other points of service delivery, to meet with staff, volunteers and working partners. Trustees are encouraged to attend appropriate internal and external training events.

Trustees sign both a Declarations of Interests and a Code of Conduct policy.

The Trustees administer the charity. They meet every 6 weeks to discuss all aspects of performance. The Trust employs a Chief Executive Officer (CEO) who has responsibility for the operational matters of the Trust, along with a Service Delivery Manager and an Office Manager. The CEO has delegated authority, within the terms of delegation approved by the Trustees, for operational matters, including HR and quality matters. The was no CEO in post at the end of the financial year, March 2025. Amy Davies joined the Trust as CEO on 1st May 2024.

Financial Management and Financial Control is undertaken by the Chair of Trustees (along with the Treasurer and Finance Trustee) with assistance on the day-to-day book-keeping, payroll and accounting provided by:

Fairfax Tax and Accounts
Stoughton Road,
Oadby,
Leicestershire
LE2 4DS

Risk Management
The Trustees have a Risk Management strategy and matrix that includes annual review of the risks the charity may face, the establishment of systems and procedures to mitigate those risks and the implementation of procedures designed to minimise any potential impact should those risks materialise.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures

are periodically reviewed annually to ensure that they continue to meet the needs of the charity.

Key risks currently identified as:

Service delivery:

- Recruitment and retention of staff (paid and volunteer) due to low rates of pay, part time working and lack of progression opportunities.
- Increasing employment costs which not only increase overall costs but impact our ability to increase pay for our team.
- The funding for the core activity of daily drop in surgeries in Oadby & Wigston
- The inability of some of our client group to change and a revolving door need for advice and support.
- Unrealistic demands placed on services because of a lack of provision e.g. Mental health, domestic abuse.
- Insufficient training opportunities for all members of staff.
- An increasingly difficult funding environment where grants are more specific and geared towards new projects rather than supporting ongoing work.
- The proposed re-organisation of the local authorities and the potential abolition of Oadby & Wigston Borough Council
- Short term nature of grants and contracts leading to uncertainty for the organisation in terms of forward planning.
- The need to diversify funding streams to meet the challenges of reduced grants and local authority support.

Financial Review

Independent Examiners

The Trustees recommend the re-appointment of Evolve Accountants and Business Advisors Ltd as Independent Examiners and a resolution proposing this will be put to the Annual General Meeting.

Reserves

The Trustees have a Reserves Policy, a copy of which is available from the registered office. In brief, this Policy establishes the need for free reserves of at least £25,000 (this being approximately 3 months operating costs) plus a contingency fund of £5,000 to enable the Trust to take advantage of opportunities. This Policy is reviewed annually. Currently the reserves are below the level outlined in the policy and it is the intention to recover this situation from the end of this year, with a full reserve position stabilised within the next 3 years

Investment policy

The Trust is unable to invest at the current time.

Results

The net incoming resources for the year amounted to £394,237 of which £253,449 had specific restrictions placed upon them. The accounts have been prepared on a going concern basis on the assumption that current funding streams will continue, and that new future funding has been secured. The Trustees continue to bid for funding and exploring partnerships and joint working that may allow Helping Hands Community Trust to continue to provide the much-needed services. One of the key responsibilities of the CEO is to identify and secure robust revenue streams.

This report has been prepared in accordance with the Statement of Recommended Practice - Accounting and Reporting by Charities 2015 (The SORP 2015) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the Trust Directors on 24th October 2025 and authorised for issue on its behalf by Nigel Swan (Chair).



Nigel Swan
Chair - Trustee Board of Directors

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF HELPING HANDS COMMUNITY TRUST

I report to the trustees on my examination of the accounts of Helping Hands Community Trust ('the Trust') for the year ended 31 March 2025, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the accompanying notes.

Respective responsibilities of trustees and examiner

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

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants (ACCA).

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

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

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



MR JAMES NIXON FCCA **23 October 2025**
Evolve Accountants and Business Advisors Limited
Unit 10 Phoenix Park
Stephenson Industrial Estate
Telford Way
Coalville
Leicestershire
LE67 3HB

Helping Hands Community Trust - Statement of Financial Activities (including the Income and Expenditure Account for the year ended 31 March 2025, as required by the Companies Act 2006)

		Current year Unrestricted Funds 2025 £	Current year Restricted Funds 2025 £	Current year Total Funds 2025 £	Prior Year Total Funds 2024 £
Income & Endowments from:					
Donations & Legacies	16	20,740	-	**20,740**	8,942
Total Grants for Advice, Information and Support Services	17	170,514	210,534	**381,048**	380,295
Investments	18	10	-	**10**	-
Other	19	5,000	-	**5,000**	5,000
Total income		**196,264**	**210,534**	**406,798**	**394,237**
Expenditure on:					
Charitable activities	20-23	220,535	252,865	**473,400**	334,376
Total expenditure		**220,535**	**252,865**	**473,400**	**334,376**
Net (expenditure)/income for the year		**(24,271)**	**(42,331)**	**(66,602)**	**59,861**
Transfers between funds	12	4,625	(4,625)	-	-
Net income after transfers		**(19,646)**	**(46,956)**	**(66,602)**	**59,861**
Net movement in funds		**(19,646)**	**(46,956)**	**(66,602)**	**59,861**
Total funds brought forward		32,918	76,379	**109,297**	49,436
Total funds carried forward		**13,272**	**29,423**	**42,695**	**109,297**

The 'SORP Ref' indicated above is the classification of income set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the Balance Sheet.

A separate Statement of Total Recognised Gains and Losses is not required as this statement includes all recognised gains and losses.'

All activities derive from continuing operations

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Analysis of prior year total funds, as required by paragraph 4.2 of the SORP

	Prior Year Unrestricted Funds 2024 £	Prior Year Restricted Funds 2024 £	Prior Year Total Funds 2024 £
Income & Endowments from:			
Donations & Legacies	8,942		**8,942**
Total Grants for Advice, Information and Support Services	126,846	253,449	**380,295**
Other	5,000	-	**5,000**
Total income	140,788	253,449	394,237
Expenditure on:			
Charitable activities	115,960	218,416	**334,376**
Total expenditure	**115,960**	**218,416**	**334,376**
Net income for the year	24,828	35,033	**59,861**
Transfers between funds	301	(301)	-
Net income after transfers	25,129	34,732	59,861
Net movement in funds	**25,129**	**34,732**	**59,861**
Reconciliation of funds:-			
Total funds brought forward	7,789	41,647	**49,436**
Total funds carried forward	**32,918**	**76,379**	**109,297**

Helping Hands Community Trust
Income and Expenditure Account for the year ended 31 March 2025 as required by the Companies Act 2006

	2025 £	2024 £
Income		
Income from operations	401,788	389,237
Investment income		
Interest receivable	10	-
Other operating income	5,000	5,000
Gross income in the year before exceptional items	**406,798**	**394,237**
Gross income in the year including exceptional items	**406,798**	**394,237**
Expenditure		
Charitable expenditure, excluding depreciation and amortisation	471,939	333,224
Depreciation and amortisation	960	896
Governance costs	500	256
Realised losses on disposals of social investments which are programme related	-	-
Total expenditure in the year	**473,399**	**334,376**
Net income before tax in the financial year	(66,601)	59,861
Tax on surplus on ordinary activities	-	-
Net income after tax in the financial year	**(66,601)**	**59,861**
Retained surplus for the financial year	**(66,601)**	**59,861**

All activities derive from continuing operations

In accordance with the provisions of the Companies Act 2006, the headings and subheadings used in the Income and Expenditure account have been adapted to reflect the special nature of the charity's activities.

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Balance Sheet as at 31 March 2025

	Notes		2025 £		2024 £
Fixed assets					
Tangible assets	6		8,639		2,686
Current assets					
Debtors	7	15,918		39,924	
Cash at bank and in hand		40,804		75,767	
Total current assets		56,722		115,691	
Creditors: amounts falling due within one year	8	(10,666)		(7,080)	
Net current assets			46,056		108,611
Total assets less current liabilities			54,695		111,297
Creditors: amounts falling due after more than one year	9		(12,000)		(2,000)
The total net assets of the charity			42,695		109,297
The total net assets of the charity are funded by the funds of the charity, as follows:-					
Restricted funds					
Restricted Revenue Funds	12		29,423		76,379
Unrestricted Funds					
Unrestricted Revenue Funds	12		13,272		32,918
Designated Funds					
Total charity funds			42,695		109,297

The 'SORP Ref' indicated above is the classification of Balance Sheet items as set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the SOFA..

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The charity is subject to Independent Examination under charity legislation, and the report of the examiner is on page 27.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Nigel Swan (Chairman)
Trustee
Approved by the board of trustees on 01/08/2025

Helping Hands Community Trust

Cash Flow Statement for the year ended 31 March 2025

		2025 £	2024 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities as shown below	A	(28,060)	24,145
Cash flows from investing activities			
Interest received		10	-
Purchase of property, plant and equipment		(6,913)	(3,582)
Net cash used in investing activities	B	**(6,903)**	**(3,582)**
Cash flows from financing activities			
Net cash provided by financing activities	C	**-**	**-**
Overall cash (used in)/provided by all activities	A+B+C	**(34,963)**	**20,563**
Cash movements			
Change in cash and cash equivalents from activities in the year ended 31 March 2025		(34,963)	20,563
Cash and cash equivalents at 1 April 2024		75,767	55,204
Cash at bank and in hand less overdrafts at 31 March		**40,804**	**75,767**

Helping Hands Community Trust

Reconciliation of net (expenditure)/income to net cash flow from operating activities

Net (expenditure)/income as shown in the Statement of Financial Activities		(66,602)	59,861
Adjustments for :-			
Depreciation charges		960	896
Write downs of investments		-	-
Net losses/(gains) on investment assets		-	-
Dividends, interest and rents from investments		(10)	-
Decrease/(increase) in debtors		24,006	(38,003)
Increase in creditors, excluding loans		13,586	1,391
Net cash (used in)/provided by operating activities	A	**(28,060)**	**24,145**

Analysis of cash and cash equivalents

	2025 £	2024 £
Cash in hand at for the year ended 31 March 2025	40,804	75,767
Total cash and cash equivalents	**40,804**	**75,767**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2025

1 Accounting policies

Policies relating to the production of the accounts.

Basis of preparation and accounting convention
The accounts have been prepared on the accruals basis, under the historical cost convention, and in accordance with the Financial Reporting Standard 102 (effective January 2015)) and 'The FRS102 Statement of Recommended Accounting Practice 2015', (The SORP 2015), and in accordance with all applicable law in the charity's jurisdiction of registration.

Risks and future assumptions

The accounts have been prepared on a going concern basis on the assumption that grant income from funding bodies will continue to be received. The Trust continues to bid for other funds that may be available for Information,Advice and Support Services that serve to empower, enable and assist people in resolving social problems and meet the needs arising from deprivation and poverty.

Policies relating to categories of income and income recognition.

Nature of Income and Income recognition

Income, is received by way of grants, donations and gifts, is recognised in the statement of financial activities (SOFA) on a receivable basis, when a transaction or other event results in an increase in the charity's assets or a reduction in its liabilities and only when the charity has legal entitlement, the income is probable and can be measured reliably.

Income subject to terms and conditions which must be met before the charity is entitled to the resources is not recognised until the conditions have been met.

All income is accounted for gross, before deducting any related fees or costs.

Accounting for deferred income and income received in advance

Where time related conditions are imposed or implied by a funder, then the income is apportioned to the time periods concerned,and, where applicable, is accounted for as a liability and shown on the balance sheet as deferred income. When grants are received in advance of the expenditure on the activity funded by them, but there are no specific time related conditions, then the income is not deferred.

Any condition that allows for the recovery by the donor of any unexpended part of a grant does not prevent recognition of the income concerned, but a liability to any repayment is recognised when repayment becomes probable.

Recognition of liabilities and expenditure

A liability, and the related expenditure, is recognised when a legal or constructive obligation exists as a result of a past event, and when it is more likely than not that a transfer of economic benefits will be required in settlement, and when the amount of the obligation can be measured or reliably estimated..

Liabilities arising from future funding commitments and constructive obligations, including performance related grants, where the timing or the amount of the future expenditure required to settle the obligation are uncertain, give rise to a provision in the accounts, which is reviewed at the accounting year end. The provision is increased to reflect any increases in liabilities, and is decreased by the utilisation of any provision within the period, and reversed if any provision is no longer required. These movements are charged or credited to the respective funds and activities to which the provision relates.

Notes to the Accounts for the year ended 31 March 2025

Volunteers

In accordance with the SORP, and in recognition of the difficulties in placing a monetary value on the contribution from volunteers, the contribution of volunteers is not included within the income of the charity.

Tangible fixed assets

Tangible fixed assets are measured at their original cost value, or subsequent revaluation, or if donated, as described above. Cost value includes all costs expended in bringing the asset into its intended working condition.

Depreciation has been provided at the following rates in order to write off the assets to their anticipated residual value over their estimated useful lives.

Plant and machinery	20	% straight line
Office Equipment	10	% reducing balance

Debtors
Debtors are measured at their recoverable amounts at the balance sheet date.

Creditors and provisions

As required by SORP 10.81, describe the basis on which creditors and provisions for liabilities and charges are recognised and measured

Cash and Bank Balances
Cash held by the charity is included at the amount actually held and counted at the year end. Bank balances, whether in credit or overdrawn, are shown at the amounts properly reconciled to the bank statements.

Leasing and hire purchase contracts and commitments
Rentals paid under operating leases are charged to income on a straight line basis over the lease term.

Pensions

The company is a member of NEST Pension Scheme. Contributions are charged to the profit and loss account as they become payable in accordance with the rules of the scheme.

2 Liability to taxation
As a registered charity, the organisation is exempt from income and corporation tax to the extent that its income and gains are applied towards the charitable objects of the charity and for no other purpose. Value Added Tax is not recoverable by the charity, and is therefore included in the relevant costs in the Statement of Financial Activities.

3 Winding up or dissolution of the charity

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

	2025	2024
	£	£
The net (deficit)/surplus before tax in the financial year is stated after charging:-		
Depreciation of owned fixed assets	960	896
Pension costs	8,428	6,445

Notes to the Accounts for the year ended 31 March 2025

4 Staff costs and emoluments

Salary costs	2025	2024
	£	£
Gross Salaries excluding trustees and key management personnel	307,593	246,165
Employer's National Insurance for all staff	23,450	17,514
Employer's operating costs of defined contribution pension schemes	8,428	6,445
Total salaries, wages and related costs	**339,471**	**270,124**

Numbers of full time employees or full time equivalents	2025	2024
The average number of total staff employed in the year was	9	9

Neither the trustees nor any persons connected with them have received any remuneration from the charity or any related entity, either in the current or prior year.

No employees received emoluments (excluding pension costs) in excess of £60,000 per annum.

5 Remuneration and payments to Trustees and persons connected with them

No trustees or persons connected with them received any remuneration from the charity, or any related entity.

6 Tangible fixed assets

	Land and Buildings	Tenant's Fixtures and Fittings	Office Equipment	Total
	£	£	£	£
Cost				
At 1 April 2024	-	24,386	37,269	61,655
Additions	-	-	6,913	6,913
At 31 March 2025	**-**	**24,386**	**44,182**	**68,568**
Depreciation				
At 1 April 2024	-	24,386	34,583	58,969
Charge for the year	-	-	960	960
At 31 March 2025	**-**	**24,386**	**35,543**	**59,929**
Net book value				
At 31 March 2025	**-**	**-**	**8,639**	**8,639**
At 31 March 2024	**-**	**-**	**2,686**	**2,686**

Notes to the Accounts for the year ended 31 March 2025

7 Debtors	2025	2024
	£	£
Trade debtors	2,258	37,069
Prepayments	4,960	1,355
Other debtors	8,700	1,500
	15,918	**39,924**

8 Creditors: amounts falling due within one year	2025	2024
	£	£
Trade creditors	3,514	794
Accruals	1,060	816
PAYE, NIC VAT and other taxes	4,686	3,868
Other creditors	1,406	1,602
	10,666	**7,080**

9 Creditors: amounts falling due after one year	2025	2024
	£	£
Loan from Trustees	12,000	2,000

10 Income and Expenditure account summary	2025	2024
	£	£
At 1 April 2024	109,298	49,437
(Loss)/surplus after tax for the year	(66,601)	59,861
At 31 March 2025	**42,697**	**109,298**

11 Particulars of how particular funds are represented by assets and liabilities

At 31 March 2025	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	8,639	-	-	**8,639**
Investments at valuation:-				
Current Assets	27,299	-	29,423	**56,722**
Current Liabilities	(10,666)	-	-	**(10,666)**
Long Term Liabilities	(12,000)	-	-	**(12,000)**
	13,272	**-**	**29,423**	**42,695**

At 1 April 2024	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	-
Tangible Fixed Assets	2,686	-	-	**2,686**
Investments at valuation:-				
Current Assets	743	-	76,379	**77,122**
Current Liabilities	(7,080)	-	-	**(7,080)**
Long Term Liabilities	(2,000)	-	-	**(2,000)**
	(5,651)	**-**	**76,379**	**70,728**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2025

12 Change in total funds over the year as shown in Note 11 , analysed by individual funds

	Funds brought forward from 2024	Movement in funds in 2025	Transfers between funds in 2025	Funds carried forward to 2026
		See Note 13		
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	32,918	(24,271)	4,625	**13,272**
Total unrestricted and designated funds	**32,918**	**(24,271)**	**4,625**	**13,272**
Restricted funds:-				
National Lottery	25,369	(5,519)	-	**19,850**
Leicestershire CC Communities Fund (Multiply)	13,931	(256)	-	**13,675**
Leicestershire Communities Fund		-		**-**
Leicester South Trussell Trust Foodbank	7,360	(4,556)	-	**2,804**
LCC Energy Champion	-	-	-	**-**
Leicester South Foodbank Invoices	12,895	(6,979)		**5,916**
Independent Age	12,199	(25,021)		**(12,822)**
Cadent Grant - to cover core costs	4,625		(4,625)	**-**
Total restricted funds	**76,379**	**(42,331)**	**(4,625)**	**29,423**
Total charity funds	**109,297**	**(66,602)**	**-**	**42,695**

13 Analysis of movements in funds over the year as shown in Note 12

	Income	Expenditure	Other Gains & Losses	Movement in funds
	2025	2025	2025	2025
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	196,264	(220,535)	-	**(24,271)**
Restricted funds:-				
National Lottery	74,253	(79,772)	-	**(5,519)**
Leicestershire CC Communities Fund (Multiply)	20,000	(20,256)	-	**(256)**
Leicester South Trussell Trust Foodbank	50,508	(55,064)		**(4,556)**
Leicester South Foodbank Invoices	65,773	(72,752)		**(6,979)**
Independent Age	-	(25,021)		**(25,021)**
	406,798	**(473,400)**	**-**	**(66,602)**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2025

14 The purposes for which the funds as detailed in note 12 are held by the charity are:-

Unrestricted and designated funds:-

Unrestricted revenue funds	These funds are held for the meeting the objectives of the charity, and to provide reserves for future activities, and , subject to charity legislation, are free from all restrictions on their use.
Designated revenue funds	Designated funds are unrestricted funds earmarked by the Trust Directors for particular purposes.

Restricted funds:-

Restricted funds:-	Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund,

15 Ultimate controlling party

The charity is under the control of its legal members.

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2025 as required by the SORP 2015

This analysis is classsified by conventional nominal descriptions and not by activity.

16 Donations and Legacies

	Current year Unrestricted Funds 2025 £	Current year Restricted Funds 2025 £	Current year Total Funds 2025 £	Prior Year Total Funds 2024 £
Donations and gifts from individuals				
Small donations individually less than £1000	7,597	-	**7,597**	4,896
Parker Motor Services	5,000		**5,000**	
1961 Charitable Trust	5,000		**5,000**	
St Peter's Church	1,485	-	**1,485**	1,395
St Paul's Church		-	**-**	1,500
Trust Deed				500
Nigel Swan	300	-	**300**	300
Les Gill	1,000	-	**1,000**	
GWFN Limited	300		**300**	300
Easy Fundraising	58		**58**	51
Total donations and gifts from individuals	**20,740**	**-**	**20,740**	**8,942**

17 Grants for Advice, Information and Support Services

National Lottery	20,000	74,253	**94,253**	**97,495**
Leicestershire CC Communities Fund (Multiply)		20,000	**20,000**	**20,000**
Leicester South Trussell Trust Foodbank		50,508	**50,508**	**64,021**
Oadby and Wigston Borough Council	52,930		**52,930**	**62,569**
			-	
Leicester South Foodbank Invoices		65,773	**65,773**	**33,895**
Cadent - Foodbanks in Burbage and Earl Shilton	51,692		**51,692**	**11,507**
Independent Age	18,062		**18,062**	**18,063**
Clothworkers	14,000		**14,000**	**-**
Leicestershire CC Communities Fund	3,000		**3,000**	**-**
South Wigston Family Syndicate	4,000		**4,000**	**4,000**
The Bridge Loughborough	2,530		**2,530**	**2,805**

Detailed analysis of income and expenditure for the year ended 31 March 2025 as required by the SORP 2015

The Arnold clark Community Fund	1,000		**1,000**	
Groundwork UK	1,125		**1,125**	
Blaby District Council	500		**500**	**1,000**
Chesterton House	875		**875**	**1,000**
			-	
Other Small Grants	800		**800**	
Postcode Places			**-**	**25,000**
Severn Trent Water			**-**	**21,502**
Oadby and Wigston Primary Care Network			**-**	**5,810**
Market Harbough building society			**-**	**4,000**
J D Networks			**-**	**3,000**
Nova Laboratories			**-**	**1,700**
Co-op			**-**	**1,500**
Leicestershire Act Satya Ram			**-**	**1,428**
			-	
Total Grants for Advice, Information and Support	**170,514**	**210,534**	**381,048**	**380,295**
Total Donations, Grants and Legacies	**191,254**	**210,534**	**401,788**	**389,237**

18 Investment income

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2025	2025	2025	2024
	£	£	£	£
Bank Interest Receivable	10	-	**10**	-

19 Other income and gains

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2025	2025	2025	2024
	£	£	£	£
			-	

Employment Allowance and Maternity Allowance	5,000	-	**5,000**	5,000
Total other income	**5,000**	**-**	**5,000**	**5,000**

20 Expenditure on charitable activities - Direct spending

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2025 £	2025 £	2025 £	2024 £
Gross wages and salaries - charitable activities	101,727	205,866	**307,593**	246,165
Employers' NI - Charitable activities	6,325	17,125	**23,450**	17,514
Defined contribution pension costs - charitable	2,777	5,651	**8,428**	6,445
Travel and Subsistence - Charitable Activities	449	3,384	**3,831**	1,644
Marketing and advertising of charitable services	125	1,632	**1,757**	764
Recruitment Costs	230	426	**656**	1,184
Training and Welfare	792	524	**1,316**	1,633
Software and Subsriptions	3,188	3,316	**6,504**	6,199
License and Subscriptions	260	539	**799**	1,551
Direct Advice Costs	130	185	**315**	169
Professional Indemnity insurance	2,178	-	**2,178**	2,497
Costs paid on behalf of beneficiaries	-	850	**850**	4,680
Total direct spending	**118,181**	**239,498**	**357,677**	**290,445**

21 Support costs for charitable activities

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2025 £	2025 £	2025 £	2024 £
Premises Expenses				
Rental- South Wigston Centre	10,191	3,990	**14,181**	12,565
Charges -Oadby/Wigston Magna	1,560	-	**1,560**	1,745
Room Hire	420	338	**758**	315
Light heat and power- South Wigston	2,304	-	**2,304**	2,160
Cleaning and waste management	405	-	**405**	210
Premises repairs, renewals and maintenance	54,975	50	**55,025**	98
Rates including Water Rates	221	-	**221**	-
Contents Insurance	951	-	**951**	519
Administrative overheads				
Postage, stationery and Printing	1,254	1,911	**3,165**	841

Detailed analysis of income and expenditure for the year ended 31 March 2025 as required by the SORP 2015

Software and computer expenses	445	3,564	**4,009**	1,873
Legal and Professional Fees	1,708	1,650	**3,358**	4,083
Meeting and Refreshments Costs	55	204	**259**	-
Telephone and Internet	2,007	1,169	**3,176**	3,069
Health and safety costs	190	-	**190**	-
Sundry expenses	1,939	-	**1,939**	348
Storage Rental	508	304	**812**	-
Minor Equipment	394	72	**466**	896
Equipment Rental	5,685	115	**5,800**	6,054
Staff Entertaining	102	-	**102**	719
Professional fees paid to advisors other than the auditor or examiner				
Accountancy fees other than examination or audit fees	7,200	-	**7,200**	7,200
HR Fees	4,800	-	**4,800**	-
Legal fees	3,481	-	**3,481**	-
Financial costs				
Bank charges	99	-	**99**	84
Depreciation & Amortisation in total for the period	960	-	**960**	896
Support costs	**101,854**	**13,367**	**115,221**	**43,675**

22 Other Expenditure - Governance costs

	Current year Unrestricted Funds 2025 £	Current year Restricted Funds 2025 £	Current year Total Funds 2025 £	Prior Year Total Funds 2024 £
Independent Examiner's fees	500	-	**500**	256

23 Total Charitable expenditure

	Current year Unrestricted Funds 2025 £	Current year Restricted Funds 2025 £	Current year Total Funds 2025 £	Prior Year Total Funds 2024 £
Total direct spending	118,181	239,498	**357,677**	290,445
Total support costs	101,854	13,367	**115,221**	43,675
Total Governance costs	500	-	**500**	256
Total charitable expenditure	**220,535**	**252,865**	**473,398**	**334,376**

Helping Hands Community Trust - Statement of Financial Activities (including the Income and Expenditure Account for the year ended 31 March 2025, as required by the Companies Act 2006)

		Current year Unrestricted Funds 2025 £	Current year Restricted Funds 2025 £	Current year Total Funds 2025 £	Prior Year Total Funds 2024 £
Income & Endowments from:					
Donations & Legacies	16	20,740	-	**20,740**	8,942
Total Grants for Advice, Information and Support Services	17	170,514	210,534	**381,048**	380,295
Investments	18	10	-	**10**	-
Other	19	5,000	-	**5,000**	5,000
Total income		**196,264**	**210,534**	**406,798**	**394,237**
Expenditure on:					
Charitable activities	20-23	220,535	252,865	**473,400**	334,376
Total expenditure		**220,535**	**252,865**	**473,400**	**334,376**
Net (expenditure)/income for the year		**(24,271)**	**(42,331)**	**(66,602)**	**59,861**
Transfers between funds	12	4,625	(4,625)	-	-
Net income after transfers		**(19,646)**	**(46,956)**	**(66,602)**	**59,861**
Net movement in funds		**(19,646)**	**(46,956)**	**(66,602)**	**59,861**
Total funds brought forward		32,918	76,379	**109,297**	49,436
Total funds carried forward		**13,272**	**29,423**	**42,695**	**109,297**

The 'SORP Ref' indicated above is the classification of income set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the Balance Sheet.

A separate Statement of Total Recognised Gains and Losses is not required as this statement includes all recognised gains and losses.'

All activities derive from continuing operations

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Analysis of prior year total funds, as required by paragraph 4.2 of the SORP

	Prior Year Unrestricted Funds 2024 £	Prior Year Restricted Funds 2024 £	Prior Year Total Funds 2024 £
Income & Endowments from:			
Donations & Legacies	8,942		**8,942**
Total Grants for Advice, Information and Support Services	126,846	253,449	**380,295**
Other	5,000	-	**5,000**
Total income	140,788	253,449	394,237
Expenditure on:			
Charitable activities	115,960	218,416	**334,376**
Total expenditure	**115,960**	**218,416**	**334,376**
Net income for the year	24,828	35,033	**59,861**
Transfers between funds	301	(301)	-
Net income after transfers	25,129	34,732	59,861
Net movement in funds	**25,129**	**34,732**	**59,861**
Reconciliation of funds:-			
Total funds brought forward	7,789	41,647	**49,436**
Total funds carried forward	**32,918**	**76,379**	**109,297**

Helping Hands Community Trust
Income and Expenditure Account for the year ended 31 March 2025 as required by the Companies Act 2006

	2025 £	2024 £
Income		
Income from operations	401,788	389,237
Investment income		
Interest receivable	10	-
Other operating income	5,000	5,000
Gross income in the year before exceptional items	**406,798**	**394,237**
Gross income in the year including exceptional items	**406,798**	**394,237**
Expenditure		
Charitable expenditure, excluding depreciation and amortisation	471,939	333,224
Depreciation and amortisation	960	896
Governance costs	500	256
Realised losses on disposals of social investments which are programme related	-	-
Total expenditure in the year	**473,399**	**334,376**
Net income before tax in the financial year	(66,601)	59,861
Tax on surplus on ordinary activities	-	-
Net income after tax in the financial year	**(66,601)**	**59,861**
Retained surplus for the financial year	**(66,601)**	**59,861**

All activities derive from continuing operations

In accordance with the provisions of the Companies Act 2006, the headings and subheadings used in the Income and Expenditure account have been adapted to reflect the special nature of the charity's activities.

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Balance Sheet as at 31 March 2025

	Notes		2025 £		2024 £
Fixed assets					
Tangible assets	6		8,639		2,686
Current assets					
Debtors	7	15,918		39,924	
Cash at bank and in hand		40,804		75,767	
Total current assets		56,722		115,691	
Creditors: amounts falling due within one year	8	(10,666)		(7,080)	
Net current assets			46,056		108,611
Total assets less current liabilities			54,695		111,297
Creditors: amounts falling due after more than one year	9		(12,000)		(2,000)
The total net assets of the charity			42,695		109,297
The total net assets of the charity are funded by the funds of the charity, as follows:-					
Restricted funds					
Restricted Revenue Funds	12		29,423		76,379
Unrestricted Funds					
Unrestricted Revenue Funds	12		13,272		32,918
Designated Funds					
Total charity funds			42,695		109,297

The 'SORP Ref' indicated above is the classification of Balance Sheet items as set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the SOFA..

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The charity is subject to Independent Examination under charity legislation, and the report of the examiner is on page 27.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Nigel Swan (Chairman)
Trustee
Approved by the board of trustees on 01/08/2025

Helping Hands Community Trust

Cash Flow Statement for the year ended 31 March 2025

		2025 £	2024 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities as shown below	A	(28,060)	24,145
Cash flows from investing activities			
Interest received		10	-
Purchase of property, plant and equipment		(6,913)	(3,582)
Net cash used in investing activities	B	**(6,903)**	**(3,582)**
Cash flows from financing activities			
Net cash provided by financing activities	C	**-**	**-**
Overall cash (used in)/provided by all activities	A+B+C	**(34,963)**	**20,563**
Cash movements			
Change in cash and cash equivalents from activities in the year ended 31 March 2025		(34,963)	20,563
Cash and cash equivalents at 1 April 2024		75,767	55,204
Cash at bank and in hand less overdrafts at 31 March		**40,804**	**75,767**

Helping Hands Community Trust

Reconciliation of net (expenditure)/income to net cash flow from operating activities

Net (expenditure)/income as shown in the Statement of Financial Activities		(66,602)	59,861
Adjustments for :-			
Depreciation charges		960	896
Write downs of investments		-	-
Net losses/(gains) on investment assets		-	-
Dividends, interest and rents from investments		(10)	-
Decrease/(increase) in debtors		24,006	(38,003)
Increase in creditors, excluding loans		13,586	1,391
Net cash (used in)/provided by operating activities	A	**(28,060)**	**24,145**

Analysis of cash and cash equivalents

	2025 £	2024 £
Cash in hand at for the year ended 31 March 2025	40,804	75,767
Total cash and cash equivalents	**40,804**	**75,767**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2025

1 Accounting policies

Policies relating to the production of the accounts.

Basis of preparation and accounting convention
The accounts have been prepared on the accruals basis, under the historical cost convention, and in accordance with the Financial Reporting Standard 102 (effective January 2015)) and 'The FRS102 Statement of Recommended Accounting Practice 2015', (The SORP 2015), and in accordance with all applicable law in the charity's jurisdiction of registration.

Risks and future assumptions

The accounts have been prepared on a going concern basis on the assumption that grant income from funding bodies will continue to be received. The Trust continues to bid for other funds that may be available for Information,Advice and Support Services that serve to empower, enable and assist people in resolving social problems and meet the needs arising from deprivation and poverty.

Policies relating to categories of income and income recognition.

Nature of Income and Income recognition

Income, is received by way of grants, donations and gifts, is recognised in the statement of financial activities (SOFA) on a receivable basis, when a transaction or other event results in an increase in the charity's assets or a reduction in its liabilities and only when the charity has legal entitlement, the income is probable and can be measured reliably.

Income subject to terms and conditions which must be met before the charity is entitled to the resources is not recognised until the conditions have been met.

All income is accounted for gross, before deducting any related fees or costs.

Accounting for deferred income and income received in advance

Where time related conditions are imposed or implied by a funder, then the income is apportioned to the time periods concerned,and, where applicable, is accounted for as a liability and shown on the balance sheet as deferred income. When grants are received in advance of the expenditure on the activity funded by them, but there are no specific time related conditions, then the income is not deferred.

Any condition that allows for the recovery by the donor of any unexpended part of a grant does not prevent recognition of the income concerned, but a liability to any repayment is recognised when repayment becomes probable.

Recognition of liabilities and expenditure

A liability, and the related expenditure, is recognised when a legal or constructive obligation exists as a result of a past event, and when it is more likely than not that a transfer of economic benefits will be required in settlement, and when the amount of the obligation can be measured or reliably estimated..

Liabilities arising from future funding commitments and constructive obligations, including performance related grants, where the timing or the amount of the future expenditure required to settle the obligation are uncertain, give rise to a provision in the accounts, which is reviewed at the accounting year end. The provision is increased to reflect any increases in liabilities, and is decreased by the utilisation of any provision within the period, and reversed if any provision is no longer required. These movements are charged or credited to the respective funds and activities to which the provision relates.

Notes to the Accounts for the year ended 31 March 2025

Volunteers

In accordance with the SORP, and in recognition of the difficulties in placing a monetary value on the contribution from volunteers, the contribution of volunteers is not included within the income of the charity.

Tangible fixed assets

Tangible fixed assets are measured at their original cost value, or subsequent revaluation, or if donated, as described above. Cost value includes all costs expended in bringing the asset into its intended working condition.

Depreciation has been provided at the following rates in order to write off the assets to their anticipated residual value over their estimated useful lives.

Plant and machinery	20	% straight line
Office Equipment	10	% reducing balance

Debtors
Debtors are measured at their recoverable amounts at the balance sheet date.

Creditors and provisions

As required by SORP 10.81, describe the basis on which creditors and provisions for liabilities and charges are recognised and measured

Cash and Bank Balances
Cash held by the charity is included at the amount actually held and counted at the year end. Bank balances, whether in credit or overdrawn, are shown at the amounts properly reconciled to the bank statements.

Leasing and hire purchase contracts and commitments
Rentals paid under operating leases are charged to income on a straight line basis over the lease term.

Pensions

The company is a member of NEST Pension Scheme. Contributions are charged to the profit and loss account as they become payable in accordance with the rules of the scheme.

2 Liability to taxation
As a registered charity, the organisation is exempt from income and corporation tax to the extent that its income and gains are applied towards the charitable objects of the charity and for no other purpose. Value Added Tax is not recoverable by the charity, and is therefore included in the relevant costs in the Statement of Financial Activities.

3 Winding up or dissolution of the charity

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

	2025	2024
	£	£
The net (deficit)/surplus before tax in the financial year is stated after charging:-		
Depreciation of owned fixed assets	960	896
Pension costs	8,428	6,445

Notes to the Accounts for the year ended 31 March 2025

4 Staff costs and emoluments

Salary costs	2025	2024
	£	£
Gross Salaries excluding trustees and key management personnel	307,593	246,165
Employer's National Insurance for all staff	23,450	17,514
Employer's operating costs of defined contribution pension schemes	8,428	6,445
Total salaries, wages and related costs	**339,471**	**270,124**

Numbers of full time employees or full time equivalents	2025	2024
The average number of total staff employed in the year was	9	9

Neither the trustees nor any persons connected with them have received any remuneration from the charity or any related entity, either in the current or prior year.

No employees received emoluments (excluding pension costs) in excess of £60,000 per annum.

5 Remuneration and payments to Trustees and persons connected with them

No trustees or persons connected with them received any remuneration from the charity, or any related entity.

6 Tangible fixed assets

	Land and Buildings	Tenant's Fixtures and Fittings	Office Equipment	Total
	£	£	£	£
Cost				
At 1 April 2024	-	24,386	37,269	61,655
Additions	-	-	6,913	6,913
At 31 March 2025	**-**	**24,386**	**44,182**	**68,568**
Depreciation				
At 1 April 2024	-	24,386	34,583	58,969
Charge for the year	-	-	960	960
At 31 March 2025	**-**	**24,386**	**35,543**	**59,929**
Net book value				
At 31 March 2025	**-**	**-**	**8,639**	**8,639**
At 31 March 2024	**-**	**-**	**2,686**	**2,686**

Notes to the Accounts for the year ended 31 March 2025

7 Debtors	2025	2024
	£	£
Trade debtors	2,258	37,069
Prepayments	4,960	1,355
Other debtors	8,700	1,500
	15,918	**39,924**

8 Creditors: amounts falling due within one year	2025	2024
	£	£
Trade creditors	3,514	794
Accruals	1,060	816
PAYE, NIC VAT and other taxes	4,686	3,868
Other creditors	1,406	1,602
	10,666	**7,080**

9 Creditors: amounts falling due after one year	2025	2024
	£	£
Loan from Trustees	12,000	2,000

10 Income and Expenditure account summary	2025	2024
	£	£
At 1 April 2024	109,298	49,437
(Loss)/surplus after tax for the year	(66,601)	59,861
At 31 March 2025	**42,697**	**109,298**

11 Particulars of how particular funds are represented by assets and liabilities

At 31 March 2025	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	8,639	-	-	**8,639**
Investments at valuation:-				
Current Assets	27,299	-	29,423	**56,722**
Current Liabilities	(10,666)	-	-	**(10,666)**
Long Term Liabilities	(12,000)	-	-	**(12,000)**
	13,272	**-**	**29,423**	**42,695**

At 1 April 2024	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	-
Tangible Fixed Assets	2,686	-	-	**2,686**
Investments at valuation:-				
Current Assets	743	-	76,379	**77,122**
Current Liabilities	(7,080)	-	-	**(7,080)**
Long Term Liabilities	(2,000)	-	-	**(2,000)**
	(5,651)	**-**	**76,379**	**70,728**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2025

12 Change in total funds over the year as shown in Note 11 , analysed by individual funds

	Funds brought forward from 2024	Movement in funds in 2025	Transfers between funds in 2025	Funds carried forward to 2026
		See Note 13		
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	32,918	(24,271)	4,625	**13,272**
Total unrestricted and designated funds	**32,918**	**(24,271)**	**4,625**	**13,272**
Restricted funds:-				
National Lottery	25,369	(5,519)	-	**19,850**
Leicestershire CC Communities Fund (Multiply)	13,931	(256)	-	**13,675**
Leicestershire Communities Fund		-		**-**
Leicester South Trussell Trust Foodbank	7,360	(4,556)	-	**2,804**
LCC Energy Champion	-	-	-	**-**
Leicester South Foodbank Invoices	12,895	(6,979)		**5,916**
Independent Age	12,199	(25,021)		**(12,822)**
Cadent Grant - to cover core costs	4,625		(4,625)	**-**
Total restricted funds	**76,379**	**(42,331)**	**(4,625)**	**29,423**
Total charity funds	**109,297**	**(66,602)**	**-**	**42,695**

13 Analysis of movements in funds over the year as shown in Note 12

	Income	Expenditure	Other Gains & Losses	Movement in funds
	2025	2025	2025	2025
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	196,264	(220,535)	-	**(24,271)**
Restricted funds:-				
National Lottery	74,253	(79,772)	-	**(5,519)**
Leicestershire CC Communities Fund (Multiply)	20,000	(20,256)	-	**(256)**
Leicester South Trussell Trust Foodbank	50,508	(55,064)		**(4,556)**
Leicester South Foodbank Invoices	65,773	(72,752)		**(6,979)**
Independent Age	-	(25,021)		**(25,021)**
	406,798	**(473,400)**	**-**	**(66,602)**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2025

14 The purposes for which the funds as detailed in note 12 are held by the charity are:-

Unrestricted and designated funds:-

Unrestricted revenue funds	These funds are held for the meeting the objectives of the charity, and to provide reserves for future activities, and , subject to charity legislation, are free from all restrictions on their use.
Designated revenue funds	Designated funds are unrestricted funds earmarked by the Trust Directors for particular purposes.

