

HETTYS

England & Wales · Charity number 1133138

Details

Status	Registered
Legal form	Charitable company
Company number	06923705
Registered	2009-12-07
Register	View on the Charity Commission register

Contact

Address Burnaby House
Church Street
Mansfield Woodhouse
Mansfield
Nottinghamshire
NG19 8AH

Phone 01623643476

Email info@hettys.org.uk

Website www.hettys.org.uk

Activities

Objects: 3.1 THE PROTECTION AND PRESERVATION OF THE HEALTH AND WELLBEING OF PARENTS, FAMILIES, CARERS, AND FRIENDS OF THOSE PERSONS WHO ARE, OR ARE IN DANGER OF BECOMING, ADDICTED TO, OR DEPENDENT UPON, DRUGS OF ANY DESCRIPTION, ALCOHOL, SOLVENTS OR OTHER ADDICTIVE SUBSTANCES AND IN PARTICULAR BY THE PROVISION OF EDUCATION, ADVICE AND SUPPORT. 3.2 THE PROTECTION AND PRESERVATION OF THE MENTAL HEALTH AND EMOTIONAL WELLBEING OF ADULTS, PARENTS AND CARERS BY THE PROVISION OF THERAPEUTIC SUPPORT.

Activities: We provide a family support service where substance use is an issue for any member of that family. Through telephone support, one to one support, group work and training. Hettys works in Communities to build the capacity and confidence for families and professionals to understand and tackle issues as early as possible.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** UNDEFINED. IN PRACTICE, LOCAL
- Nottinghamshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£406,482	£406,966	-	-
2024-03-31	£365,189	£356,164	-	-
2023-03-31	£675,041	£440,852	£628,486	12
2022-03-31	£375,822	£319,773	-	-
2021-03-31	£360,242	£321,732	-	-

Trustees

Name	Role	Appointed
TINA DAUBAN	Chair	2013-01-21
Carol Jackson		2019-03-07
David Marriott		2017-11-01
VAL GARDINER		

HETTYS

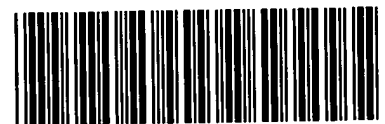
England & Wales - Charity number 1133138

Accounts

HETTY'S
(a company limited by guarantee)

UNAUDITED
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

MONDAY



A08 *AEFI1KA9* #163
17/11/2025
COMPANIES HOUSE

HETTY'S
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HETTY'S
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2025**

Trustees	V Gardiner, Vice Chair T Dauban, Chair D W Marriott, Treasurer C Jackson S Tait
Company registered number	06923705
Charity registered number	1133138
Registered office	Burnaby House Church Street Mansfield Woodhouse Nottinghamshire NG19 8AH
Chief executive officer	D Knowles
Accountant	Jonathan Wilson Chartered Accountant Cromwell House 68 West Gate Mansfield Nottinghamshire NG18 1RR
Bankers	Co-operative Bank PLC PO Box 250 Delf House Southway Skelmersdale WNT 6WT Mansfield Building Society Regent House Regent Street Mansfield Nottinghamshire NG18 1SS
Solicitors	Harrop White, Vallance & Dawson 9-11 Albert Street Mansfield Nottinghamshire NG18 1EA

HETTY'S
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their annual report together with the financial statements of the company for the year from 1 April 2024 to 31 March 2025. The annual report serves the purposes of both a trustees' report and a directors' report under company law. The trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) as amended by Update Bulletin 2 (effective January 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The principal objects of the charity are:

- The protection and preservation of the health and wellbeing of parents, families and friends of those persons who are, or in danger of becoming, addicted to, or dependent upon, drugs of any description, alcohol, solvents or other addictive substances and in particular by the provision of education, advice and support;
- Hetty's supports families across the four districts of North Nottinghamshire who are affected by someone else's drug and alcohol misuse by providing a free confidential telephone helpline, one to one support, kinship care provision, including respite, text service, group work and community training.

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Main activities undertaken to further the company's purposes for the public benefit

The trustees have complied with the duty (set out in Section 4 of the Charities Act 2006) to have due regard to public benefit guidance published by the Charities Commission. The trustees have considered the public benefit delivered by Hetty's and have made the following response: "Our aim is to benefit disadvantaged families and communities by providing free support around substance misuse. Our primary focus is on North Nottinghamshire although we are happy to share our expertise across the UK and mentor similar organisations according to need."

