



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)

Contents

Information about Helping Hands Community Trust	3-6
Helping Hands Team	6-8
Chair's Report	9-10
CEO's Report	11-12
Service Delivery Manager's Report	13-14
Core Data	15-16
Case Studies	17-18
Information on Engagement, Strategy & Governance	19-26
Statement of Financial Activities (including Income & Expenditure accounts)	27-end
Notes to Accounts	



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 9 th 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 18 th July 2022
Rupert Ward	Foodbank Team Navigator – started 3 rd Oct 2022
Karen Tonge	Community Coach & Energy Champion – left 8 th Feb 2023
Ketna Mistry-Chauhan	Outreach Worker – Multiply Project – started 16 th 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



Organisation Structure

Trustees

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

Chief Executive Officer

Beverley Radcliffe

Service Delivery Manager

Amanda Murgatroyd

URC Wigston Magna

South Wigston

Trinity Methodist, Oadby

Advisors

Nilesh Kotecha
Ray Green
Sophie Clarke
Sue Nice

Appeals & Tribunal Specialists

Kathy Oliveira
Jane Christie

Receptionists

Amirah Ali
Emma Hall
Nick Sumner
Tony Watson

Mental Health Recovery Coach

Stacey Major
Jane Jackson

Advisors

Halimah Rehman
Lesley Thornton
Fran Cullen

Disability Benefits Specialists

Penny Barratt
Peter Howgate
Wing Li
Jane Jackson
Jane Christie

Multiply

Ketna Mistry-Chauhan

Trussell Trust Foodbank

Rosie Martin
Richard Bray
Rupert Ward

Specialist Debt/Money Advisor

Ray Green
Richard Bray

Designated Safeguarding Lead

Amanda Murgatroyd

Fire Marshals

Tony Watson
Amirah Ali

Data Protection Officer

Amanda Murgatroyd

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 Bank ,
7 High Street ,
Leicester, LE1 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
Evolve Accountants and Business Advisors Limited
Unit 10 Phoenix Park
Stephenson Industrial Estate
Telford Way
Coalville
Leicestershire
LE67 3HB

20 October 2023

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	Current year	Current year	Prior Year
		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
		2023	2023	2023	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	<u>120,640</u>	<u>54,474</u>	<u>175,114</u>
Expenditure on:			
Charitable activities	96,293	75,962	172,255
Total expenditure	<u>96,293</u>	<u>75,962</u>	<u>172,255</u>
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	<u>52,163</u>	<u>12,551</u>	<u>64,714</u>

Helping Hands Community Trust
Income and Expenditure Account for the year ended 31 March 2023 as required by
the Companies Act 2006

	2023	2022
	£	£
<i>Income</i>		
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
<i>Expenditure</i>		
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		<u>57,025</u>	<u>75,482</u>
Creditors: amounts falling due within one year	8	<u>(5,689)</u>	<u>(9,014)</u>
Net current assets		51,336	66,468
Total assets less current liabilities		<u>51,336</u>	<u>66,714</u>
Creditors: amounts falling due after more than one year	9	(2,000)	(2,000)
The total net assets of the charity		<u>49,336</u>	<u>64,714</u>
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		<u>49,336</u>	<u>64,714</u>

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..

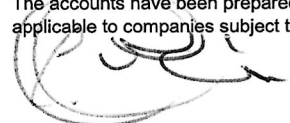
The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

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

2.11.2023

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

Helping Hands Community Trust

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

Helping Hands Community Trust

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	-	-	246	246
At 31 March 2022	-	-	-	-

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

Helping Hands Community Trust

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
	£	£	£	£
<i>Unrestricted and designated funds:-</i>				
Unrestricted revenue funds	85,116	(134,795)	-	(49,679)
				-
<i>Restricted funds:-</i>				
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

Helping Hands Community Trust

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 Subscriptions	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

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2023 as required by the SORP 2015

Bank charges	77	-	77	91
<i>Depreciation & Amortisation in total for the period</i>	-	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
<i>Total charitable expenditure</i>	134,795	75,704	210,498	172,255