Restricted funds:-

Restricted funds:-	Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund,

15 Ultimate controlling party

The charity is under the control of its legal members.

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2025 as required by the SORP 2015

This analysis is classsified by conventional nominal descriptions and not by activity.

16 Donations and Legacies

	Current year Unrestricted Funds 2025 £	Current year Restricted Funds 2025 £	Current year Total Funds 2025 £	Prior Year Total Funds 2024 £
Donations and gifts from individuals				
Small donations individually less than £1000	7,597	-	**7,597**	4,896
Parker Motor Services	5,000		**5,000**	
1961 Charitable Trust	5,000		**5,000**	
St Peter's Church	1,485	-	**1,485**	1,395
St Paul's Church		-	**-**	1,500
Trust Deed				500
Nigel Swan	300	-	**300**	300
Les Gill	1,000	-	**1,000**	
GWFN Limited	300		**300**	300
Easy Fundraising	58		**58**	51
Total donations and gifts from individuals	**20,740**	**-**	**20,740**	**8,942**

17 Grants for Advice, Information and Support Services

National Lottery	20,000	74,253	**94,253**	**97,495**
Leicestershire CC Communities Fund (Multiply)		20,000	**20,000**	**20,000**
Leicester South Trussell Trust Foodbank		50,508	**50,508**	**64,021**
Oadby and Wigston Borough Council	52,930		**52,930**	**62,569**
			-	
Leicester South Foodbank Invoices		65,773	**65,773**	**33,895**
Cadent - Foodbanks in Burbage and Earl Shilton	51,692		**51,692**	**11,507**
Independent Age	18,062		**18,062**	**18,063**
Clothworkers	14,000		**14,000**	**-**
Leicestershire CC Communities Fund	3,000		**3,000**	**-**
South Wigston Family Syndicate	4,000		**4,000**	**4,000**
The Bridge Loughborough	2,530		**2,530**	**2,805**

Detailed analysis of income and expenditure for the year ended 31 March 2025 as required by the SORP 2015

The Arnold clark Community Fund	1,000		**1,000**	
Groundwork UK	1,125		**1,125**	
Blaby District Council	500		**500**	**1,000**
Chesterton House	875		**875**	**1,000**
			-	
Other Small Grants	800		**800**	
Postcode Places			**-**	**25,000**
Severn Trent Water			**-**	**21,502**
Oadby and Wigston Primary Care Network			**-**	**5,810**
Market Harbough building society			**-**	**4,000**
J D Networks			**-**	**3,000**
Nova Laboratories			**-**	**1,700**
Co-op			**-**	**1,500**
Leicestershire Act Satya Ram			**-**	**1,428**
			-	
Total Grants for Advice, Information and Support	**170,514**	**210,534**	**381,048**	**380,295**
Total Donations, Grants and Legacies	**191,254**	**210,534**	**401,788**	**389,237**

18 Investment income

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2025	2025	2025	2024
	£	£	£	£
Bank Interest Receivable	10	-	**10**	-

19 Other income and gains

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2025	2025	2025	2024
	£	£	£	£
			-	

Employment Allowance and Maternity Allowance	5,000	-	**5,000**	5,000
Total other income	**5,000**	**-**	**5,000**	**5,000**

20 Expenditure on charitable activities - Direct spending

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2025 £	2025 £	2025 £	2024 £
Gross wages and salaries - charitable activities	101,727	205,866	**307,593**	246,165
Employers' NI - Charitable activities	6,325	17,125	**23,450**	17,514
Defined contribution pension costs - charitable	2,777	5,651	**8,428**	6,445
Travel and Subsistence - Charitable Activities	449	3,384	**3,831**	1,644
Marketing and advertising of charitable services	125	1,632	**1,757**	764
Recruitment Costs	230	426	**656**	1,184
Training and Welfare	792	524	**1,316**	1,633
Software and Subsriptions	3,188	3,316	**6,504**	6,199
License and Subscriptions	260	539	**799**	1,551
Direct Advice Costs	130	185	**315**	169
Professional Indemnity insurance	2,178	-	**2,178**	2,497
Costs paid on behalf of beneficiaries	-	850	**850**	4,680
Total direct spending	**118,181**	**239,498**	**357,677**	**290,445**

21 Support costs for charitable activities

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2025 £	2025 £	2025 £	2024 £
Premises Expenses				
Rental- South Wigston Centre	10,191	3,990	**14,181**	12,565
Charges -Oadby/Wigston Magna	1,560	-	**1,560**	1,745
Room Hire	420	338	**758**	315
Light heat and power- South Wigston	2,304	-	**2,304**	2,160
Cleaning and waste management	405	-	**405**	210
Premises repairs, renewals and maintenance	54,975	50	**55,025**	98
Rates including Water Rates	221	-	**221**	-
Contents Insurance	951	-	**951**	519
Administrative overheads				
Postage, stationery and Printing	1,254	1,911	**3,165**	841

Detailed analysis of income and expenditure for the year ended 31 March 2025 as required by the SORP 2015

Software and computer expenses	445	3,564	**4,009**	1,873
Legal and Professional Fees	1,708	1,650	**3,358**	4,083
Meeting and Refreshments Costs	55	204	**259**	-
Telephone and Internet	2,007	1,169	**3,176**	3,069
Health and safety costs	190	-	**190**	-
Sundry expenses	1,939	-	**1,939**	348
Storage Rental	508	304	**812**	-
Minor Equipment	394	72	**466**	896
Equipment Rental	5,685	115	**5,800**	6,054
Staff Entertaining	102	-	**102**	719
Professional fees paid to advisors other than the auditor or examiner				
Accountancy fees other than examination or audit fees	7,200	-	**7,200**	7,200
HR Fees	4,800	-	**4,800**	-
Legal fees	3,481	-	**3,481**	-
Financial costs				
Bank charges	99	-	**99**	84
Depreciation & Amortisation in total for the period	960	-	**960**	896
Support costs	**101,854**	**13,367**	**115,221**	**43,675**

22 Other Expenditure - Governance costs

	Current year Unrestricted Funds 2025 £	Current year Restricted Funds 2025 £	Current year Total Funds 2025 £	Prior Year Total Funds 2024 £
Independent Examiner's fees	500	-	**500**	256

23 Total Charitable expenditure

	Current year Unrestricted Funds 2025 £	Current year Restricted Funds 2025 £	Current year Total Funds 2025 £	Prior Year Total Funds 2024 £
Total direct spending	118,181	239,498	**357,677**	290,445
Total support costs	101,854	13,367	**115,221**	43,675
Total Governance costs	500	-	**500**	256
Total charitable expenditure	**220,535**	**252,865**	**473,398**	**334,376**

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF HELPING HANDS COMMUNITY TRUST

I report to the trustees on my examination of the accounts of Helping Hands Community Trust ('the Trust') for the year ended 31 March 2025, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the accompanying notes.

Respective responsibilities of trustees and examiner

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

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants (ACCA).

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

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

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



MR JAMES NIXON FCCA **23 October 2025**
Evolve Accountants and Business Advisors Limited
Unit 10 Phoenix Park
Stephenson Industrial Estate
Telford Way
Coalville
Leicestershire
LE67 3HB

HELPING HANDS COMMUNITY TRUST

England & Wales - Charity number 1093415

Accounts



Helping Hands

Free, caring, professional advice

Helping Hands Community Trust

Annual Report & Accounts

3rd April 2023 to 31st March 2024

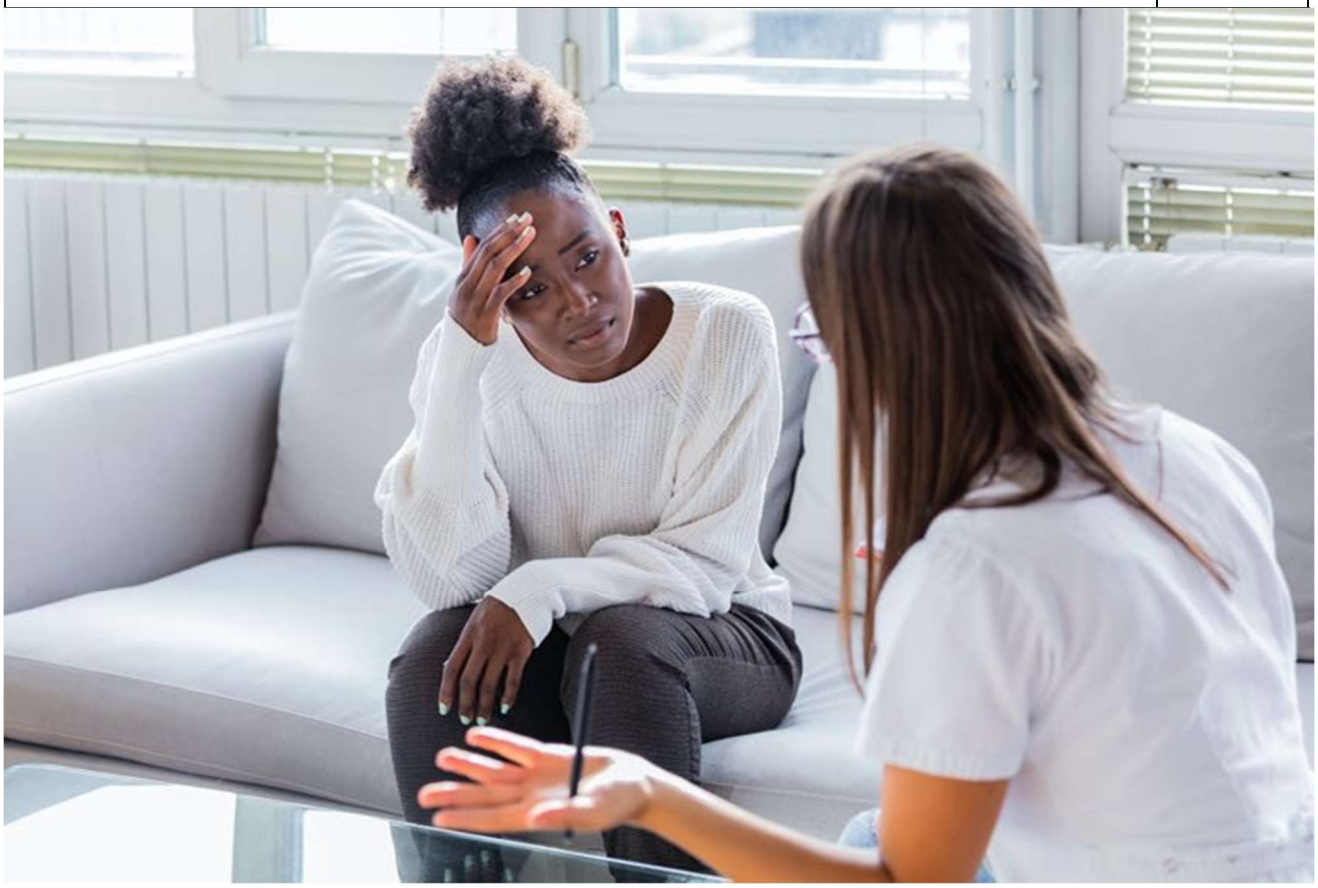
Charity No.: 1093415

Company No.: 04343050

The Trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity for the year ending 31st March 2024 which are also prepared to meet the requirement for a directors' report and accounts for the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities; Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK & Republic of Ireland (FRS 102) (effective 1 January 2015)

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Chair's Report



We continue to help those in our community who are being impacted by the ongoing consequences of the cost of living crisis, the increasingly complex and drawn out processes that those seeking help have to deal with and fact that many are having to reach out for help for the first time in their lives.

On a daily basis we are seeing people who have nowhere else to turn for help and advice, many experiencing a sense of shame for needing the support they are seeking.

As a Trust we are passionate about providing an empathetic, face to face service. One where the client feels valued, respected and listened to. A space where they feel safe and able to open up about all the problems they have.

We are proud that our team of paid and volunteer staff and Trustees continue to passionately support all those who come to us, with compassion, respect and sometimes humour, we are always humbled by the feedback we get from our clients about the service we provide.

As a small, community charity we continue to be challenged around the funding of our service. We are very grateful for the ongoing support from many in the community (faith groups, businesses and individuals) as well as grant making trusts. More information on our funders is contained in this report but without this level of support we could not exist.

It is fair to say that along with many small charities it is becoming increasingly difficult to access adequate funding. Local authorities are under significant budget cuts which is impacting their ability to support and there is a growing trend for other organisations to only support new projects or they focus on larger national charities.

We actively support organisations such as NCVO and Centre of Social Justice who are calling out the funding crisis in the sector. Our voice needs to be heard if we are to continue to support those most in need.

We have however continued to receive financial support for specific projects/services. We believe this is an indication of the quality of service we provide.

We are mid way through the funding from the National Lottery Communities Fund which is enabling us to transition to a more appropriate management structure, including our CEO post.

Our funding through Oadby & Wigston Borough Council is now continuing through to at least 2026 (albeit on reduced terms).

Funding via the national Multiply Project (via Leicestershire County Council) is now in its final year, this has allowed us to provide numeracy support for our clients who need skills to be able to budget for themselves on an ongoing basis.

We have also received funding via Independent Age, an organisation seeking to support those over state pensionable age. This has allowed us to employ an outreach worker who is active in the community ensuring that people have an clear understanding of things such as pension credits. This funding ends in November this year. However the value of having an outreach worker has been seen and we will be looking to identify ongoing funding for such a worker.

We also continue to be funded by Trussell Trust and Leicester South Foodbank to provide benefit and debt advisors in their local foodbanks. This work is to continue into 2026.

On a daily basis I am amazed at the way that our team respond to the challenges they face in helping their clients.

It is the team we have which makes the Trust special.

We are looking at new ways to make things simpler for our team to support their clients, reviewing the systems, processes and policies we have, through ensuring we are offering training that will help them develop in their toles. As part of this we are close to moving to new premises which will improve the working environment in South Wigston.

These are exciting times for the Trust. We have a new CEO, Amy Davies, who is bringing a wealth of experience and ideas to the Trust.

I hope you find this report informative and useful. As ever if you wish to contact me with suggestions, proposal or indeed offers of financial support please do not hesitate in contacting me.

Nigel Swan
Chair of Trustee Board
nswan@helpinghandscentre.co.uk

Service Delivery Manager's Report



We began the financial year by continuing to run an appointment only system at our South Wigston office, until making the decision to return to a drop-in service from June 2023. This was to bring our SW service in-line with our surgeries at The URC in Wigston Magna and at the Trinity Methodist Church in Oadby, to implement consistency across the borough.

Unfortunately, due to Covid-19, DWP were still experiencing a backlog, and claim decisions were taking a lot longer than anticipated, but we have continued to experience a high demand of PIP claims, where form-filling assistance is required. We have been struggling to keep up with the current demand even with six volunteer form fillers, and are still finding a full diary with no availability for approximately 6-weeks. When PIP forms are ordered over the phone, DWP only give clients 2 weeks to complete and return. An extension can be requested, but again, only a further 2 weeks are given, which is still making it almost impossible for us to fulfil the 4-week maximum request unless we have a cancellation available.

We also carried out training for the migration of Child Tax Credits and Working Tax Credits (legacy benefits) administered by HMRC over to DWP Universal Credit. So not only are we dealing with a higher demand for disability form filling, we also have the aftermath of Covid-19 and their backlog of decision making, what seems a never ending cost of living crisis and now DWP have decided to migrate legacy benefits over to Universal Credit, which will take up to 2029 to complete across England.

Many clients were given notice of the changes to HMRC & DWP benefits via a leaflet, explaining the migration process, but some clients thought they were being given a choice, therefore, causing their legacy benefits to stop and being without money. We felt there was a need to advertise this change and to train all staff for the future changes so they would be able to clearly explain the process to our confused and distressed clients.

The migration continues, and the next legacy benefit to move over to Universal Credit will be those receiving Income Related (means-tested) Employment and Support Allowance, and unfortunately, clients will not be given a choice, as it will be a mandatory process for ALL benefit claimants to be on Universal Credit by the end of 2028. DWP have reported a possible change to bring forward those dates by 12 months, so changes could be forced from as early as summer 2024.

For reassurance, no claimant will receive less money than their current legacy benefits, and will be guaranteed the same money for up to 12 months from their transfer date, but this is not eliminating the distress and deterioration of our clients'

mental health, worrying about their benefits and a possible delay where they may be left for weeks without money.

Our mental health recovery coaches have been continuing their essential work with great success, being rewarded positive feedback from clients receiving their vital recovery coaching during very distressing times in their personal lives, and during critical times for the NHS and their reduction of mental health services.

We have also had great success with our appeals and tribunal work, and our two amazing volunteers who spend hours of their own time researching and writing submissions to support and represent our clients at Tribunal.

We also continue to deliver our Multiply Project funded by Leicestershire County Council. Provide welfare benefits and debt advice to Trussell Trust foodbank hubs across Leicester and Leicestershire, funded by Leicester South and Trussell Trust Foodbank. We also secured funding for a third project, delivering welfare benefits and debt advice to clients aged 65+, funded by Independent Age. All three projects have been a great success, and we continue to maintain valuable working partnerships.

Mandy Murgatroyd
Service Delivery Manager
amurgatroyd@helpinghandscentre.co.uk

Overview of the Charity

Background

The Helping Hands Community Trust is a charitable company, limited by guarantee, and was established in 1997 as a Strategic Partnership response to an identified need for easy access to free independent advice, care and support to impoverished and vulnerable people, living within the Borough of Oadby and Wigston, neighbouring villages and rural communities.

To date, the Trust has helped over 140,000 clients and dealt with more than 250,000 advice enquiries. Our paid advisors and volunteers support people face to face to identify and prioritise their needs in relation to specialist advice on welfare benefits and rights, representing clients at appeals and tribunals, debt management and housing and we advocate on behalf of the client, with their consent, with debtors to help reduce their debt. We also have access to free legal advice in relation to employment law, family law – divorce, separation and child contact, personal injury and clinical negligence. Our services are easily accessed and free at the point of delivery.

We are fortunate to be working in places where there are fantastic organisations working to support their communities. We recognise that working closely with other organisations we can help more people across a wider range of subjects.
We work with the Local Area Co-ordinators (LACs), the social prescribing teams working for the local PCNs and the relevant departments within the local councils. We work alongside the foodbank teams working as part of Leicester South Foodbank (part of Trussell), Oadby Foodbank and the Feed the Hungry mobile pantry.

Working alongside such groups allows as to support those who may feel unable to attend a drop in advice centre. We aim to make any referrals/signposting as simple for the client as possible.

Having implemented AdvicePRO, a client information database, the Trust produces reports and statistical analysis of local needs, issues and trends that affect residents. This is crucial to allow us to measure our impact and to help in applying for grants or new funding.

As an advice centre we prioritise face to face support. We believe this helps us to build a relationship with those seeking support, and allows space to understand some of the root causes of the issues they are facing.

We operate daily drop in services in Oadby & Wigston – on a Monday, Wednesday & Friday in South Wigston, on a Tuesday in Oadby, and Thursdays in Wigston Magna. These operate between 10am and 1pm
This is supplemented with booked appointments for more complex issues and form filling.
Other members of our team are based at foodbanks and provide advice on issues around welfare benefits and debt.
We are regularly present at various community events and meetings to offer advice and support.

Our advisers are trained as 'active listeners' and are highly regarded as being 'people centred' professionals, who are considerate, compassionate and inclusive when responding to the needs of clients.

All our services conform to a set of standards, are audited, and accredited by the Advice Quality Standard (AQS). This accreditation is audited every two years. We were successful in renewing our accreditation in June this year.

The Trust is proud to work in the community, having been set up by the community, for the community. It is active in ensuring everyone is aware of the services it provides and that the services are accessible to all.

Mission

Our Vision

"The Trust will engage with residents, partners and stake holders in a social enterprise, where we harness public, commercial, private, faith, charitable and voluntary sector resources, locally and regionally, to advise, empower and protect the interests of vulnerable residents who are socially disadvantaged or excluded by poverty, deprivation, age, unemployment, being homeless, incapacity, poor health, crime, domestic abuse or lack of educational opportunity."

Our Mission Statement

"The mission of the Helping Hands Community Trust is to serve, empower, enable, advise and assist people in resolving social problems and meeting needs arising from deprivation and poverty."

Aims and Objectives

The aims of the Trust are:

- To be people centred and provide access to free, independent, impartial, professional and confidential assistance and advice services. To help alleviate hardship and poverty.

- To be open and accessible and to treat all people fairly by promoting equality, respecting diversity and by challenging harassment and discrimination.
- To provide a compassionate service which follows the client's problems through to conclusion.
- To be proactive in resolving problems rather than signposting clients. We will support them through advocacy, case work and follow through to resolution.
- To empower and enable people to take ownership of their problems and difficulties and support them in working towards their resolution.
- To develop the Trust as a Social Enterprise that informs and shapes social policy.
- To identify and access the 'Social Capital' that is available within the community.

Service Users

Although operating from a base in Oadby & Wigston, the Trust is seeing a widening spread of clients coming to us. This is due to a number of reasons:

- Our work with Leicester South Foodbank and The Well in Kibworth has broadened our reach.
- We border neighbouring areas with significant deprivation – such as Blaby and Leicester City.
- A reduction of similar services which provide face to face support.
- Increasing needs resulting from COVID and the cost-of-living crisis

Staff and Volunteers

The Trust is managed by a Board of Trustees (volunteers). This reflects the needs of the Trust in relation to the governance being both a registered charity and a limited company.

The paid staff are made up of a mixture of part-time and full-time employees along with a group of dedicated and experienced volunteers. We recruit part-time advisors as the role is demanding and draining in terms of emotional resilience. We have the welfare of our staff, volunteers and clients at the heart of everything we do.

Funding is a mix of restricted and unrestricted grants, and we work closely with Trussell Trust and the Leicester South Foodbank, Oadby and Wigston Borough Council and our grant makers such as the National Lottery.

Those funded via the unrestricted funds will tend to be generalist advisors and will operate from one of the weekly drop-in services held in Oadby & Wigston.

Volunteers are critical to the Trust who in return, will also gain new skills and knowledge. Tasks for volunteers range from 'meet & greet,' administration, form filling, mental health support, and tribunal case management. They bring a wide range of experience to the Trust and provide additional support to the paid team. Some of our volunteers have 'lived experience' so know how needed the service is and the impact the charity can have on the local community.

Operations

The core activity of the Trust is based around drop-in sessions 10am to 1pm Monday to Friday. These take place at the South Wigston office (Mondays, Wednesdays & Fridays), Oadby Trinity Church (Tuesdays) and Wigston URC (Thursdays).

In addition to the drop-in services, appointments are made for more complex cases and form filling (PIP, Attendance Allowance etc).

Clients come to us through a variety of ways, with many attending as a result of a recommendation from one of their friends or family who have also been helped by HHCT. People also hear about the services provided on social media and through its partnerships. The Trust also makes use of its website to provide information (www.helpinghandsadvice.co.uk)

The Trust also employs a number of support workers – welfare benefit and debt advisors working with the foodbanks, and a numeracy specialist (working on the Multiply project). It also employs a Mental Health Recovery Worker who works alongside those clients who are struggling to play a full part in society.

We receive referrals from several partners – such as the foodbanks, Oadby & Wigston PCN, The Hub Club, the local Council - for whom we will provide data management reports to demonstrate the actions taken and the benefits achieved.

Helping Hands Community Trust Team (Apr 2023 – Mar 2024)

Paid Employees

Beverley Radcliffe	Chief Executive Officer (CEO) – left 23rd Feb 2024
Amanda Murgatroyd	Service Delivery Manager
Sally Betteridge	Office Manager – started 4th Sept 2023
Stacey Major	Mental Health Recovery Coach
Amirah Ali	Receptionist
Emma Hall	Administrator
Nilesh Kotecha	General Advisor
Halimah Rehman	General Advisor
Rosie Martin	Welfare Benefits Advisor – left 7th March 2024
Richard Bray	Debt Advisor
Rupert Ward	Foodbank Team Navigator
Sue Nice	Welfare Benefits Advisor – started 15th May 2023
Saira Khamkar	Debt Advisor – started 24th July 2023
Sophie Clarke	Welfare Benefits Advisor – started 13th Feb 2024
Ketna Mistry-Chauhan	Outreach Worker – Multiply Project
Andrew Richardson	Outreach Worker – Independent Age – started 29th Jan 2024

South Wigston (Volunteers)

Tony Watson	Receptionist/Trustee
Lisa Ambler	Receptionist – started 3rd July 2023
Penny Barratt	Disability Benefit Specialist
Angela Roberts	Disability Benefit Specialist – started 8th Nov 2023
Jane Jackson	Mental Health Recovery Worker
Helen Healy	Appeals/Tribunals administration started 14th Feb 2024
Nick Sumner	Form filling/Trustee
Kathy Oliveira	Appeals & Tribunal Specialist
Les Gill	Counselling/Trustee (Vice Chair)

Oadby: Trinity Methodist Church Surgery (Tuesdays) - Volunteers

Lesley Thornton	General Advisor/Trustee
Nigel Swan	Admin Support/Trustee
Peter Howgate	Disability Benefit Specialist
Francis Cullen	Receptionist
Wing Li	Disability Benefit Specialist
Krupa Vadher-Dasani	General Advisor

Wigston Magna: Wigston Magna URC Surgery (Thursdays) - Volunteers

Jane Christie	Disability Benefit Specialist
Paula Davenport	Receptionist/Advisor – started 9th Nov 2023
Mo Heneghan	Disability Benefit Specialist – started 14th Sept 2023

In addition the team support sessions on a regular basis including at:
The Hub Club – Kings Centre, Bull Head Street, Wigston
The Well – Kibworth
Oadby Foodbank – Trinity Church, Oadby (fortnightly)
Various Leicester South Foodbanks – city and county
Feed the Hungry mobile pantry – Earl Shilton and Burbage

Core Data – April 2023- March 2024

No. of Clients

Clients			LY
Male	931	42%	660
Female	1262	57%	1020
Non Binary	4	0%	0
Total	2197		1682

Age Range of Clients Seen

			LY	
0-16	9	1%	13	1%
17-24	56	3%	47	3%
25-34	169	10%	116	7%
35-49	436	26%	288	17%
50-64	607	36%	388	23%
65-70	213	13%	367	22%
71-75	120	7%	Incl in 65-70	
76-80	62	4%	Incl in 65-70	
81+	95	6%	Incl in 65-70	
Not Specified	430	26%	463	28%
Total	2197		1682	

Geographical Distribution of Clients

Areas	Clients		2023		2022
Blaby	213	10%	141	8%	9%
Charnwood	93	4%	81	5%	
Harborough	139	6%	99	6%	
Hinckley & Bosworth	47	2%	25	1%	
Leicester City	564	26%	344	20%	25%
Melton	1	0%	1	0%	
NW Leicestershire	13	1%	14	1%	
Oadby & Wigston	1099	50%	947	56%	57%
Out of Leicestershire	28	1%	30	2%	
Total	2197	100%	1682	100%	

Financial Outcomes

	Clients	Outcome
Community Care	15	£18,105
Debt	130	£865,753
Family	2	£16,813
Foodbank	11	£614
General	4	£13,098
Housing	2	£4,890
Tax	1	£370
Welfare Rights	502	£1,760,416
Total	667	£2,680,058

Case Studies

Number 1

Client Profile & Case Background:
CL is a vulnerable single male, 74, living in social housing. He is registered blind and suffered a brain injury following a stroke in 2019, which has affected his memory.
Summary of Issues & Needs Assessment:
Problem: CL has been struggling to keep on top of his finances following his stroke, and the subsequent breakdown of his marriage. Helping Hands have been working with him since 2019, to help him with debt management and with accessing his welfare benefit entitlements.
Resources:
Internal- Offered
Phonecalls and speaking on behalf of the client in calls to the DWP. Being his voice.
Options Discussed, Advice Given & Actions Taken:
Another team member originally helped the CL to apply for Pension Credit over the phone on 25/1/2024. Follow up calls were made to the CL throughout February to check progress, but the CL did not reply. I spoke to the CL 14/3/24 and met with him at HHO on 22/3 to call PC helpline to try and understand why the CL had not anything back about his claim. We were told there was a backlog, but the CL should hear back within 10 working days. As the CL did not hear back from PC we called them again on the 18/4 to chase. We were finally told that the claim had been placed on hold since February pending a residency test: the CL was required to submit evidence of his residency status to the PC office, although they had not communicated this to the CL. The PC office said they would send a letter to the CL, with a pre-paid addressed envelope for the CL to use for his documents. Unfortunately, this letter never arrived and so we called PC again on the 02/5/24 and we were given an address over the phone to which the documents could be sent. I made copies of the relevant documents and sent them to the PC office on behalf of the CL.
Outcome:
After 5 months and wait and four lengthy phone calls, the CL was awarded Pension Credit which was backdated to 26/10/23, giving him a weekly payment of £51.81 and a backdated payment of £1,610.13. The CL was very grateful for our support.

Number 2

1. **Profile of Client:**

60 years old client reached out for help completing her PIP form . Client lost her husband suddenly last year and was struggling with her mental health .

2. **Summary of issues:**

Client had a fall two years ago and had to have an operation on her shoulder . The operation caused a lot of ligament damage and now she can not drive or carry out daily tasks like she once could. She also suffers from depression and anxiety , finding herself alone and overwhelmed after her husband suddenly passed away last year. Client is having intense physio and is currently unable to work .

Client initially approached CAB but they didn't follow her up and I said we would be more than happy to help her to get her forms sorted .

3. **Options Discussed;** Advice Given and Action taken:

Completed the PIP form . Client needed a lot of reassurance throughout as was anxious about any assessment .

I explained the assessment process , helping to put the client at ease.

OUTCOME ;

Client received the daily living component at £68.10 per week with a back pay of £1400. Total outcome of £4941.10

Client said that after coming to the Kings Centre she felt uplifted and would like to help out by volunteering .

Number 3

1. **Profile of Client:**

Client in her early 50's reached out to me for help completing her Pip form . Clients friend , who I had previously undertaken work for advised her to get in touch with me **.**

2. **Summary of issues:**

Clients health has been deteriorating for a few years and she was struggling to carry out her full time job .

Clients health problems were pretty complicated and fundamentally are auto immune related , one affecting the other .

I spoke to the client beforehand and advised her of paperwork I would need as she was under a few different consultants.

3. Options Discussed; Advice Given and Action taken:

Completed the PIP form . To my astonishment client was turned down . Client was deflated and upset . I told client I believed she was entitled and I happily completed an MR- taking time to dissect DWP's explanation of reasons .

This MR letter was finalised and was sent December 2022. We then had a long wait . Client then heard this was to go to appeal . Once again , we completed the relevant papers and waited .

OUTCOME ;

Client had her Tribunal at the end of August 2023 and has won !
Client has been awarded £68.10 per week PIP with £3954.53 back pay.

A total financial outcome of £7, 495.73.

Helping Hands in the Community

Helping Hands Community Trust works in partnership with Oadby and Wigston Borough Council, Oadby and Wigston PCN, Trussell Trust Foodbanks and Leicester South Food Bank. These partnerships are vitally important, helping us reach far more clients in need. The partnerships also alleviate some of the pressures on other services such as the NHS when the needs of clients are better met by HHCT. This holistic approach is truly putting the patient/client at the heart of the services being provided.
We have begun working with the Integrated Care Boards in relation to developing a Leicester, Leicestershire and Rutland (LLR) Health and Wellbeing Plan. We are all too aware of the inequity among its residents.

Health equity is about removing the avoidable and unfair differences in health between different groups of people. Health equity concerns not only peoples' health but the differences in care they receive and the opportunities they have to lead healthy lives.

There are stark gaps in health equity across LLR. A boy born today in our most deprived area could be expected to die up to nearly nine years earlier than a boy born in the least deprived area. Furthermore, people from less affluent areas will be spending a greater proportion of their (often shorter) lives in poor health compared

to people from more affluent parts of our area. We want local people to be healthier, with everyone having a fair chance to live a long life in good health.

Wigston Town has significantly higher numbers of older people living in poverty when compared with Leicestershire and England (16.4% compared with England average at 14.2%)

The average house price is over 8.6 times the mean annual salary of Oadby & Wigston residents, and over 9.3 times the median average salary of Oadby & Wigston residents.

The most common industry worked in is wholesale and retail trade; repair of motor vehicles and motorcycles (19.1%), human health and social work activities (13.2%) and education (12.6%). The most common occupations are lower managerial, administrative and professional occupations at 19.5%.

Wigston Town has significantly higher numbers of older people living in poverty when compared with Leicestershire and England (16.4% compared with England average at 14.2%).

Oadby East MSOA (Middle Layer Super Output Areas) has the highest proportion of Pakistani people in Leicestershire (8%) of the population. This is followed by Oadby South and West (6.7%), Oadby North (6.6%) and Wigston North (4%). Oadby & Wigston has one LSOA (Lower Layer Super Output Areas) in the most deprived quintile, which is within the South Wigston ward – this ward also has two LSOAs within the second most deprived quintile. The other areas within this quintile are again focused around Wigston Fields, Oadby St Peters and the north of Wigston All Saints.

Ongoing Targets and New Plans

Our main targets for 2023 - 2025:

- To create a sustainable funding approach which will ensure the ongoing future of the Trust.
- To broaden the Trustee Board bringing in relevant skills to help the existing Board develop the Trust.

- To implement a more effective IT system which will allow the team to access information and each other while operating over a dispersed area.
- To establish a more streamlined and transparent finance process which will reduce the workload for the team but more importantly provide the Trustee Board with up to date and relevant information upon which they can react.
- To improve the HR processes within the Trust ensuring that our team are well trained and informed and that we are caring for their own well-being. This will include the establishment of a regular programme of team meetings where the Trust can inform the team members (paid and volunteer) of the strategy of the Trust and to celebrate the wonderful work each of them does for the local community.
- To engage with neighbouring authorities to enable them to understand what their residents are seeking support on, and to look at creating contracts with them to provide the resource required.
- To continue the search for more appropriate premises within South Wigston
- To evaluate the appropriateness of our current surgeries in Oadby and Wigston Magna
- To provide training opportunities and development for all team members, particularly in terms of debt.

Challenges for 3 or 5-year period ahead

- Existing challenges of running and managing the charity in relation to overstretched staff and volunteer recruitment and retention, qualified and experienced staff.
- An increasingly competitive context for fundraising along with funding processes which place additional pressure on overstretched staff and trustees and the impact this has on the ability to develop and implement strategic planning.
- The need for more effective collaboration between other charities, businesses, local and national government and health and social care.
- Being viewed as a professional organisation and how this may impact on our performance and reputation.
- Identifying, managing and mitigating risk.

STRATEGY

Short Term

- Following the successful funding application with the National Lottery Communities Fund the Trust has moved forward with its new structure involving the recruitment of a CEO, Administrator and Office Manager.
- The Trust is looking to bed this new structure in to determine potential gaps/overlaps which will impede the moving forward of the Trust.
- The intention is to undertake a full strategic review for the Trust in the last quarter of 2023 to determine the priorities over the coming 3-5 years.

Medium Term Strategy

A review planned for the last quarter of 2023 will either re-confirm the existing priorities/ways of working or challenge them. The review will look at some of the key questions about the way forward, including:

- What are our core activities/strengths?
- Where are we working? – what communities?
- How are we working? – we believe that face to face support is our main form of activity.
- Who do we work with? – what are the key partnerships we need to start, maintain, or grow.
- How do we fund our work? – how do we establish a strong and broad funding foundation that provides a longer-term stability for our service and team members
- How do we ensure people are aware of us – use us, work with us, fund us?

Long Term Strategy

Currently we believe that we need to provide support and advice for those in need and vulnerable in our communities. We provide an empathetic service where clients have time to tell their story and reveal the complexity of the issues they have. We want to ensure that all those who have need to access our service can do so. This means working with other organisations to allow people to know about us and use us.

We believe that our service is increasingly unique in Leicestershire and that there is a requirement for us to seriously consider having a more visible presence across

the City and County.

We also want to review our capability to provide support for people who require a home visit.

Governance

Information on Helping Hands Community Trust

The Helping Hands Community Trust is a charitable company limited by guarantee (Number: 04343050), incorporated on 19th December 2001 and registered as a charity on 14th August 2002 (Number 1093415)

The Registered Office: 66-68 Blaby Road, South Wigston, Leicestershire LE18 4SD

During the year, the Trust operated and co-ordinated all service provision from this main advice centre.

Helping Hands Community Trust
66-68 Blaby Road,
South Wigston
Leicestershire
LE18 4SD
0116 278 2001

email: office@helpinghandscentre.co.uk
Website: www.helpinghandsadvice.co.uk

The Trustees who are directors for the purpose of company law and Trustees for the purpose of charity law, serving during the year and the date of this report are:

Mr Nigel Swan	Chair of Trustee Board
Rev. Leslie Gill	Vice Chair of Trustees Directors & Treasurer
Mrs. Lesley Thornton	Company Secretary
Mr. Raymond Green	Trustee
Mr. Tony Watson	Lived Experience Trustee
Ms. Kathy Oliveira	Trustee
Mr Nick Sumner	Lived Experience Trustee
Ms Claire Flinders	Trustee
Ms Sheena Morgan	Trustee – Finance

Trust Directors, collectively referred to as the Trustees of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31st March 2024 was eight.

Independent Examiners.

Evolve Accountants and Business Advisors Ltd
Unit 10, Whitwick Business Centre,
Phoenix Park,
Stephenson Industrial Estate,
Coalville,
Leicestershire
LE67 3HB

Bankers

Lloyds B**a**nk**,**
7 High Street
Leicester, LEI 9FS.

The Trust/Company was established on 01 January 1997 under a Memorandum and Articles of Association that established the objects and powers of the charitable company and is governed under its articles of Association.

Company law requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Trust Directors should follow best practice and:

- select suitable accounting policies and then apply them consistently.
- make judgments and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees 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.

As set out in the Articles of Association, new Trustees can be appointed by the Trustees, who may also determine the maximum number of Trustees in General Meeting. One third of Trustees must retire at Annual General Meetings and those shall be the Trustees longest in office; all retiring Trustees are eligible for re-election. The Trustees currently elect a Chair, a Vice Chair and a Company Secretary from within the Trustee body.

New Trustees are inducted by the Chair of the Trustees as to their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and the financial history of the Trust. Trustees are encouraged to make regular visits to the Advice Centre and other points of service delivery, to meet with staff, volunteers and working partners. Trustees are encouraged to attend appropriate internal and external training events.

Trustees sign both a Declarations of Interests and a Code of Conduct policy.

The Trustees administer the charity. They meet every 6 weeks to discuss all aspects of performance. The Trust employs a Chief Executive Officer (CEO) who has responsibility for the operational matters of the Trust, along with a Service Delivery Manager and an Office Manager. The CEO has delegated authority, within the terms of delegation approved by the Trustees, for operational matters, including HR and quality matters. The was no CEO in post at the end of the financial year, March 2024. Amy Davies joined the Trust as CEO on 1st May 2024.

Financial Management and Financial Control is undertaken by the Chair of Trustees (along with the Treasurer and Finance Trustee) with assistance on the day-to-day book-keeping, payroll and accounting provided by:

Fairfax Tax and Accounts
Stoughton Road,
Oadby,
Leicestershire
LE2 4DS

Risk Management
The Trustees have a Risk Management strategy and matrix that includes annual review of the risks the charity may face, the establishment of systems and

procedures to mitigate those risks and the implementation of procedures designed to minimise any potential impact should those risks materialise.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed annually to ensure that they continue to meet the needs of the charity.

Key risks currently identified as:

Service delivery:

- Risk to staff, volunteers and clients from violent, aggressive, intoxicated and/or mentally ill clients.
- The need for personal defence and safety awareness.
- The inability of some of our client group to change and a revolving door need for advice and support.
- Staff and volunteers being compromised by clients who are engaged in benefits fraud.
- Cases where there is a conflict of interest.
- Unrealistic demands placed on services because of a lack of provision e.g. Mental health domestic abuse.
- Inappropriate staff or volunteer behaviour negatively influencing the reputation of the Trust.
- Major structural failure of our premises, damaged and/or dangerous equipment.
- Provision and maintenance of fire safety equipment.
- Action to be taken in an emergency.