Achievements and performance

a. Main achievements of the company

Review of activities

Hetty's board confirms that on a fund-by-fund basis the charity's assets are available and adequate to fulfil the obligations of the charity. The board regards all activities as fulfilling the main objective of the charity; however, certain funds are restricted to particular areas of activity within the charity's main objectives and these are classified as restricted funds.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Principal funding sources:

Hetty's board confirms that on a fund-by-fund basis the charity's assets are available and adequate to fulfil the obligations of the charity. The board regards all activities as fulfilling the main objective of the charity; however, certain funds are restricted to particular areas of activity within the charity's main objectives and these are classified as restricted funds.

Over 50% of the charity's core funding in 2024-2025 was comprised of a grant from the substance treatment provider in Nottinghamshire 'Change, Grow, Live' (CGL), as well as a restricted grant from The Lottery Community Fund.

The remaining core costs have been achieved by various calendared fundraising events, a monthly membership scheme, trading through Warsop Charity shop and online eBay platform, fundraising, donations, and small one-off grants.

During the early months of 2025 Hetty's raised one off capital funds to repair and maintain their premises at Warsop shop and Burnaby House, as well as small grants for core service delivery.

Capital funding was received from the following:

- The Eastwood Foundation
- The Jones Trust
- The Cloths Workers
- Groundwork
- The Lady Hind Trust

Chief Executive's Report

By Debbie Knowles, CEO of Hetty's Charity

It is both a privilege and a pleasure to present Hetty's 2024/25 Annual Report — a reflection of the commitment, compassion, and resilience shown by our team, volunteers, supporters, and donors. This report captures a moment in time: a year of achievements, challenges, learning, and growth.

Without hesitation, I can say this has been an exceptional year for Hetty's. We have successfully supported hundreds of vulnerable families across Nottinghamshire, delivering life-changing services with empathy, professionalism, and unwavering care. Alongside this, we have made great strides in developing sustainable growth and entrepreneurial ventures to help future-proof our work.

Strategic Focus

Over the past 12 months, Hetty's focused on ten key objectives, which have guided our work and shaped our progress:

1. Deliver a consistently high-quality, supportive and compassionate service to meet the increasing demand for family support related to substance misuse across Nottinghamshire.
2. Strengthen safeguarding practices through improved training, supervision, understanding and response to complex and emerging issues.
3. Monitor and enhance data recording systems to ensure KPIs and funding outcomes are met and service changes are effectively tracked.
4. Continue developing our annual fundraising and self-generated income strategy, with increased engagement from supporters and members.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

5. Review service delivery and pathway structures to address rising demand and reduce waiting lists, especially in County South and Kinship Care services.
6. Expand Hetty's membership scheme to reach new donors and build lasting support.
7. Promote and grow rental opportunities at Burnaby House to generate additional unrestricted income.
8. Secure environmental grants to implement sustainable, energy-efficient improvements at Burnaby House.
9. Increase volunteer engagement across all service areas, including support roles, trading, fundraising, and digital sales.
10. Maintain and expand income from our Warsop charity shop and online platforms, ensuring alignment with market trends.
- 11.

Funding and Partnerships

Funding remained stable throughout 2024/25, providing vital continuity and security for our team and the families we serve. We were pleased to secure a renewed contract with **Change Grow Live (CGL)**, enabling us to continue providing specialist support to families alongside individuals in treatment. Our collaborative partnership with CGL is one of our proudest achievements—strengthened by shared learning, joint caseloads and ongoing training.

In July 2024, Hetty's entered year four of a five-year grant from **The National Lottery Community Fund**, which continues to be instrumental in enabling core service delivery. Informed by our annual external evaluation and in agreement with both CGL and the Lottery, Hetty's took the considered decision to cease its weekend and bank holiday helpline in February 2025, ensuring service delivery remains focused and sustainable. All key performance indicators and contractual obligations were successfully met across all funding streams.

Financial Resilience and Growth

This year, Hetty's generated almost **40% of its income independently** through self-sustained initiatives and small grants, reinforcing our long-term sustainability. The majority of this income was generated through **Hetty's Charity Shop**, which continues to thrive. Sales increased by an impressive **33%** compared to the previous year—reflecting both innovation in trading and strong community support.