Financial Review

Independent Examiners

The Trustees recommend the re-appointment of Evolve Accountants and Business Advisors Ltd as Independent Examiners and a resolution proposing this will be put to the Annual General Meeting.

Reserves

The Trustees have a Reserves Policy, a copy of which is available from the registered office. In brief, this Policy establishes the need for free reserves of at least £25,000 (this being approximately 3 months operating costs) plus a contingency fund of £5,000 to enable the Trust to take advantage of opportunities. This Policy is reviewed annually. Currently the reserves are £35,435 which compared with a target of £30,000.

Investment policy

The Trust is unable to invest at the current time.

Results

The net incoming resources for the year amounted to £394,237 of which £253,449 had specific restrictions placed upon them. The accounts have been prepared on a going concern basis on the assumption that current funding streams will continue, and that new future funding has been secured. The Trustees continue to bid for funding and exploring partnerships and joint working that may allow Helping Hands Community Trust to continue to provide the much-needed services. One of the key responsibilities of the CEO is to identify and secure robust revenue streams. Full details of the Trust's achievements during the year can be found in the Chair's Report and the CEO's Report.

This report has been prepared in accordance with the Statement of Recommended Practice - Accounting and Reporting by Charities 2015 (The SORP 2015) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the Trust Directors on 19th July 2024 and authorised for issue on its behalf by Nigel Swan (Chair).



Nigel Swan
Chair - Trustee Board of Directors

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF HELPING HANDS COMMUNITY TRUST

I report on the accounts of the Trust for the year ended 31 March 2024, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the accompanying notes.

Respective responsibilities of trustees and examiner

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

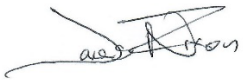
I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- the accounting records were not kept in accordance with section 130 of the Charities Act;

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.



MR JAMES NIXON FCCA **24 October 2024**
Evolve Accountants and Business Advisors Limited
Unit 10 Phoenix Park
Stephenson Industrial Estate
Telford Way
Coalville
Leicestershire
LE67 3HB

Helping Hands Community Trust - Statement of Financial Activities (including the Income and Expenditure Account for the year ended 31 March 2024, as required by the Companies Act 2006)

		Current year Unrestricted Funds 2024 £	Current year Restricted Funds 2024 £	Current year Total Funds 2024 £	Prior Year Total Funds 2023 £
Income & Endowments from:					
Donations & Legacies		135,788	253,449	**389,237**	190,121
Other		5,000	-	**5,000**	5,000
Total income	**A**	**140,788**	**253,449**	**394,237**	**195,121**
Expenditure on:					
Charitable activities		115,960	218,416	**334,376**	210,399
Total expenditure	**B**	**115,960**	**218,416**	**334,376**	**210,399**
Net income/(expenditure) for the year		**24,828**	**35,033**	**59,861**	**(15,278)**
Transfers between funds	**C**	301	(301)	**-**	-
Net income after transfers	**A-B-C**	**25,129**	**34,732**	**59,861**	**(15,278)**
Net movement in funds		**25,129**	**34,732**	**59,861**	**(15,278)**
Total funds brought forward		7,789	41,647	**49,436**	64,714
Total funds carried forward		**32,918**	**76,379**	**109,297**	**49,436**

The 'SORP Ref' indicated above is the classification of income set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the Balance Sheet.

A separate Statement of Total Recognised Gains and Losses is not required as this statement includes all recognised gains and losses.'

All activities derive from continuing operations

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Analysis of prior year total funds, as required by paragraph 4.2 of the SORP

	Prior Year Unrestricted Funds 2023 £	Prior Year Restricted Funds 2023 £	Prior Year Total Funds 2023 £
Income & Endowments from:			
Donations & Legacies	80,116	110,005	**190,121**
Fundraising	-	-	**-**
Other	5,000	-	**5,000**
Total income	85,116	110,005	195,121
Expenditure on:			
Charitable activities	134,695	75,704	**210,399**
Total expenditure	**134,695**	**75,704**	**210,399**
Net income/(expenditure) for the year	(49,579)	34,301	**(15,278)**
Transfers between funds	5,205	(5,205)	**-**
Net income after transfers	(44,374)	29,096	(15,278)
Net movement in funds	**(44,374)**	**29,096**	**(15,278)**
Reconciliation of funds:-			
Total funds brought forward	52,163	12,551	**64,714**
Total funds carried forward	**7,789**	**41,647**	**49,436**

Helping Hands Community Trust
Income and Expenditure Account for the year ended 31 March 2024 as required by the Companies Act 2006

	2024 £	2023 £
Income		
Income from operations	389,237	190,121
Investment income		
Other operating income	5,000	5,000
Gross income in the year before exceptional items	**394,237**	**195,121**
Gross income in the year including exceptional items	**394,237**	**195,121**
Expenditure		
Charitable expenditure, excluding depreciation and amortisation	333,225	209,913
Depreciation and amortisation	896	246
Governance costs	256	240
Realised losses on disposals of social investments which are programme related	-	-
Total expenditure in the year	**334,377**	**210,399**
Net income before tax in the financial year	59,860	(15,278)
Tax on surplus on ordinary activities	-	-
Net income after tax in the financial year	**59,860**	**(15,278)**
Retained surplus for the financial year	**59,860**	**(15,278)**

All activities derive from continuing operations

In accordance with the provisions of the Companies Act 2006, the headings and subheadings used in the Income and Expenditure account have been adapted to reflect the special nature of the charity's activities.

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Balance Sheet as at 31 March 2024

	Notes		2024 £		2023 £
Fixed assets					
Tangible assets	8		2,686		-
Current assets					
Debtors	10	39,924		1,921	
Cash at bank and in hand		75,767		55,204	
Total current assets		115,691		57,125	
Creditors: amounts falling due within one year	11	(7,080)		(5,689)	
Net current assets			108,611		51,436
Total assets less current liabilities			111,297		51,436
Creditors: amounts falling due after more than one year	12		(2,000)		(2,000)
The total net assets of the charity			109,297		49,436
The total net assets of the charity are funded by the funds of the charity, as follows:-					
Restricted funds					
Restricted Revenue Funds	19		76,379		41,647
Unrestricted Funds					
Unrestricted Revenue Funds	19		32,918		7,789
Designated Funds					
Total charity funds			109,297		49,436

The 'SORP Ref' indicated above is the classification of Balance Sheet items as set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the SOFA..

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The charity is subject to Independent Examination under charity legislation, and the report of the examiner is on page 27.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.



Rev. L.G.Gill (Treasurer)
Trustee
Approved by the board of trustees on 29/11/2024

Helping Hands Community Trust

Cash Flow Statement for the year ended 31 March 2024

		2024 £	2023 £
Cash flows from operating activities			
Net cash provided by /(used in) operating activities as shown below	**A**	24,145	(10,356)
Cash flows from investing activities			
Purchase of property, plant and equipment		(3,582)	-
Cash flows from financing activities			
Net cash provided by financing activities	**C**	**-**	**-**
Overall cash provided by /(used in)all activities	**A+B+C**	**20,563**	**(10,356)**
Cash movements			
Change in cash and cash equivalents from activities in the year ended 31 March 2024		20,563	(10,356)
Cash and cash equivalents at 1 April 2023		55,204	65,560
Cash at bank and in hand less overdrafts at 31 March		**75,767**	**55,204**

Helping Hands Community Trust

Reconciliation of net income/(expenditure) to net cash flow from operating activities

Net income/(expenditure) as shown in the Statement of Financial Activities		59,861	(15,278)
Adjustments for :-			
Depreciation charges		896	246
Write downs of investments		-	-
Net gains on investment assets		-	-
Increase in debtors		(38,003)	(3,660)
Increase/(decrease) in creditors, excluding loans		1,391	(2,555)
Net cash provided by /(used in) operating activities	**A**	**24,145**	**(21,247)**

Analysis of cash and cash equivalents

	2024 £	2023 £
Cash in hand at for the year ended 31 March 2024	75,767	55,204
Total cash and cash equivalents	**75,767**	**55,204**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2024

1 Accounting policies

Policies relating to the production of the accounts.

Basis of preparation and accounting convention
The accounts have been prepared on the accruals basis, under the historical cost convention, and in accordance with the Financial Reporting Standard 102 (effective January 2015)) and 'The FRS102 Statement of Recommended Accounting Practice 2015', (The SORP 2015), and in accordance with all applicable law in the charity's jurisdiction of registration.

Risks and future assumptions

The accounts have been prepared on a going concern basis on the assumption that grant income from funding bodies will continue to be received. The Trust continues to bid for other funds that may be available for Information,Advice and Support Services that serve to empower, enable and assist people in resolving social problems and meet the needs arising from deprivation and poverty.

Policies relating to categories of income and income recognition.

Nature of Income and Income recognition

Income, is received by way of grants, donations and gifts, is recognised in the statement of financial activities (SOFA) on a receivable basis, when a transaction or other event results in an increase in the charity’s assets or a reduction in its liabilities and only when the charity has legal entitlement, the income is probable and can be measured reliably.

Income subject to terms and conditions which must be met before the charity is entitled to the resources is not recognised until the conditions have been met.

All income is accounted for gross, before deducting any related fees or costs.

Accounting for deferred income and income received in advance

Where time related conditions are imposed or implied by a funder, then the income is apportioned to the time periods concerned,and, where applicable, is accounted for as a liability and shown on the balance sheet as deferred income. When grants are received in advance of the expenditure on the activity funded by them, but there are no specific time related conditions, then the income is not deferred.

Any condition that allows for the recovery by the donor of any unexpended part of a grant does not prevent recognition of the income concerned, but a liability to any repayment is recognised when repayment becomes probable.

Recognition of liabilities and expenditure

A liability, and the related expenditure, is recognised when a legal or constructive obligation exists as a result of a past event, and when it is more likely than not that a transfer of economic benefits will be required in settlement, and when the amount of the obligation can be measured or reliably estimated..

Liabilities arising from future funding commitments and constructive obligations, including performance related grants, where the timing or the amount of the future expenditure required to settle the obligation are uncertain, give rise to a provision in the accounts, which is reviewed at the accounting year end. The provision is increased to reflect any increases in liabilities, and is decreased by the utilisation of any provision within the period, and reversed if any provision is no longer required. These movements are charged or credited to the respective funds and activities to which the provision relates.

Volunteers

Notes to the Accounts for the year ended 31 March 2024

In accordance with the SORP, and in recognition of the difficulties in placing a monetary value on the contribution from volunteers, the contribution of volunteers is not included within the income of the charity.

Tangible fixed assets

Tangible fixed assets are measured at their original cost value, or subsequent revaluation, or if donated, as described above. Cost value includes all costs expended in bringing the asset into its intended working condition.

Depreciation has been provided at the following rates in order to write off the assets to their anticipated residual value over their estimated useful lives.

Plant and machinery	20	% straight line

Debtors
Debtors are measured at their recoverable amounts at the balance sheet date.

Creditors and provisions

As required by SORP 10.81, describe the basis on which creditors and provisions for liabilities and charges are recognised and measured

Cash and Bank Balances
Cash held by the charity is included at the amount actually held and counted at the year end. Bank balances, whether in credit or overdrawn, are shown at the amounts properly reconciled to the bank statements.

Leasing and hire purchase contracts and commitments
Rentals paid under operating leases are charged to income on a straight line basis over the lease term.

Pensions

The company is a member of NEST Pension Scheme. Contributions are charged to the profit and loss account as they become payable in accordance with the rules of the scheme.

2 Liability to taxation

As a registered charity, the organisation is exempt from income and corporation tax to the extent that its income and gains are applied towards the charitable objects of the charity and for no other purpose. Value Added Tax is not recoverable by the charity, and is therefore included in the relevant costs in the Statement of Financial Activities.

3 Winding up or dissolution of the charity

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

	2024 £	2023 £
The net surplus before tax in the financial year is stated after charging:-		
Depreciation of owned fixed assets	896	246
Pension costs	6,445	3,797

4 Staff costs and emoluments

Notes to the Accounts for the year ended 31 March 2024

Salary costs	2024	2023
	£	£
Gross Salaries excluding trustees and key management personnel	246,165	144,178
Employer's National Insurance for all staff	17,514	9,273
Employer's operating costs of defined contribution pension schemes	6,445	3,797
Trustees' Remuneration as detailed in note 0	-	-
Total salaries, wages and related costs	**270,124**	**157,248**

Numbers of full time employees or full time equivalents	**2024**	**2023**
The average number of total staff employed in the year was	9	10

Neither the trustees nor any persons connected with them have received any remuneration from the charity or any related entity, either in the current or prior year.

No employees received emoluments (excluding pension costs) in excess of £60,000 per annum.

5 Remuneration and payments to Trustees and persons connected with them

No trustees or persons connected with them received any remuneration from the charity, or any related entity.

8 Tangible fixed assets

	Land and Buildings	Tenant's Fixtures and Fittings	Office Equipment	Total
	£	£	£	£
Cost				
At 1 April 2023	-	24,386	33,687	58,073
Additions	-	-	3,582	3,582
At 31 March 2024	**-**	**24,386**	**37,269**	**61,655**
Depreciation				
At 1 April 2023	-	24,386	33,687	58,073
Charge for the year	-	-	896	896
At 31 March 2024	**-**	**24,386**	**34,583**	**58,969**
Net book value				
At 31 March 2024	**-**	**-**	**2,686**	**2,686**

10 Debtors

	2024	2023
	£	£
Trade debtors	37,069	-
Prepayments	1,355	1,921
	39,924	**1,921**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2024

11 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	794	310
Accruals	816	1,243
PAYE, NIC VAT and other taxes	3,868	3,166
Other creditors	1,602	970
	7,080	**5,689**

12 Creditors: amounts falling due after one year

	2024	2023
	£	£
Loan from Trustees	2,000	2,000

13 Loans to trustees included in debtors

14 Guarantees made by the charity on behalf of trustees

15 Contingent liabilities

16 Revaluation reserve

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2024	2024	2024	2023
	£	£	£	£
At 1 April 2023	-	-	**-**	**-**
Arising on revaluation during the year	-	-	**-**	**-**
Transfers in the year	(301)	-	**(301)**	**-**
At 31 March 2024	**(301)**	**-**	**(301)**	**-**

17 Income and Expenditure account summary

	2024	2023
	£	£
At 1 April 2023	49,437	64,715
Transfers in for the year	-	-
At 1 April 2023	49,437	64,715
Surplus/(loss) after tax for the year	59,860	(15,278)
At 31 March 2024	**109,297**	**49,437**

18 Particulars of how particular funds are represented by assets and liabilities

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2024

At 31 March 2024	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	2,686	-	-	**2,686**
Investments at valuation:-				
Current Assets	743	-	76,379	**77,122**
Current Liabilities	(7,080)	-	-	**(7,080)**
Long Term Liabilities	(2,000)	-	-	**(2,000)**
	(5,651)	**-**	**76,379**	**70,728**

At 1 April 2023	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	-
Tangible Fixed Assets		-	-	**-**
Investments at valuation:-				
Current Assets	15,478	-	41,647	**57,125**
Current Liabilities	(5,689)	-	-	**(5,689)**
Long Term Liabilities	(2,000)	-	-	**(2,000)**
	7,789	**-**	**41,647**	**49,436**

19 Change in total funds over the year as shown in Note 18 , analysed by individual funds

	Funds brought forward from 2023	Movement in funds in 2024	Transfers between funds in 2024	Funds carried forward to 2025
		See Note 20		
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	7,789	24,828	301	**32,918**
Total unrestricted and designated funds	**7,789**	**24,828**	**301**	**32,918**
Restricted funds:-				
National Lottery	23,063	2,306	-	**25,369**
Leicestershire CC Communities Fund (Multiply)	7,628	6,303	-	**13,931**
Leicestershire Communities Fund	313	(266)	(47)	**-**
Leicester South Trussell Trust Foodbank	9,744	(2,384)	-	**7,360**
Leicester South Foodbank Invoices		12,895		**12,895**
Independent Age		12,199		**12,199**
Cadent - Foodbanks in Burbage and Earl Shilton		4,625		**4,625**
Oadby Village Hall Trust	899	(645)	(254)	**-**
Leicestershire and Rutland Communities Fund	-	-	-	**-**
Total restricted funds	**41,647**	**35,033**	**(301)**	**76,379**

Total charity funds	**49,436**	**59,861**	**-**	**109,297**

20 Analysis of movements in funds over the year as shown in Note 19

	Income	Expenditure	Other Gains & Losses	Movement in funds
	2024	2024	2024	2024
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	140,788	(115,960)	-	**24,828**
Restricted funds:-				
				-
National Lottery	97,495	(95,189)	-	**2,306**
Leicestershire CC Communities Fund (Multiply)	20,000	(13,697)	-	**6,303**
Leicester South Trussell Trust Foodbank	64,021	(66,405)		**(2,384)**
Leicester South Foodbank Invoices	33,895	(21,000)		**12,895**
Independent Age	18,063	(5,864)		**12,199**
Cadent - Foodbanks in Burbage and Earl Shilton	11,507	(6,882)		**4,625**
Oadby and Wigston Primary Care Network	4,468	(4,468)		**-**
Market Harbough building society	4,000	(4,000)		**-**
Leicestershire Communities Fund	-	(266)		**(266)**
Oadby Village Hall Trust	-	(645)	-	**(645)**
	394,237	**(334,376)**	**-**	**59,861**

21 The purposes for which the funds as detailed in note 19 are held by the charity are:-

Unrestricted and designated funds:-

Unrestricted revenue funds	These funds are held for the meeting the objectives of the charity, and to provide reserves for future activities, and , subject to charity legislation, are free from all restrictions on their use.
Designated revenue funds	Designated funds are unrestricted funds earmarked by the Trust Directors for particular purposes.

Restricted funds:-

Restricted funds:-	Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund,

22 Ultimate controlling party

The charity is under the control of its legal members.

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP 2015

This analysis is classsified by conventional nominal descriptions and not by activity.

23 Donations and Legacies

	Current year Unrestricted Funds 2024 £	Current year Restricted Funds 2024 £	Current year Total Funds 2024 £	Prior Year Total Funds 2023 £
Donations and gifts from individuals				
Small donations individually less than £1000	4,896	-	**4,896**	1,465
Gift aid donation		-	**-**	-
St Peter's Church	1,395	-	**1,395**	160
St Paul's Church	1,500	-	**1,500**	950
Trust Deed	500			
Nigel Swan	300	-	**300**	300
Carlton Hayes		-	**-**	2,900
GWFN Limited	300		**300**	
East Fundraising	51		**51**	-
Total donations and gifts from individuals	**8,942**	**-**	**8,442**	**5,775**
Grants for Advice, Information and Support Services				
National Lottery		97,495	**97,495**	**54,561**
Leicestershire CC Communities Fund (Multiply)		20,000	**20,000**	**10,000**
Leicester South Trussell Trust Foodbank		64,021	**64,021**	**36,215**
Oadby and Wigston Borough Council	62,569		**62,569**	**56,826**
Leicester South Foodbank Invoices		33,895	**33,895**	
Postcode Places	25,000		**25,000**	
Severn Trent Water	21,502		**21,502**	
Independent Age		18,063	**18,063**	
Cadent - Foodbanks in Burbage and Earl Shilton		11,507	**11,507**	
Oadby and Wigston Primary Care Network	1,342	4,468	**5,810**	**9,130**
South Wigston Family Syndicate	4,000		**4,000**	**4,500**
Market Harbough building society		4,000	**4,000**	

J D Networks	3,000		**3,000**	
The Bridge Loughborough	2,805		**2,805**	
Nova Laboratories	1,700		**1,700**	
Co-op	1,500		**1,500**	
Leicestershire Act Satya Ram	1,428		**1,428**	
Blaby District Council	1,000		**1,000**	
Chesterton House	1,000		**1,000**	
Oadby Village Hall Trust		-	**-**	**1,075**
Leicestershire Communities Fund		-	**-**	**8,154**
The Arnold Clark Community Fund	-		**-**	**1,000**
Edith Murphy Foundation	-		**-**	**2,000**
Other Grants	-	-	**-**	**885**
Total Grants for Advice, Information and Support	**126,846**	**253,449**	**380,295**	**184,346**
Total Donations and Legacies	**135,788**	**253,449**	**388,737**	**190,121**

Other income and gains

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2024	2024	2024	2023
	£	£	£	£
Employment Allowance and Maternity Allowance	5,000	-	**5,000**	5,000
Total other income	**5,000**	**-**	**5,000**	**5,000**

Expenditure on charitable activities - Direct spending

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2024	2024	2024	2023

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP 2015

	£	£	£	£
Gross wages and salaries - charitable activities	70,982	175,183	**246,165**	144,178
Employers' NI - Charitable activities	3,328	14,186	**17,514**	9,273
Defined contribution pension costs - charitable	1,796	4,649	**6,445**	3,797
Travel and Subsistence - Charitable Activities	509	1,135	**1,644**	964
Marketing and advertising of charitable	176	588	**764**	-
Recruitment Costs	16	1,168	**1,184**	2,023
Training	130	1,503	**1,633**	1,850
Books	-	-	**-**	60
Software and Subsriptions	3,277	2,922	**6,199**	6,199
License and Subscriptions	532	1,019	**1,551**	477
Direct Advice Costs	-	169	**169**	48
Professional Indemnity insurance	1,898	599	**2,497**	2,162
Costs paid on behalf of beneficiaries	-	4,680	**4,680**	180
Total direct spending	**82,644**	**207,801**	**290,445**	**171,211**

Support costs for charitable activities

	Current year Unrestricted Funds	**Current year Restricted Funds**	**Current year Total Funds**	**Prior Year Total Funds**
	2024 £	**2024 £**	**2024 £**	**2023 £**
Premises Expenses				
Rental- South Wigston Centre	6,215	6,350	**12,565**	10,995
Charges -Oadby/Wigston Magna	1,745	-	**1,745**	1,560
Room Hire	30	285	**315**	-
Light heat and power- South Wigston	2,160	-	**2,160**	2,127
Cleaning and waste management	210	-	**210**	5
Premises repairs, renewals and maintenance	98	-	**98**	2,076
Contents Insurance	519	-	**519**	285
Administrative overheads				
Postage, stationery and Printing	355	486	**841**	238
Software and computer expenses	1,873	-	**1,873**	2,404
Legal and Professional Fees	1,883	2,200	**4,083**	1,708
Telephone and Internet	2,010	1,059	**3,069**	2,617
Advertising and marketing	-	-	**-**	201
Sundry expenses	348	-	**348**	28
Minor Equipment	741	155	**896**	716
Equipment Rental	6,054	-	**6,054**	3,809
Staff Entertaining	639	80	**719**	542

Professional fees paid to advisors other than the auditor or examiner

Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP 2015

Accountancy fees other than examination or audit fees	7,200	-	**7,200**	7,200
Financial costs				
Bank charges	84	-	**84**	77
Depreciation & Amortisation in total for the period	896	-	**896**	246
Support costs	**33,060**	**10,615**	**43,675**	**38,948**

Other Expenditure - Governance costs

	Current year Unrestricted Funds 2024 £	**Current year Restricted Funds 2024 £**	**Current year Total Funds 2024 £**	**Prior Year Total Funds 2023 £**
Independent Examiner's fees	256	-	**256**	240

Total Charitable expenditure

	Current year Unrestricted Funds 2024 £	**Current year Restricted Funds 2024 £**	**Current year Total Funds 2024 £**	**Prior Year Total Funds 2023 £**
Total direct spending	82,644	207,801	**290,445**	171,211
Total support costs	33,060	10,615	**43,675**	38,948
Total Governance costs	256	-	**256**	240
Total charitable expenditure	**115,960**	**218,416**	**334,376**	**210,399**

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF HELPING HANDS COMMUNITY TRUST

I report on the accounts of the Trust for the year ended 31 March 2024, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the accompanying notes.

Respective responsibilities of trustees and examiner

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

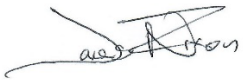
I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- the accounting records were not kept in accordance with section 130 of the Charities Act;

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.



MR JAMES NIXON FCCA **24 October 2024**
Evolve Accountants and Business Advisors Limited
Unit 10 Phoenix Park
Stephenson Industrial Estate
Telford Way
Coalville
Leicestershire
LE67 3HB

Helping Hands Community Trust - Statement of Financial Activities (including the Income and Expenditure Account for the year ended 31 March 2024, as required by the Companies Act 2006)

		Current year Unrestricted Funds 2024 £	Current year Restricted Funds 2024 £	Current year Total Funds 2024 £	Prior Year Total Funds 2023 £
Income & Endowments from:					
Donations & Legacies		135,788	253,449	**389,237**	190,121
Other		5,000	-	**5,000**	5,000
Total income	**A**	**140,788**	**253,449**	**394,237**	**195,121**
Expenditure on:					
Charitable activities		115,960	218,416	**334,376**	210,399
Total expenditure	**B**	**115,960**	**218,416**	**334,376**	**210,399**
Net income/(expenditure) for the year		**24,828**	**35,033**	**59,861**	**(15,278)**
Transfers between funds	**C**	301	(301)	**-**	-
Net income after transfers	**A-B-C**	**25,129**	**34,732**	**59,861**	**(15,278)**
Net movement in funds		**25,129**	**34,732**	**59,861**	**(15,278)**
Total funds brought forward		7,789	41,647	**49,436**	64,714
Total funds carried forward		**32,918**	**76,379**	**109,297**	**49,436**

The 'SORP Ref' indicated above is the classification of income set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the Balance Sheet.

A separate Statement of Total Recognised Gains and Losses is not required as this statement includes all recognised gains and losses.'

All activities derive from continuing operations

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Analysis of prior year total funds, as required by paragraph 4.2 of the SORP

	Prior Year Unrestricted Funds 2023 £	Prior Year Restricted Funds 2023 £	Prior Year Total Funds 2023 £
Income & Endowments from:			
Donations & Legacies	80,116	110,005	**190,121**
Fundraising	-	-	**-**
Other	5,000	-	**5,000**
Total income	85,116	110,005	195,121
Expenditure on:			
Charitable activities	134,695	75,704	**210,399**
Total expenditure	**134,695**	**75,704**	**210,399**
Net income/(expenditure) for the year	(49,579)	34,301	**(15,278)**
Transfers between funds	5,205	(5,205)	**-**
Net income after transfers	(44,374)	29,096	(15,278)
Net movement in funds	**(44,374)**	**29,096**	**(15,278)**
Reconciliation of funds:-			
Total funds brought forward	52,163	12,551	**64,714**
Total funds carried forward	**7,789**	**41,647**	**49,436**

Helping Hands Community Trust
Income and Expenditure Account for the year ended 31 March 2024 as required by the Companies Act 2006

	2024 £	2023 £
Income		
Income from operations	389,237	190,121
Investment income		
Other operating income	5,000	5,000
Gross income in the year before exceptional items	**394,237**	**195,121**
Gross income in the year including exceptional items	**394,237**	**195,121**
Expenditure		
Charitable expenditure, excluding depreciation and amortisation	333,225	209,913
Depreciation and amortisation	896	246
Governance costs	256	240
Realised losses on disposals of social investments which are programme related	-	-
Total expenditure in the year	**334,377**	**210,399**
Net income before tax in the financial year	59,860	(15,278)
Tax on surplus on ordinary activities	-	-
Net income after tax in the financial year	**59,860**	**(15,278)**
Retained surplus for the financial year	**59,860**	**(15,278)**

All activities derive from continuing operations

In accordance with the provisions of the Companies Act 2006, the headings and subheadings used in the Income and Expenditure account have been adapted to reflect the special nature of the charity's activities.

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Balance Sheet as at 31 March 2024

	Notes		2024 £		2023 £
Fixed assets					
Tangible assets	8		2,686		-
Current assets					
Debtors	10	39,924		1,921	
Cash at bank and in hand		75,767		55,204	
Total current assets		115,691		57,125	
Creditors: amounts falling due within one year	11	(7,080)		(5,689)	
Net current assets			108,611		51,436
Total assets less current liabilities			111,297		51,436
Creditors: amounts falling due after more than one year	12		(2,000)		(2,000)
The total net assets of the charity			109,297		49,436
The total net assets of the charity are funded by the funds of the charity, as follows:-					
Restricted funds					
Restricted Revenue Funds	19		76,379		41,647
Unrestricted Funds					
Unrestricted Revenue Funds	19		32,918		7,789
Designated Funds					
Total charity funds			109,297		49,436

The 'SORP Ref' indicated above is the classification of Balance Sheet items as set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the SOFA..

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The charity is subject to Independent Examination under charity legislation, and the report of the examiner is on page 27.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.



Rev. L.G.Gill (Treasurer)
Trustee
Approved by the board of trustees on 29/11/2024

Helping Hands Community Trust

Cash Flow Statement for the year ended 31 March 2024

		2024 £	2023 £
Cash flows from operating activities			
Net cash provided by /(used in) operating activities as shown below	**A**	24,145	(10,356)
Cash flows from investing activities			
Purchase of property, plant and equipment		(3,582)	-
Cash flows from financing activities			
Net cash provided by financing activities	**C**	**-**	**-**
Overall cash provided by /(used in)all activities	**A+B+C**	**20,563**	**(10,356)**
Cash movements			
Change in cash and cash equivalents from activities in the year ended 31 March 2024		20,563	(10,356)
Cash and cash equivalents at 1 April 2023		55,204	65,560
Cash at bank and in hand less overdrafts at 31 March		**75,767**	**55,204**

Helping Hands Community Trust

Reconciliation of net income/(expenditure) to net cash flow from operating activities

Net income/(expenditure) as shown in the Statement of Financial Activities		59,861	(15,278)
Adjustments for :-			
Depreciation charges		896	246
Write downs of investments		-	-
Net gains on investment assets		-	-
Increase in debtors		(38,003)	(3,660)
Increase/(decrease) in creditors, excluding loans		1,391	(2,555)
Net cash provided by /(used in) operating activities	**A**	**24,145**	**(21,247)**

Analysis of cash and cash equivalents

	2024 £	2023 £
Cash in hand at for the year ended 31 March 2024	75,767	55,204
Total cash and cash equivalents	**75,767**	**55,204**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2024

1 Accounting policies

Policies relating to the production of the accounts.

Basis of preparation and accounting convention
The accounts have been prepared on the accruals basis, under the historical cost convention, and in accordance with the Financial Reporting Standard 102 (effective January 2015)) and 'The FRS102 Statement of Recommended Accounting Practice 2015', (The SORP 2015), and in accordance with all applicable law in the charity's jurisdiction of registration.

Risks and future assumptions

The accounts have been prepared on a going concern basis on the assumption that grant income from funding bodies will continue to be received. The Trust continues to bid for other funds that may be available for Information,Advice and Support Services that serve to empower, enable and assist people in resolving social problems and meet the needs arising from deprivation and poverty.

Policies relating to categories of income and income recognition.

Nature of Income and Income recognition

Income, is received by way of grants, donations and gifts, is recognised in the statement of financial activities (SOFA) on a receivable basis, when a transaction or other event results in an increase in the charity’s assets or a reduction in its liabilities and only when the charity has legal entitlement, the income is probable and can be measured reliably.

Income subject to terms and conditions which must be met before the charity is entitled to the resources is not recognised until the conditions have been met.

All income is accounted for gross, before deducting any related fees or costs.

Accounting for deferred income and income received in advance

Where time related conditions are imposed or implied by a funder, then the income is apportioned to the time periods concerned,and, where applicable, is accounted for as a liability and shown on the balance sheet as deferred income. When grants are received in advance of the expenditure on the activity funded by them, but there are no specific time related conditions, then the income is not deferred.

Any condition that allows for the recovery by the donor of any unexpended part of a grant does not prevent recognition of the income concerned, but a liability to any repayment is recognised when repayment becomes probable.

Recognition of liabilities and expenditure

A liability, and the related expenditure, is recognised when a legal or constructive obligation exists as a result of a past event, and when it is more likely than not that a transfer of economic benefits will be required in settlement, and when the amount of the obligation can be measured or reliably estimated..

Liabilities arising from future funding commitments and constructive obligations, including performance related grants, where the timing or the amount of the future expenditure required to settle the obligation are uncertain, give rise to a provision in the accounts, which is reviewed at the accounting year end. The provision is increased to reflect any increases in liabilities, and is decreased by the utilisation of any provision within the period, and reversed if any provision is no longer required. These movements are charged or credited to the respective funds and activities to which the provision relates.

Volunteers

Notes to the Accounts for the year ended 31 March 2024

In accordance with the SORP, and in recognition of the difficulties in placing a monetary value on the contribution from volunteers, the contribution of volunteers is not included within the income of the charity.

Tangible fixed assets

Tangible fixed assets are measured at their original cost value, or subsequent revaluation, or if donated, as described above. Cost value includes all costs expended in bringing the asset into its intended working condition.

Depreciation has been provided at the following rates in order to write off the assets to their anticipated residual value over their estimated useful lives.

Plant and machinery	20	% straight line

Debtors
Debtors are measured at their recoverable amounts at the balance sheet date.

Creditors and provisions

As required by SORP 10.81, describe the basis on which creditors and provisions for liabilities and charges are recognised and measured

Cash and Bank Balances
Cash held by the charity is included at the amount actually held and counted at the year end. Bank balances, whether in credit or overdrawn, are shown at the amounts properly reconciled to the bank statements.

Leasing and hire purchase contracts and commitments
Rentals paid under operating leases are charged to income on a straight line basis over the lease term.

Pensions

The company is a member of NEST Pension Scheme. Contributions are charged to the profit and loss account as they become payable in accordance with the rules of the scheme.

2 Liability to taxation

As a registered charity, the organisation is exempt from income and corporation tax to the extent that its income and gains are applied towards the charitable objects of the charity and for no other purpose. Value Added Tax is not recoverable by the charity, and is therefore included in the relevant costs in the Statement of Financial Activities.

3 Winding up or dissolution of the charity

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

	2024 £	2023 £
The net surplus before tax in the financial year is stated after charging:-		
Depreciation of owned fixed assets	896	246
Pension costs	6,445	3,797

4 Staff costs and emoluments

Notes to the Accounts for the year ended 31 March 2024

Salary costs	2024	2023
	£	£
Gross Salaries excluding trustees and key management personnel	246,165	144,178
Employer's National Insurance for all staff	17,514	9,273
Employer's operating costs of defined contribution pension schemes	6,445	3,797
Trustees' Remuneration as detailed in note 0	-	-
Total salaries, wages and related costs	**270,124**	**157,248**

Numbers of full time employees or full time equivalents	2024	2023
The average number of total staff employed in the year was	9	10

Neither the trustees nor any persons connected with them have received any remuneration from the charity or any related entity, either in the current or prior year.

No employees received emoluments (excluding pension costs) in excess of £60,000 per annum.

5 Remuneration and payments to Trustees and persons connected with them

No trustees or persons connected with them received any remuneration from the charity, or any related entity.

8 Tangible fixed assets

	Land and Buildings	Tenant's Fixtures and Fittings	Office Equipment	Total
	£	£	£	£
Cost				
At 1 April 2023	-	24,386	33,687	58,073
Additions	-	-	3,582	3,582
At 31 March 2024	**-**	**24,386**	**37,269**	**61,655**
Depreciation				
At 1 April 2023	-	24,386	33,687	58,073
Charge for the year	-	-	896	896
At 31 March 2024	**-**	**24,386**	**34,583**	**58,969**
Net book value				
At 31 March 2024	**-**	**-**	**2,686**	**2,686**

10 Debtors

	2024	2023
	£	£
Trade debtors	37,069	-
Prepayments	1,355	1,921
	39,924	**1,921**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2024

11 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	794	310
Accruals	816	1,243
PAYE, NIC VAT and other taxes	3,868	3,166
Other creditors	1,602	970
	7,080	**5,689**

12 Creditors: amounts falling due after one year

	2024	2023
	£	£
Loan from Trustees	2,000	2,000

13 Loans to trustees included in debtors

14 Guarantees made by the charity on behalf of trustees

15 Contingent liabilities

16 Revaluation reserve

	Current year Unrestricted Funds 2024 £	Current year Restricted Funds 2024 £	Current year Total Funds 2024 £	Prior Year Total Funds 2023 £
At 1 April 2023	-	-	**-**	**-**
Arising on revaluation during the year	-	-	**-**	**-**
Transfers in the year	(301)	-	**(301)**	**-**
At 31 March 2024	**(301)**	**-**	**(301)**	**-**

17 Income and Expenditure account summary

	2024	2023
	£	£
At 1 April 2023	49,437	64,715
Transfers in for the year	-	-
At 1 April 2023	49,437	64,715
Surplus/(loss) after tax for the year	59,860	(15,278)
At 31 March 2024	**109,297**	**49,437**

18 Particulars of how particular funds are represented by assets and liabilities

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2024

At 31 March 2024	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	2,686	-	-	**2,686**
Investments at valuation:-				
Current Assets	743	-	76,379	**77,122**
Current Liabilities	(7,080)	-	-	**(7,080)**
Long Term Liabilities	(2,000)	-	-	**(2,000)**
	(5,651)	**-**	**76,379**	**70,728**

At 1 April 2023	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	-
Tangible Fixed Assets		-	-	**-**
Investments at valuation:-				
Current Assets	15,478	-	41,647	**57,125**
Current Liabilities	(5,689)	-	-	**(5,689)**
Long Term Liabilities	(2,000)	-	-	**(2,000)**
	7,789	**-**	**41,647**	**49,436**

19 Change in total funds over the year as shown in Note 18 , analysed by individual funds

	Funds brought forward from 2023	Movement in funds in 2024	Transfers between funds in 2024	Funds carried forward to 2025
		See Note 20		
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	7,789	24,828	301	**32,918**
Total unrestricted and designated funds	**7,789**	**24,828**	**301**	**32,918**
Restricted funds:-				
National Lottery	23,063	2,306	-	**25,369**
Leicestershire CC Communities Fund (Multiply)	7,628	6,303	-	**13,931**
Leicestershire Communities Fund	313	(266)	(47)	**-**
Leicester South Trussell Trust Foodbank	9,744	(2,384)	-	**7,360**
Leicester South Foodbank Invoices		12,895		**12,895**
Independent Age		12,199		**12,199**
Cadent - Foodbanks in Burbage and Earl Shilton		4,625		**4,625**
Oadby Village Hall Trust	899	(645)	(254)	**-**
Leicestershire and Rutland Communities Fund	-	-	-	**-**
Total restricted funds	**41,647**	**35,033**	**(301)**	**76,379**

Notes to the Accounts for the year ended 31 March 2024

Total charity funds	**49,436**	**59,861**	**-**	**109,297**

20 Analysis of movements in funds over the year as shown in Note 19

	Income	Expenditure	Other Gains & Losses	Movement in funds
	2024	2024	2024	2024
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	140,788	(115,960)	-	**24,828**
Restricted funds:-				
				-
National Lottery	97,495	(95,189)	-	**2,306**
Leicestershire CC Communities Fund (Multiply)	20,000	(13,697)	-	**6,303**
Leicester South Trussell Trust Foodbank	64,021	(66,405)		**(2,384)**
Leicester South Foodbank Invoices	33,895	(21,000)		**12,895**
Independent Age	18,063	(5,864)		**12,199**
Cadent - Foodbanks in Burbage and Earl Shilton	11,507	(6,882)		**4,625**
Oadby and Wigston Primary Care Network	4,468	(4,468)		**-**
Market Harbough building society	4,000	(4,000)		**-**
Leicestershire Communities Fund	-	(266)		**(266)**
Oadby Village Hall Trust	-	(645)	-	**(645)**
	394,237	**(334,376)**	**-**	**59,861**

21 The purposes for which the funds as detailed in note 19 are held by the charity are:-

Unrestricted and designated funds:-

Unrestricted revenue funds	These funds are held for the meeting the objectives of the charity, and to provide reserves for future activities, and , subject to charity legislation, are free from all restrictions on their use.
Designated revenue funds	Designated funds are unrestricted funds earmarked by the Trust Directors for particular purposes.

Restricted funds:-

Restricted funds:-	Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund,

22 Ultimate controlling party

The charity is under the control of its legal members.

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP 2015

This analysis is classsified by conventional nominal descriptions and not by activity.

23 Donations and Legacies

	Current year Unrestricted Funds 2024 £	Current year Restricted Funds 2024 £	Current year Total Funds 2024 £	Prior Year Total Funds 2023 £
Donations and gifts from individuals				
Small donations individually less than £1000	4,896	-	**4,896**	1,465
Gift aid donation		-	**-**	-
St Peter's Church	1,395	-	**1,395**	160
St Paul's Church	1,500	-	**1,500**	950
Trust Deed	500			
Nigel Swan	300	-	**300**	300
Carlton Hayes		-	**-**	2,900
GWFN Limited	300		**300**	
East Fundraising	51		**51**	-
Total donations and gifts from individuals	**8,942**	**-**	**8,442**	**5,775**
Grants for Advice, Information and Support Services				
National Lottery		97,495	**97,495**	**54,561**
Leicestershire CC Communities Fund (Multiply)		20,000	**20,000**	**10,000**
Leicester South Trussell Trust Foodbank		64,021	**64,021**	**36,215**
Oadby and Wigston Borough Council	62,569		**62,569**	**56,826**
Leicester South Foodbank Invoices		33,895	**33,895**	
Postcode Places	25,000		**25,000**	
Severn Trent Water	21,502		**21,502**	
Independent Age		18,063	**18,063**	
Cadent - Foodbanks in Burbage and Earl Shilton		11,507	**11,507**	
Oadby and Wigston Primary Care Network	1,342	4,468	**5,810**	**9,130**
South Wigston Family Syndicate	4,000		**4,000**	**4,500**
Market Harbough building society		4,000	**4,000**	

J D Networks	3,000		**3,000**	
The Bridge Loughborough	2,805		**2,805**	
Nova Laboratories	1,700		**1,700**	
Co-op	1,500		**1,500**	
Leicestershire Act Satya Ram	1,428		**1,428**	
Blaby District Council	1,000		**1,000**	
Chesterton House	1,000		**1,000**	
Oadby Village Hall Trust		-	**-**	**1,075**
Leicestershire Communities Fund		-	**-**	**8,154**
The Arnold Clark Community Fund	-		**-**	**1,000**
Edith Murphy Foundation	-		**-**	**2,000**
Other Grants	-	-	**-**	**885**
Total Grants for Advice, Information and Support	**126,846**	**253,449**	**380,295**	**184,346**
Total Donations and Legacies	**135,788**	**253,449**	**388,737**	**190,121**

Other income and gains

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2024	2024	2024	2023
	£	£	£	£
Employment Allowance and Maternity Allowance	5,000	-	**5,000**	5,000
Total other income	**5,000**	**-**	**5,000**	**5,000**

Expenditure on charitable activities - Direct spending

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2024	2024	2024	2023

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP 2015

	£	£	£	£
Gross wages and salaries - charitable activities	70,982	175,183	**246,165**	144,178
Employers' NI - Charitable activities	3,328	14,186	**17,514**	9,273
Defined contribution pension costs - charitable	1,796	4,649	**6,445**	3,797
Travel and Subsistence - Charitable Activities	509	1,135	**1,644**	964
Marketing and advertising of charitable	176	588	**764**	-
Recruitment Costs	16	1,168	**1,184**	2,023
Training	130	1,503	**1,633**	1,850
Books	-	-	**-**	60
Software and Subsriptions	3,277	2,922	**6,199**	6,199
License and Subscriptions	532	1,019	**1,551**	477
Direct Advice Costs	-	169	**169**	48
Professional Indemnity insurance	1,898	599	**2,497**	2,162
Costs paid on behalf of beneficiaries	-	4,680	**4,680**	180
Total direct spending	**82,644**	**207,801**	**290,445**	**171,211**

Support costs for charitable activities

	Current year Unrestricted Funds	**Current year Restricted Funds**	**Current year Total Funds**	**Prior Year Total Funds**
	2024 £	**2024 £**	**2024 £**	**2023 £**
Premises Expenses				
Rental- South Wigston Centre	6,215	6,350	**12,565**	10,995
Charges -Oadby/Wigston Magna	1,745	-	**1,745**	1,560
Room Hire	30	285	**315**	-
Light heat and power- South Wigston	2,160	-	**2,160**	2,127
Cleaning and waste management	210	-	**210**	5
Premises repairs, renewals and maintenance	98	-	**98**	2,076
Contents Insurance	519	-	**519**	285
Administrative overheads				
Postage, stationery and Printing	355	486	**841**	238
Software and computer expenses	1,873	-	**1,873**	2,404
Legal and Professional Fees	1,883	2,200	**4,083**	1,708
Telephone and Internet	2,010	1,059	**3,069**	2,617
Advertising and marketing	-	-	**-**	201
Sundry expenses	348	-	**348**	28
Minor Equipment	741	155	**896**	716
Equipment Rental	6,054	-	**6,054**	3,809
Staff Entertaining	639	80	**719**	542

Professional fees paid to advisors other than the auditor or examiner

Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP 2015

Accountancy fees other than examination or audit fees	7,200	-	**7,200**	7,200
Financial costs				
Bank charges	84	-	**84**	77
Depreciation & Amortisation in total for the period	896	-	**896**	246
Support costs	**33,060**	**10,615**	**43,675**	**38,948**

Other Expenditure - Governance costs

	Current year Unrestricted Funds 2024 £	**Current year Restricted Funds 2024 £**	**Current year Total Funds 2024 £**	**Prior Year Total Funds 2023 £**
Independent Examiner's fees	256	-	**256**	240

Total Charitable expenditure

	Current year Unrestricted Funds 2024 £	**Current year Restricted Funds 2024 £**	**Current year Total Funds 2024 £**	**Prior Year Total Funds 2023 £**
Total direct spending	82,644	207,801	**290,445**	171,211
Total support costs	33,060	10,615	**43,675**	38,948
Total Governance costs	256	-	**256**	240
Total charitable expenditure	**115,960**	**218,416**	**334,376**	**210,399**

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF HELPING HANDS COMMUNITY TRUST

I report on the accounts of the Trust for the year ended 31 March 2024, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the accompanying notes.

Respective responsibilities of trustees and examiner

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

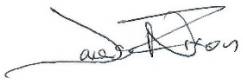
I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- the accounting records were not kept in accordance with section 130 of the Charities Act;

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.



MR JAMES NIXON FCCA **24 October 2024**
Evolve Accountants and Business Advisors Limited
Unit 10 Phoenix Park
Stephenson Industrial Estate
Telford Way
Coalville
Leicestershire
LE67 3HB

Helping Hands Community Trust - Statement of Financial Activities (including the Income and Expenditure Account for the year ended 31 March 2024, as required by the Companies Act 2006)

		Current year Unrestricted Funds 2024 £	Current year Restricted Funds 2024 £	Current year Total Funds 2024 £	Prior Year Total Funds 2023 £
Income & Endowments from:					
Donations & Legacies		135,788	253,449	**389,237**	190,121
Other		5,000	-	**5,000**	5,000
Total income	**A**	**140,788**	**253,449**	**394,237**	**195,121**
Expenditure on:					
Charitable activities		115,960	218,416	**334,376**	210,399
Total expenditure	**B**	**115,960**	**218,416**	**334,376**	**210,399**
Net income/(expenditure) for the year		**24,828**	**35,033**	**59,861**	**(15,278)**
Transfers between funds	**C**	301	(301)	**-**	-
Net income after transfers	**A-B-C**	**25,129**	**34,732**	**59,861**	**(15,278)**
Net movement in funds		**25,129**	**34,732**	**59,861**	**(15,278)**
Total funds brought forward		7,789	41,647	**49,436**	64,714
Total funds carried forward		**32,918**	**76,379**	**109,297**	**49,436**

The 'SORP Ref' indicated above is the classification of income set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the Balance Sheet.

A separate Statement of Total Recognised Gains and Losses is not required as this statement includes all recognised gains and losses.'

All activities derive from continuing operations

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Analysis of prior year total funds, as required by paragraph 4.2 of the SORP

	Prior Year Unrestricted Funds 2023 £	Prior Year Restricted Funds 2023 £	Prior Year Total Funds 2023 £
Income & Endowments from:			
Donations & Legacies	80,116	110,005	**190,121**
Fundraising	-	-	**-**
Other	5,000	-	**5,000**
Total income	85,116	110,005	195,121
Expenditure on:			
Charitable activities	134,695	75,704	**210,399**
Total expenditure	**134,695**	**75,704**	**210,399**
Net income/(expenditure) for the year	(49,579)	34,301	**(15,278)**
Transfers between funds	5,205	(5,205)	**-**
Net income after transfers	(44,374)	29,096	(15,278)
Net movement in funds	**(44,374)**	**29,096**	**(15,278)**
Reconciliation of funds:-			
Total funds brought forward	52,163	12,551	**64,714**
Total funds carried forward	**7,789**	**41,647**	**49,436**

Helping Hands Community Trust
Income and Expenditure Account for the year ended 31 March 2024 as required by the Companies Act 2006

	2024 £	2023 £
Income		
Income from operations	389,237	190,121
Investment income		
Other operating income	5,000	5,000
Gross income in the year before exceptional items	**394,237**	**195,121**
Gross income in the year including exceptional items	**394,237**	**195,121**
Expenditure		
Charitable expenditure, excluding depreciation and amortisation	333,225	209,913
Depreciation and amortisation	896	246
Governance costs	256	240
Realised losses on disposals of social investments which are programme related	-	-
Total expenditure in the year	**334,377**	**210,399**
Net income before tax in the financial year	59,860	(15,278)
Tax on surplus on ordinary activities	-	-
Net income after tax in the financial year	**59,860**	**(15,278)**
Retained surplus for the financial year	**59,860**	**(15,278)**

All activities derive from continuing operations

In accordance with the provisions of the Companies Act 2006, the headings and subheadings used in the Income and Expenditure account have been adapted to reflect the special nature of the charity's activities.

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Balance Sheet as at 31 March 2024

	Notes		2024 £		2023 £
Fixed assets					
Tangible assets	8		2,686		-
Current assets					
Debtors	10	39,924		1,921	
Cash at bank and in hand		75,767		55,204	
Total current assets		115,691		57,125	
Creditors: amounts falling due within one year	11	(7,080)		(5,689)	
Net current assets			108,611		51,436
Total assets less current liabilities			111,297		51,436
Creditors: amounts falling due after more than one year	12		(2,000)		(2,000)
The total net assets of the charity			109,297		49,436
The total net assets of the charity are funded by the funds of the charity, as follows:-					
Restricted funds					
Restricted Revenue Funds	19		76,379		41,647
Unrestricted Funds					
Unrestricted Revenue Funds	19		32,918		7,789
Designated Funds					
Total charity funds			109,297		49,436

The 'SORP Ref' indicated above is the classification of Balance Sheet items as set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the SOFA..

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The charity is subject to Independent Examination under charity legislation, and the report of the examiner is on page 27.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.



Rev. L.G.Gill (Treasurer)
Trustee
Approved by the board of trustees on 29/11/2024

Helping Hands Community Trust

Cash Flow Statement for the year ended 31 March 2024

		2024 £	2023 £
Cash flows from operating activities			
Net cash provided by /(used in) operating activities as shown below	**A**	24,145	(10,356)
Cash flows from investing activities			
Purchase of property, plant and equipment		(3,582)	-
Cash flows from financing activities			
Net cash provided by financing activities	**C**	**-**	**-**
Overall cash provided by /(used in)all activities	**A+B+C**	**20,563**	**(10,356)**
Cash movements			
Change in cash and cash equivalents from activities in the year ended 31 March 2024		20,563	(10,356)
Cash and cash equivalents at 1 April 2023		55,204	65,560
Cash at bank and in hand less overdrafts at 31 March		**75,767**	**55,204**

Helping Hands Community Trust

Reconciliation of net income/(expenditure) to net cash flow from operating activities

Net income/(expenditure) as shown in the Statement of Financial Activities		59,861	(15,278)
Adjustments for :-			
Depreciation charges		896	246
Write downs of investments		-	-
Net gains on investment assets		-	-
Increase in debtors		(38,003)	(3,660)
Increase/(decrease) in creditors, excluding loans		1,391	(2,555)
Net cash provided by /(used in) operating activities	**A**	**24,145**	**(21,247)**

Analysis of cash and cash equivalents

	2024 £	2023 £
Cash in hand at for the year ended 31 March 2024	75,767	55,204
Total cash and cash equivalents	**75,767**	**55,204**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2024

1 Accounting policies

Policies relating to the production of the accounts.

Basis of preparation and accounting convention
The accounts have been prepared on the accruals basis, under the historical cost convention, and in accordance with the Financial Reporting Standard 102 (effective January 2015)) and 'The FRS102 Statement of Recommended Accounting Practice 2015', (The SORP 2015), and in accordance with all applicable law in the charity's jurisdiction of registration.

Risks and future assumptions

The accounts have been prepared on a going concern basis on the assumption that grant income from funding bodies will continue to be received. The Trust continues to bid for other funds that may be available for Information,Advice and Support Services that serve to empower, enable and assist people in resolving social problems and meet the needs arising from deprivation and poverty.

Policies relating to categories of income and income recognition.

Nature of Income and Income recognition

Income, is received by way of grants, donations and gifts, is recognised in the statement of financial activities (SOFA) on a receivable basis, when a transaction or other event results in an increase in the charity’s assets or a reduction in its liabilities and only when the charity has legal entitlement, the income is probable and can be measured reliably.

Income subject to terms and conditions which must be met before the charity is entitled to the resources is not recognised until the conditions have been met.

All income is accounted for gross, before deducting any related fees or costs.

Accounting for deferred income and income received in advance

Where time related conditions are imposed or implied by a funder, then the income is apportioned to the time periods concerned,and, where applicable, is accounted for as a liability and shown on the balance sheet as deferred income. When grants are received in advance of the expenditure on the activity funded by them, but there are no specific time related conditions, then the income is not deferred.

Any condition that allows for the recovery by the donor of any unexpended part of a grant does not prevent recognition of the income concerned, but a liability to any repayment is recognised when repayment becomes probable.

Recognition of liabilities and expenditure

A liability, and the related expenditure, is recognised when a legal or constructive obligation exists as a result of a past event, and when it is more likely than not that a transfer of economic benefits will be required in settlement, and when the amount of the obligation can be measured or reliably estimated..

Liabilities arising from future funding commitments and constructive obligations, including performance related grants, where the timing or the amount of the future expenditure required to settle the obligation are uncertain, give rise to a provision in the accounts, which is reviewed at the accounting year end. The provision is increased to reflect any increases in liabilities, and is decreased by the utilisation of any provision within the period, and reversed if any provision is no longer required. These movements are charged or credited to the respective funds and activities to which the provision relates.

Volunteers

Notes to the Accounts for the year ended 31 March 2024

In accordance with the SORP, and in recognition of the difficulties in placing a monetary value on the contribution from volunteers, the contribution of volunteers is not included within the income of the charity.

Tangible fixed assets

Tangible fixed assets are measured at their original cost value, or subsequent revaluation, or if donated, as described above. Cost value includes all costs expended in bringing the asset into its intended working condition.

Depreciation has been provided at the following rates in order to write off the assets to their anticipated residual value over their estimated useful lives.

Plant and machinery	20	% straight line

Debtors
Debtors are measured at their recoverable amounts at the balance sheet date.

Creditors and provisions

As required by SORP 10.81, describe the basis on which creditors and provisions for liabilities and charges are recognised and measured

Cash and Bank Balances
Cash held by the charity is included at the amount actually held and counted at the year end. Bank balances, whether in credit or overdrawn, are shown at the amounts properly reconciled to the bank statements.

Leasing and hire purchase contracts and commitments
Rentals paid under operating leases are charged to income on a straight line basis over the lease term.

Pensions

The company is a member of NEST Pension Scheme. Contributions are charged to the profit and loss account as they become payable in accordance with the rules of the scheme.

2 Liability to taxation

As a registered charity, the organisation is exempt from income and corporation tax to the extent that its income and gains are applied towards the charitable objects of the charity and for no other purpose. Value Added Tax is not recoverable by the charity, and is therefore included in the relevant costs in the Statement of Financial Activities.

3 Winding up or dissolution of the charity

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

	2024 £	2023 £
The net surplus before tax in the financial year is stated after charging:-		
Depreciation of owned fixed assets	896	246
Pension costs	6,445	3,797

4 Staff costs and emoluments

Notes to the Accounts for the year ended 31 March 2024

Salary costs	2024	2023
	£	£
Gross Salaries excluding trustees and key management personnel	246,165	144,178
Employer's National Insurance for all staff	17,514	9,273
Employer's operating costs of defined contribution pension schemes	6,445	3,797
Trustees' Remuneration as detailed in note 0	-	-
Total salaries, wages and related costs	**270,124**	**157,248**

Numbers of full time employees or full time equivalents	2024	2023
The average number of total staff employed in the year was	9	10

Neither the trustees nor any persons connected with them have received any remuneration from the charity or any related entity, either in the current or prior year.

No employees received emoluments (excluding pension costs) in excess of £60,000 per annum.

5 Remuneration and payments to Trustees and persons connected with them

No trustees or persons connected with them received any remuneration from the charity, or any related entity.

8 Tangible fixed assets

	Land and Buildings	Tenant's Fixtures and Fittings	Office Equipment	Total
	£	£	£	£
Cost				
At 1 April 2023	-	24,386	33,687	58,073
Additions	-	-	3,582	3,582
At 31 March 2024	**-**	**24,386**	**37,269**	**61,655**
Depreciation				
At 1 April 2023	-	24,386	33,687	58,073
Charge for the year	-	-	896	896
At 31 March 2024	**-**	**24,386**	**34,583**	**58,969**
Net book value				
At 31 March 2024	**-**	**-**	**2,686**	**2,686**

10 Debtors

	2024	2023
	£	£
Trade debtors	37,069	-
Prepayments	1,355	1,921
	39,924	**1,921**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2024

11 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	794	310
Accruals	816	1,243
PAYE, NIC VAT and other taxes	3,868	3,166
Other creditors	1,602	970
	7,080	**5,689**

12 Creditors: amounts falling due after one year

	2024	2023
	£	£
Loan from Trustees	2,000	2,000

13 Loans to trustees included in debtors

14 Guarantees made by the charity on behalf of trustees

15 Contingent liabilities

16 Revaluation reserve

	Current year Unrestricted Funds 2024 £	Current year Restricted Funds 2024 £	Current year Total Funds 2024 £	Prior Year Total Funds 2023 £
At 1 April 2023	-	-	**-**	**-**
Arising on revaluation during the year	-	-	**-**	**-**
Transfers in the year	(301)	-	**(301)**	**-**
At 31 March 2024	**(301)**	**-**	**(301)**	**-**

17 Income and Expenditure account summary

	2024	2023
	£	£
At 1 April 2023	49,437	64,715
Transfers in for the year	-	-
At 1 April 2023	49,437	64,715
Surplus/(loss) after tax for the year	59,860	(15,278)
At 31 March 2024	**109,297**	**49,437**

18 Particulars of how particular funds are represented by assets and liabilities

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2024

At 31 March 2024	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	2,686	-	-	**2,686**
Investments at valuation:-				
Current Assets	743	-	76,379	**77,122**
Current Liabilities	(7,080)	-	-	**(7,080)**
Long Term Liabilities	(2,000)	-	-	**(2,000)**
	(5,651)	**-**	**76,379**	**70,728**

At 1 April 2023	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	-
Tangible Fixed Assets		-	-	**-**
Investments at valuation:-				
Current Assets	15,478	-	41,647	**57,125**
Current Liabilities	(5,689)	-	-	**(5,689)**
Long Term Liabilities	(2,000)	-	-	**(2,000)**
	7,789	**-**	**41,647**	**49,436**

19 Change in total funds over the year as shown in Note 18 , analysed by individual funds

	Funds brought forward from 2023	Movement in funds in 2024	Transfers between funds in 2024	Funds carried forward to 2025
		See Note 20		
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	7,789	24,828	301	**32,918**
Total unrestricted and designated funds	**7,789**	**24,828**	**301**	**32,918**
Restricted funds:-				
National Lottery	23,063	2,306	-	**25,369**
Leicestershire CC Communities Fund (Multiply)	7,628	6,303	-	**13,931**
Leicestershire Communities Fund	313	(266)	(47)	**-**
Leicester South Trussell Trust Foodbank	9,744	(2,384)	-	**7,360**
Leicester South Foodbank Invoices		12,895		**12,895**
Independent Age		12,199		**12,199**
Cadent - Foodbanks in Burbage and Earl Shilton		4,625		**4,625**
Oadby Village Hall Trust	899	(645)	(254)	**-**
Leicestershire and Rutland Communities Fund	-	-	-	**-**
Total restricted funds	**41,647**	**35,033**	**(301)**	**76,379**

Notes to the Accounts for the year ended 31 March 2024

Total charity funds	**49,436**	**59,861**	**-**	**109,297**

20 Analysis of movements in funds over the year as shown in Note 19

	Income	Expenditure	Other Gains & Losses	Movement in funds
	2024	2024	2024	2024
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	140,788	(115,960)	-	**24,828**
Restricted funds:-				
				-
National Lottery	97,495	(95,189)	-	**2,306**
Leicestershire CC Communities Fund (Multiply)	20,000	(13,697)	-	**6,303**
Leicester South Trussell Trust Foodbank	64,021	(66,405)		**(2,384)**
Leicester South Foodbank Invoices	33,895	(21,000)		**12,895**
Independent Age	18,063	(5,864)		**12,199**
Cadent - Foodbanks in Burbage and Earl Shilton	11,507	(6,882)		**4,625**
Oadby and Wigston Primary Care Network	4,468	(4,468)		**-**
Market Harbough building society	4,000	(4,000)		**-**
Leicestershire Communities Fund	-	(266)		**(266)**
Oadby Village Hall Trust	-	(645)	-	**(645)**
	394,237	**(334,376)**	**-**	**59,861**

21 The purposes for which the funds as detailed in note 19 are held by the charity are:-

Unrestricted and designated funds:-

Unrestricted revenue funds	These funds are held for the meeting the objectives of the charity, and to provide reserves for future activities, and , subject to charity legislation, are free from all restrictions on their use.
Designated revenue funds	Designated funds are unrestricted funds earmarked by the Trust Directors for particular purposes.

Restricted funds:-

Restricted funds:-	Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund,

22 Ultimate controlling party

The charity is under the control of its legal members.

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP 2015

This analysis is classsified by conventional nominal descriptions and not by activity.

23 Donations and Legacies

	Current year Unrestricted Funds 2024 £	Current year Restricted Funds 2024 £	Current year Total Funds 2024 £	Prior Year Total Funds 2023 £
Donations and gifts from individuals				
Small donations individually less than £1000	4,896	-	**4,896**	1,465
Gift aid donation		-	**-**	-
St Peter's Church	1,395	-	**1,395**	160
St Paul's Church	1,500	-	**1,500**	950
Trust Deed	500			
Nigel Swan	300	-	**300**	300
Carlton Hayes		-	**-**	2,900
GWFN Limited	300		**300**	
East Fundraising	51		**51**	-
Total donations and gifts from individuals	**8,942**	**-**	**8,442**	**5,775**
Grants for Advice, Information and Support Services				
National Lottery		97,495	**97,495**	**54,561**
Leicestershire CC Communities Fund (Multiply)		20,000	**20,000**	**10,000**
Leicester South Trussell Trust Foodbank		64,021	**64,021**	**36,215**
Oadby and Wigston Borough Council	62,569		**62,569**	**56,826**
Leicester South Foodbank Invoices		33,895	**33,895**	
Postcode Places	25,000		**25,000**	
Severn Trent Water	21,502		**21,502**	
Independent Age		18,063	**18,063**	
Cadent - Foodbanks in Burbage and Earl Shilton		11,507	**11,507**	
Oadby and Wigston Primary Care Network	1,342	4,468	**5,810**	**9,130**
South Wigston Family Syndicate	4,000		**4,000**	**4,500**
Market Harbough building society		4,000	**4,000**	

J D Networks	3,000		**3,000**	
The Bridge Loughborough	2,805		**2,805**	
Nova Laboratories	1,700		**1,700**	
Co-op	1,500		**1,500**	
Leicestershire Act Satya Ram	1,428		**1,428**	
Blaby District Council	1,000		**1,000**	
Chesterton House	1,000		**1,000**	
Oadby Village Hall Trust		-	**-**	**1,075**
Leicestershire Communities Fund		-	**-**	**8,154**
The Arnold Clark Community Fund	-		**-**	**1,000**
Edith Murphy Foundation	-		**-**	**2,000**
Other Grants	-	-	**-**	**885**
Total Grants for Advice, Information and Support	**126,846**	**253,449**	**380,295**	**184,346**
Total Donations and Legacies	**135,788**	**253,449**	**388,737**	**190,121**

Other income and gains

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2024	2024	2024	2023
	£	£	£	£
Employment Allowance and Maternity Allowance	5,000	-	**5,000**	5,000
Total other income	**5,000**	**-**	**5,000**	**5,000**

Expenditure on charitable activities - Direct spending

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2024	2024	2024	2023

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP 2015

	£	£	£	£
Gross wages and salaries - charitable activities	70,982	175,183	**246,165**	144,178
Employers' NI - Charitable activities	3,328	14,186	**17,514**	9,273
Defined contribution pension costs - charitable	1,796	4,649	**6,445**	3,797
Travel and Subsistence - Charitable Activities	509	1,135	**1,644**	964
Marketing and advertising of charitable	176	588	**764**	-
Recruitment Costs	16	1,168	**1,184**	2,023
Training	130	1,503	**1,633**	1,850
Books	-	-	**-**	60
Software and Subsriptions	3,277	2,922	**6,199**	6,199
License and Subscriptions	532	1,019	**1,551**	477
Direct Advice Costs	-	169	**169**	48
Professional Indemnity insurance	1,898	599	**2,497**	2,162
Costs paid on behalf of beneficiaries	-	4,680	**4,680**	180
Total direct spending	**82,644**	**207,801**	**290,445**	**171,211**

Support costs for charitable activities

	Current year Unrestricted Funds	**Current year Restricted Funds**	**Current year Total Funds**	**Prior Year Total Funds**
	2024 £	**2024 £**	**2024 £**	**2023 £**
Premises Expenses				
Rental- South Wigston Centre	6,215	6,350	**12,565**	10,995
Charges -Oadby/Wigston Magna	1,745	-	**1,745**	1,560
Room Hire	30	285	**315**	-
Light heat and power- South Wigston	2,160	-	**2,160**	2,127
Cleaning and waste management	210	-	**210**	5
Premises repairs, renewals and maintenance	98	-	**98**	2,076
Contents Insurance	519	-	**519**	285
Administrative overheads				
Postage, stationery and Printing	355	486	**841**	238
Software and computer expenses	1,873	-	**1,873**	2,404
Legal and Professional Fees	1,883	2,200	**4,083**	1,708
Telephone and Internet	2,010	1,059	**3,069**	2,617
Advertising and marketing	-	-	**-**	201
Sundry expenses	348	-	**348**	28
Minor Equipment	741	155	**896**	716
Equipment Rental	6,054	-	**6,054**	3,809
Staff Entertaining	639	80	**719**	542

Professional fees paid to advisors other than the auditor or examiner

Detailed analysis of income and expenditure for the year ended 31 March 2024 as required by the SORP 2015

Accountancy fees other than examination or audit fees	7,200	-	**7,200**	7,200
Financial costs				
Bank charges	84	-	**84**	77
Depreciation & Amortisation in total for the period	896	-	**896**	246
Support costs	**33,060**	**10,615**	**43,675**	**38,948**

Other Expenditure - Governance costs

	Current year Unrestricted Funds 2024 £	**Current year Restricted Funds 2024 £**	**Current year Total Funds 2024 £**	**Prior Year Total Funds 2023 £**
Independent Examiner's fees	256	-	**256**	240

Total Charitable expenditure

	Current year Unrestricted Funds 2024 £	**Current year Restricted Funds 2024 £**	**Current year Total Funds 2024 £**	**Prior Year Total Funds 2023 £**
Total direct spending	82,644	207,801	**290,445**	171,211
Total support costs	33,060	10,615	**43,675**	38,948
Total Governance costs	256	-	**256**	240
Total charitable expenditure	**115,960**	**218,416**	**334,376**	**210,399**

HELPING HANDS COMMUNITY TRUST

England & Wales - Charity number 1093415

Accounts



Helping Hands

Free, caring, professional advice

Helping Hands Community Trust

Annual Report & Accounts

1st April 2022 to 31st March 2023

Charity No.: 1093415

Company No.: 04343050

The Trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity for the year ending 31st March 2023 which are also prepared to meet the requirement for a directors' report and accounts for the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities; Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK & Republic of Ireland (FRS 102) (effective 1 January 2015)

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Overview of the Charity

Background

The Helping Hands Community Trust is a charitable company, limited by guarantee, and was established in 1997 as a Strategic Partnership response to an identified need for easy access to free independent advice, care and support to impoverished and vulnerable people, living within the Borough of Oadby and Wigston, neighbouring villages and rural communities.

To date, the Trust has helped over 120,000 clients and dealt with more than 250,000 advice enquiries. Our paid advisors and volunteers support people face to face to identify and prioritise their needs in relation to specialist advice on welfare benefits and rights, representing clients at appeals and tribunals, debt management and housing and we advocate on behalf of the client, with their consent, with debtors to help reduce their debt. We also have access to free legal advice in relation to employment law, family law – divorce, separation and child contact, personal injury and clinical negligence. Our services are easily accessed and free at the point of delivery.

We also work with other organisations and professional partners such as Primary Care Networks (PCNs) in relation to social prescribing. We consult with stakeholders, partners, service users, local councils and government agencies. This has enabled the Trust to become an agency for change and social renewal. The Trust responds to need, adapting our services to diversify to plug the gap and deliver effective and appropriate services to provide for changing and increasing local needs. We collaborate with HMRC, DWP, local PCNs, Foodbanks and Borough Council officers.

Having implemented AdvicePRO, a client information database, the Trust produces reports and statistical analysis of local needs, issues and trends that affect residents.

Services are delivered through a 'One Stop' Advice Centre in South Wigston and our weekly drop-in services at Oadby and Wigston Magna. Regular sessions are held at the various Leicester South Foodbank hubs, Oadby Foodbank, The Hub Club (The Kings' Centre, Wigston) and The Well at Kibworth. Advice is also given by telephone, via our website and other social media channels.

Our advisers are trained as 'active listeners' and are highly regarded as being 'people centred' professionals, who are considerate, compassionate and inclusive when responding to the needs of clients.

All our services conform to a set of standards, are audited, and accredited by the Advice Quality Standard (AQS). This accreditation is audited every two years (next due in 2024).

The Trust is proud to work in the community, having been set up by the community, for the community. It is active in ensuring everyone is aware of the services it provides and that the services are accessible to all.

Mission

Our Vision

"The Trust will engage with residents, partners and stake holders in a social enterprise, where we harness public, commercial, private, faith, charitable and voluntary sector resources, locally and regionally, to advise, empower and protect the interests of vulnerable residents who are socially disadvantaged or excluded by poverty, deprivation, age, unemployment, being homeless, incapacity, poor health, crime, domestic abuse or lack of educational opportunity."

Our Mission Statement

"The mission of the Helping Hands Community Trust is to serve, empower, enable, advise and assist people in resolving social problems and meeting needs arising from deprivation and poverty".

Aims and Objectives

The aims of the Trust are:

- To be people centred and provide access to free, independent, impartial, professional and confidential assistance and advice services. To help alleviate hardship and poverty.
- To be open and accessible and to treat all people fairly by promoting equality, respecting diversity and by challenging harassment and discrimination.
- To provide a compassionate service which follows the client's problems through to conclusion.
- To be proactive in resolving problems rather than signposting clients. We will support them through advocacy, case work and follow through to resolution.
- To empower and enable people to take ownership of their problems and difficulties and support them in working towards their resolution.
- To develop the Trust as a Social Enterprise that informs and shapes social policy.
- To identify and access the 'Social Capital' that is available within the community.

Service Users

Although operating from a base in Oadby & Wigston, the Trust is seeing a widening spread of clients coming to us. This is due to a number of reasons:

- Our work with Leicester South Foodbank and The Well in Kibworth has broadened our reach.
- We border neighbouring areas with significant deprivation – such as Blaby and Leicester City.
- A reduction of similar services which provide face to face support.
- Increasing needs resulting from COVID and the cost-of-living crisis

Staff and Volunteers

The Trust is managed by a Board of Trustees (volunteers). This reflects the needs of the Trust in relation to the governance being both a registered charity and a limited company.

The paid staff are made up of a mixture of part-time and full-time employees along with a group of dedicated and experienced volunteers. We recruit part-time advisors as the role is demanding and draining in terms of emotional resilience. We have the welfare of our staff, volunteers and clients at the heart of everything we do.

Funding is a mix of restricted and unrestricted grants, and we work closely with Trussell Trust and the Leicester South Foodbank, Oadby and Wigston Borough Council and our grant makers such as the National Lottery.

Those funded via the unrestricted funds will tend to be generalist advisors and will operate from one of the weekly drop-in services held in Oadby & Wigston.

Volunteers are critical to the Trust who in return, will also gain new skills and knowledge. Tasks for volunteers range from 'meet & greet', administration, form filling, mental health support, and to tribunal case management. They bring a wide range of experience to the Trust and provide additional support to the paid team. Some of our volunteers have 'lived experience' so know how needed the service is and the impact the charity can have on the local community.

Operations

The core activity of the Trust is based around drop-in sessions 10am to 1pm Monday to Friday. These take place at the South Wigston office (Mondays, Wednesdays & Fridays), Oadby Trinity Church (Tuesdays) and Wigston URC (Thursdays).

In addition to the drop-in services, appointments are made for more complex cases and form filling (PIP, Attendance Allowance etc).

Clients come to us through a variety of ways, with many attending as a result of a recommendation from one of their friends or family who have also been helped by HHCT. People also hear about the services provided on social media and through its partnerships. The Trust also makes use of its website to provide information (www.helpinghandsadvice.co.uk)

The Trust also employs a number of support workers – welfare benefit and debt advisors working with the foodbanks, and a numeracy specialist (working on the Multiply project). It also employs a Mental Health Recovery Worker who works alongside those clients who are struggling to play a full part in society.

We receive referrals from several partners – such as the foodbanks, Oadby & Wigston PCN, The Hub Club, the local Council - for whom we will provide data management reports to demonstrate the actions taken and the benefits achieved.

Helping Hands Community Trust Team (Apr 2022 – Mar 2023)

Paid Employees

Beverley Radcliffe	Chief Executive Officer (CEO) – started 9th Jan 2023
Amanda Murgatroyd	Service Delivery Manager
Jenni Neal	Advice Centre Manager – left May 2022
Stacey Major	Mental Health Recovery Coach
Amirah Ali	Receptionist
Emma Hall	Administrator – started 1st March 2023
Nilesh Kotecha	General Advisor
Halimah Rehman	General Advisor
Rosie Martin	Welfare Benefits Advisor
Richard Bray	Debt Advisor – started 18th July 2022
Rupert Ward	Foodbank Team Navigator – started 3rd Oct 2022
Karen Tonge	Community Coach & Energy Champion – left 8th Feb 2023
Ketna Mistry-Chauhan	Outreach Worker – Multiply Project – started 16th Jan 2023

South Wigston Centre (Volunteers)

Tony Watson	Receptionist/Trustee
Penny Barratt	Disability Benefit Specialist
John Fernandes	Receptionist - left Feb 2023
Jane Jackson	Mental Health Recovery Worker support – started Nov 2022
Nick Sumner	Receptionist/Trustee
Ray Green	Money Advisor/Trustee
Kathy Oliveira	Appeals & Tribunal Specialist
Les Gill	Counselling/Trustee (Vice Chair)

Oadby: Trinity Methodist Church Surgery (Volunteers) - Tuesdays

Lesley Thornton	General Advisor/Trustee
Nigel Swan	Admin Support/Trustee
Peter Howgate	Disability Benefit Specialist
Francis Cullen	Volunteer Receptionist
Wing Li	Volunteer Advisor – started May 2022
Krupa Vadher-Dasani	Volunteer Advisor – started Oct 2022

Wigston Magna: Wigston Magna URC Surgery (Volunteers) - Thursdays

Ray Green	Money Advisor/Trustee
Sue Nice	General Advisor
Melanie Cockerill	Volunteer Receptionist – left Feb 2023
Jane Christie	Disability Benefit Specialist
Sophie Clarke	Volunteer Receptionist – started Feb 2023

Helping Hands
Free, caring, professional advice

Organisation Structure

Trustees

Nigel Swan - Chair
Lesley Thornton – Secretary
Kathy Oliveira
Nick Sumner
Sheena Morgan
Rev. Les Gill – Vice Chair/Treasurer
Ray Green
Tony Watson
Claire Flinders

Chief Executive Officer
Beverley Radcliffe

Service Delivery Manager
Amanda Murgatroyd

URC Wigston Magna

Advisors
Nilesh Kotecha
Ray Green
Sophie Clarke
Sue Nice

Appeals & Tribunal Specialists
Kathy Oliveira
Jane Christie

Disability Benefits Specialists
Penny Barratt
Peter Howgate
Wing Li
Jane Jackson
Jane Christie

Designated Safeguarding Lead
Amanda Murgatroyd

South Wigston

Receptionists
Amirah Ali
Emma Hall
Nick Sumner
Tony Watson

Multiply
Ketna Mistry-Chauhan

Fire Marshals
Tony Watson
Amirah Ali

Trinity Methodist, Oadby

Mental Health Recovery Coach
Stacey Major
Jane Jackson

Trussell Trust Foodbank
Rosie Martin
Richard Bray
Rupert Ward

Data Protection Officer
Amanda Murgtroyd

Advisors
Halimah Rehman
Lesley Thornton
Fran Cullen

Specialist Debt/Money Advisor
Ray Green
Richard Bray

Volunteers are highlighted

Service Delivery Manager is responsible for the day-to-day running of the centres/surgeries and the provision of an AQS quality marked advice service

Chair's Report



It's been a busy year for the Trust, which has undergone some significant organisational changes throughout the year.

We were successful in receiving funding from The National Lottery Community Fund to implement a new structure which will not only provide a secure foundation upon which to grow but will also equip our team to be more effective in the fantastic work they do.

The funding, over 3 years, has allowed us to bring in our first Chief Executive Officer (CEO), Beverley Radcliffe, as well as an Office Manager and Administrator. These roles will provide support to the Trustee Board (who has previously had to be too 'hands on') and our team of advisors and volunteers.

Beverley has considerable experience in the voluntary sector, having previously been Director for The Coroners' Court Support Service (CCSS).

Her appointment allows us to build upon the foundations of serving the community for over 25 years, and to look ahead to secure our future and to grow to meet the ever-increasing needs within our communities.

During the year, as we came out of COVID, we had to ensure that we were organised as needed. Looking at what that means for us, when our priority is getting alongside our clients, building trust and confidence, allowing us to understand their increasingly complex needs. The Trust firmly believes in providing face to face opportunities for our clients.

Working in partnership too is vital. We have strong partnerships established with the likes of Oadby & Wigston Borough Council, Leicester South Foodbank and Oadby & Wigston Primary Care Network (PCN). These partnerships provide us with great opportunities to improve access to our services. We are present at the weekly the Hub Club at The King's Centre (Wigston) and The Well in Kibworth alongside Social Prescribers and Local Area Co-ordinators.

We are also have commenced supporting client numeracy knowledge through simple budgeting skills as part of the national Multiply project.

There is no doubt that the current cost of living crisis is drawing more and more people to need the services we provide, not only through the provision of the

advice services we provide, but through the support our Mental Health Recovery Worker can offer. Covid has had a massive impact on people's mental health, as does the financial pressures which have hit us in the last year.
We have adapted to the changing needs of our community through ensuring that we are visible and available – whether through our surgeries, our working at local foodbanks and our strong relationship with the local GP surgeries through their Social Prescribers.

However, funding is critically important to us. One of the key objectives of our CEO is to secure sustainable funding for us going forward. We are grateful for the funding we receive (see details later in the report) and we are constantly amazed at the support we receive from local organisations, faith groups and individuals who can see the difference we are making.
But we need to provide our team with the resources and certainty going forward. Recruitment is particularly hard at the moment (both for paid and volunteer staff), and one factor continues to be the uncertainty of ongoing funding.