We also continued to expand our fundraising efforts and social enterprise activities, including room hire and online sales, further reducing our reliance on statutory funding.

Gratitude and Looking Forward

We have much to be proud of and even more to look forward to. At the heart of all we do is our team—an extraordinary group of people whose energy, commitment, and resilience never fail to inspire. Their ability to adapt, grow, and support others through every change and challenge is nothing short of remarkable.

We are humbled by the strength and honesty of the families we work with, who often face the most difficult circumstances with courage. They remind us daily why Hetty's matters. Feedback from families, service users and independent evaluations all highlight the profound and lasting impact our service has. Hetty's doesn't just support families—it empowers them, challenges stigma, and helps restore hope.

Reflection and Remembrance

This year, we have also experienced deep sorrow. We have stood alongside families grieving the tragic loss of a loved one due to substance-related death. Each loss is a powerful reminder of life's fragility—and of the urgent need for compassion, understanding and accessible support.

We hold those families in our hearts and remain committed to walking beside others on their journey to healing

HETTY'S
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

and recovery.

With heartfelt thanks to our team, trustees, partners, volunteers and funders—Hetty's is stronger because of you. Together, we will continue to build a brighter, safer future for families across Nottinghamshire.

Service Evaluation:

During the reporting period from **1st April 2024 to 31st March 2025**, Hetty's successfully supported **498 unique family members**, including **96 Kinship Carers**. Of the total clients supported:

- 64% were families whose loved one was not engaged in treatment
- 35% were families whose loved one was in treatment
- 1% were categorised as other client types

Notably, Hetty's experienced a **29% increase in Kinship Care referrals** compared to the previous year. This significant growth reflects the success of our strengthened partnership with the **new Local Authority Kinship Team**, which has improved referral pathways and early intervention for carers requiring specialist family support.

Number of new referrals per district in the reporting period, broken down by funder

Hetty's have seen a 2% increase on referrals compared to the previous year.

Funder Type	Ashfield	Bassetlaw	Broxtowe	Gedling	Mansfield	Newark & Sherwood	Out of area	Rushcliffe	Total
Big Lottery	27	15	15	14	51	22		8	152
CGL	17	14	7	7	9	6	2	5	69
Unknown		1			1		3		5
Total	44	30	24	21	61	28	5	13	226

Over the course of the year, **498 unique clients** accessed Hetty's expanded range of support services and interventions, resulting in a total of **5,022 attendances** across all sessions.

The table below outlines the **interventions delivered** during the 12-month reporting period, broken down by **district and work area**, along with the corresponding **number of attendees** engaged in each session:

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Work area	Ashfield	Bassetlaw	Broxtowe	Gedling	Mansfield	N & S	Out of area	Rushcliffe	Unknown	Total
1 to 1 sessions	208	170	141	207	410	127	7	146		1416
Bereavement		1	1	2	1					5
Clinical Supervision	2	7	1	4	6	4		1		25
Consultation Activities	8	7		2	4	6		1		28
Experts by Experience	92	112	40	48	461	127	10	28		918
External Presentation	1	1		2	1			1		6
Focus Group	26	35	10	17	79	22	4	3		196
Helpline contacts	87	45	75	47	119	33		26	1	433
Safeguarding	15	9	1	3	24	9		9		70
Telephone/email ongoing support	242	475	127	126	583	205	7	124	1	1890
Therapy	14		2		17	1		1		35
Total	695	862	398	458	1705	534	28	340	2	5022

The table below provides a breakdown of the **primary substance of concern** reported by families when seeking support from Hetty's in relation to their loved one's substance use.

Alcohol continues to be the most common substance of concern, accounting for **49%** of all referrals. This is followed by **cannabis and cocaine**, each representing **16%** of cases. These figures reflect ongoing trends in substance misuse within families across Nottinghamshire and underline the importance of specialist family-focused interventions.