Increasingly the community is reaching out to the voluntary sector for help. Local authorities and institutions are no longer providing the levels of support needed, and our sector provides professional, value for money services that need to be supported. Without organisations such as ours many would not be able to cope.

My concern is that this is not fully appreciated by those in positions of power and small, local charities are really struggling to survive.

My aim is to ensure that the Trust has a strong foundation that will enable it still to be around in 25 years' time, but we won't be able to do this without the necessary support.

I hope you find this report informative and useful. As ever if you wish to contact me with suggestions, proposal or indeed offers of financial support please do not hesitate in contacting me.

Nigel Swan

Chair of Trustee Board
nswan@helpinghandscentre.co.uk

CEO Report



Having started in my role in January 2023 I'm not sure I am in a position to contribute to this annual report. However, what I can contribute to is my reflections on what I have observed so far.

Working in the voluntary sector most of my working life with a brief stint in the private sector (I quickly saw the error of my ways) I have always been passionate about addressing injustice and discrimination. Helping Hands Community Trust clearly have the same passion and drive to support some of the most vulnerable people in our society today. The cost-of-living crisis continues to decimate a large proportion of members of our society and within our own communities. Our staff and volunteers work tirelessly to help people overcome the barriers to ensure they have access to the benefits they are entitled to and to help them manage debts they may have accumulated – debts that prior to the support of one of our advisors may have seemed too overwhelming to manage.

The last year has been tough in many ways – coming out of a global pandemic still reeling from what had just happened and immediately being plunged into a cost-of-living crisis. What can you say about people who want to make such a difference, indeed feel it is their duty to make a difference, other than a huge thank you for their dedication and passion, their unswerving determination to help and their never-ending patience with people who are facing the worst time of their lives. Please keep doing what you are doing!

21.32% of the population of Oadby and Wigston are 65 and over which is higher than the average for England (18.41%. The projected increase of 23% by 2040 and between 2020 and 2040 people with a limiting long-term illness will increase by 30.9%. Wigston Town and South Wigston have the lowest life expectancy for both males and females in Leicestershire. Oadby and Wigston have the highest percentage of winter deaths in comparison to the other districts in Leicestershire as well as for England with South Wigston being one of the most income deprived areas and Wigston has significantly higher numbers of older people living in poverty when compared with Leicestershire and England.

Although just statistical data, it relates to real people whose lives are impacted every day – such an unfair and unjust system that allows people to live in poverty or with long term illness without fair and equal access to welfare benefits cannot be right. Helping Hands Community Trust, its trustees, staff and volunteers fight this injustice every day.

We have an exciting and challenging time ahead with a newly created structure to help us have a renewed focus and energy to take us into the next stage of the

organisation's growth and of course, we need funding to go alongside this growth. We are extremely fortunate to have the support of various funders with the main ones being Oadby and Wigston Borough Council, Trussell Trust, National Lottery Community Fund and Leicester South Food Bank.

If you know of any funders or businesses that may be able to support us, please do let me know (please do not assume we already know about them!).

I have seen first-hand the difference made when people come to us for help and support. It may be an organisation with a small team of paid staff and volunteers, but it really has a significant impact on the lives of those it helps. People who may have previously felt like there was no way out of the financial situation they found themselves in, now being able to pay their bills and put food on the table – who wouldn't want to be part of something that does such great work.

I have a strong sense of community and I can see everyone at Helping Hands has the same passion to help. Our volunteers are the best (I know every charity must think that) but we do have some magnificent volunteers who support our dedicated team of paid staff – it is a real team effort and I am truly grateful to you all – thank you.

I would like local and central government to hear about the great work you all do and will make it my job to promote this as far and wide as possible – we should be shouting it from the roof tops as I really don't think others realise the impact you all have on the lives of people in the communities we serve.

Thank you to everyone who has made me feel welcomed, the Trustees for their very generous time they have given me and to Nigel, the Chair, who introduced me to so many people!

Beverley Radcliffe
CEO – Helping Hands Community Trust
bradcliffe@helpinghandscentre.co.uk



Service Delivery Manager's Report



From April 2022, we continued to operate an appointment only service at South Wigston, coming out of the Covid-19 global pandemic. We witnessed a rise in demand for PIP form application assistance. A possible explanation for this increase could have been due to other organisations within Leicester and surrounding areas not returning to a full face-to-face service. Our drop-in sessions at the United Reformed Church, Wigston Magna and at Trinity Methodist Church in Oadby were also becoming very busy.

During Autumn 2022 we were then hit with a 'Cost of Living Crisis' across the country, and this again caused a huge demand on our two debt advisors, helping not only our most vulnerable clients but those also working and struggling to meet the cost of their utility bills due to the significant price rise. Contracts, subscriptions, food and fuel were also heavily increased, and all became too much for some of our clients, causing mental health to decline and an increase in suicidal ideations.

DWP were still struggling to manage due to the huge Covid-19 backlog, causing delays in tribunal hearings, work capability assessments and backdated payments, which unfortunately did not help the critical situation. Thankfully, we were able to assist clients to negotiate payments and arrange reduced payment plans with their utility companies, as well as offering assistance to apply for the Household Support Fund administered by Leicestershire County and Leicester City Councils.

We were extremely fortunate in securing a further 12-month funding from Trussell Trust Foodbank to continue our partnership working, offering specialist welfare benefits and debt advice to those attending their foodbank hubs within the Leicester South area. Secured a second-year funding from Oadby & Wigston Primary Care Network, assisting Social Prescribers working within GP surgeries across Oadby & Wigston, by referring their patients who were in need of advice and form filling, and finally receiving funding for a new 'Multiply' project, offering numeracy courses to our clients. Due to the above funded projects, we were financially able to employ four additional paid members of staff and recruit four additional volunteers of which we are extremely grateful.

Towards the end of the financial year, we were still seeing a huge increase in clients presenting with multiple issues, and even though a cap was forced upon the utility companies and fuel prices reduced slightly, people were still struggling.

We have had a very busy year. Have seen people with very complex needs and have undergone various additional training sessions enabling us to adapt our services to meet the need. I am very proud of our staff and volunteers who have coped well under the pressure, and will continue to advise, assist and offer solutions to all our clients, however complex, whilst helping our most vulnerable clients suffering with mental health conditions along their recovery journey.

Amanda Murgatroyd
Service Delivery Manager
amurgatroyd@helpinghandscentre.co.uk

Core Data – April 2022- March 2023

Areas	Clients	
Blaby	141	8%
Charnwood	81	5%
Harborough	99	6%
Hinckley & Bosworth	25	1%
Leicester City	344	20%
Melton	1	0%
NW Leicestershire	14	1%
Oadby & Wigston	947	56%
Out of Leicestershire	30	2%
Total	1682	100%

Case Matters			LY
Community Care	27	1%	21
Debt	519	14%	213
Domestic Violence	4	0%	4
Education	8	0%	10
Employment	44	1%	106
Family	76	2%	52
Foodbank	180	5%	121
General	218	6%	201
Housing	204	6%	209
Immigration	2	0%	3
Land & Environment	4	0%	3
Legal Advice	36	1%	0
Mental Health	110	3%	94
Tax	19	1%	7
Welfare Benefits	13	0%	31
Welfare Rights	2145	59%	1171
Total	3609		2246

Financial Outcomes

Appeals	£142,369.60
Benefit Applications	£1,031,717.73
Council Tax	£8,057.58
Debt	£25,382.92
Grants	£4,478.00
Utilities	£21,727.92
Unknown	£4,845.80
Total	**£1,238,579.55**

0-16	13	1%
17-24	47	3%
25-34	116	7%
35-49	288	17%
50-64	388	23%
65+	367	22%
Not Specified	463	28%
Total	1682	

African	12	1%
Asian	66	4%
Asian British	106	6%
Caribbean	4	0%
Black British	19	1%
Mixed	16	1%
White British	742	44%
White Other	38	2%
East European	5	0%
Other	13	1%
Not Specified	661	39%
Total	1682	

Case Studies

Profile of Client:

Single mother with a newborn and a 7-year-old. Lives in a rented flat with no friends or family locally for support.

Summary of issues:

Client struggling to get through the month financially at the moment . Client recently had a new born baby and also struggling to clothe the baby.

Options Discussed; Advice Given and Action taken:

Benefit check completed . It was noted that the client was paying UC advance payment of £67.67 per month. Highlighted to client that a request can be made through her journal to freeze the advance payment whilst she is struggling. Client did not know this . This was subsequently done and granted.

Household Support Fund completed for client.

Client referred to Hope Church for help with baby items.

Outcome:

Client saving £67.67 per month which in turn is helping her with food and bills .
Client received a one off payment of £49.00 from the Household Support Fund.
Client gained support through Hope Church enabling her to get necessary items for her new born baby.
Client stated in an email …
''Thanks Rosie. All this wouldn't have happened if it wasn't with your help. Thank you so much ''

Profile of Client:

50 yr old lady , lives alone and unable to work due to poor health. Health conditions include spondylosis of the spine, psoriasis, sciatica, fibromyalgia, depression , partially deaf and incontinence.

Summary of issues:

Client has been living off her inheritance and has had to borrow money from a friend to get her roof fixed. Client struggling financially due to poor health.

Options Discussed; Advice Given and Action taken:

A benefit check was completed for the client .

Limited capability for work form was completed.
Household support fund application was completed.
Client was advised to speak to local council regarding help with council tax.
PIP forms were ordered and completed for the client.

Outcome:

Client received £50 in Aldi vouchers from the Household support fund. She was awarded discretionary help towards her council tax which saved her £112 per month. Client was successful in her claim with PIP and was awarded standard rate care £61.85 and enhanced mobility of £64.50 per week . A back pay amount of £1,800 was also paid to the client . Furthermore, due to receiving the enhanced mobility , client was entitled to help with her vehicle tax and this gave her a saving per year of £110. Due to the Government's announcement of the cost of living awards , the client will receive a £150 disability award . In addition, a cost of living payment split into two payments of £326 and £324 will also be paid to the client . The client will receive these one off payments due to our help in identifying her need, entitlement and success in gaining the benefit.

Our client was also able to pay off her debt using the back dated PIP award .

Helping Hands in the Community

Helping Hands Community Trust works in partnership with Oadby and Wigston Borough Council, Oadby and Wigston PCN, Trussell Trust Foodbanks and Leicester South Food Bank. These partnerships are vitally important, helping us reach far more clients in need. The partnerships also alleviate some of the pressures on other services such as the NHS when the needs of clients are better met by HHCT. This holistic approach is truly putting the patient/client at the heart of the services being provided.
We have begun working with the Integrated Care Boards in relation to developing a Leicester, Leicestershire and Rutland (LLR) Health and Wellbeing Plan. We are all too aware of the inequity among its residents.

Health equity is about removing the avoidable and unfair differences in health between different groups of people. Health equity concerns not only people's health but the differences in care they receive and the opportunities they have to lead healthy lives.

There are stark gaps in health equity across LLR. A boy born today in our most deprived area could be expected to die up to nearly nine years earlier than a boy born in the least deprived area. Furthermore, people from less affluent areas will be spending a greater proportion of their (often shorter) lives in poor health compared to people from more affluent parts of our area. We want local people to be healthier, with everyone having a fair chance to live a long life in good health.

Wigston Town has significantly higher numbers of older people living in poverty when compared with Leicestershire and England (16.4% compared with England average at 14.2%)

The average house price is over 8.6 times the mean annual salary of Oadby & Wigston residents, and over 9.3 times the median average salary of Oadby & Wigston residents.

The most common industry worked in is wholesale and retail trade; repair of motor vehicles and motorcycles (19.1%), human health and social work activities (13.2%)

and education (12.6%). The most common occupations are lower managerial, administrative and professional occupations at 19.5%.

Wigston Town has significantly higher numbers of older people living in poverty when compared with Leicestershire and England (16.4% compared with England average at 14.2%).

Oadby East MSOA (Middle Layer Super Output Areas) has the highest proportion of Pakistani people in Leicestershire (8%) of the population. This is followed by Oadby South and West (6.7%), Oadby North (6.6%) and Wigston North (4%). Oadby & Wigston has one LSOA (Lower Layer Super Output Areas) in the most deprived quintile, which is within the South Wigston ward – this ward also has two LSOAs within the second most deprived quintile. The other areas within this quintile are again focused around Wigston Fields, Oadby St Peters and the north of Wigston All Saints .

Ongoing Targets and New Plans

Our main targets for 2023 - 2025:

- To create a sustainable funding approach which will ensure the ongoing future of the Trust.
- To broaden the Trustee Board bringing in relevant skills to help the existing Board develop the Trust.
- To implement a more effective IT system which will allow the team to access information and each other while operating over a dispersed area.
- To establish a more streamlined and transparent finance process which will reduce the workload for the team but more importantly provide the Trustee Board with up to date and relevant information upon which they can react.
- To improve the HR processes within the Trust ensuring that our team are well trained and informed and that we are caring for their own well-being. This will include the establishment of a regular programme of team meetings where the Trust can inform the team members (paid and volunteer) of the strategy of the Trust and to celebrate the wonderful work each of them does for the local community.
- To engage with neighbouring authorities to enable them to understand what their residents are seeking support on, and to look at creating contracts with them to provide the resource required.

- To continue the search for more appropriate premises within South Wigston
- To evaluate the appropriateness of our current surgeries in Oadby and Wigston Magna
- To provide training opportunities and development for all team members, particularly in terms of debt.

Challenges for 3 or 5-year period ahead

- Existing challenges of running and managing the charity in relation to overstretched staff and volunteer recruitment and retention, qualified and experienced staff.
- An increasingly competitive context for fundraising along with funding processes which place additional pressure on overstretched staff and trustees and the impact this has on the ability to develop and implement strategic planning.
- The need for more effective collaboration between other charities, businesses, local and national government and health and social care.
- Being viewed as a professional organisation and how this may impact on our performance and reputation.
- Identifying, managing and mitigating risk.

STRATEGY

Short Term

- Following the successful funding application with the National Lottery Communities Fund the Trust has moved forward with its new structure involving the recruitment of a CEO, Administrator and Office Manager.
- The Trust is looking to bed this new structure in to determine potential gaps/overlaps which will impede the moving forward of the Trust.
- The intention is to undertake a full strategic review for the Trust in the last quarter of 2023 to determine the priorities over the coming 3-5 years.

Medium Term Strategy

A review planned for the last quarter of 2023 will either re-confirm the existing priorities/ways of working or challenge them. The review will look at some of the key questions about the way forward, including:

- What are our core activities/strengths?
- Where are we working? – what communities?

- How are we working? – we believe that face to face support is our main form of activity.
- Who do we work with? – what are the key partnerships we need to start, maintain, or grow.
- How do we fund our work? – how do we establish a strong and broad funding foundation that provides a longer-term stability for our service and team members
- How do we ensure people are aware of us – use us, work with us, fund us?

Long Term Strategy

Currently we believe that we need to provide support and advice for those in need and vulnerable in our communities. We provide an empathetic service where clients have time to tell their story and reveal the complexity of the issues they have. We want to ensure that all those who have need to access our service can do so. This means working with other organisations to allow people to know about us and use us.

We believe that our service is increasingly unique in Leicestershire and that there is a requirement for us to seriously consider having a more visible presence across the City and County.

We also want to review our capability to provide support for people who require a home visit.

Governance

Information on Helping Hands Community Trust

The Helping Hands Community Trust is a charitable company limited by guarantee (Number: 04343050), incorporated on 19th December 2001 and registered as a charity on 14th August 2002 (Number 1093415)

The Registered Office: 66-68 Blaby Road, South Wigston, Leicestershire LE18 4SD

During the year the Trust operated and co-ordinated all service provision from this main advice centre.

Helping Hands Community Trust
66-68 Blaby Road,
South Wigston
Leicestershire
LE18 4SD
0116 278 2001

email: office@helpinghandscentre.co.uk
Website: www.helpinghandsadvice.co.uk

The Trustees who are directors for the purpose of company law and Trustees for the purpose of charity law, serving during the year and the date of this report are:

Mr Nigel Swan	Chair of Trustee Board
Rev. Leslie Gill	Vice Chair of Trustees Directors & Treasurer
Mrs. Lesley Thornton	Company Secretary
Mr. Raymond Green	Trustee
Mr. Tony Watson	Lived Experience Trustee
Ms. Kathy Oliveira	Trustee
Mr Nick Sumner	Lived Experience Trustee
Ms Claire Flinders	Trustee
Ms Sheena Morgan	Trustee - Finance

Trust Directors, collectively referred to as the Trustees of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31st March 2023 was 9.

Independent Examiners.

Evolve Accountants and Business Advisors Ltd
Unit 10 , Whitwick Business Centre,
Phoenix Park,
Stephenson Industrial Estate,
Coalville,
Leicestershire
LE67 3HB

Bankers

Lloyds B**a**nk ,
7 High Street ,
Leicester, LEI 9FS.

The Trust/Company was established 01 January 1997 under a Memorandum and Articles of Association that established the objects and powers of the charitable company and is governed under its articles of Association.

Company law requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Trust Directors should follow best practice and:

- select suitable accounting policies and then apply them consistently.
- make judgments and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees 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.

As set out in the Articles of Association, new Trustees can be appointed by the Trustees, who may also determine the maximum number of Trustees in General Meeting. One third of Trustees must retire at Annual General Meetings and those shall be the Trustees longest in office; all retiring Trustees are eligible for re-election. The Trustees currently elect a Chair, a Vice Chair and a Company Secretary from within the Trustee body.

New Trustees are inducted by the Chair of the Trustees as to their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and the financial history of the Trust. Trustees are encouraged to make regular visits to the Advice Centre and other points of service delivery, to meet with staff, volunteers and working partners. Trustees are encouraged to attend appropriate internal and external training events.

Trustees sign both a Declarations of Interests and a Code of Conduct policy.

The Trustees administer the charity. They meet every 6 weeks to discuss all aspects of performance. The Trust employs a Chief Executive Officer (CEO) who has responsibility for the operational matters of the Trust, along with a Service Delivery Manager (with an Office Manager employed in Sept 2023). The CEO has delegated authority, within the terms of delegation approved by the Trustees, for operational matters, including HR and quality matters. The CEO at the end of the financial year, March 2023 was Beverley Radcliffe.

Financial Management and Financial Control is undertaken by the Chair of Trustees (along with the Treasurer and Finance Trustee) with assistance on the day-to-day book-keeping, payroll and accounting provided by:

Fairfax Tax and Accounts
Stoughton Road,
Oadby,
Leicestershire
LE2 4DS

Risk Management
The Trustees have a Risk Management strategy and matrix that includes annual review of the risks the charity may face, the establishment of systems and procedures to mitigate those risks and the implementation of procedures designed to minimise any potential impact should those risks materialise.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed annually to ensure that they continue to meet the needs of the charity.

Key risks currently identified as:

Service delivery:

- Demand outstripping capacity at all locations. Need to ensure the numbers of paid and voluntary staff are sufficient to meet the increasing demand.
- Ensuring the well-being of the team – all members are dealing with emotionally challenging situations and processes have to be robust to ensure they are cared for, supported and managed.
- Staff need to have the necessary training on all areas of the changing legislation and on matters such as Mental Health First Aid.
- Shortcomings in the locations of the surgeries create issues of safety, confidentiality, and well-being. The Trust must continue to identify more appropriate locations to provide the service.
- Risk to staff and clients from violent, aggressive, intoxicated and/or mentally ill clients.

Organisational

- Identification and securing of secure and robust streams of funding to maintain the size and ability of the current team.
- The provision of strong, compliant systems and processes to ensure the increasingly complex structure can operate effectively.
- Recruitment of new Trustees to bring improved oversight and experience into the Trust.
- A clear strategy for development and service delivery to map out the coming 5 years is needed.

Financial Review

Independent Examiners

The Trustees recommend the re-appointment of Evolve Accountants and Business Advisors Ltd as Independent Examiners and a resolution proposing this will be put to the Annual General Meeting.

Reserves

The Trustees have a Reserves Policy, a copy of which is available from the registered office. In brief, this Policy establishes the need for free reserves of at least £25,000 (this being approximately 3 months operating costs) plus a contingency fund of £5,000 to enable the Trust to take advantage of opportunities. This Policy is reviewed annually. Currently the reserves are not compliant with the policy and the Trustees need to establish the correct levels of reserves in the coming year.

Investment policy

The Trust is unable to invest at the current time.

Results

The net incoming resources for the year amounted to £195,121 of which £110,005 had specific restrictions placed upon them. The accounts have been prepared on a going concern basis on the assumption that current funding streams will continue, and that new future funding has been secured. The Trustees continue to bid for future funding and exploring partnerships and joint working that may allow Helping Hands Community Trust to continue to provide the much-needed services. One of the key responsibilities of the CEO is to identify and secure robust revenue streams. Full details of the Trust's achievements during the year can be found in the Chair's Report and the CEO's Report.

This report has been prepared in accordance with the Statement of Recommended Practice - Accounting and Reporting by Charities 2015 (The SORP 2015) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the Trust Directors on 10th November 2023 and authorised for issue on its behalf by Nigel Swan (Chair).



Nigel Swan
Chair - Trustee Board of Directors
10th November 2023

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF HELPING HANDS COMMUNITY TRUST

I report on the accounts of the Trust for the year ended 31 March 2023, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the accompanying notes.

Respective responsibilities of trustees and examiner

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

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- the accounting records were not kept in accordance with section 130 of the Charities Act;

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.



MR JAMES NIXON FCCA **20 October 2023**
Evolve Accountants and Business Advisors Limited
Unit 10 Phoenix Park
Stephenson Industrial Estate
Telford Way
Coalville
Leicestershire
LE67 3HB

Helping Hands Community Trust - Statement of Financial Activities (including the Income and Expenditure Account for the year ended 31 March 2023, as required by the Companies Act 2006)

		Current year Unrestricted Funds 2023 £	Current year Restricted Funds 2023 £	Current year Total Funds 2023 £	Prior Year Total Funds 2022 £
Income & Endowments from:					
Donations & Legacies		80,116	110,005	**190,121**	166,106
Other		5,000	-	**5,000**	9,008
Total income	**A**	**85,116**	**110,005**	**195,121**	**175,114**
Expenditure on:					
Charitable activities		134,795	75,704	**210,499**	172,255
Total expenditure	**B**	**134,795**	**75,704**	**210,499**	**172,255**
Net (expenditure)/income for the year		**(49,679)**	**34,301**	**(15,378)**	**2,859**
Transfers between funds	**C**	5,205	(5,205)	**-**	-
Net income after transfers	**A-B-C**	**(44,474)**	**29,096**	**(15,378)**	**2,859**
Net movement in funds		**(44,474)**	**29,096**	**(15,378)**	**2,859**
Total funds brought forward		52,163	12,551	**64,714**	61,855
Total funds carried forward		**7,689**	**41,647**	**49,336**	**64,714**

The 'SORP Ref' indicated above is the classification of income set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the Balance Sheet.

A separate Statement of Total Recognised Gains and Losses is not required as this statement includes all recognised gains and losses.'

All activities derive from continuing operations

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Analysis of prior year total funds, as required by paragraph 4.2 of the SORP

	Prior Year Unrestricted Funds 2022 £	Prior Year Restricted Funds 2022 £	Prior Year Total Funds 2022 £
Income & Endowments from:			
Donations & Legacies	111,632	54,474	**166,106**
Fundraising	-	-	**-**
Other	9,008	-	**9,008**
Total income	120,640	54,474	175,114
Expenditure on:			
Charitable activities	96,293	75,962	**172,255**
Total expenditure	**96,293**	**75,962**	**172,255**
Net income for the year	24,347	(21,488)	**2,859**
Reconciliation of funds:-			
Total funds brought forward	27,816	34,039	**61,855**
Total funds carried forward	**52,163**	**12,551**	**64,714**

Helping Hands Community Trust
Income and Expenditure Account for the year ended 31 March 2023 as required by the Companies Act 2006

	2023 £	2022 £
Income		
Income from operations	190,121	166,106
Investment income		
Other operating income	5,000	9,008
Gross income in the year before exceptional items	**195,121**	**175,114**
Gross income in the year including exceptional items	**195,121**	**175,114**
Expenditure		
Charitable expenditure, excluding depreciation and amortisation	210,013	171,770
Depreciation and amortisation	246	245
Governance costs	240	240
Realised losses on disposals of social investments which are programme related	-	-
Total expenditure in the year	**210,499**	**172,255**
Net income before tax in the financial year	(15,378)	2,859
Tax on surplus on ordinary activities	-	-
Net income after tax in the financial year	**(15,378)**	**2,859**
Retained surplus for the financial year	**(15,378)**	**2,859**

All activities derive from continuing operations

In accordance with the provisions of the Companies Act 2006, the headings and subheadings used in the Income and Expenditure account have been adapted to reflect the special nature of the charity's activities.

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Balance Sheet as at 31 March 2023

	Notes		2023 £		2022 £
Fixed assets					
Tangible assets	6		-		246
Current assets					
Debtors	7	1,921		9,922	
Cash at bank and in hand		55,104		65,560	
Total current assets		57,025		75,482	
Creditors: amounts falling due within one year	8	(5,689)		(9,014)	
Net current assets			51,336		66,468
Total assets less current liabilities			51,336		66,714
Creditors: amounts falling due after more than one year	9		(2,000)		(2,000)
The total net assets of the charity			49,336		64,714
The total net assets of the charity are funded by the funds of the charity, as follows:-					
Restricted funds					
Restricted Revenue Funds	11		41,647		12,551
Unrestricted Funds					
Unrestricted Revenue Funds	11		7,689		52,163
Designated Funds					
Total charity funds			49,336		64,714

The 'SORP Ref' indicated above is the classification of Balance Sheet items as set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the SOFA..

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The charity is subject to Independent Examination under charity legislation, and the report of the examiner is on page 27.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Rev. L.G.Gill (Chairman)
Trustee
Approved by the board of trustees on ~~31/07/2023~~
6.11.2023

Helping Hands Community Trust

Cash Flow Statement for the year ended 31 March 2023

		2023 £	2022 £
Cash flows from operating activities			
Net cash used in operating activities as shown below	**A**	(10,456)	(3,111)
Cash flows from financing activities			
Net cash provided by financing activities	**C**	**-**	**-**
Overall cash used in all activities	**A+B+C**	**(10,456)**	**(3,111)**
Cash movements			
Change in cash and cash equivalents from activities in the year ended 31 March 2023		(10,456)	(3,111)
Cash and cash equivalents at 1 April 2022		65,560	68,671
Cash at bank and in hand less overdrafts at 31 March		**55,104**	**65,560**

Helping Hands Community Trust

Reconciliation of net (expenditure)/income to net cash flow from operating activities

Net (expenditure)/income as shown in the Statement of Financial Activities		(15,378)	2,859
Adjustments for :-			
Depreciation charges		246	245
Write downs of investments		-	-
Net losses/(gains) on investment assets		-	-
Decrease/(increase) in debtors		8,001	(3,660)
Decrease in creditors, excluding loans		(3,325)	(2,555)
Net cash used in operating activities	**A**	**(10,456)**	**(3,111)**

Analysis of cash and cash equivalents

	2023 £	2022 £
Cash in hand at for the year ended 31 March 2023	55,104	65,560
Total cash and cash equivalents	**55,104**	**65,560**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2023

1 Accounting policies

Policies relating to the production of the accounts.

Basis of preparation and accounting convention
The accounts have been prepared on the accruals basis, under the historical cost convention, and in accordance with the Financial Reporting Standard 102 (effective January 2015)) and 'The FRS102 Statement of Recommended Accounting Practice 2015', (The SORP 2015), and in accordance with all applicable law in the charity's jurisdiction of registration.

Risks and future assumptions

The accounts have been prepared on a going concern basis on the assumption that grant income from funding bodies will continue to be received. The Trust continues to bid for other funds that may be available for Information,Advice and Support Services that serve to empower, enable and assist people in resolving social problems and meet the needs arising from deprivation and poverty.

Policies relating to categories of income and income recognition.

Nature of Income and Income recognition

Income, is received by way of grants, donations and gifts, is recognised in the statement of financial activities (SOFA) on a receivable basis, when a transaction or other event results in an increase in the charity’s assets or a reduction in its liabilities and only when the charity has legal entitlement, the income is probable and can be measured reliably.

Income subject to terms and conditions which must be met before the charity is entitled to the resources is not recognised until the conditions have been met.

All income is accounted for gross, before deducting any related fees or costs.

Accounting for deferred income and income received in advance

Where time related conditions are imposed or implied by a funder, then the income is apportioned to the time periods concerned,and, where applicable, is accounted for as a liability and shown on the balance sheet as deferred income. When grants are received in advance of the expenditure on the activity funded by them, but there are no specific time related conditions, then the income is not deferred.

Any condition that allows for the recovery by the donor of any unexpended part of a grant does not prevent recognition of the income concerned, but a liability to any repayment is recognised when repayment becomes probable.

Recognition of liabilities and expenditure

A liability, and the related expenditure, is recognised when a legal or constructive obligation exists as a result of a past event, and when it is more likely than not that a transfer of economic benefits will be required in settlement, and when the amount of the obligation can be measured or reliably estimated..

Liabilities arising from future funding commitments and constructive obligations, including performance related grants, where the timing or the amount of the future expenditure required to settle the obligation are uncertain, give rise to a provision in the accounts, which is reviewed at the accounting year end. The provision is increased to reflect any increases in liabilities, and is decreased by the utilisation of any provision within the period, and reversed if any provision is no longer required. These movements are charged or credited to the respective funds and activities to which the provision relates.

Volunteers

Notes to the Accounts for the year ended 31 March 2023

In accordance with the SORP, and in recognition of the difficulties in placing a monetary value on the contribution from volunteers, the contribution of volunteers is not included within the income of the charity.

Tangible fixed assets

Tangible fixed assets are measured at their original cost value, or subsequent revaluation, or if donated, as described above. Cost value includes all costs expended in bringing the asset into its intended working condition.

Depreciation has been provided at the following rates in order to write off the assets to their anticipated residual value over their estimated useful lives.

Plant and machinery	20	% straight line

Debtors
Debtors are measured at their recoverable amounts at the balance sheet date.

Creditors and provisions

As required by SORP 10.81, describe the basis on which creditors and provisions for liabilities and charges are recognised and measured

Cash and Bank Balances
Cash held by the charity is included at the amount actually held and counted at the year end. Bank balances, whether in credit or overdrawn, are shown at the amounts properly reconciled to the bank statements.

Leasing and hire purchase contracts and commitments
Rentals paid under operating leases are charged to income on a straight line basis over the lease term.

Pensions

The company is a member of NEST Pension Scheme. Contributions are charged to the profit and loss account as they become payable in accordance with the rules of the scheme.

2 Liability to taxation
As a registered charity, the organisation is exempt from income and corporation tax to the extent that its income and gains are applied towards the charitable objects of the charity and for no other purpose. Value Added Tax is not recoverable by the charity, and is therefore included in the relevant costs in the Statement of Financial Activities.

3 Winding up or dissolution of the charity

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

	2023 £	2022 £
The net (deficit)/surplus before tax in the financial year is stated after charging:-		
Depreciation of owned fixed assets	246	245
Pension costs	3,797	2,699

4 Staff costs and emoluments

Notes to the Accounts for the year ended 31 March 2023

Salary costs	2023	2022
	£	£
Gross Salaries excluding trustees and key management personnel	144,178	116,519
Employer's National Insurance for all staff	9,273	5,502
Employer's operating costs of defined contribution pension schemes	3,797	2,699
Trustees' Remuneration as detailed in note 0	-	-
Total salaries, wages and related costs	**157,248**	**124,720**

Numbers of full time employees or full time equivalents	2023	2022
The average number of total staff employed in the year was	9	10

Neither the trustees nor any persons connected with them have received any remuneration from the charity or any related entity, either in the current or prior year.

No employees received emoluments (excluding pension costs) in excess of £60,000 per annum.

5 Remuneration and payments to Trustees and persons connected with them

No trustees or persons connected with them received any remuneration from the charity, or any related entity.

6 Tangible fixed assets

	Land and Buildings	Tenant's Fixtures and Fittings	Office Equipment	Total
	£	£	£	£
Cost				
At 1 April 2022	-	24,386	33,686	58,072
At 31 March 2023	**-**	**24,386**	**33,686**	**58,072**
Depreciation				
At 1 April 2022	-	24,386	33,440	57,826
Charge for the year	-	-	246	246
At 31 March 2023	**-**	**24,386**	**33,686**	**58,072**
Net book value				
	-	**-**	**-**	**-**
At 31 March 2023				
At 31 March 2022	**-**	**-**	**246**	**246**

7 Debtors

	2023	2022
	£	£
Trade debtors	-	4,590
Prepayments	1,921	5,332
	1,921	**9,922**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2023

8	Creditors: amounts falling due within one year	2023	2022
		£	£
	Trade creditors	310	5,877
	Accruals	1,243	1,243
	PAYE, NIC VAT and other taxes	3,166	1,219
	Other creditors	970	675
		5,689	**9,014**

9	Creditors: amounts falling due after one year	2023	2022
		£	£
	Loan from Trustees	2,000	2,000

10 Particulars of how particular funds are represented by assets and liabilities

At 31 March 2023	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	£
Tangible Fixed Assets		-	-	**-**
Investments at valuation:-				
Current Assets	15,378	-	41,647	**57,025**
Current Liabilities	(5,689)	-	-	**(5,689)**
Long Term Liabilities	(2,000)	-	-	**(2,000)**
	7,689	**-**	**41,647**	**49,336**

At 1 April 2022	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	£
Tangible Fixed Assets		-	246	**246**
Investments at valuation:-				
Current Assets	41,443	-	34,039	**75,482**
Current Liabilities	(9,014)	-	-	**(9,014)**
Long Term Liabilities	(2,000)	-	-	**(2,000)**
	30,429	**-**	**34,285**	**64,714**

11 Change in total funds over the year as shown in Note 10 , analysed by individual funds

	Funds brought forward from 2022	Movement in funds in 2023 See Note 12	Transfers between funds in 2023	Funds carried forward to 2024
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	52,163	(49,679)	5,205	**7,689**
Total unrestricted and designated funds	**52,163**	**(49,679)**	**5,205**	**7,689**

Notes to the Accounts for the year ended 31 March 2023

Restricted funds:-

National Lottery	-	23,063	-	**23,063**
Leicestershire CC Communities Fund (Multiply)	-	7,628	-	**7,628**
LCC Energy Champion	7,312	(5,590)	(1,722)	**-**
Leicestershire Communities Fund	-	313	-	**313**
Food bank consultancy/Trussell Trust Fund	1,510	8,234	-	**9,744**
Oadby Village Hall Trust		899		**899**
Leicestershire and Rutland Communities Fund	3,481	-	(3,481)	**-**
DWP Grant	248	(246)	(2)	**-**
Total restricted funds	**12,551**	**34,301**	**(5,205)**	**41,647**
Total charity funds	**64,714**	**(15,378)**	**-**	**49,336**

12 Analysis of movements in funds over the year as shown in Note 11

	Income	**Expenditure**	**Other Gains & Losses**	**Movement in funds**
	2023	**2023**	**2023**	**2023**
	£	**£**	**£**	**£**
Unrestricted and designated funds:-				
Unrestricted revenue funds	85,116	(134,795)	-	**(49,679)**
				-
Restricted funds:-				**-**
National Lottery	54,561	(31,498)	-	**23,063**
Leicestershire CC Communities Fund (Multiply)	10,000	(2,372)	-	**7,628**
LCC Energy Champion		(5,590)		**(5,590)**
Leicestershire Communities Fund	8,154	(7,841)		**313**
Leicestershire and Rutland Communities Fund	-	-		**-**
Food bank consultancy/Trussell Trust Fund	36,215	(27,981)		**8,234**
Oadby Village Hall Trust	1,075	(176)	-	**899**
DWP Grant		(246)		**(246)**
	195,121	**(210,499)**	**-**	**(15,378)**

13 The purposes for which the funds as detailed in note 11 are held by the charity are:-

Unrestricted and designated funds:-

Unrestricted revenue funds	These funds are held for the meeting the objectives of the charity, and to provide reserves for future activities, and , subject to charity legislation, are free from all restrictions on their use.
Designated revenue funds	Designated funds are unrestricted funds earmarked by the Trust Directors for particular purposes.
Restricted funds:-	
Restricted funds:-	Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund,

14 Ultimate controlling party

The charity is under the control of its legal members.

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2023 as required by the SORP 2015

This analysis is classsified by conventional nominal descriptions and not by activity.

23 Donations and Legacies

	Current year Unrestricted Funds 2023 £	Current year Restricted Funds 2023 £	Current year Total Funds 2023 £	Prior Year Total Funds 2022 £
Donations and gifts from individuals				
Small donations individually less than £1000	1,345	-	**1,345**	3,867
Gift aid donation	-	-	**-**	6,265
Carlton Hayes	2,900	-	**2,900**	-
Oadby Churches	160	-	**160**	870
St Paul's Church	950	-	**950**	-
Nigel Swan	300	-	**300**	300
Saffron Lane URC	40		**40**	200
P Martin Jones	-		**-**	
Ian Johnson	-		**-**	
J Jarvis	-		**-**	
South Wigston URC	80		**80**	115
Mrs KM Barston	-		**-**	
Helen Palmer			**-**	
Miss Elaine Morton			**-**	
Wigston United Reformed Church			**-**	
Other Churches Leicester			**-**	
Total donations and gifts from individuals	**5,775**	**-**	**5,775**	**11,617**
Grants for Advice, Information and Support Services				
National Lottery		54,561	**54,561**	**-**
Leicestershire CC Communities Fund (Multiply)		10,000	**10,000**	**-**
Leicestershire Communities Fund		8,154	**8,154**	**-**
Food bank consultancy		36,215	**36,215**	**12,202**
Oadby and Wigston Borough Council	56,826		**56,826**	**52,715**
Oadby and Wigston Primary Care Network	9,130		**9,130**	**2,530**
South Wigston Family Syndicate	4,500		**4,500**	**6,000**
Oadby Village Hall Trust		1,075	**1,075**	**2,772**

Detailed analysis of income and expenditure for the year ended 31 March 2023 as required by the SORP 2015

The Arnold Clark Community Fund	1,000		**1,000**	**1,000**
Edith Murphy Foundation	2,000		**2,000**	**1,000**
Future Advice Skills		-	**-**	**25,000**
The Henry Smith Charity Foundation	-		**-**	**10,000**
Randall Foundation	-		**-**	**5,000**
Friendly Society Grant	-		**-**	**10,500**
Garfield Weston	-		**-**	**10,000**
LCC Energy Champion		-	**-**	**8,500**
Leicestershire and Rutland Communities Fund		-	**-**	**6,000**
Other Grants below £1000	885		**885**	**1,270**
Total Grants for Advice, Information and Support	**74,341**	**110,005**	**184,346**	**154,489**
Total Donations and Legacies	**80,116**	**110,005**	**190,121**	**166,106**

Other income and gains

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2023	**2023**	**2023**	**2022**
	£	**£**	**£**	**£**
Summary of Other income			**-**	
Apprenticeship Grants	-	-	**-**	782
Employment Allowance and Maternity Allowance	5,000	-	**5,000**	8,226
Total other income	**5,000**	**-**	**5,000**	**9,008**

Expenditure on charitable activities - Direct spending

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2023	**2023**	**2023**	**2022**
	£	**£**	**£**	**£**

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2023 as required by the SORP 2015

Gross wages and salaries - charitable activities	83,665	60,513	**144,178**	116,519
Employers' NI - Charitable activities	4,689	4,584	**9,273**	5,502
Defined contribution pension costs - charitable	2,064	1,734	**3,797**	2,699
Travel and Subsistence - Charitable Activities	846	176	**1,023**	309
Recruitment Costs	275	1,748	**2,023**	-
Training Inc Amounts Paid to CAB	-	1,850	**1,850**	289
Books	60	-	**60**	-
Software and Subsriptions	5,309	891	**6,199**	6,199
License and Subscriptions	422	55	**477**	1,136
Refreshments	48	-	**48**	38
Professional Indemnity insurance	2,231	-	**2,231**	2,136
Costs paid on behalf of beneficiaries	-	180	**180**	-
Total direct spending	**99,609**	**71,731**	**171,339**	**134,827**

Support costs for charitable activities

	Current year Unrestricted Funds	**Current year Restricted Funds**	**Current year Total Funds**	**Prior Year Total Funds**
	2023 £	**2023 £**	**2023 £**	**2022 £**
Premises Expenses				
Rental- South Wigston Centre	8,695	2,300	**10,995**	10,125
Charges -Oadby/Wigston Magna	1,560	-	**1,560**	706
Light heat and power- South Wigston	2,127	-	**2,127**	1,649
Cleaning and waste management	5	-	**5**	59
Premises repairs, renewals and maintenance	2,076	-	**2,076**	70
Property insurance	476	-	**476**	2,333
Administrative overheads				
Postage, stationery and Printing	126	112	**238**	248
Software and computer expenses	2,404	-	**2,404**	3,681
Legal and Professional Fees	1,708	-	**1,708**	1,424
Telephone and Internet	2,402	254	**2,656**	3,615
Telephone - Surgeries and Outreach	-	-	**-**	78
Advertising and marketing	-	201	**201**	640
Sundry expenses	4	24	**28**	-
Minor Equipment	127	589	**716**	1,432
Equipment Rental	3,528	22	**3,550**	4,228
Staff Entertaining	317	225	**542**	-
Professional fees paid to advisors other than the auditor or examiner				
Accountancy fees other than examination or audit fees	7,200	-	**7,200**	4,600
Legal fees	2,114	-	**2,114**	464
Consultancy fees	-	-	**-**	1,500
Financial costs				

Detailed analysis of income and expenditure for the year ended 31 March 2023 as required by the SORP 2015

Bank charges	77	-	**77**	91
Depreciation & Amortisation in total for the period	-	246	**246**	245
Support costs	**34,946**	**3,973**	**38,919**	**37,188**

Other Expenditure - Governance costs

	Current year Unrestricted Funds 2023 £	**Current year Restricted Funds 2023 £**	**Current year Total Funds 2023 £**	**Prior Year Total Funds 2022 £**
Independent Examiner's fees	240	-	**240**	240

Total Charitable expenditure

	Current year Unrestricted Funds 2023 £	**Current year Restricted Funds 2023 £**	**Current year Total Funds 2023 £**	**Prior Year Total Funds 2022 £**
Total direct spending	99,609	71,731	**171,339**	134,827
Total support costs	34,946	3,973	**38,919**	37,188
Total Governance costs	240	-	**240**	240
Total charitable expenditure	**134,795**	**75,704**	**210,498**	**172,255**

HELPING HANDS COMMUNITY TRUST

England & Wales - Charity number 1093415

Accounts

Helping Hands



Helping Hands Community Trust

Annual Report & Accounts

1st April 2021 to 31st March 2022

Charity No.: 1093415

Company No.: 04343050

The Trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity for the year ending 31st March 2022 which are also prepared to meet the requirement for a directors' report and accounts for the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities; Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK & Republic of Ireland (FRS 102) (effective 1 January 2015)

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Overview of the Charity

Helping Hands Community Trust was founded by the community in 1997 and provides free, independent, specialist advice services to people living within the Borough of Oadby and Wigston, neighbouring villages and rural communities.

The Trust is a dynamic organisation, committed to the delivery of 'holistic social inclusion' thereby building personal resilience and enriching the lives of those we serve and their communities.

Our advisers are trained as 'active listeners' who provide a bespoke service that focuses on addressing needs, overcoming barriers, resolving problems confronting residents whose lives are in crisis, are affected by poverty or marginalised by circumstance.

The Trust provides excellent value for money utilising a team of both paid and voluntary advisors, agencies and professional partners and to date have advised 121,000 residents and dealt with over 178,000 enquiries.

Evaluation of social impact, consultations with users, stakeholders, partners, and local government agencies has enabled the Trust to become an agency for social renewal, to diversify services, attract additional funding in response to changes in legislation and increasing local needs.

Our services include advice on welfare benefits, rights, money and debt management, utilities, housing, health care, education, training, employment, legal advice, domestic abuse, advocacy, support with appeals and tribunals.

Easy access is provided through a 'One Stop' Advice Centre in South Wigston, drop-in Surgeries at Oadby and Wigston Magna, through face to face, outreach, telephone, email, online and social media consultations.

In recent years the Trust has worked with partner organisations to improve the accessibility to its services. This includes a contract with Oadby & Wigston Borough Council to provide advice services (until 2024), working with Leicester South Foodbank (part of Trussell Trust) providing dedicated benefit and debt advisors covering their hubs across Leicester and Leicestershire and working with the local PCN social prescribing team providing support for clients with benefit, debt and housing issues.

Regular quality of service reviews average a 98% level of resident satisfaction and is audited and accredited by AQS every two years.

Our Vision

"The Trust will engage with residents, partners and stake holders in a social enterprise, where we harness public, commercial, private, faith, charitable and voluntary sector resources, locally and regionally, to advise, empower and protect the interests of vulnerable residents who are socially disadvantaged or excluded by poverty, deprivation, age, unemployment, being homeless, incapacity, poor health, crime, sexual discrimination, domestic abuse or lack of educational opportunity."

Mission Statement

"The mission of the Helping Hands Community Trust is to serve, empower, enable, advise and assist people in resolving social problems and meeting needs arising from deprivation and poverty"

Our Aims

The aims of the Charity are:

- To be people centred and provide access to free, independent, impartial, professional and confidential assistance and advice services
- To be open and accessible and to treat all people fairly by promoting equality, respecting diversity and by challenging harassment and discrimination
- To provide a compassionate service which follows the client's problems through to conclusion
- To be proactive in resolving problems rather than signposting clients. We will support them through advocacy, case work and follow through to resolution
- To empower and enable people to take ownership of their problems and difficulties and support them in working towards their resolution
- To develop the Trust as a Social Enterprise that informs and shapes social policy
- To identify and access the 'Social Capital' that is available within the community
- To improve the 'green footprint' of the Trust premises through energy savings, ethical purchasing, use and disposal of equipment, consumables and community recycling services.

The Trust seeks to achieve these aims by providing unique 'one-stop shop' facilities offering independent advice, support and information on any topic to any resident of the Borough who requires it, regardless of race, gender, age, financial status or religion. All services are free of charge and this results in a service which is unique because:

- Our primary focus is on addressing the individual needs of local residents rather than delivering predetermined patterns of service in the form of standard solutions for all problems.

- We provide the full benefits of “joined-up" services by working with other organisations and support agencies and demonstrate the effectiveness of directing resources to those most in need.

- We offer an array of diverse services, which we continually review and tailor to meet changing needs and demands.

- We treat all clients with respect and deal with every type of enquiry, however big or small, with equal concern. We oppose exclusion at all levels.

- We concentrate on locating, coordinating and expediting the best possible *services,* whether voluntary or statutory, in response to individual needs.

- We offer practical help in a variety of ways and actively encourage care of the local community by the local community.

- Our services are delivered through volunteers drawn from every sector of the community, through paid staff and professional partners.

Helping Hands Community Trust refers to the Charity Commission's general guidance on public benefit when reviewing its aims and objectives and in planning its future activities.

Helping Hands Community Trust Team (Apr 2021 – Mar 2022)

Paid Employees

Amanda Murgatroyd	Project Development Manager
Jenni Neal	Advice Centre Manager
Stacey Major	Mental Health Recovery Coach
Louise Baker	Mental Health Recovery Coach
Helen Kalmar	Receptionist (left 8th September 2021)
Amirah Ali	Receptionist (started 1st September 2021)
Nilesh Kotecha	General Advisor (started June 2021)
Halimah Rehman	General Advisor (started June 2021)
Rosie Martin	Welfare Benefits Advisor (started 1st November 2021)
Carolyne Boot	Debt Advisor (left 17th March 2022)
Karen Tonge	Community Coach & Energy Champion (started 9th August 2021)
Dan Keran	Digital Marketing Apprentice (left 29th October 2021)

South Wigston Centre (Volunteers)

Tony Watson	Receptionist/Trustee
Eileen Holly	Disability Benefit Specialist (left)
Penny Barratt	Disability Benefit Specialist
John Fernandes	Receptionist
Nick Sumner	Receptionist/Trustee
Ray Green	Money Advisor/Trustee
Kathy Oliveira	Appeals & Tribunal Specialist
Les Gill	Counselling/Trustee

Oadby: Trinity Methodist Church Surgery (Tuesdays)

Lesley Thornton	General Advisor/Trustee
Nigel Swan	Admin Support/Trustee
Halimah Rehman	General Advisor (Paid)
Peter Howgate	Disability Benefit Specialist
Francis Cullen	Volunteer Receptionist

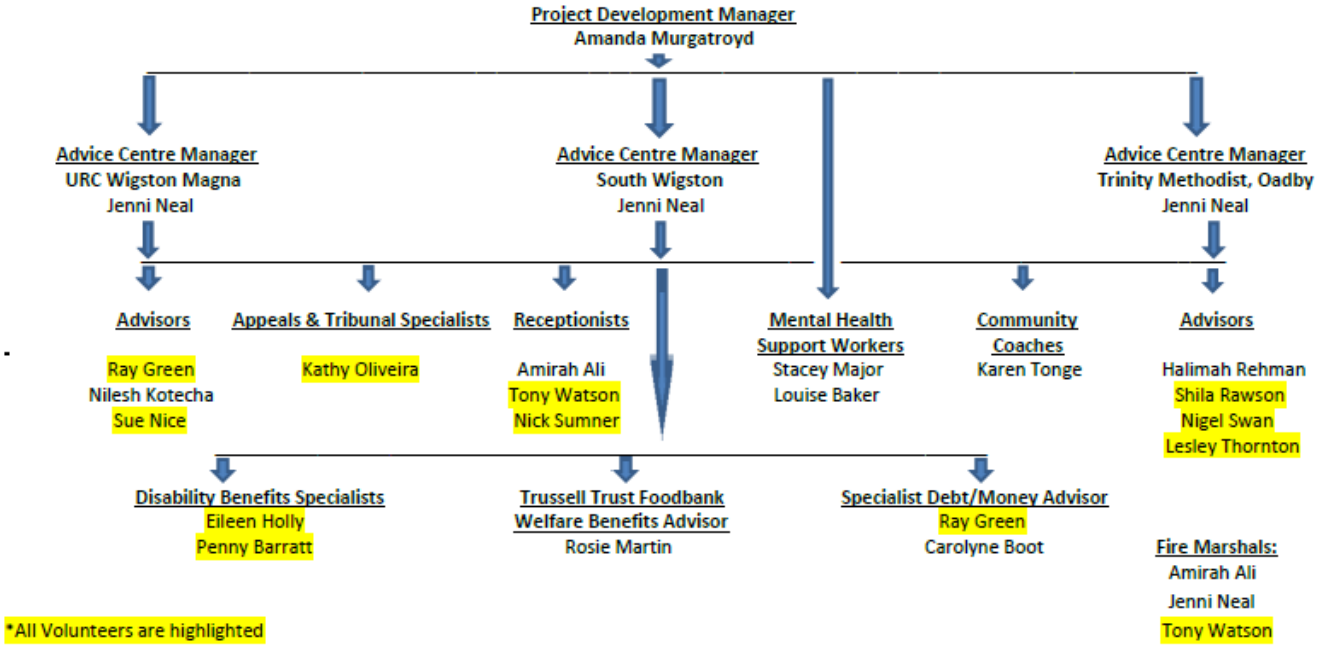
Wigston Magna: Wigston Magna URC Surgery (Thursdays)

Ray Green	Money Advisor/Trustee
Nilesh Kotecha	General Advisor (Paid)
Sue Nice	General Advisor
Melanie Cockerill	Volunteer Receptionist
Jane Christie	Disability Benefit Specialist

Organisation Structure

Trustees

Nigel Swan - Chair
Lesley Thornton – Secretary
Kathy Oliveira
Nick Sumner
Rev. Les Gill – Vice Chair/Treasurer
Ray Green
Tony Watson



*All Volunteers are highlighted

Designated Safeguarding Lead: Amanda Murgatroyd

Data Protection Officer: Amanda Murgatroyd

Chair's Report



Thank you for taking the time to read our Annual Report.

In these difficult days it is more important than ever that our communities have the support of the Trust in providing free, face to face support.

The Trust has seen a real demand for the return of face-to-face support in all our surgeries after the COVID lockdowns. However, it has been careful to consider the concerns and anxieties of many who have been in isolation for so long. In South Wigston we have had to maintain an appointment process to control the numbers entering the building and maintaining an environment which is considered safe by those needing our help.

Our surgeries in Wigston Magna (URC Church, Long Street) and Oadby (Trinity Methodist Church) have both re-opened with a drop-in service. Oadby has moved from the previous Monday to Tuesday. This means there is a Helping Hands surgery in Oadby & Wigston every day Monday to Friday. These surgeries have seen a significant increase in clients since re-opening and the teams have been increased to support the needs.

One aim of the Trust is to make the service as accessible as it can to all in our communities, and this has meant that we have been very active in creating partnerships with other organisations who are supporting clients who may benefit from the Trust's services

During the year two examples of this has been our work with Leicester South Foodbank (LSFB) which is part of the Trussell Trust network and with Oadby & Wigston Primary Care Network (PCN).

With LSFB, Trussell Trust have provided funding over 3 years for the Trust to employ a Welfare Benefits Advisor and a Debt Advisor to work with the foodbank teams across their 12 hubs (in Leicester & Leicestershire). The aim of the work is to improve the financial inclusion of the foodbank clients, so they no longer require the support of the foodbank. This work continues to develop and has the potential to reach a significant number of people across the communities.

The Trust is also delighted to be working with the Oadby & Wigston PCN (the group of GP surgeries in the Borough) to support the work of their Social Prescribers in providing financial and legal advice to their patients. This provides non-medical advice for the patients and supports the work that the surgeries are doing in our community. This is an innovative partnership whereby the PCN is actively supporting the work of the Trust to provide services for them.

The Trust continues to seek other partnership arrangements to expand the areas of support it can give.

We are also delighted that following a tender process by Oadby & Wigston Borough Council, the Trust was selected as the sole provider of advice services for them in the Borough for the next 3

years. We have worked with the council for many years, but this new arrangement has helped us to work far closer with the teams within OWBC, particularly the Health & Wellbeing team.

These arrangements have resulted in Trust advisors being available across the Borough and beyond.

Latest figures suggest that about 50% of our clients are from Oadby & Wigston, with increasing numbers seeking our help from Blaby, Harborough, Leicester city and beyond. We believe the increasing geographical spread of clients is a result of the Trust providing an increasingly rare service as well as having real credibility and respect within the communities.

Funding continues to be a major concern for the Trust. It is clear that there is an increasing need for services and the Trustees spend a significant amount of time seeking sources for funding to ensure the work of the Trust is sustainable.

We are very grateful for the long term financial commitment from Oadby & Wigston Borough Council and Trussell Trust (via LSFB), and for the support from Oadby & Wigston PCN

But we are also blessed with financial support from a number of local organisations and individuals

We have recently received funding from Leicestershire County Council via their Shire Grant scheme to enable us to employ a part time Energy Champion, who will be able to support across a wide range of fuel poverty issues. The Trust sees this as a critical piece of assistance required with the spiralling fuel prices. One part of the Champion's work will be to recruit and train volunteer fuel poverty specialists across the Borough to provide additional support

In addition, the Trust has enjoyed financial support from the following in the last 12 months Hinckley & Rugby Building Society (we are one of the Foundation charities for the year), Friendly Five Transport, Leicestershire & Rutland Communities, Oadby Village Hall Trust, Blaby District Council, Garfield Weston Foundation, Henry Smith Foundation and Oadby Village Hall Trust. In addition, many churches and individuals continue to support our work through donations. I would like to thank St Pauls, Oadby for their ongoing and generous support.

I must end by paying thanks to our team at the Trust. Firstly to the staff who have gone above and beyond in giving support to those in our communities. In particular to our Project Delivery Manager, Amanda Murgatroyd, who has worked tirelessly in ensuring our team are supported in the work they do. As the year finished she worked hard (with the rest of the team) to ensure that preparation for our biennial audit for our AQS certification was completed. The audit took place in April 2022 and we were delighted to be able to renew our qualification with no corrective actions.

We have welcomed new staff and said goodbye to others. All are part of our 'family' and remain so when they move on to other ventures.

Secondly thank you to our many volunteers. Without this group of passionate and dedicated workers we could not function. We have welcomed some new volunteers of late but still have many who have been with us for many years. We have said goodbye to Eileen Holly, who has been a wonderful servant to the Trust and has 'retired' to the south coast. Thank you Eileen.

Finally thank you to all the Trustees who continue to serve the Trust. Many give their time to support the surgeries too and support the Trust financially (particularly those who sponsored my half marathon in October!). Again, they are so important to us.

The coming year is going to be a tough one again. We continue to believe that the work we do is vital for so many in our community

We will continue to work with our partners to serve the community and to seek new, innovative ways to develop our work.

Thank you for your support, it means a lot to us and if you have any suggestions on how the Trust can be more effective, or any ideas of new funding channels please get in touch

Nigel Swan

Chair of Trustee Board

nswan@helpinghandscentre.co.uk

Project Development Manager's Report



It was lovely to return to the office after lockdown restrictions due to Covid-19 and provide face-to-face appointments again, not only for everyone's mental health and wellbeing, but important to provide our clients with the necessary services they had missed and required.

We started our return slowly by offering an appointment only service at our South Wigston centre, and a drop in service at our 2 outreach surgeries at the United Reformed Church in Wigston Magna and the Trinity Methodist Church in Oadby, but saw a high demand for assistance with form filling, especially Personal Independent Payment (PIP) and Attendance Allowance (AA). That has continued to escalate and caused a slight struggle for us to keep up with the increasing demand, where we have found ourselves to be fully booked up to 2 months in advance.

We have since increased our staffing levels to combat the problem and introduced three new volunteer form fillers to help with the forever-growing demand for PIP & AA forms to be completed, trying to avoid the need for a DWP extension and helping to reduce the stress and anxiety our clients have been suffering over the last 2 years.

Two other areas that have suffered due to Covid-19 restrictions is Debt Advice and Mental Health Recovery Support. As lockdown restrictions started lifting, it was important for us to prepare for the rising requests of help around money management and debt advice. Due to the government announcing financial assistance during the pandemic by introducing furlough & retention schemes, mortgage and rent holidays etc, unfortunately this created a long term debt issue, and clients are still now playing 'catch up' to recover. This not only caused an increase in our clients' mental health, but the lockdown alone had serious effects on those with a diagnosed mental health condition, and those that have only just been diagnosed as a result of the lockdown.

In July 2021, we were awarded a 3-year contract from Oadby & Wigston Borough Council, and at the end of 2021, we also formed partnerships with Leicester South Trussell Trust Foodbank to provide Welfare Benefits and Debt Advice to those in the community using the foodbanks, and Oadby & Wigston Primary Care Network working alongside their Social Prescribers.

We were also very pleased to secured funding from Leicestershire County Council Shire's Grant where we were able to appoint an Energy Champion in February 2022 to assist with the growing poverty issues caused by the huge hike in energy prices. This unfortunately is due to get worse with a second hike in autumn 2022, and we are doing everything we can to research the grants and financial assistance that is available to our clients, and to continue negotiations with energy companies.

Finally, I would like to say a huge thank you and a sad goodbye to our wonderful volunteer Eileen Holly. Eileen fully committed her time to Helping Hands for 25 years, helping thousands of clients with their dreaded application forms, as a Disability Benefit Specialist. She has finally kicked off her work shoes and is spending her much deserved and delayed retirement with her family next to a beach in the south of England. All our love and Happy Retirement Eileen.

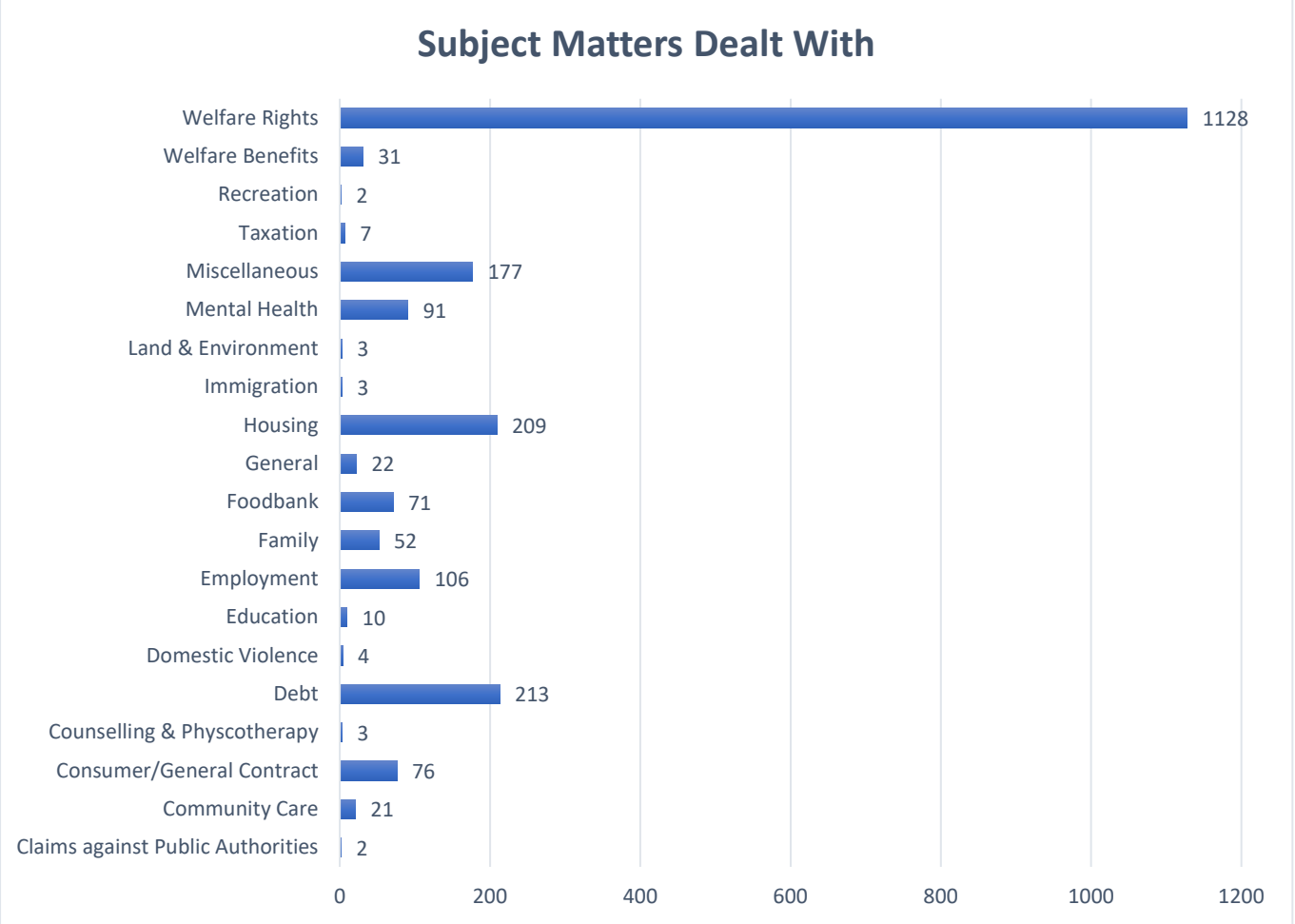
Amanda Murgatroyd





Core Data – April 2021- March 2022

	Apr 2021 - Mar 2022
Clients	984
Issues	2317
Oadby & Wigston	57%
Leicester City	25%
Blaby	9%
Rest	9%
Welfare Benefits/Rights	44%
Housing	8%
Debt	8%
Employment	6%
Mental Health	3%



Sub Matter Categories	Case Outcomes	Sum Annual Amount	Client Details Number of Clients
Additional Element	Benefit/tax credit - ongoing confirmed (annual gain)	£3,898.08	1
Appeals	Additional Benefit	£17,875.75	3
	Benefit/tax credit - ongoing confirmed (annual gain)	£3,252.60	1
Attendance Allowance	Additional Benefit	£12,438.40	3
	Benefit/tax credit - ongoing confirmed (annual gain)	£7,779.20	2
Car Insurance	Financial gain - Consumer compensation	£2,692.00	1
Change of Circumstances	Benefit/tax credit - ongoing confirmed (annual gain)	£7,871.64	2
	Housing Financial gain/improvement	£6,761.52	1
	Other financial gain - confirmed (annual amount)	£2,694.96	1
Charity Link	Charitable Grant	£325.00	2
Checking Journal/To-do	Benefit/tax credit - ongoing confirmed (annual gain)	£3,898.08	1
	Financial gain other	£3,576.00	1
Claiming Process	Additional Benefit	£5,891.60	1
Claiming process	Benefit/tax credit - ongoing confirmed (annual gain)	£3,898.08	1
Communication/info.to patients	Financial gain other	£250.00	1
Complete Benefit Check for all Benefits	Additional Benefit	£3,556.20	2
Council Tax Arrears	Securing Lump Sum (inc. Back Payment)	£2,800.00	1
Council Tax Support	Benefit/tax credit - ongoing confirmed (annual gain)	£3,898.08	1
Court Fines	Securing Lump Sum (inc. Back Payment)	£2,800.00	1
Dealing w/debt repayments	Benefit/tax credit - ongoing confirmed (annual gain)	£792.00	1
Debt Advice	Debt Managed	£734.94	2
	Financial gain other	£406.02	1
Direct Deductions	Charitable Grant	£49.00	1
	Debt Managed	£779.64	1
	Financial gain other	£406.00	1
Discretionary Payment	Additional Benefit	£1,964.76	1
DLA - Both Components	Additional Benefit	£7,911.80	1
	Benefit/tax credit - ongoing confirmed (annual gain)	£1,274.00	1
DLA - Mobility Component	Additional Benefit	£2,464.80	1
	Backdated Award	£1,516.80	1
Electricity	Employment financial gain other	£50.00	1

	Financial gain other	£148.00	1
	Other financial gain - estimate (annual amount)	£28.00	1
Eligibility,entitlement,calc.	Benefit/tax credit - ongoing confirmed (annual gain)	£3,898.08	1
	Additional Benefit	£5,974.28	2
	Benefit/tax credit - ongoing confirmed (annual gain)	£3,898.08	1
	Charitable Grant	£49.00	1
	Financial gain - Refunds & exchanges	£400.00	1
Eligibility/Entitlement Check	Financial gain other	£406.00	1
Enforcement by bailiffs	Securing Lump Sum (inc. Back Payment)	£2,800.00	1
ESA	Additional Benefit	£4,368.00	1
Form Filling - Online	Additional Benefit	£1,964.76	1
Form Filling - Over Phone	Financial gain other	£165.00	1
	Additional Benefit	£28,182.91	6
	Backdated Award	£1,582.97	2
Form Filling/Checking	Benefit/tax credit - estimate (annual gain)	£7,859.80	1
Form filling+checking	Benefit/tax credit - ongoing confirmed (annual gain)	£3,898.08	1
	Employment financial gain other	£50.00	1
	Financial gain other	£148.00	1
Gas	Other financial gain - estimate (annual amount)	£28.00	1
	Additional Benefit	£128.00	1
	Charitable Grant	£80.00	1
	Financial gain - Charitable payment	£118.00	2
	Financial gain other	£189.00	4
Household Support Fund - LA	Other financial gain - estimate (annual amount)	£56.00	1
Housing Benefit	Benefit/tax credit - ongoing confirmed (annual gain)	£3,973.56	1
Income & Expenditure	Financial gain other	£679.02	2
Liaison with other agencies	Financial gain other	£250.00	1
Local Authority	Financial gain other	£148.00	1
	Additional Benefit	£15,780.15	4
	Backdated Award	£9,832.92	3
	Benefit/tax credit - estimate (annual gain)	£7,859.80	1
MR	Financial gain other	£7,911.80	1
New Claim	Additional Benefit	£8,134.08	3

	Housing Financial gain/improvement	£0.00	1
	Other financial gain - estimate (annual amount)	£400.00	1
Other hea+comm.care issues	Financial gain other	£250.00	1
Overpayments of IS+/or JSA	Debt Managed	£360.00	1
Payment	Financial gain other	£3,576.00	1
	Additional Benefit	£22,450.00	5
	Backdated Award	£6,409.20	3
PIP - Both Components	Benefit/tax credit - ongoing confirmed (annual gain)	£15,384.20	3
PIP - Daily Living Component	Benefit/tax credit - ongoing confirmed (annual gain)	£6,240.00	2
Quality of care	Financial gain other	£250.00	1
	Additional Benefit	£12,571.00	2
	Backdated Award	£490.00	1
	Benefit/tax credit - estimate (annual gain)	£4,659.20	1
Renewals/Reviews	Other financial gain - confirmed (annual amount)	£6,372.60	1
State Retirement Pension	Benefit/tax credit - ongoing confirmed (annual gain)	£4,784.00	1
Total Benefit Eligibility Check	Other financial gain - confirmed (annual amount)	£140.00	1
TV Licence	Other financial gain - confirmed (annual amount)	£157.50	1
	Additional Benefit	£80.00	1
	Benefit/tax credit - ongoing confirmed (annual gain)	£7,694.08	2
Universal Credit	Financial gain other	£2,736.00	1
	Debt Managed	£374.94	1
Utility Arrears	Financial gain - Refunds & exchanges	£400.00	1
Warm Home Discount Scheme	Financial gain other	£148.00	1
Winter Fuel Payment	Other financial gain - confirmed (annual amount)	£200.00	1
Total Financial Outcomes Reported		**£331,622.96**	**127**

Client Date – Age, Gender & Ethnicity

	0-16	17-24	25-34	35-49	50-64	65+	No Value	Total
African								
Female				2				2
Male				2	1			3
Asian British								
Female			1	3	13	5		22
Male				3	12	5	1	21
Asian British Indian								
Female			1	8	6	3	1	19
Male				3	4	8	1	16
Asian British Pakistani								
Female			1	3				4
Male								0
Asian British Other								
Female			2	3	2			7
Male				1	3	1	1	6
Black/Black British								
Female			2			1		3
Male					4			4
Black/Black British African								
Female				1		1		2
Male								0
Black/Black British Caribbean								
Female			1		4	1		6
Male						1		1
Chinese								
Female					1	1		2
Male					1			1
Eastern European								
Female				2	1	1		4
Male			1	1	1			3
Indian								
Female				5	11	6	1	23
Male			1	2	7	3		13
Irish								
Female				1	1	4		6
Male					1	1		2
Mixed								
Female		3	3	2	6	4		18
Male	1			3	2	3		9
Romany, Gypsy, Traveller								
Female			1					1
Male								0
White British								
Female	10	31	53	60	112	71	11	348
Male		6	20	29	103	49	9	216
White Other								
Female		1	2	3	5	2	1	14
Male				3	1	3		7
Not Specified								0
Female	3	2	7	16	16	9	89	142
Male		1	3	3	7	4	41	59

Total								0
Female	13	37	74	109	178	109	103	623
Male	1	7	25	50	147	78	53	361

Helping Hands in the Community

This continues to be a very challenging time for the community. For the Trust we have had to adapt our services to ensure that we are accessible as we can be. We are finding that many people who have not required our services before now are needing our help.

The impact of COVID is still impacting many and the series of lockdowns has meant that some are reluctant or unable to mix as they would normally within the community

However we believe that it is vital to continue to offer a face to face service where we can – it has been known for many years that this people centred approach means that the creation of the relationship with the present client opens up the doors to the real issues behind the client's struggles. Where they are experiencing increasing mental health issues having someone who is showing them concern and encouragement is a tremendous help.

It has been important therefore for the Trust to work with other organisations to make the pathway into our advice services as straightforward as possible. Clients who already have good relationships with the likes of Foodbanks and GP surgeries will take their advice to meet our advisors to receive the help we are able to give. We recognise that it can be daunting to walk into an advice centre for the first time, but with a proper referral and introduction this concern can be alleviated.

In addition to building on these partnerships we have maintained a mental health recovery worker (despite the funding coming to an end) as we strongly believe this expertise is important to the work of the Trust (one of the Trustees priorities is the replacement of this funding)

During the year the Trustees re-affirmed their commitment to continue to be based in South Wigston. We recognise the acute needs of this community and believe that we have earned the respect and credibility within it. We however recognise the shortcomings of the current building and so the Trust continues to seek alternative premises – either as a standalone or as part of a partnership agreement.

The Trust will continue to work with the various solicitors who have supported us in the past and will be looking to re-commence the arrangements where some are available in our premises by appointment. We are grateful for their ongoing support

The Trust also continues to attend the various Resident Forums throughout Oadby & Wigston to ensure that we have a clear understanding of the needs of the various communities.

The Trustees are also grateful for the excellent Accounts and Payroll service provided by Fairfax Tax and Accounts (Oadby)

Ongoing Targets and New Plans

Our main targets for 2022/23:

1. To increase the accessibility to our services for all residents in need
2. To increase our partnership working to provide increasingly holistic services with partners who have expertise and resources that support those in need.
3. To establish a team structure which will provide a strong foundation upon which to grow. This will include creating a management structure which will enable our frontline team to become more effective (through the tools provided, the training given and improved supervision)
4. To create a sustainable funding approach which will ensure the ongoing future of the Trust
5. To release the Trustees from some of their day to day responsibilities so they can focus on the governance and strategy of the charity
6. To broaden the Trustee Board bringing in relevant skills to help the existing Board develop the Trust.
7. To implement a more effective IT system which will allow the team to access information and each other while operating over a dispersed area.
8. To establish a more streamlined and transparent finance process which will reduce the workload for the team but more importantly provide the Trustee Board with up to date and relevant information upon which they can react.
9. To improve the HR processes within the Trust ensuring that our team are well trained and informed and that we are caring for their own well-being. This will include the establishment of a regular programme of team meetings where the Trust can inform the team members (paid and volunteer) of the strategy of the Trust and to celebrate the wonderful work each of them does for the local community
10. To build and expand on the existing partnerships within the area, to ensure that they are effective and responding to the needs of the community
11. To agitate for a community needs survey with Oadby & Wigston
12. To engage with neighbouring authorities to enable them to understand what their residents are seeking support on, and to look into creating contracts with them to provide the resource required.
13. To continue the search for more appropriate premises within South Wigston
14. To evaluate the appropriateness of our current surgeries in Oadby and Wigston Magna.

Governance

Information on Helping Hands Community Trust

The Helping Hands Community Trust is a charitable company limited by guarantee (Number: 04343050), incorporated on 19th December 2001 and registered as a charity on 14th August 2002 (Number 1093415)

The Registered Office is 66-68 Blaby Road, South Wigston, Leicestershire LE18 4SD

During the year the Trust operated and co-ordinated all service provision from this main advice centre.

Helping Hands Centre,

South Wigston 66-68 Blaby Road South
Wigston Leicestershire LE18 4SD

Tel: 0116 278 2001

email: office@helpinghandscentre.co.uk
Website: www.helpinghandsadvice.co.uk

The Trustees who are directors for the purpose of company law and Trustees for the purpose of charity law, serving during the year and the date of this report are:

Mr Nigel Swan	Chair of Trustee Board
Rev. Leslie Gill	Vice Chair of Trustees Directors & Treasurer
Mrs. Lesley Thornton	Company Secretary
Mr. Raymond Green	Trustee
Mr. Tony Watson	Service User Trustee
Mrs. Kathy Oliveira	Trustee
Mr Nick Sumner	Service User Trustee

Trust Directors, collectively referred to as the Trustees of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31st March 2022 was 7.

Independent Examiners.

Evolve Accountants and Business Advisors Ltd
Unit 10 , Whitwick Business Centre,
Phoenix Park,
Stephenson Industrial Estate,
Coalville,
Leicestershire
LE67 3HB

Bankers
Lloyds Bank ,
7 High Street ,
Leicester, LEI 9FS.

The Trust/Company was established 01 January 1997 under a Memorandum and Articles of Association that established the objects and powers of the charitable company and is governed under its articles of Association.

Company law requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Trust Directors should follow best practice and:

- select suitable accounting policies and then apply them consistently.

- make judgments and estimates that are reasonable and prudent; and

- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees 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.

As set out in the Articles of Association, new Trustees can be appointed by the Trustees, who may also determine the maximum number of Trustees in General Meeting. One third of Trustees must retire at Annual General Meetings and those shall be the Trustees longest in office; all retiring Trustees are eligible for re-election. The Trustees currently elect a Chair, a Vice Chair and a Company Secretary from within the Trustee body.

New Trustees are inducted by the Chairman of the Trustees as to their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and the financial history of the Trust. Trustees are encouraged to make regular visits to the Advice Centre and other points of service delivery, to meet with staff, volunteers and working partners. Trustees are encouraged to attend appropriate internal and external training events where 20 these will facilitate the undertaking of their role.

The Trustees administer the charity. They meet every 6 weeks to discuss all aspects of performance. A Project Development Manager (PDM), appointed by the Trustees and two Advice Centre Managers are responsible for service delivery and the day-to-day operations of the charity. To facilitate effective operations, the PDM has delegated authority, within terms of delegation approved by the trustees, for operational matters including, personnel and quality management. The PDM during the year ended 31 March 2022 was Amanda Murgatroyd.

Financial Management and Financial Control is undertaken by the Chair of Trustees with assistance on the day-to-day book-keeping, payroll and accounting provided by:

Fairfax Tax and Accounts
Stoughton Road,
Oadby,
Leicestershire
LE2 4DS

Risk Management

The Trustees have a Risk Management strategy and matrix that includes annual review of the risks the charity may face, the establishment of systems and procedures to mitigate those risks and the implementation of procedures designed to minimise any potential impact should those risks materialise.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed annually to ensure that they continue to meet the needs of the charity.

Key risks currently identified as:

Service delivery:

- Risk to staff and clients from violent, aggressive, intoxicated and/or mentally ill clients.
- The need for personal defence and safety awareness.
- The inability of some of our client group to change and a revolving door need for advice and support.
- Staff being compromised by clients who are engaged in benefits fraud.
- Cases where there is a conflict of interest.
- Unrealistic demands placed on services because of a lack of provision e.g. domestic abuse.
- Inappropriate staff behaviour negatively influencing the reputation of the Trust.
- Major structural failure of our premises, damaged and/or dangerous equipment.
- Provision and maintenance of fire safety equipment.
- Action to be taken in an emergency.

- Using only those premises that are structurally adapted and equipped to be Covid 19 safe.

Financial Review

Independent Examiners

The Trustees recommend the re-appointment of Evolve Accountants and Business Advisors Ltd as Independent Examiners and a resolution proposing this will be put to the Annual General Meeting.

Reserves

The Trustees have a Reserves Policy, a copy of which is available from the registered office. In brief, this Policy establishes the need for free reserves of at least £25,000 (this being approximately 3 months operating costs) plus a contingency fund of £5,000 to enable the Trust to take advantage of opportunities. This Policy is reviewed annually. Currently the reserves are £35,435 which compared with a target of £30,000.

Investment policy

The Directors are formulating an Investment Policy at present. The Trust is unable to invest at the current time.

Results

The net incoming resources for the year amounted to £175,114 of which £54,474 had specific restrictions placed upon them. The accounts have been prepared on a going concern basis on the assumption that current funding streams will continue and that new future funding has been secured. The trustees continue to bid for future funding and exploring partnerships and joint working that may allow Helping Hands to continue to provide the much needed services. Full details of the Trust's achievements during the year can be found in the Chairman's Report and the Project Development Manager's Report.

This report has been prepared in accordance with the Statement of Recommended Practice - Accounting and Reporting by Charities 2015 (The SORP 2015) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the Trust Directors on 12th December 2022 and authorised for issue on its behalf by Nigel Swan (Chair).



Nigel Swan
Chair - Trustee Board of Directors
14th December 2022

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF HELPING HANDS COMMUNITY TRUST

I report on the accounts of the Trust for the year ended 31 March 2022, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the accompanying notes.

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 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow procedures laid down in the general Directions given by the Charity Commission (under section 145(5) (b) of the Charities Act), and to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My 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 you as 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 my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements
   - to keep accounting records in accordance with section 130 of the Charities Act; and
   - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Act

have not been met; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.