In addition to supporting families affected by a loved one's substance use, Hetty's also recognises the impact this can have on the family member's own wellbeing. As part of our preventative and early intervention work, we delivered **177 AUDIT-C screenings** throughout the reporting period, helping family members reflect on and understand their own alcohol use in a safe, non-judgemental space.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Primary drug of choice	Ashfield	Bassetlaw	Broxtowe	Gedling	Mansfield	N & S	Out of area	Rushcliffe	Unknown	Total
Alcohol	31	42	14	26	66	29	2	14		224
Amphetamines	1	2			1					4
Barbiturates					1					1
Cannabis	13	7	6	11	30	5		6		78
Cocaine	19	6	9	6	21	8		8		77
Crack cocaine	7	5	2	1	4			1		20
Ecstasy (MDMA)	1									1
Heroin	3	13	2	1	9	4		3		35
LSD					1					1
Methadone	1	2	1	1	1	3	1			10
Methamphetamine								1		1
NPS					1					1
None				1	14		1			16
Other	2		1		3		1			7
Other opiates		1			1			1		3
Prescribed medication		1	1							2
Substance Free					3	3				6
Unknown	1	2			5	1			2	11
Total	79	81	36	47	161	53	5	34	2	498

Volunteer engagement across all areas of the service continues to grow. A total of **111 individuals** (a 24% increase from year 3) **gave 8,070 hours** of their time for regular and one-off volunteering activities. Within this total, twelve clients supported the organisation as recognised volunteers, offering **889 hours** of their time over the year. Volunteers provided just under **860 hours** of support to client-facing service delivery, over **570 hours** to back office functions, plus nearly **6,100 hours of support** to Hetty's various enterprise activities. **Further, 26 clients and volunteers** contributed **183 hours** of time to support fundraising activities and community events. This has included a whole host of activities such as supporting community and pop-up events. For example, one individual made 50 Christmas cakes to support Hetty's Christmas fair.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Volunteer activity by type (delivered out by recognised volunteers)

Type of volunteer activity	No. Volunteers Year 4	Volunteer hours Year 4
Warsop shop	40	5121
Pre-loved eBay shop	26	869
Humane Touch shop	1	102
Support Work Shift (Various Tasks)	13	622
Complementary Therapy	4	235
Gardening	8	209
Fundraising in the community	7	133
Back office/admin support	10	393
Research	1	45
Other one-off activities	10	109

The team have continued to attract volunteers through workplace experience activities. This included 18 volunteers referred by DWP, with a further two volunteers from other referrers. In addition, volunteers came from a range of schools and colleges, including the Princes Trust scheme and West Nottinghamshire College, to support developments in the garden alongside other activities. Local business Rhubarb Farm has also supported Hetty's gardening group.

Over the last year, Hetty's collaborated with a local university to offer research placements. Students from the Nottingham Trent University criminology, social policy and psychology departments conducted research projects related to areas of Hetty's service delivery. The team have actively supported these students in their research activities, the results of which have been useful to the organisation. For example, the team have developed their approach to group work in light of the findings from one research project.

Client Feedback

General service and one-to-one support

Clients shared powerfully positive praise for all areas of support. In the General Exit Questionnaire, 96% of clients rated the service is excellent, which increased to 97% in feedback from kinship carers. Clients continue to express overwhelming gratitude for the support provided, numerous individuals describing Hetty's as a "lifeline".

Clients were grateful for the personal and emotional support provided by the team. Just having someone independent to talk to, who understood what they were going through, was central to the healing process. It is evident that feeling genuinely cared for by support workers created a place of safety from which clients were able to tackle their broader life challenges. Clients also noted the value of being taught emotional self-regulation techniques to help them cope better when they felt triggered.

Clients particularly appreciated the holistic nature of support, helping them to deal with the vast array of practical issues they faced. Kinship carers particularly noted how much they appreciated practical support with the raft of paperwork related to their kinship care child which many found daunting and emotionally draining. One

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

client noted, *"sometimes you just haven't got the emotional or physical energy to find things out for yourself."* Clients noted how pragmatic and proactive staff were, ensuring that all of their challenges were addressed.

Clients were grateful for the practical strategies they were given for dealing with the substance user. Clients found support related to maintaining boundaries particularly useful. They noted that, at times, they needed to make difficult decisions and the consistent encouragement, validation and affirmation from support workers gave them the confidence to stick with those decisions. This included both the emotional and practical support to ensure that important decisions could be enacted and upheld in practice.