MR JAMES NIXON FCCA **20 December 2022**

Evolve Accountants and Business Advisors Limited

Unit 10 Phoenix Park
Stephenson Industrial Estate
Telford Way
Coalville
Leicestershire
LE67 3HB

Helping Hands Community Trust - Statement of Financial Activities (including the Income and Expenditure Account for the year ended 31 March 2022, as required by the Companies Act 2006)

	SORP Ref	Current year Unrestricted Funds 2022 £	Current year Restricted Funds 2022 £	Current year Total Funds 2022 £	Prior Year Total Funds 2021 £
Income & Endowments from:					
Donations & Legacies	A1	111,632	54,474	**166,106**	187,552
Other trading activities	A3	-	-	**-**	-
Other	A5	9,008	-	**9,008**	17,210
Total income	**A**	**120,640**	**54,474**	**175,114**	**204,762**
Expenditure on:					
Charitable activities	B2	96,293	75,962	**172,255**	156,486
Total expenditure	**B**	**96,293**	**75,962**	**172,255**	**156,486**
Net income for the year		**24,347**	**(21,488)**	**2,859**	**48,276**
Net income after transfers	**A-B-C**	**24,347**	**(21,488)**	**2,859**	**48,276**
Net movement in funds		**24,347**	**(21,488)**	**2,859**	**48,276**
Reconciliation of funds:-	**E**				
Total funds brought forward		27,816	34,039	**61,855**	13,579
Total funds carried forward		**52,163**	**12,551**	**64,714**	**61,855**

The 'SORP Ref' indicated above is the classification of income set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the Balance Sheet.

A separate Statement of Total Recognised Gains and Losses is not required as this statement includes all recognised gains and losses.'

All activities derive from continuing operations

The notes attached on pages 38 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Analysis of prior year total funds, as required by paragraph 4.2 of the SORP

	Prior Year Unrestricted Funds 2021 £	Prior Year Restricted Funds 2021 £	Prior Year Total Funds 2021 £
Income & Endowments from:			
Donations & Legacies	62,111	125,441	**187,552**
Fundraising	-	-	**-**
Other	7,228	9,982	**17,210**
Total income	69,339	135,423	204,762
Expenditure on:			
Charitable activities	44,354	112,132	**156,486**
Total expenditure	**44,354**	**112,132**	**156,486**
Net income for the year	24,985	23,291	**48,276**
Reconciliation of funds:-			
Total funds brought forward	2,831	10,748	**13,579**
Total funds carried forward	**27,816**	**34,039**	**61,855**

Helping Hands Community Trust
Income and Expenditure Account for the year ended 31 March 2022 as required by the Companies Act 2006

	2022 £	2021 £
Income		
Income from operations	166,106	187,552
Investment income		
Other operating income	9,008	17,210
Gross income in the year before exceptional items	**175,114**	**204,762**
Gross income in the year including exceptional items	**175,114**	**204,762**
Expenditure		
Charitable expenditure, excluding depreciation and amortisation	171,770	154,614
Depreciation and amortisation	245	1,632
Governance costs	240	240
Realised losses on disposals of social investments which are programme related	-	-
Total expenditure in the year	**172,255**	**156,486**
Net income before tax in the financial year	2,859	48,276
Tax on surplus on ordinary activities	-	-
Net income after tax in the financial year	**2,859**	**48,276**
Retained surplus for the financial year	**2,859**	**48,276**

All activities derive from continuing operations

In accordance with the provisions of the Companies Act 2006, the headings and subheadings used in the Income and Expenditure account have been adapted to reflect the special nature of the charity's activities.

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Balance Sheet as at 31 March 2022

	Not	SORP Ref		2022		2021
				£		£
Fixed assets						
Tangible assets	7			246		491
Current assets						
Debtors	8		9,922		6,262	
Cash at bank and in hand			65,560		68,671	
Total current assets			75,482		74,933	
Creditors: amounts falling due within one year	9		(9,014)		(11,569)	
Net current assets				66,468		63,364
Total assets less current liabilities				66,714		63,855
Creditors: amounts falling due after more than one year	10			(2,000)		(2,000)
The total net assets of the charity				64,714		61,855
The total net assets of the charity are funded by the funds of the charity, as follows:-						
Restricted funds						
Restricted Revenue Funds	12			12,551		34,039
Unrestricted Funds						
Unrestricted Revenue Funds	12			52,163		27,816
Designated Funds						
Total charity funds				64,714		61,855

The 'SORP Ref' indicated above is the classification of Balance Sheet items as set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the SOFA..

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The charity is subject to Independent Examination under charity legislation, and the report of the examiner is on page 27.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.



Nigel Swan (Chairman)
Trustee
Approved by the board of trustees on 13/10/2022

Helping Hands Community Trust

Cash Flow Statement for the year ended 31 March 2022

		2022 £	2021 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities as shown below	**A**	(3,111)	53,053
Cash flows from financing activities			
Net cash provided by financing activities	**C**	**-**	**-**
Overall cash (used in)/provided by all activities	**A+B+C**	**(3,111)**	**53,053**
Cash movements			
Change in cash and cash equivalents from activities in the year ended 31 March 2022		(3,111)	53,053
Cash and cash equivalents at 1 April 2021		68,671	15,618
Cash at bank and in hand less overdrafts at 31 March		**65,560**	**68,671**

Helping Hands Community Trust

Reconciliation of net income to net cash flow from operating activities

Net income as shown in the Statement of Financial Activities		2,859	48,276
Adjustments for :-			
Depreciation charges		245	1,632
Write downs of investments		-	-
Net gains on investment assets		-	-
Increase in debtors		(3,660)	(3,417)
(Decrease)/increase in creditors, excluding loans		(2,555)	6,562
Net cash (used in)/provided by operating activities	**A**	**(3,111)**	**53,053**

Analysis of cash and cash equivalents

	2022 £	2021 £
Cash in hand at for the year ended 31 March 2022	65,560	68,671
Total cash and cash equivalents	**65,560**	**68,671**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2022

1 Accounting policies

Policies relating to the production of the accounts.

Basis of preparation and accounting convention
The accounts have been prepared on the accruals basis, under the historical cost convention, and in accordance with the Financial Reporting Standard 102 (effective January 2015)) and 'The FRS102 Statement of Recommended Accounting Practice 2015', (The SORP 2015), and in accordance with all applicable law in the charity's jurisdiction of registration.

Risks and future assumptions

The accounts have been prepared on a going concern basis on the assumption that grant income from funding bodies will continue to be received. The Trust continues to bid for other funds that may be available for Information,Advice and Support Services that serve to empower, enable and assist people in resolving social problems and meet the needs arising from deprivation and poverty.

Policies relating to categories of income and income recognition.

Nature of Income and Income recognition

Income, is received by way of grants, donations and gifts, is recognised in the statement of financial activities (SOFA) on a receivable basis, when a transaction or other event results in an increase in the charity’s assets or a reduction in its liabilities and only when the charity has legal entitlement, the income is probable and can be measured reliably.

Income subject to terms and conditions which must be met before the charity is entitled to the resources is not recognised until the conditions have been met.

All income is accounted for gross, before deducting any related fees or costs.

Accounting for deferred income and income received in advance

Where time related conditions are imposed or implied by a funder, then the income is apportioned to the time periods concerned,and, where applicable, is accounted for as a liability and shown on the balance sheet as deferred income. When grants are received in advance of the expenditure on the activity funded by them, but there are no specific time related conditions, then the income is not deferred.

Any condition that allows for the recovery by the donor of any unexpended part of a grant does not prevent recognition of the income concerned, but a liability to any repayment is recognised when repayment becomes probable.

Recognition of liabilities and expenditure

A liability, and the related expenditure, is recognised when a legal or constructive obligation exists as a result of a past event, and when it is more likely than not that a transfer of economic benefits will be required in settlement, and when the amount of the obligation can be measured or reliably estimated..

Liabilities arising from future funding commitments and constructive obligations, including performance related grants, where the timing or the amount of the future expenditure required to settle the obligation are uncertain, give rise to a provision in the accounts, which is reviewed at the accounting year end. The provision is increased to reflect any increases in liabilities, and is decreased by the utilisation of any provision within the period, and reversed if any provision is no longer required. These movements are charged or credited to the respective funds and activities to which the provision relates.

Volunteers

Notes to the Accounts for the year ended 31 March 2022

In accordance with the SORP, and in recognition of the difficulties in placing a monetary value on the contribution from volunteers, the contribution of volunteers is not included within the income of the charity.

Tangible fixed assets

Tangible fixed assets are measured at their original cost value, or subsequent revaluation, or if donated, as described above. Cost value includes all costs expended in bringing the asset into its intended working condition.

Depreciation has been provided at the following rates in order to write off the assets to their anticipated residual value over their estimated useful lives.

Plant and machinery	20	% straight line

Debtors
Debtors are measured at their recoverable amounts at the balance sheet date.

Creditors and provisions

As required by SORP 10.81, describe the basis on which creditors and provisions for liabilities and charges are recognised and measured

Cash and Bank Balances
Cash held by the charity is included at the amount actually held and counted at the year end. Bank balances, whether in credit or overdrawn, are shown at the amounts properly reconciled to the bank statements.

Leasing and hire purchase contracts and commitments
Rentals paid under operating leases are charged to income on a straight line basis over the lease term.

Pensions

The company is a member of NEST Pension Scheme. Contributions are charged to the profit and loss account as they become payable in accordance with the rules of the scheme.

2 Liability to taxation

As a registered charity, the organisation is exempt from income and corporation tax to the extent that its income and gains are applied towards the charitable objects of the charity and for no other purpose. Value Added Tax is not recoverable by the charity, and is therefore included in the relevant costs in the Statement of Financial Activities.

3 Winding up or dissolution of the charity

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

	2022 £	2021 £
The net surplus before tax in the financial year is stated after charging:-		
Depreciation of owned fixed assets	245	1,632
Pension costs	2,699	2,127

4 Staff costs and emoluments

Notes to the Accounts for the year ended 31 March 2022

Salary costs	2022	2021
	£	£
Gross Salaries excluding trustees and key management personnel	116,519	100,040
Employer's National Insurance for all staff	5,502	5,421
Employer's operating costs of defined contribution pension schemes	2,699	2,127
Total salaries, wages and related costs	**124,720**	**107,588**

Numbers of full time employees or full time equivalents	**2022**	**2021**
The average number of total staff employed in the year was	10	7

Neither the trustees nor any persons connected with them have received any remuneration from the charity or any related entity, either in the current or prior year.

No employees received emoluments (excluding pension costs) in excess of £60,000 per annum.

5 Remuneration and payments to Trustees and persons connected with them

No trustees or persons connected with them received any remuneration from the charity, or any related entity.

6 Deferred income - Unrestricted and Designated funds

	Opening Deferrals	Released from prior years	Received less released in year	Deferred at year end
	£	£	£	£
Randall Foundation	5,000	(5,000)	-	-
Total	5,000	(5,000)	-	-

	2022	2021
	£	£
These deferrals are included in creditors	-	5,000

The deferrals included in creditors relate to funding specified by the funders as relating to specific periods and represent thc unrestricted funds which relate to periods subsequent to the accounting year end and are treated as grants in advance.

7 Tangible fixed assets

	Land and Buildings	Tenant's Fixtures and Fittings	Office Equipment	Total
	£	£	£	£
Cost				
At 1 April 2021	-	24,386	33,686	58,072
At 31 March 2022	**-**	**24,386**	**33,686**	**58,072**

Notes to the Accounts for the year ended 31 March 2022

Depreciation				
At 1 April 2021	-	24,386	33,195	57,581
Charge for the year	-	-	245	245
At 31 March 2022	**-**	**24,386**	**33,440**	**57,826**
Net book value				
	-	**-**	**246**	**246**
At 31 March 2022				
At 31 March 2021	**-**	**-**	**491**	**491**

8 Debtors

	2022	2021
	£	£
Trade debtors	4,590	-
Prepayments	5,332	5,927
Other debtors	-	335
	9,922	**6,262**

9 Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	5,877	4,859
Accruals	1,243	1,243
Deferred Income - Unrestricted & designated funds	-	5,000
PAYE, NIC VAT and other taxes	1,219	467
Other creditors	675	-
	9,014	**11,569**

10 Creditors: amounts falling due after one year

	2022	2021
	£	£
Loan from Trustees	2,000	2,000

11 Particulars of how particular funds are represented by assets and liabilities

At 31 March 2022	**Unrestricted funds**	**Designated funds**	**Restricted funds**	**Total Funds**
	£	**£**	**£**	**£**
Tangible Fixed Assets		-	246	**246**
Investments at valuation:-				
Current Assets	41,443	-	34,039	**75,482**
Current Liabilities	(9,014)	-	-	**(9,014)**
Long Term Liabilities	(2,000)	-	-	**(2,000)**
	30,429	**-**	**34,285**	**64,714**

At 1 April 2021	**Unrestricted funds**	**Designated funds**	**Restricted funds**	**Total Funds**
	£	**£**	**£**	**£**

Notes to the Accounts for the year ended 31 March 2022

Tangible Fixed Assets	-	-	491	**491**
Investments at valuation:-				
Current Assets	41,385	-	33,548	**74,933**
Current Liabilities	(11,569)	-		**(11,569)**
Long Term Liabilities	(2,000)	-	-	**(2,000)**
	27,816	**-**	**34,039**	**61,855**

12 Change in total funds over the year as shown in Note 11 , analysed by individual funds

	Funds brought forward from 2021	Movement in funds in 2022	Transfers between funds in 2022	Funds carried forward to 2023
		See Note 13		
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	27,816	24,347		**52,163**
Total unrestricted and designated funds	**27,816**	**24,347**	**-**	**52,163**
Restricted funds:-				
National Lottery	12,908	(12,908)	-	**-**
Leicestershire and Rutland Communities Fund	11,188	(7,707)		**3,481**
Future Advice Skills/ESF	1,462	(1,462)	-	**-**
Oadby and Wigston- Mental Health	3,500	(3,500)	-	**-**
Food bank consultancy/Trussell Trust Fund	-	1,510	-	**1,510**
LCC Energy Champion	-	7,312	-	**7,312**
Oadby Village Hall Trust		-		
Shakespeare Martineu	178	(178)		**-**
Hastings Direct	552	(552)		**-**
Wesylyn Communities Fund	3,758	(3,758)		**-**
DWP Grant	493	(245)		**248**
Total restricted funds	**34,039**	**(21,488)**	**-**	**12,551**
Total charity funds	**61,855**	**2,859**	**-**	**64,714**

13 Analysis of movements in funds over the year as shown in Note 12

	Income	Expenditure	Other Gains & Losses	Movement in funds
	2022	2022	2022	2022
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	120,640	(96,293)	-	**24,347**
				-
Restricted funds:-				**-**
National Lottery	-	(12,908)	-	**(12,908)**
Leicestershire and Rutland Communities Fund	6,000	(13,707)	-	**(7,707)**
Future Advice Skills/ESF	25,000	(26,462)		**(1,462)**

Notes to the Accounts for the year ended 31 March 2022

Oadby and Wigston- Mental Health	-	(3,500)	-	**(3,500)**
Food bank consultancy/Trussell Trust Fund	12,202	(10,692)		**1,510**
LCC Energy Champion	8,500	(1,188)	-	**7,312**
Oadby Village Hall Trust	2,772	(2,772)	-	**-**
Shakespeare Martineu	-	(178)	-	**(178)**
Hastings Direct		(552)		**(552)**
Wesylyn Communities Fund		(3,758)	-	**(3,758)**
DWP Grant		(245)		**(245)**
	175,114	**(172,255)**	**-**	**2,859**

14 The purposes for which the funds as detailed in note 12 are held by the charity are:-

Unrestricted and designated funds:-

Unrestricted revenue funds	These funds are held for the meeting the objectives of the charity, and to provide reserves for future activities, and , subject to charity legislation, are free from all restrictions on their use.
Designated revenue funds	Designated funds are unrestricted funds earmarked by the Trust Directors for particular purposes.

Restricted funds:-

Restricted funds:-	Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund,

15 Ultimate controlling party

The charity is under the control of its legal members.

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2022 as required by the SORP 2015

This analysis is classsified by conventional nominal descriptions and not by activity.

16 Donations and Legacies

	Current year Unrestricted Funds 2022 £	Current year Restricted Funds 2022 £	Current year Total Funds 2022 £	Prior Year Total Funds 2021 £
Donations and gifts from individuals				
Small donations individually less than £1000	2,767	-	**2,767**	3,560
Gift aid donation	6,265	-	**6,265**	
Martha Elizabeth Oldershaw		-	**-**	
Ray Green	100	-	**100**	601
Hickinbotham Charitable Trust		-	**-**	
Oadby Churches	870	-	**870**	1,340
Oadby Specsavers		-	**-**	2,000
Rev. L G Gill	220	-	**220**	2,760
Nigel Swan	300	-	**300**	300
Mrs E.M Holly	130	-	**130**	150
Saffron Lane URC	200		**200**	
P Martin Jones	200		**200**	
Ian Johnson	200		**200**	
J Jarvis	150		**150**	
South Wigston URC	115		**115**	
Mrs KM Barston	100		**100**	
			-	
Total donations and gifts from individuals	**11,617**	**-**	**11,617**	**10,711**
Grants for Advice, Information and Support Services				
National Lottery			**-**	**42,324**
Leicestershire and Rutland Communities Fund		6,000	**6,000**	**34,198**
Oadby and Wigston Borough Council	52,715		**52,715**	**25,625**
Future Advice Skills		25,000	**25,000**	**25,000**
The Henry Smith Charity Foundation	10,000		**10,000**	
Randall Foundation	5,000		**5,000**	**15,000**
Friendly Society Grant	10,500		**10,500**	
Garfield Weston	10,000		**10,000**	

Detailed analysis of income and expenditure for the year ended 31 March 2022 as required by the SORP 2015

LCC Energy Champion		8,500	**8,500**	
Oadby and Wigston Primary Care Network	2,530		**2,530**	
Wesylyn Communities Fund			**-**	**9,859**
South Wigston Family Syndicate	6,000		**6,000**	**5,000**
Oadby Village Hall Trust		2,772	**2,772**	
The Arnold Clark Community Fund	1,000		**1,000**	
Edith Murphy Foundation	1,000		**1,000**	
Food bank consultancy		12,202	**12,202**	**1,440**
Other Grants below £1000	1,270		**1,270**	**300**
Hastings Direct			**-**	**2,500**
Leicestershire Covid Grant			**-**	**3,620**
Charities Aid Foundation			**-**	**3,975**
Oadby and Wigston- Mental Health			**-**	**3,500**
Shires Grant			**-**	**3,000**
George Ernest Wllis Foundation			**-**	**1,500**
Total Grants for Advice, Information and Support Services	**100,015**	**54,474**	**154,489**	**176,841**
Total Donations and Legacies	**111,632**	**54,474**	**166,106**	**187,552**

17 Income from other, non charitable, trading activities

	2022 Current year Unrestricted Funds	**2022 Current year Restricted Funds**	**2022 Current year Total Funds**	**2021 Prior Year Total Funds**
	2022	**2022**	**2022**	**2021**
	£	**£**	**£**	**£**
Income from fundraising events	-	-	**-**	-
Total from other activities	**-**	**-**	**-**	**-**

Detailed analysis of income and expenditure for the year ended 31 March 2022 as required by the SORP 2015

18 Other income and gains

	Current year Unrestricted Funds 2022 £	Current year Restricted Funds 2022 £	Current year Total Funds 2022 £	Prior Year Total Funds 2021 £
Summary of Other income			-	
Apprenticeship Grants	782	-	**782**	500
Furlough	-	-	**-**	9,982
Employment Allowance and Maternity Allowance	8,226	-	**8,226**	6,728
Total other income	**9,008**	**-**	**9,008**	**17,210**

19 Expenditure on charitable activities - Direct spending

	Current year Unrestricted Funds 2022 £	Current year Restricted Funds 2022 £	Current year Total Funds 2022 £	Prior Year Total Funds 2021 £
Gross wages and salaries - charitable activities	50,474	66,045	**116,519**	100,040
Employers' NI - Charitable activities	5,502	-	**5,502**	5,421
Defined contribution pension costs - charitable activities	1,230	1,469	**2,699**	2,127
Travel and Subsistence - Charitable Activities	129	180	**309**	53
Recruitment Costs	-	-	**-**	1,313
Training Inc Amounts Paid to CAB	289	-	**289**	103
Books	-	-	**-**	192
Software and Subsriptions	5,225	974	**6,199**	6,551
License and Subscriptions	873	263	**1,136**	499
Refreshments	38	-	**38**	-
Professional Indemnity insurance	2,136	-	**2,136**	96
Costs paid on behalf of beneficiaries	-	-	**-**	45
Total direct spending	**65,896**	**68,931**	**134,827**	**116,440**

20 Support costs for charitable activities

	Current year Unrestricted Funds 2022 £	Current year Restricted Funds 2022 £	Current year Total Funds 2022 £	Prior Year Total Funds 2021 £
Premises Expenses				
Rental- South Wigston Centre	8,475	1,650	**10,125**	10,046
Charges -Oadby/Wigston Magna	178	528	**706**	624
Room Hire	-	-	**-**	-
Light heat and power- South Wigston	1,580	69	**1,649**	1,714

Detailed analysis of income and expenditure for the year ended 31 March 2022 as required by the SORP 2015

Cleaning and waste management	59	-	**59**	1,678
Premises repairs, renewals and maintenance	70	-	**70**	170
Property insurance	2,333	-	**2,333**	1,363
Administrative overheads				
Postage, stationery and Printing	16	232	**248**	394
Software and computer expenses	3,022	659	**3,681**	2,413
Legal and Professional Fees	1,295	128	**1,423**	3,257
Meeting and Refreshments Costs	-	-	**-**	34
Telephone and Internet- South Wigston	2,723	892	**3,615**	2,996
Telephone - Surgeries and Outreach	-	78	**78**	294
Bank Charges	-	-	**-**	-
Health and safety costs	-	-	**-**	17
Advertising and marketing	81	560	**641**	180
Public Liabilty and contents insurance	-	-	**-**	-
Sundry expenses	-	-	**-**	55
Minor Equipment	-	1,432	**1,432**	3,535
Equipment Rental	3,959	269	**4,228**	5,724
Professional fees paid to advisors other than the auditor or examiner				
Accountancy fees other than examination or audit fees	4,600	-	**4,600**	3,600
Tax advice	-	-	**-**	-
Legal fees	238	226	**464**	-
Consultancy fees	1,500	-	**1,500**	-
Financial costs				
Bank charges	28	63	**91**	80
Depreciation & Amortisation in total for the period	-	245	**245**	1,632
Total support costs	**30,157**	**7,031**	**37,188**	**39,806**

21 Other Expenditure - Governance costs

	Current year Unrestricted Funds 2022 £	**Current year Restricted Funds 2022 £**	**Current year Total Funds 2022 £**	**Prior Year Total Funds 2021 £**
Independent Examiner's fees	240	-	**240**	240

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2022 as required by the SORP 2015

22 Total Charitable expenditure

	Current year Unrestricted Funds 2022 £	Current year Restricted Funds 2022 £	Current year Total Funds 2022 £	Prior Year Total Funds 2021 £
Total direct spending	65,896	68,931	**134,827**	116,440
Total support costs	30,157	7,031	**37,188**	39,806
Total Governance costs	240	-	**240**	240
Total charitable expenditure	**96,293**	**75,962**	**172,255**	**156,486**

HELPING HANDS COMMUNITY TRUST

England & Wales - Charity number 1093415

Accounts

Helping Hands
Free, caring, professional advice

Charity Number: 1093415
Company Number: 04343050

Helping Hands Community Trust

Annual Report and Accounts

1st April 2020 to 31st March 2021











Report of the Trustee Directors for the Year Ended 31st March 2021

The trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity for the year ending 31st March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

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FOREWORD

Overview of the Charity

Helping Hands Community Trust was founded by the community in 1997 and provides free, independent, specialist advice services to people living within the Borough of Oadby and Wigston, neighbouring villages and rural communities.

The Trust is a dynamic organisation, committed to the delivery of 'holistic social inclusion' thereby building personal resilience and enriching the lives of those we serve and their communities.

Our advisers are trained as 'active listeners' who provide a bespoke service that focuses on addressing needs, overcoming barriers, resolving problems confronting residents whose lives are in crisis, are affected by poverty or marginalised by circumstance.

The Trust provides excellent value for money utilising a team of both paid and voluntary advisors, agencies and professional partners and to date have advised 121,000 residents and dealt with over 178,000 enquiries.

Evaluation of social impact, consultations with users, stakeholders, partners, and local government agencies has enabled the Trust to become an agency for social renewal, to diversify services, attract additional funding in response to changes in legislation and increasing local needs.

Our services include advice on welfare benefits, rights, money and debt management, utilities, housing, health care, education, training, employment, legal advice, domestic abuse, advocacy, support with appeals and tribunals.

Easy access is provided through a 'One Stop' Advice Centre in South Wigston, drop in Surgeries at Oadby and the O&WBC Customer Services Centre, Wigston Magna, through face to face, outreach, telephone, email, online and social media consultations.

During the Covid Pandemic lockdowns, remote services have been maintained throughout and face-to-face by appointment where regulations permitted.

Regular quality of service reviews average a 98% level of resident satisfaction and is audited and accredited by AQS every two years.

Together with Citizens Advice Leicestershire the Trust is contracted by O&WBC to provide a general advice service within the Borough of Oadby and Wigston until March 2021.

Our Vision

"The Trust will engage with residents, partners and stake holders in a social enterprise, where we harness public, commercial, private, faith, charitable and voluntary sector resources, locally and regionally, to advise, empower and protect the interests of vulnerable residents who are socially disadvantaged or excluded by poverty, deprivation, age, unemployment, being homeless, incapacity, poor health, crime, sexual discrimination, domestic abuse or lack of educational opportunity."

Mission Statement

"The mission of the Helping Hands Community Trust is to serve, empower, enable, advise and assist people in resolving social problems and meeting needs arising from deprivation and poverty"

Our Aims

The aims of the Charity are:

- To be people centred and provide access to free, independent, impartial, professional and confidential assistance and advice services
- To be open and accessible and to treat all people fairly by promoting equality, respecting diversity and by challenging harassment and discrimination
- To provide a compassionate service which follows the client's problems through to conclusion
- To be proactive in resolving problems rather than signposting clients. We will support them through advocacy, case work and follow through to resolution
- To empower and enable people to take ownership of their problems and difficulties and support them in working towards their resolution
- To develop the Trust as a Social Enterprise that informs and shapes social policy
- To identify and access the 'Social Capital' that is available within the community

- To improve the ‘green footprint’ of the Trust premises through energy savings, ethical purchasing, use and disposal of equipment, consumables and community recycling services.

The Trust seeks to achieve these aims by providing unique ‘one-stop shop' facilities offering independent advice, support and information on any topic to any resident of the Borough who requires it, regardless of race, gender, age, financial status or religion. All services are free of charge and this results in a service which is unique because:

- Our primary focus is on addressing the individual needs of local residents rather than delivering predetermined patterns of service in the form of standard solutions for all problems.

- We provide the full benefits of “joined-up" services by working with other organisations and support agencies and demonstrate the effectiveness of directing resources to those most in need.

- We offer an array of diverse services, which we continually review and tailor to meet changing needs and demands.

- We treat all clients with respect and deal with every type of enquiry, however big or small, with equal concern. We oppose exclusion at all levels.

- We concentrate on locating, coordinating and expediting the best possible *services,* whether voluntary or statutory, in response to individual needs.

- We offer practical help in a variety of ways and actively encourage care of the local community by the local community.

- Our services are delivered through volunteers drawn from every sector of the community, through paid staff and professional partners.

Helping Hands Community Trust refers to the Charity Commission's general guidance on public benefit when reviewing its aims and objectives and in planning its future activities.

Helping Hands Team

Paid Employees:

Amanda Murgatroyd	Project Development Manager
Ketna Mistry-Chauhan.	Service Centre Manager
Stacey Major	Mental Health Support Worker
Louise Baker	Mental Health Support Worker
Helen Kalmer	Receptionist
Jenni Neal	ESF/Futures Employment Coach
Mira Thakrar	ESF/Futures Employment Coach
Keith Burnham	Welfare Benefits Adviser (Left December 2020)

Dan Keran	Digital Marketing Apprentice (Commenced Nov 2019)

Volunteers:

South Wigston Centre

Ray Green	Money Adviser/Trustee
Kathy Oliveira	Welfare Benefits Appeals & Tribunals Adviser Trustee
Eileen Holly	Disability Benefits Adviser
Penny Barratt	Disability Benefits Adviser
Nick Sumner	Receptionist
Tony Watson	Receptionist/Trustee

Oadby Methodist Church Surgery

Lesley Thornton	General Adviser/Trustee
Diane Price	General Adviser
Ian Simons	General Adviser

Wigston Magna O&WBC Customer Service Centre Surgery

Ray Green	Money Adviser/Trust

Chair's Report



This year has been challenging for everyone as the Trust had to adapt our processes and operations to cope with changing circumstances brought about by the COVID pandemic and the restrictions of the various lockdowns.

More importantly it has brought fresh challenges for our clients, partners, and supporters. I am immensely proud that our team of paid and voluntary workers, and our Trustees continued to provide services to our clients throughout this period, and they developed various processes that meant that support remained available to all. It was a brilliant response which saw Helping Hands being the only provider of face-to-face services through walk and talk, and 5 day a week remote service.

We have also been fortunate to receive financial support from the National Lottery, Leicestershire and Rutland Community Fund, Oadby & Wigston Borough Council, Blaby District Council, Hastings Direct, Oadby Village Hall Trust and Leicester County Council to help us adapt to the changing circumstances.

I am also very grateful for the ongoing support of our many funders who have allowed us to continue and adapt our services – in particular I would like to thank Oadby & Wigston Borough Council for their ongoing financial support.

In these challenging times we are working with other local agencies to ensure the support we can give our residents is as helpful and complete as possible. We have several projects about to start which will see us working closer with other organisations that will make our services more accessible to residents and will mean people will have better access to holistic services.

As a local charity it is important that we earn and maintain the respect of our local community. We are very fortunate that we receive donations from individuals and local organisations, we would like to thank the various faith groups who continue to support us in many ways.

Having recently taken on the role of Chair I have seen the real need our community has for the work we do. We believe that there needs to be a face-to-face service for the residents to be able to talk through the issues they have. Many have mental health needs, and it has been inspiring to see our two Mental Health Support Workers help so many people who need support to cope during these difficult times. Although there remain many challenges to providing services there are lots of opportunities to develop in the coming year. As a charity we will continue to adapt our services and processes to ensure that our support is available to as many residents as possible.

I'd like to thank Revd. Les Gill for his many years' service as Chair of the Trust, for the way he has led us so passionately for many years. I'd like to thank him too for the smooth handover and most importantly that he remains on the Trustee Board as Vice Chair and Treasurer. Many thanks Les.

I hope that you will find our revised report helpful in understanding our work and our needs.

If you are interested in supporting the work of the Trust – either through volunteering, becoming a Trustee or financially then please do not hesitate in contacting me

Nigel Swan

Chair of Trustees Board
nswan@helpinghandscentre.co.uk

Project Development Manager's Report



Our year began during the first Covid lockdown, but thankfully we had invested in VOIP telephone communications, laptops and smartphones that enabled our team to deliver remote, online, and walk-and-talk services. This was important in that 5 days a week, we continued supporting many hundreds of vulnerable clients through telephone, video calls, and email. Those with mental health needs met face-to-face with their support worker, a vitally important service in combatting loneliness and thoughts of self-harm.

The management of our work was achieved through regular meetings utilizing Zoom and later Microsoft 'Teams'. Keeping up appearances is a definite challenge when working from home, as is managing domestic arrangements, and overcoming individual 'Wi-Fi' failures.

Maintaining contact with our partners proved problematic in that some keyworkers struggled with remote working, mainly because of a lack of power or compatibility with equipment.

Training by Webinar has become part of our lives as is on-line conferencing and we have all learnt new skills that proved very beneficial in ensuring we could adapt to a myriad of changing Covid regulations.

Our Trustees are very supportive and mixed in easily where needed. Securing funding was of primary importance where Les our then Chair and Lesley our Secretary proved extremely adept at engaging with grant makers, local councils, faith groups, and attracting ongoing public support.

We really appreciate the grants received through Lottery managed government funding, Leicestershire County Council, Oadby and Wigston Borough Council, Leicestershire and Rutland Community Foundation, ESF Futures to name but a few.

The level of funding speaks powerfully of how much our services are valued and has enabled the Trust to take on additional paid staff with: Helen in reception, Jenni and Mira as employment coaches, and Louise who has joined our mental health support team.

By August our South Wigston Advice Centre was equipped to provide live Covid protected services, although these needed to be restricted to appointments only. What we can rightly claim is that except for the Health, Emergency, and Education services, we provide an essential face-to-face service, that no other local public/ charitable sector organisations are currently able to offer.

Our team continues at the heart of community to expand and diversify services, to address the challenges and vulnerable client needs that are a direct consequence of the Covid pandemic. Thank you to everybody for being such a brilliant team and for a job well done!

Mandy Murgatroyd



Measuring Our Impact

To everyone who kindly helped me at Helping Hands. Everything has been sorted. Thank you so much.

We just can't thank you enough. We really couldn't have been successful without your help!

Thank you for all your support, time and guidance throughout my personal problems.

Thank you for everything you have done for me on this journey. Each and everyone of you have helped me more than you could ever imagine.

Thank you for being there for me during this challenging time I'm going through, I don't feel alone with my troubles

You are always there for somany vulnerable people.

Thank you for your help over the last few months. The talk therepy sessions have been immensely helpful ....

CASE STUDIES

Case Study 1.

Client was referred to Helping Hands for Mental Health Support by a local charity that was supporting her family member.

Client is a 28-year-old female that felt she was struggling with day-to-day life. She was experiencing what the GP had diagnosed as a mental breakdown and was prescribed anti-depressants to help her with this. Client was feeling constantly tired, drained and was crying a lot. She was supported by her family and surprised that she was feeling this way and could not understand what had triggered the breakdown. She could not communicate the way she was feeling to others.

Our Mental Health Support Worker (MHSW) met with the client, listened carefully to her to understand her needs and to agree a recovery strategy. Appropriate coping mechanisms were discussed including Tai Chi, breathing exercises, meditation, the use of ice and an elastic band. It was also recommended to the client that she contact her GP in order that her medication could be reviewed. A referral was made to Let's Talk Leicestershire service for talking therapy.

Our worker remained in contact with the client and supported her through regular phone calls, texts and emails.

The client was assessed by the Let's Talk Leicestershire service who decided that with the support of the MHSW, she no longer needed any talking therapy. Our client continued to use the suggested mechanisms on a regular basis in order that her mental health remained stable, and alongside her medication- she feels like herself again.

Her case was closed on the understanding that she could call upon the MHSW for support at any time if she felt her mood is low.

Case Study 2.

Client was referred to Helping Hands for Mental Health Support by the local Crisis Team. He is a 28-year-old male and referred following a suicide attempt and has been diagnosed as suffering from severe anxiety, PTSD, Personality Disorder depression.

Our Mental Health Support Worker (MHSW) met with the client to conduct a needs assessment and in addition to his Mental Health needs was informed that he suffers from shortness of breath, sleep disorder, lower back pain, bladder problems and pain in his legs. The client also struggles with noise generated by his neighbours. He lives in a ground floor flat and there is lots of banging of doors/noisy children and has slept rough just to try and get some sleep.

He had applied for PIP but this had been declined by the DWP and the client asked for help in getting the decision reviewed.

The client was in receipt of a GP prescribed medication but also uses cannabis. He was awaiting counselling with the NHS for his PTSD. It was also confirmed that the Crisis Team had referred him to a Community Psychiatric Nurse, Turning point, and the Bradgate Unit outpatients.

He now felt much better knowing he is getting the support he needs.

The client was supported by our MHSW in getting out of his flat for walk-and talk sessions, going shopping and doing an online shop, and in making better food choices. The MHSW also helped the client determine his future goals and the pathway to achieving them.

Our Housing Advice Specialist was supported in making representation to the local council in respect of his housing situation and referred to P3 – a local charity that would assist with a rehousing application.

The Helping Hands Appeals and Tribunal Specialist supported the client through his PIP Tribunal who contributed to the decision by the DWP being overturned.

The client continues to receive support from Social Services, Turning Point and his GP and our Mental Health Support Worker and is in a much better place to achieve his recovery goals.