Clients were particularly grateful for advocacy support, frequently noted by kinship carers in relation to school, court, healthcare or social care meetings. They noted how *(the kinship care support worker) said things that we could not have said"* and found that external professionals took their cases much more seriously when he was present. Clients noted how effective the staff team were in bringing various partners together to create collective interventions. One client described Hetty's staff as having "a multi-disciplinary mindset". Further, clients noted how effective staff were at holding external services to account for actions that have been agreed.

Clients stressed the importance of the longevity of the support pathway. Clients noted how there were no quick fixes for their circumstances, and that the substance use recovery pathway could be volatile and unpredictable. Kinship carers in particular noted how new challenges could arise with each new season in their child's life, making the offer of long term support essential.

Financial review

a. Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Reserves policy

The board has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible assets held by the charity should be around 10 months of current expenditure. Due to changes in funding by the Local Authorities in October 2014, families where the substance user is not obtaining treatment from a service provider are no longer funded and so a strategic plan was implemented to cover this deficit. Hetty's was successful with their application for the 'Reaching Communities' funding from The Community Fund, covering these "Forgotten Families", and this title has stayed with the project and has provided a 5 year-stepped reduction grant; 2021 saw the commencement of year 5 of this grant.

Financial position:

The charity needs reserves to enable it to meet both its ongoing commitments in respect of its general charitable activities and to meet its future operating requirements. The level of total reserves is judged appropriate for the present situation and needs of the charity. The trustees will review this position and policy on an annual basis.

HETTY'S
(a company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management

a. Constitution

Hetty's is registered as a charitable company limited by guarantee, number 1133138 and was set up by a Memorandum of Association.

The assets of the charity were transferred from the former unincorporated charity "Hetty's," charity number 1087540, on 1 June 2010.

The company is registered as a charitable company limited by guarantee and was set up by a memorandum of association on 3 June 2009.

b. Methods of appointment or election of trustees

The management of the company is the responsibility of the trustees who are elected and co-opted under the terms of the Memorandum of Association. Trustees are elected on the recommendation of fellow trustees and the minimum number is one and there is no maximum number. All trustees shall retire at each annual general meeting and offer themselves for re-election.

c. Organisational structure and decision-making policies

The charity is governed by its memorandum and articles adopted on 3 June 2009. Overall management of the charity is the responsibility of the trustees who are elected and co-opted at annual general meeting under the terms of the memorandum and articles. Day to day project activity is managed and carried out by volunteers and paid staff.

d. Policies adopted for the induction and training of trustees

The induction and training of trustees is viewed as an ongoing process and relevant training opportunities are brought to the attention of the board as required. Newly recruited trustees are offered an induction, training designed around their existing knowledge of Hetty's organisation and their role. All trustees receive the following:

- An introduction to Hetty's, outline of current service delivery and aims for the future, an overview of the staffing structure and an opportunity to meet the team;
- The trustee handbook and trustee contract;
- A tour of the premises.


e. Principal risks and uncertainties and financial risk management

The trustees have reviewed the risks to which the charity is exposed and have ensured that appropriate controls/procedures have been established to provide reasonable assurance against fraud and error. The major risks to the charity which have been identified by the trustees are detailed in a risk analysis and management strategy as part of our current business plan which is reviewed at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. The business plan and fundraising strategy have been developed to support diversification of funding thereby improving the long term financial stability of the organisation. Robust procedures are in place to manage the day to day health and safety of all families/service users, staff and visitors. The continuing implementation of staff and volunteer accredited training and adherence to the ISO9001 management standard ensures a consistent quality of service delivery.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Approved by order of the members of the board of trustees on
and signed on their behalf by:


29/10/2025
T Dauban
(Chair of Trustees)

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**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2025**

Independent examiner's report to the trustees of Hetty's ('the company')

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

This report is made solely to the company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the company's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and the company's trustees as a body, for my work or for this report.

Signed: Jonathan Wilson FCA CTA

Dated: 4/11/2025

Jonathan Wilson ICAEW

HETTY'S
(a company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and legacies	3	30,340	256,398	286,738	264,339
Other trading activities	4	89,728	-	89,728	78,372
Investments	5	30,016	-	30,016	22,478
Total income		150,084	256,398	406,482	365,189
Expenditure on:					
Raising funds	6	1,120	-	1,120	3,274
Charitable activities	7	138,167	267,679	405,846	352,890
Total expenditure		139,287	267,679	406,966	356,164
Net income/(expenditure)		10,797	(11,281)	(484)	9,025
Transfers between funds	15	(198)	198	-	-
Net movement in funds		10,599	(11,083)	(484)	9,025
Reconciliation of funds:					
Total funds brought forward		400,313	237,198	637,511	628,486
Net movement in funds		10,599	(11,083)	(484)	9,025
Total funds carried forward		410,912	226,115	637,027	637,511

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 15 to 30 form part of these financial statements.

HETTY'S
(a company limited by guarantee)
REGISTERED NUMBER: 06923705

BALANCE SHEET
AS AT 31 MARCH 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	11	296,254	309,963
Current assets			
Debtors	12	22,272	82,672
Cash at bank and in hand		366,249	354,418
		<u>388,521</u>	<u>437,090</u>
Current liabilities			
Creditors: amounts falling due within one year	13	(47,748)	(109,542)
Net current assets		<u>340,773</u>	327,548
Total net assets		<u><u>637,027</u></u>	<u><u>637,511</u></u>
Charity funds			
Restricted funds	15	226,115	237,198
Unrestricted funds	15	410,912	400,313
Total funds		<u><u>637,027</u></u>	<u><u>637,511</u></u>

The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the trustees on
29/10/2025
and signed on their behalf by:

D. W. Marriott

D W Marriott
(Treasurer)

The notes on pages 15 to 30 form part of these financial statements.

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

1.2 Going concern

At the date of signing there is a degree of uncertainty about the economic impact of the wider geopolitical environment and the cost of living. The trustees continue to monitor the position closely however they believe that the company can continue at its current level of activity subject to continued support from funders and the bank and they therefore continue to adopt the going concern basis.

1.3 Income

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting policies (continued)

1.4 Expenditure (continued)

Expenditure on raising funds includes all expenditure incurred by the company to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £10,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following bases:

Freehold property	- straight line over 20, 25 or 50 years
Fixtures and fittings	- 10% straight line basis

1.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting policies (continued)

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

1.10 Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.11 Operating leases

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

1.12 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

1.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

1. Accounting policies (continued)

1.14 Concessionary loans

The company has taken advantage of Section 34 of FRS 102 to recognise loans to and from public benefit entities as concessionary loans. As such the company initially recognised and measured the loans at the amounts payable and receivable in the balance sheet. In subsequent years, the carrying values will be adjusted to reflect repayments and any accrued interest, where applicable an adjusted if necessary for any impairment.

2. General information

Hetty's is a company limited by guarantee, registered in England and Wales, registration number 06923705 and a charitable company registered with The Charity Commission, registration number 1133138.

3. Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Donations				
Donations	20,340	5,000	25,340	15,474
Donation from Humane Touch CIC	10,000	-	10,000	10,000
Grants	-	251,398	251,398	238,865
	<u>30,340</u>	<u>256,398</u>	<u>286,738</u>	<u>264,339</u>
Total 2024	<u>24,336</u>	<u>240,003</u>	<u>264,339</u>	

Included in restricted funds are grants from "The Big Lottery Fund."

Forgotten Families - £83,814 (2024 - £86,610)

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

4. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Fundraising	14,185	14,185	19,945
Sales of donated goods	75,543	75,543	58,427
	<u>89,728</u>	<u>89,728</u>	<u>78,372</u>
Total 2024	<u><u>78,372</u></u>	<u><u>78,372</u></u>	

5. Investment income

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Rental income	21,724	21,724	17,712
Bank interest receivable	8,292	8,292	4,766
	<u>30,016</u>	<u>30,016</u>	<u>22,478</u>
Total 2024	<u><u>22,478</u></u>	<u><u>22,478</u></u>	

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

6. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Fundraising expenses	1,120	1,120	3,274
Total 2024	3,274	3,274	

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

7. Analysis of charitable activities

	Activities undertaken directly 2025 £	Total funds 2025 £	Total funds 2024 £
General fund	405,846	405,846	352,890
Total 2024	352,890	352,890	