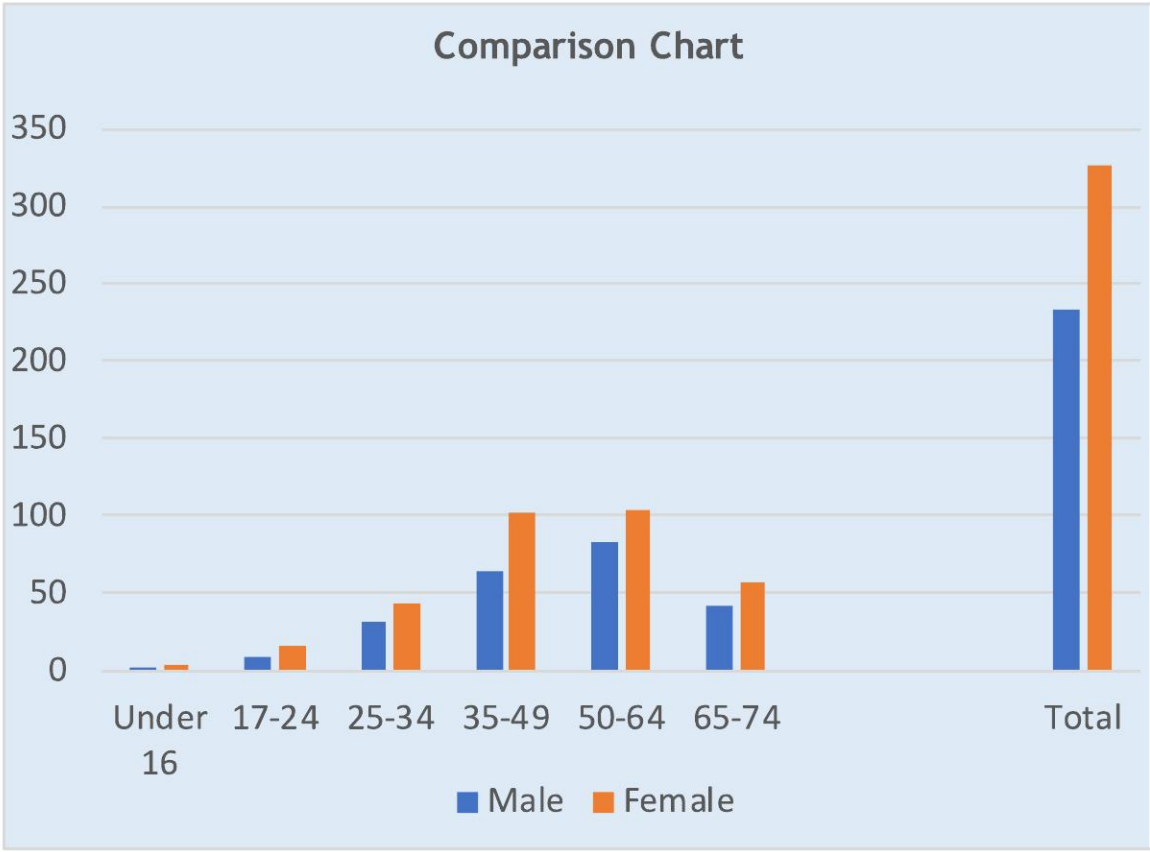


Helping Hands Community Trust

Client Distribution by Age and Gender April 2020- March 2021

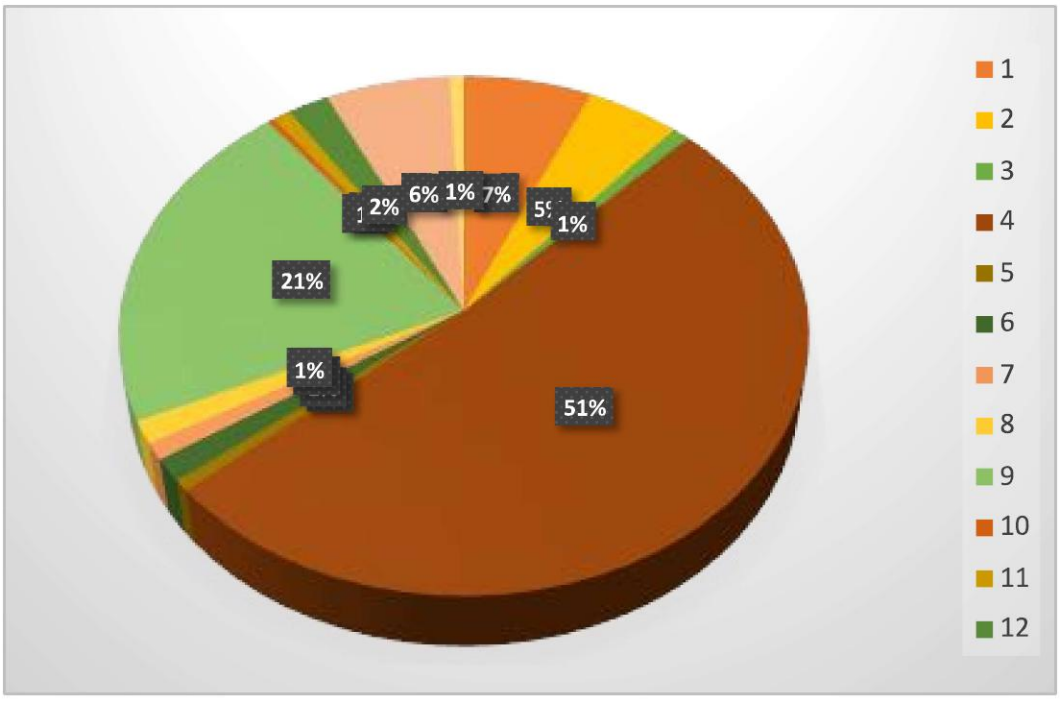
FULL SERVICE BY AGE AND GENDER

Age Range	Male	Female
Under 16	3	4
17-24	9	16
25-34	32	43
35-49	64	102
50-64	84	104
65-74	42	58
Total	234	327



FULL SERVICE BY ETHNICITY

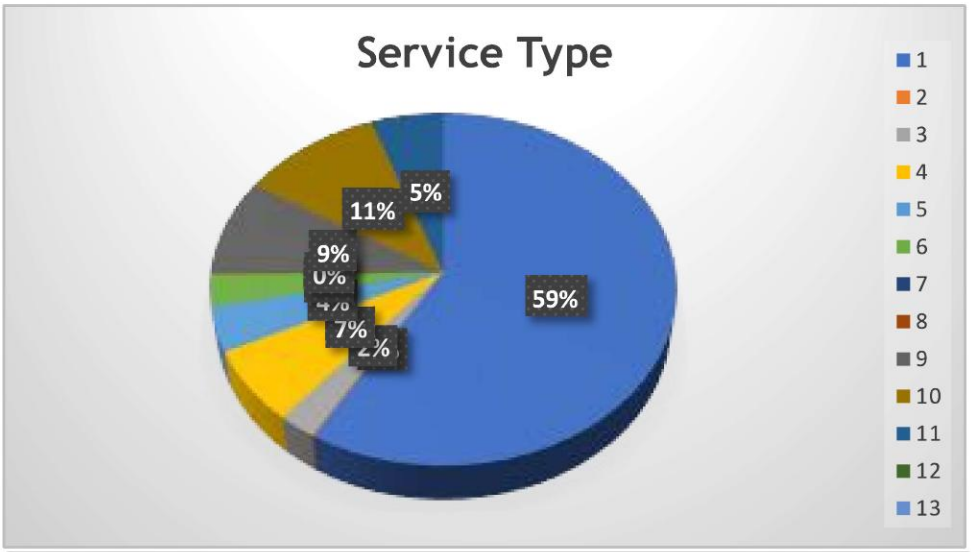
Ethnic Group	Number of Clients
Asian British	37
Indian	27
Pakistani	5
White British	288
Black British	4
African	8
Caribbean	6
Dual Heritage	8
English	119
Other British	2
Irish	5
East European	12
Not Given/Withheld	36
Scottish	4
Total	561

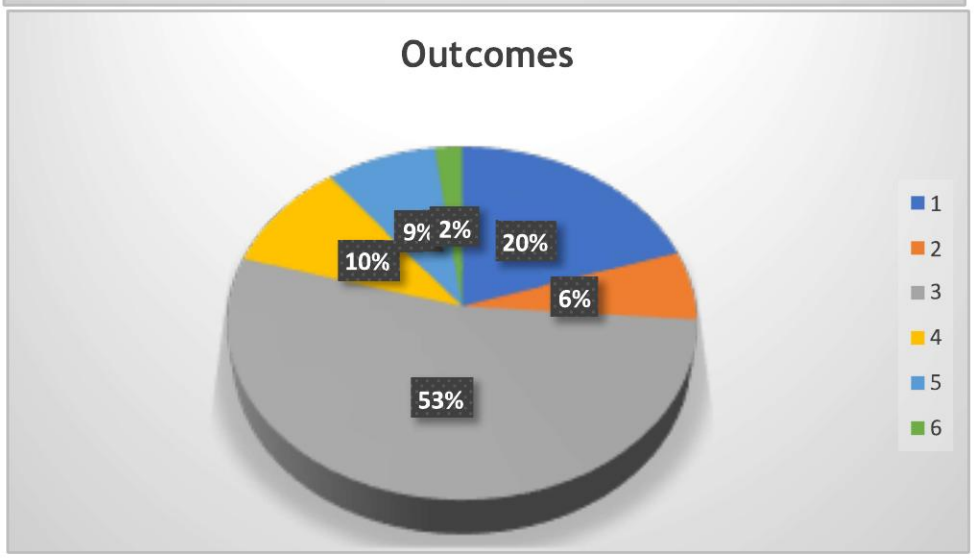


PARTIAL SERVICES

Service Type	
Welfare Benefits	400
Education & Training	1
Consumer Rights	16
Legal	46
Employment	28
Health	20
Government	
Immigration	1
Housing	60
Money Advice	73
Other	38
TOTAL	683

Outcome	
Appointment Made	136
Form Issued	43
Information Provided	364
Phone Number Provide	69
Other	57
Self Help Terminal	14
	683

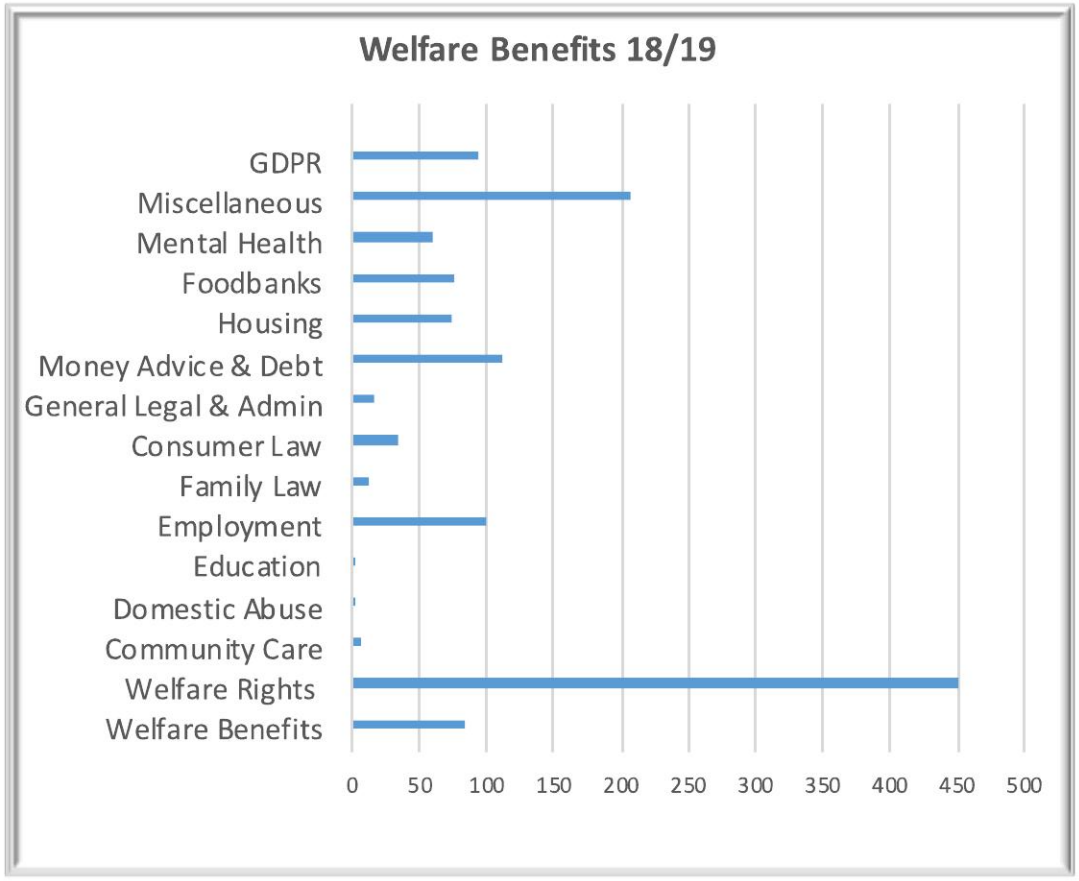




HHCT Statistics Annual Report April 2020 to March 2021

Full Service Delivery Statistics

Welfare Benefits	83
Welfare Rights	451
Community Care	7
Domestic Abuse	1
Education	1
Employment	100
Family Law	12
Consumer Law	35
General Legal & Admin	16
Money Advice & Debt	112
Housing	73
Foodbanks	75
Mental Health	60
Miscellaneous	207
GDPR	94
Total	1327



Helping Hands in the Community

The major challenge this year has been the need to effectively support many vulnerable clients as the have emerged from the ravages and fear generated by the Covid Pandemic.

The Trustees and Advice Team have made it a priority that clients can continue to access face-to-face services, albeit on an appointment basis, so as to safeguard all concerned.

The funding we received during the second half of 2019 has enabled the Trust to expand its Mental Health and suicide prevention support. The progress made by people with serious problems have been assisted in participating in agreed recovery strategies with quite remarkable results.

We are entering a very exciting time in our development as we increasingly receive needy clients through social prescription. This has created early opportunities to forge new relationships with our NHS PCN partners.

With the closure of the Borough customer services centre in Wigston and the local AgeUK charity, Helping Hands is the only provider of face-to-face services and has greatly increased demand from the BAME communities.

Similarly our Appeals and Tribunal Service continues to be in high demand as the DWP and Central Government are reducing their financial support.

We continue our work in accessing new funding streams, jointly with other charities, and have built on our relationship with the Trussell Trust and secured a three year joint service contract with the South Leicester Food Bank.

The Trustees are grateful for the excellent Accounts and Payroll service provided by Fairfax Tax and Accounts. Of Oadby

Ongoing Targets and New Plans

Our main targets for 2021/22:

1. to explore and implement meaningful ways of quantifying, monitoring and evaluating the wealth brought into the Borough through benefit payments, grants, allowances and professional services.

2. To continue and expand our services within the Borough and neighboring communities.

3. To develop our collaborative working with ***Oadby and Wigston*** Borough Council and secure the contract to provide Advice **Services to** residents of the Borough a first-class information.

4. To secure funding to ensure the continuation of both face-to-face and remote telephone, video during the continuing Covid Pandemic.

5. To recruit additional Trustees who have the skills to enhance our governance and management of the Trust.

The rate of growth in demand is expected to continue as government benefits regulations impact upon the life opportunity of the most vulnerable and marginalised clients. Reduced levels of funding with a corresponding reduction in services continues to increase dependence on foodbanks, welfare benefits, increased numbers who are homeless and poverty is disproportionately affecting those with mental health needs. We also have to plan for the impact and likely consequences of the ending of Furlough payments.

Demand for our advocacy, appeals and tribunal service continues to increase as many clients with disability needs and who lack the necessary life skills are sanctioned by the DWP and their welfare benefits stopped.

A further challenge is an expectancy on the part of the DWP for the completion of all Universal Credit and PIP applications on line.

Governance

Information about the Helping Hands Community Trust

The Helping Hands Community Trust is a charitable company limited by guarantee (Number 04343050), incorporated on 19th December 2001 and registered as a charity on 14th August 2002 (Number 1093415).

The Registered Office is 66-68 Blaby Road, South Wigston, Leicestershire LE18 4SD

During the year the Trust operated and co-ordinated all service provision from the main Advice Centre:

Helping Hands Centre,
South Wigston 66-68 Blaby Road
South Wigston Leicestershire LE18
4SD

Tel: 0116 278 2001
Fax: 0116 278 6278
email: office@helpinghandscentre.co.uk

The Trustees who are directors for the purpose of company law and Trustees for the purpose of charity law, serving during the year and the date of this report are:

Rev. Leslie Gill	Chair of Trustees Directors
Mrs. Lesley Thornton	Company Secretary
Mr. Nigel Swan	Vice Chairman
Mr. Raymond Green	Trustee
Mr. Tony Watson	Service User Director
Mrs. Kathy Oliveira	Trustee

Trust Directors, collectively referred to as the Trustees of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2021 was 6.

Independent Examiners.

Evolve Accountants and Business Advisors Ltd
Unit 10, Whitwick Business Centre,
Phoenix Park,
Stephenson Industrial Estate,
Coalville,
Leicestershire
LE67 3HB

Bankers
Lloyds Bank,
7 High Street,
Leicester,
LEI 9FS.

The Trust/Company was established 01 January 1997 under a Memorandum and Articles of Association that established the objects and powers of the charitable company and is governed under its Articles of Association.

Trustees

Company law requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Trust Directors should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- make judgments and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees 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.

As set out in the Articles of Association, new Trustees can be appointed by the Trustees, who may also determine the maximum number of Trustees in General Meeting. One third of Trustees must retire at Annual General Meetings and those shall be the Trustees longest in office; all retiring Trustees are eligible for re-election. The Trustees currently elect a Chair, a Vice Chair and a Company Secretary from within the Trustee body.

New Trustees are inducted by the Chairman of the Trustees as to their legal

obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision making processes, the business plan and the financial history of the Trust. Trustees are encouraged to make regular visits to the Advice Centre and other points of service delivery, to meet with staff, volunteers and working partners. Trustees are encouraged to attend appropriate internal and external training events where 20 these will facilitate the undertaking of their role.

The Trustees administer the charity. They meet every 6 weeks to discuss all aspects of performance. A Project Development Manager (PDM), appointed by the Trustees and two Advice Centre Managers are responsible for service delivery and the day-to-day operations of the charity. To facilitate effective operations, the PDM has delegated authority, within terms of delegation approved by the trustees, for operational matters including, personnel and quality management. The PDM during the year ended 31 March 2018 was Amanda Murgatroyd.

Financial Management and Financial Control is undertaken by the Chair of Trustees with assistance on the day-to-day book-keeping, payroll and accounting provided by:

Fairfax Tax and Accounts
Stoughton Road,
Oadby,
Leicestershire
LE2 4DS

Risk Management

The Trustees have a Risk Management strategy and matrix that includes annual review of the risks the charity may face, the establishment of systems and procedures to mitigate those risks and the implementation of procedures designed to minimise any potential impact should those risks materialise.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed annually to ensure that they continue to meet the needs of the charity.

Key risks currently identified as:

Service delivery:

- Risk to staff and clients from violent, aggressive, intoxicated and/or mentally ill clients.
- The need for personal defense and safety awareness.
- The inability of some of our client group to change and a revolving door need for advice and support.
- Staff being compromised by clients who are engaged in benefits fraud.
- Cases where there is a conflict of interest.
- Unrealistic demands placed on services because of a lack of provision e.g. domestic abuse.
- Inappropriate staff behavior negatively influencing the reputation of the Trust.
- Major structural failure of our premises, damaged and/or dangerous equipment.
- Provision and maintenance of fire safety equipment.
- Action to be taken in an emergency.

- Using only those premises that are structurally adapted and equipped to be Covid 19 safe.

Financial

- The Borough Council provides £27,500/annum leaving the Trust to secure alternative funding amounting to a minimum of£83,000/annum.

- Trustees must exercise due diligence when entering into funded partnerships and ensure that all contracts are drawn up by/vetted by a solicitor.

Financial Review

Independent Examiners
The Trustees recommend the re-appointment of Evolve Accountants and Business Advisors Ltd as Independent Examiners and a resolution proposing this will be put to the Annual *General* Meeting.

Reserves
The Trustees have a Reserves Policy, a copy of which is available from the registered office. In brief, this Policy establishes the need for free reserves of at least £25,000 (this being approximately 3 months operating costs) plus a

contingency fund of €5,000 to enable the Trust to take advantage of opportunities. This Policy is reviewed annually. Currently the reserves are £48,276 which compared with a target of £30,000.

Investment policy

The Directors are formulating an Investment Policy at present. The Trust is unable to invest at the current time.

Results

The net incoming resources for the year amounted to £204,762 of which £135,423had specific restrictions placed upon them. The accounts have been prepared on a going concern basis on the assumption that current funding streams will continue and that new future funding has been secured. The trustees continue to bid for future funding and exploring partnerships and joint working that may allow Helping Hands to continue to provide the much needed services. Full details of the Trust's achievements during the year can be found in the Chairman's Report and the Project Development Manager's Report.

This report has been prepared in accordance with the Statement of Recommended Practice - Accounting and Reporting by Charities 2015 (The SORP 2015) and in accordance with the special provisions for small companies under Par 15 of the Companies Act 2006.

Approved by the Trust Directors on 8th December 20 and authorised for issue on its behalf by Rev Leslie Gill (Chair).



Rev L G Gill
Vice Chair and Treasurer.
Trustee Directors
14 December 2021

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF HELPING HANDS COMMUNITY TRUST

I report on the accounts of the Trust for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet and the accompanying notes.

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 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow procedures laid down in the general Directions given by the Charity Commission (under section 145(5) (b) of the Charities Act), and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My 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 you as 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 my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements
   - to keep accounting records in accordance with section 130 of the Charities Act; and
   - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Act

   have not been met; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.



MR JAMES NIXON FCCA **24 December 2021**
Evolve Accountants and Business Advisors Limited
Unit 10 Phoenix Park
Stephenson Industrial Estate
Telford Way
Coalville
Leicestershire
LE67 3HB

Helping Hands Community Trust - Statement of Financial Activities (including the Income and Expenditure Account for the year ended 31 March 2021, as required by the Companies Act 2006)

	SORP Ref	Current year Unrestricted Funds 2021 £	Current year Restricted Funds 2021 £	Current year Total Funds 2021 £	Prior Year Total Funds 2020 £
Income & Endowments from:					
Donations & Legacies	A1	62,111	125,441	**187,552**	129,284
Other trading activities	A3	-	-	**-**	886
Other	A5	7,228	9,982	**17,210**	3,000
Total income	**A**	**69,339**	**135,423**	**204,762**	**133,170**
Expenditure on:					
Charitable activities	B2	44,354	112,132	**156,486**	106,840
Total expenditure	**B**	**44,354**	**112,132**	**156,486**	**106,840**
Net income for the year		**24,985**	**23,291**	**48,276**	**26,330**
Net income after transfers	**A-B-C**	**24,985**	**23,291**	**48,276**	**26,330**
Net movement in funds		**24,985**	**23,291**	**48,276**	**26,330**
Reconciliation of funds:-	**E**				
Total funds brought forward		2,831	10,748	**13,579**	(12,751)
Total funds carried forward		**27,816**	**34,039**	**61,855**	**13,579**

The 'SORP Ref' indicated above is the classification of income set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the Balance Sheet.

A separate Statement of Total Recognised Gains and Losses is not required as this statement includes all recognised gains and losses.'

All activities derive from continuing operations

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Analysis of prior year total funds, as required by paragraph 4.2 of the SORP

	Prior Year Unrestricted Funds 2020 £	Prior Year Restricted Funds 2020 £	Prior Year Total Funds 2020 £
Income & Endowments from:			
Donations & Legacies	95,804	33,480	**129,284**
Fundraising	886	-	**886**
Other	3,000	-	**3,000**
Total income	99,690	33,480	133,170
Expenditure on:			
Charitable activities	83,853	22,987	**106,840**
Total expenditure	**83,853**	**22,987**	**106,840**
Net income for the year	15,837	10,493	**26,330**
Transfers between funds	4,980	(4,980)	**-**
Net income after transfers	20,817	5,513	26,330
Net movement in funds	**20,817**	**5,513**	**26,330**
Reconciliation of funds:-			
Total funds brought forward	(17,986)	5,235	**(12,751)**
Total funds carried forward	**2,831**	**10,748**	**13,579**

Helping Hands Community Trust
Income and Expenditure Account for the year ended 31 March 2021 as required by the Companies Act 2006

	2021 £	2020 £
Income		
Income from operations	187,552	130,170
Investment income		
Other operating income	17,210	3,000
Gross income in the year before exceptional items	**204,762**	**133,170**
Gross income in the year including exceptional items	**204,762**	**133,170**
Expenditure		
Charitable expenditure, excluding depreciation and amortisation	154,614	104,968
Depreciation and amortisation	1,632	1,632
Governance costs	240	240
Realised losses on disposals of social investments which are programme related	-	-
Total expenditure in the year	**156,486**	**106,840**
Net income before tax in the financial year	48,276	26,330
Tax on surplus on ordinary activities	-	-
Net income after tax in the financial year	**48,276**	**26,330**
Retained surplus for the financial year	**48,276**	**26,330**

All activities derive from continuing operations

In accordance with the provisions of the Companies Act 2006, the headings and subheadings used in the Income and Expenditure account have been adapted to reflect the special nature of the charity's activities.

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Balance Sheet as at 31 March 2021

	Not	SORP Ref		2021		2020
				£		£
Fixed assets						
Tangible assets	7			491		2,123
Current assets						
Debtors	8		6,262		2,845	
Cash at bank and in hand			68,671		15,618	
Total current assets			74,933		18,463	
Creditors: amounts falling due within one year	9		(11,569)		(3,507)	
Net current assets				63,364		14,956
Total assets less current liabilities				63,855		17,079
Creditors: amounts falling due after more than one year	10			(2,000)		(3,500)
The total net assets of the charity				61,855		13,579
The total net assets of the charity are funded by the funds of the charity, as follows:-						
Restricted funds						
Restricted Revenue Funds	12			34,039		10,748
Unrestricted Funds						
Unrestricted Revenue Funds	12			27,816		2,831
Designated Funds						
Total charity funds				61,855		13,579

The 'SORP Ref' indicated above is the classification of Balance Sheet items as set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the SOFA..

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The charity is subject to Independent Examination under charity legislation, and the report of the examiner is on page 27.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.



Rev. L.G.Gill (Vice Chair and Treasurer
Trustee
Approved by the board of trustees on 14 December 2021

Helping Hands Community Trust

Cash Flow Statement for the year ended 31 March 2021

		2021 £	2020 £
Cash flows from operating activities			
Net cash provided by operating activities as shown below	A	53,053	14,699
Cash flows from financing activities			
Net cash provided by financing activities	C	-	-
Overall cash provided by all activities	A+B+C	**53,053**	**14,699**
Cash movements			
Change in cash and cash equivalents from activities in the year ended 31 March 2021		53,053	14,699
Cash and cash equivalents at 1 April 2020		15,618	919
Cash at bank and in hand less overdrafts at 31 March		**68,671**	**15,618**

Helping Hands Community Trust

Reconciliation of net income to net cash flow from operating activities

Net income as shown in the Statement of Financial Activities		48,276	26,330
Adjustments for :-			
Depreciation charges		1,632	1,632
Write downs of investments		-	-
Net (gains)/losses on investment assets		-	-
(Increase)/decrease in debtors		(3,417)	1,893
Increase/(decrease) in creditors, excluding loans		6,562	(15,156)
Net cash provided by operating activities	A	**53,053**	**14,699**

Analysis of cash and cash equivalents

	2021 £	2020 £
Cash in hand at for the year ended 31 March 2021	68,671	15,618
Total cash and cash equivalents	**68,671**	**15,618**

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2021

1 Accounting policies

Policies relating to the production of the accounts.

Basis of preparation and accounting convention

The accounts have been prepared on the accruals basis, under the historical cost convention, and in accordance with the Financial Reporting Standard 102 (effective January 2015)) and 'The FRS102 Statement of Recommended Accounting Practice 2015', (The SORP 2015), and in accordance with all applicable law in the charity's jurisdiction of registration.

Risks and future assumptions

The accounts have been prepared on a going concern basis on the assumption that grant income from funding bodies will continue to be received. The Trust continues to bid for other funds that may be available for Information,Advice and Support Services that serve to empower, enable and assist people in resolving social problems and meet the needs arising from deprivation and poverty.

Policies relating to categories of income and income recognition.

Nature of Income and Income recognition

Income, is received by way of grants, donations and gifts, is recognised in the statement of financial activities (SOFA) on a receivable basis, when a transaction or other event results in an increase in the charity's assets or a reduction in its liabilities and only when the charity has legal entitlement, the income is probable and can be measured reliably.

Income subject to terms and conditions which must be met before the charity is entitled to the resources is not recognised until the conditions have been met.

All income is accounted for gross, before deducting any related fees or costs.

Accounting for deferred income and income received in advance

Where time related conditions are imposed or implied by a funder, then the income is apportioned to the time periods concerned,and, where applicable, is accounted for as a liability and shown on the balance sheet as deferred income. When grants are received in advance of the expenditure on the activity funded by them, but there are no specific time related conditions, then the income is not deferred.

Any condition that allows for the recovery by the donor of any unexpended part of a grant does not prevent recognition of the income concerned, but a liability to any repayment is recognised when repayment becomes probable.

Recognition of liabilities and expenditure

A liability, and the related expenditure, is recognised when a legal or constructive obligation exists as a result of a past event, and when it is more likely than not that a transfer of economic benefits will be required in settlement, and when the amount of the obligation can be measured or reliably estimated..

Liabilities arising from future funding commitments and constructive obligations, including performance related grants, where the timing or the amount of the future expenditure required to settle the obligation are uncertain, give rise to a provision in the accounts, which is reviewed at the accounting year end. The provision is increased to reflect any increases in liabilities, and is decreased by the utilisation of any provision within the period, and reversed if any provision is no longer required. These movements are charged or credited to the respective funds and activities to which the provision relates.

Volunteers

Notes to the Accounts for the year ended 31 March 2021

In accordance with the SORP, and in recognition of the difficulties in placing a monetary value on the contribution from volunteers, the contribution of volunteers is not included within the income of the charity.

Tangible fixed assets

Tangible fixed assets are measured at their original cost value, or subsequent revaluation, or if donated, as described above. Cost value includes all costs expended in bringing the asset into its intended working condition.

Depreciation has been provided at the following rates in order to write off the assets to their anticipated residual value over their estimated useful lives.

Plant and machinery	20	% straight line

Debtors
Debtors are measured at their recoverable amounts at the balance sheet date.

Creditors and provisions

As required by SORP 10.81, describe the basis on which creditors and provisions for liabilities and charges are recognised and measured

Cash and Bank Balances
Cash held by the charity is included at the amount actually held and counted at the year end. Bank balances, whether in credit or overdrawn, are shown at the amounts properly reconciled to the bank statements.

Leasing and hire purchase contracts and commitments
Rentals paid under operating leases are charged to income on a straight line basis over the lease term.

Pensions

The company is a member of NEST Pension Scheme. Contributions are charged to the profit and loss account as they become payable in accordance with the rules of the scheme.

2 Liability to taxation
As a registered charity, the organisation is exempt from income and corporation tax to the extent that its income and gains are applied towards the charitable objects of the charity and for no other purpose. Value Added Tax is not recoverable by the charity, and is therefore included in the relevant costs in the Statement of Financial Activities.

3 Winding up or dissolution of the charity

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

	2021 £	2020 £
The net surplus before tax in the financial year is stated after charging:-		
Depreciation of owned fixed assets	1,632	1,632
Pension costs	2,127	1,548

4 Staff costs and emoluments

Notes to the Accounts for the year ended 31 March 2021

Salary costs	2021	2020
	£	£
Gross Salaries excluding trustees and key management personnel	100,040	63,236
Employer's National Insurance for all staff	5,421	4,062
Employer's operating costs of defined contribution pension schemes	2,127	1,548
Trustees' Remuneration as detailed in note 0	-	-
Total salaries, wages and related costs	**107,588**	**68,846**

Numbers of full time employees or full time equivalents	**2,020**	**2,019**
The average number of total staff employed in the year was	7	5

Neither the trustees nor any persons connected with them have received any remuneration from the charity or any related entity, either in the current or prior year.

No employees received emoluments (excluding pension costs) in excess of £60,000 per annum.

5 Remuneration and payments to Trustees and persons connected with them

No trustees or persons connected with them received any remuneration from the charity, or any related entity.

6 Deferred income - Unrestricted and Designated funds

	Opening Deferrals	Released from prior years	Received less released in year	Deferred at year end
	£	£	£	£
Randall Foundation	-	-	-	5,000
Total	-	-	-	5,000

	2021	2020
	£	£
These deferrals are included in creditors	5,000	-

The deferrals included in creditors relate to funding specified by the funders as relating to specific periods and represent tho unrestricted funds which relate to periods subsequent to the accounting year end and are treated as grants in advance.

7 Tangible fixed assets

	Land and Buildings	Tenant's Fixtures and Fittings	Office Equipment	Total
	£	£	£	£
Cost				
At 1 April 2020	-	24,386	33,686	58,072
At 31 March 2021	**-**	**24,386**	**33,686**	**58,072**

Notes to the Accounts for the year ended 31 March 2021

Depreciation				
At 1 April 2020	-	24,386	31,563	55,949
Charge for the year	-	-	1,632	1,632
At 31 March 2021	**-**	**24,386**	**33,195**	**57,581**
Net book value				
	-	**-**	**491**	**491**
At 31 March 2021				
At 31 March 2020	**-**	**-**	**2,123**	**2,123**

8 Debtors

	2021	2020
	£	£
Prepayments	5,927	1,988
Other debtors	335	857
	6,262	**2,845**

9 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	4,859	-
Accruals	1,243	1,443
Deferred Income - Unrestricted & designated funds	5,000	-
PAYE, NIC VAT and other taxes	467	1,329
Other creditors	-	735
	11,569	**3,507**

10 Creditors: amounts falling due after one year

	2021	2020
	£	£
Loan from Trustees	2,000	3,500

11 Particulars of how particular funds are represented by assets and liabilities

At 31 March 2021	**Unrestricted funds**	**Designated funds**	**Restricted funds**	**Total Funds**
	£	**£**	**£**	**£**
Tangible Fixed Assets		-	491	**491**
Investments at valuation:-				
Current Assets	41,385	-	33,548	**74,933**
Current Liabilities	(11,569)	-	-	**(11,569)**
Long Term Liabilities	(2,000)	-	-	**(2,000)**
	27,816	**-**	**34,039**	**61,855**

At 1 April 2020	**Unrestricted funds**	**Designated funds**	**Restricted funds**	**Total Funds**
	£	**£**	**£**	**£**
Tangible Fixed Assets	1,385	-	738	**2,123**
Investments at valuation:-				

Current Assets	8,453	-	10,010	**18,463**
Current Liabilities	(3,507)	-		**(3,507)**
Long Term Liabilities	(3,500)	-	-	**(3,500)**
	2,831	**-**	**10,748**	**13,579**

12 Change in total funds over the year as shown in Note 11 , analysed by individual funds

	Funds brought forward from 2020	Movement in funds in 2021	Transfers between funds in 2021	Funds carried forward to 2022
		See Note 13		
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	2,831	24,985		**27,816**
Total unrestricted and designated funds	**2,831**	**24,985**	**-**	**27,816**
Restricted funds:-				
National Lottery	6,408	6,500	-	**12,908**
Leicestershire Communities Fund	-	11,188		**11,188**
Future Advice Skills	2,025	(563)	-	**1,462**
DWP Grant	738	(245)		**493**
Leicestershire Covid Grant	-	-	-	**-**
Oadby and Wigston- Mental Health	-	3,500	-	**3,500**
Shakespeare Martineu	178			**178**
Shires Grant	1,399	(1,399)	-	**-**
Hastings Direct	-	552		**552**
Food bank consultancy	-	-	-	**-**
Wesylyn Communities Fund	-	3,758		**3,758**
Total restricted funds	**10,748**	**23,291**	**-**	**34,039**
Total charity funds	**13,579**	**48,276**	**-**	**61,855**

13 Analysis of movements in funds over the year as shown in Note 12

	Income	Expenditure	Other Gains & Losses	Movement in funds
	2021	2021	2021	2021
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	69,339	(44,354)	-	**24,985**
				-
Restricted funds:-				**-**
National Lottery	42,324	(35,824)	-	**6,500**
Leicestershire Communities Fund	34,198	(23,010)	-	**11,188**
Future Advice Skills	25,000	(25,563)		**(563)**
Leicestershire Covid Grant	3,620	(3,620)		**-**
Oadby and Wigston- Mental Health	3,500		-	**3,500**
Shires Grant	3,000	(4,399)		**(1,399)**

Notes to the Accounts for the year ended 31 March 2021

Food bank consultancy	1,440	(1,440)		-
Furlough	9,982	(9,982)	-	-
DWP Grant		(245)		**(245)**
Wesylyn Communities Fund	9,859	(6,101)	-	**3,758**
Hastings Direct	2,500	(1,948)		**552**
	204,762	**(156,486)**	**-**	**48,276**

14 The purposes for which the funds as detailed in note 12 are held by the charity are:-

Unrestricted and designated funds:-

Unrestricted revenue funds	These funds are held for the meeting the objectives of the charity, and to provide reserves for future activities, and , subject to charity legislation, are free from all restrictions on their use.
Designated revenue funds	Designated funds are unrestricted funds earmarked by the Trust Directors for particular purposes.

Restricted funds:-

Restricted funds:-	Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund,

15 Ultimate controlling party

The charity is under the control of its legal members.

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2021 as required by the SORP 2015

This analysis is classsified by conventional nominal descriptions and not by activity.

16 Donations and Legacies

	Current year Unrestricted Funds 2021 £	Current year Restricted Funds 2021 £	Current year Total Funds 2021 £	Prior Year Total Funds 2020 £
Donations and gifts from individuals				
Small donations individually less than £1000	2,540	-	**2,540**	8,074
Gift aid donation		-	**-**	6,481
Martha Elizabeth Oldershaw		-	**-**	2,647
Ray Green	601	-	**601**	5,625
Hickinbotham Charitable Trust		-	**-**	1,000
Oadby Churches	1,340	-	**1,340**	1,512
Oadby Specsavers	2,000	-	**2,000**	
Rev. L G Gill	2,760	-	**2,760**	5,700
Nigel Swan	300	-	**300**	300
Mrs E.M Holly	150	-	**150**	240
D Owen	200		**200**	
Donna Russell	100		**100**	
Mrs W Gayton	120		**120**	
Ramila Parmar	100		**100**	
Robin Hallam	300		**300**	
Suzanne Wright	200		**200**	
Oadby Educational Foundation		-	**-**	1,500
			-	
Total donations and gifts from individuals	**10,711**	**-**	**10,711**	**33,079**
Grants for Advice, Information and Support Services				
National Lottery		42,324	**42,324**	**10,000**
Leicestershire Communities Fund		34,198	**34,198**	**-**
Oadby and Wigston Borough Council	25,625		**25,625**	**34,375**
Future Advice Skills		25,000	**25,000**	**5,000**
Randall Foundation	15,000		**15,000**	**25,000**
Wesylyn Communities Fund		9,859	**9,859**	
South Wigston Family Syndicate	5,000		**5,000**	**5,000**
Leicestershire Covid Grant		3,620	**3,620**	

Charities Aid Foundation	3,975		**3,975**	
Oadby and Wigston- Mental Health		3,500	**3,500**	-
Shires Grant		3,000	**3,000**	**16,480**
George Ernest Wllis Foundation	1,500		**1,500**	
Florence Turner Trust	300		**300**	**350**
Food bank consultancy		1,440	**1,440**	-
Hastings Direct		2,500	**2,500**	-
Total Grants for Advice, Information and Support Services	**51,400**	**125,441**	**176,841**	**96,205**
Total Donations and Legacies	**62,111**	**125,441**	**187,552**	**129,284**

17 Income from other, non charitable, trading activities

	2021 Current year Unrestricted Funds	2021 Current year Restricted Funds	2021 Current year Total Funds	2020 Prior Year Total Funds
	2021	2021	2021	2020
	£	£	£	£
Income from fundraising events	-	-	-	886
Total from other activities	**-**	**-**	**-**	**886**

18 Other income and gains

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2021	2021	2021	2020
	£	£	£	£
Summary of Other income			-	
Apprenticeship Grants	500	-	**500**	-
Furlough	-	9,982	**9,982**	-
Employment Allowance and Maternity Allowance	6,728	-	**6,728**	3,000
Total other income	**7,228**	**9,982**	**17,210**	**3,000**

Detailed analysis of income and expenditure for the year ended 31 March 2021 as required by the SORP 2015

19 Expenditure on charitable activities - Direct spending

	Current year Unrestricted Funds 2021 £	Current year Restricted Funds 2021 £	Current year Total Funds 2021 £	Prior Year Total Funds 2020 £
Gross wages and salaries - charitable activities	21,466	78,574	**100,040**	63,236
Employers' NI - Charitable activities	5,421	-	**5,421**	4,062
Defined contribution pension costs - charitable activities	1,076	1,051	**2,127**	1,548
Travel and Subsistence - Charitable Activities	-	53	**53**	884
Recruitment Costs	9	1,304	**1,313**	-
Training Inc Amounts Paid to CAB	103	-	**103**	55
Books	192	-	**192**	76
Software and Subsriptions	352	6,199	**6,551**	1,243
License and Subscriptions	499	-	**499**	-
Professional Indemnity insurance	96	-	**96**	-
Costs paid on behalf of beneficiaries	-	45	**45**	-
Total direct spending	**29,214**	**87,226**	**116,440**	**71,104**

20 Support costs for charitable activities

	Current year Unrestricted Funds 2021 £	Current year Restricted Funds 2021 £	Current year Total Funds 2021 £	Prior Year Total Funds 2020 £
Premises Expenses				
Rental- South Wigston Centre	-	10,046	**10,046**	10,783
Charges -Oadby/Wigston Magna	624	-	**624**	480
Room Hire	-	-	**-**	994
Light heat and power- South Wigston	828	886	**1,714**	1,363
Cleaning and waste management	-	1,678	**1,678**	9
Premises repairs, renewals and maintenance	170	-	**170**	256
Property insurance	1,363	-	**1,363**	-
Administrative overheads				
Postage, stationery and Printing	2	392	**394**	287
Software and computer expenses	459	1,954	**2,413**	1,888
Legal and Professional Fees	1,858		**1,858**	-
Meeting and Refreshments Costs	34	-	**34**	-
Telephone and Internet- South Wigston	479	2,517	**2,996**	2,971
Telephone - Surgeries and Outreach	294	-	**294**	114
Bank Charges	80	-	**80**	104
Health and safety costs	-	17	**17**	-
Advertising and marketing	180	-	**180**	753

Detailed analysis of income and expenditure for the year ended 31 March 2021 as required by the SORP 2015

Public Liabilty and contents insurance	-	-	**-**	3,404
Sundry expenses	55	-	**55**	185
Minor Equipment	-	3,535	**3,535**	701
Equipment Rental	3,487	2,237	**5,724**	5,972
Professional fees paid to advisors other than the auditor or examiner				
Accountancy fees other than examination or audit fees	3,600	-	**3,600**	3,600
Consultancy fees		1,399	**1,399**	-
Financial costs				
period	1,387	245	**1,632**	1,632
Support costs	**14,900**	**24,906**	**39,806**	**35,496**
Total support costs	**14,900**	**24,906**	**39,806**	**35,496**

21 Other Expenditure - Governance costs

	Current year Unrestricted Funds 2021 £	Current year Restricted Funds 2021 £	Current year Total Funds 2021 £	Prior Year Total Funds 2020 £
Independent Examiner's fees	240	-	**240**	240

22 Total Charitable expenditure

	Current year Unrestricted Funds 2021 £	Current year Restricted Funds 2021 £	Current year Total Funds 2021 £	Prior Year Total Funds 2020 £
Total direct spending	29,214	87,226	**116,440**	71,104
Total support costs	14,900	24,906	**39,806**	35,496
Total Governance costs	240	-	**240**	240
Total charitable expenditure	**44,354**	**112,132**	**156,486**	**106,840**