Analysis of direct costs

	Total funds 2025 £	Total funds 2024 £
Staff costs	294,354	278,453
Depreciation	13,710	12,588
Other staff costs	2,253	2,195
Utilities and cleaning	18,530	15,615
Repairs, renewals and computer costs	49,155	17,677
Insurance	1,592	1,339
Professional fees	3,863	3,248
Telephone, postage and stationery	11,247	9,778
Advertising	216	162
Volunteer expenses	470	888
Training	2,091	2,252
Sundry expenses	6,145	6,475
Independent examination	2,220	2,220
	405,846	352,890

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

8. Independent examiner's remuneration

	2025 £	2024 £
Fees payable to the company's independent examiner for the independent examination of the company's annual accounts	<u>2,220</u>	<u>2,220</u>

9. Staff costs

	2025 £	2024 £
Wages and salaries	267,987	248,123
Social security costs	17,345	21,558
Contribution to defined contribution pension schemes	9,022	8,772
	<u>294,354</u>	<u>278,453</u>

The average number of persons employed by the company during the year was as follows:

	2025 No.	2024 No.
Charitable activities	<u>12</u>	<u>11</u>

No employee received remuneration amounting to more than £60,000 in either year.

Remuneration and benefits received by key management personnel amounted to £96,612 (2024 - £91,993).

10. Trustees' remuneration and expenses

During the year, no trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, no trustee expenses have been incurred (2024 - £NIL).

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

11. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost or valuation			
At 1 April 2024	411,086	24,156	435,242
At 31 March 2025	<u>411,086</u>	<u>24,156</u>	<u>435,242</u>
Depreciation			
At 1 April 2024	115,700	9,579	125,279
Charge for the year	12,214	1,495	13,709
At 31 March 2025	<u>127,914</u>	<u>11,074</u>	<u>138,988</u>
Net book value			
At 31 March 2025	<u><u>283,172</u></u>	<u><u>13,082</u></u>	<u><u>296,254</u></u>
At 31 March 2024	<u><u>295,386</u></u>	<u><u>14,577</u></u>	<u><u>309,963</u></u>

Burnaby House was purchased for £310,000 plus additional costs. A professional valuation of the property was carried out in 2023 and this showed that the market value was £230,000, hence the trustees took the decision to reflect the £80,000 reduction in value as an impairment review.

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

12. Debtors

	2025 £	2024 £
Trade debtors	7,610	36,018
Amounts owed by participating interests	2,003	39,695
Prepayments and accrued income	12,659	6,959
	<u>22,272</u>	<u>82,672</u>

The concessionary loan, which is interest free, has been made to The Humane Touch Community Interest Company, a company that is controlled by Hetty's.

13. Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	2,946	10,112
Amounts owed to other participating interests	5,917	42,974
Other creditors	3,276	3,277
Accruals and deferred income	35,609	53,179
	<u>47,748</u>	<u>109,542</u>

The deferred income balance relates to grants that are subject to performance-related conditions received in advance of delivering the goods and services required by that condition, or are subject to unmet conditions wholly outside the control of the recipient charity. The grants are accounted for as a liability and shown on the balance sheet as deferred income. Deferred income is released to income in the reporting period in which the performance-related or other conditions that limit recognition are met.

	2025 £	2024 £
Deferred income at 1 April 2024	53,179	52,972
Resources deferred during the year	28,864	53,179
Amounts released from previous periods	(53,179)	(52,972)
	<u>28,864</u>	<u>53,179</u>

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

14. Financial instruments

	2025	2024
	£	£
Financial assets		
Financial assets measured at fair value through income and expenditure	375,862	430,131
	2025	2024
	£	£
Financial liabilities		
Other financial liabilities measured at fair value through income and expenditure	15,608	53,086

Financial assets measured at fair value through income and expenditure comprise bank and cash balances, concessionary loans and trade debtors.

Other financial liabilities measured at fair value through income and expenditure comprise trade creditors, concessionary loans and accruals.

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Unrestricted funds					
Designated funds					
Development of Stable Block Fund	-	-	-	20,000	20,000
Warsop Shop Premises Fund	5,000	-	(5,000)	5,000	5,000
Business Development	20,000	-	-	-	20,000
New Roof On Side Elevation Fund	5,000	-	(1,975)	-	3,025
	<u>30,000</u>	<u>-</u>	<u>(6,975)</u>	<u>25,000</u>	<u>48,025</u>
General funds					
General Fund	370,313	150,084	(132,312)	(25,198)	362,887
	<u>400,313</u>	<u>150,084</u>	<u>(139,287)</u>	<u>(198)</u>	<u>410,912</u>
Restricted funds					
Revenue Fund	(198)	256,398	(256,398)	198	-
Warsop Shop Premises Fund	217,824	-	(9,786)	-	208,038
Grants Fund	5,369	-	-	-	5,369
Furniture and Fittings Fund	14,203	-	(1,495)	-	12,708
	<u>237,198</u>	<u>256,398</u>	<u>(267,679)</u>	<u>198</u>	<u>226,115</u>
Total of funds	<u><u>637,511</u></u>	<u><u>406,482</u></u>	<u><u>(406,966)</u></u>	<u><u>-</u></u>	<u><u>637,027</u></u>

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

15. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
Designated funds					
Warsop Shop Premises Fund	-	-	-	5,000	5,000
Storage Unit Warsop Shop Fund	2,500	-	(1,877)	(623)	-
Business Development	20,000	-	-	-	20,000
New Roof On Side Elevation Fund	-	-	-	5,000	5,000
	<u>22,500</u>	<u>-</u>	<u>(1,877)</u>	<u>9,377</u>	<u>30,000</u>
General funds					
General Fund	378,376	125,186	(123,872)	(9,377)	370,313
	<u>400,876</u>	<u>125,186</u>	<u>(125,749)</u>	<u>-</u>	<u>400,313</u>
Total Unrestricted funds					
Restricted funds					
Revenue Fund	-	212,441	(212,639)	-	(198)
Building Purchase Fund	227,610	-	(9,786)	-	217,824
Grants Fund	-	7,749	(2,380)	-	5,369
Furniture and Fittings Fund	-	19,813	(5,610)	-	14,203
	<u>227,610</u>	<u>240,003</u>	<u>(230,415)</u>	<u>-</u>	<u>237,198</u>
	<u>628,486</u>	<u>365,189</u>	<u>(356,164)</u>	<u>-</u>	<u>637,511</u>
Total of funds					

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

16. Purpose of funds

Unrestricted funds:

General fund

These are funds which are available for use at the discretion of the directors in furtherance of the general objects of the charity. Included in the general fund is an amount of £77,936 (2023 - £79,990) represented by fixed assets purchased out of general funding.

Designated funds

The remaining funds have been designated for particular projects or uses which have been identified by the trustees through the strategic planning process as important for the implementation of the strategic aims, objectives and recognised growth of the charity but for which future funding is uncertain.

Restricted funds:

These represent the balance of restricted grants for projects which have not been completed at the balance sheet date or restricted income that was received for the purchase of Burnaby House.

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	75,508	220,746	296,254
Current assets	383,152	5,369	388,521
Creditors due within one year	(47,748)	-	(47,748)
	<u>410,912</u>	<u>226,115</u>	<u>637,027</u>

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	77,936	232,027	309,963
Current assets	431,919	5,171	437,090
Creditors due within one year	(109,542)	-	(109,542)
	<u>400,313</u>	<u>237,198</u>	<u>637,511</u>

18. Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £9,022 (2024 - £8,772). Contributions totalling £3,276 (2024 - £3,277) were payable to the fund at the balance sheet date and are included in creditors.

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

19. Operating lease commitments

At 31 March 2025 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025 £	2024 £
Not later than 1 year	1,350	1,350
Later than 1 year and not later than 5 years	2,699	4,049
	<u>4,049</u>	<u>5,399</u>

The following lease payments have been recognised as an expense in the statement of financial activities:

	2025 £	2024 £
Operating lease rentals	1,350	1,260
Changes in lease payments arising from COVID-19 related rent concessions	-	-
	<u>1,350</u>	<u>1,260</u>

20. Related party transactions

There are no further related party transactions to disclose.

21. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.

HETTYS

England & Wales - Charity number 1133138

Accounts

HETTY'S
(a company limited by guarantee)

UNAUDITED
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

HETTY'S
(a company limited by guarantee)

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HETTY'S
(a company limited by guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2024**

Trustees	V Gardiner T Dauban D W Marriott C Jackson S Tait
Company registered number	06923705
Charity registered number	1133138
Registered office	Burnaby House Church Street Mansfield Woodhouse Nottinghamshire NG19 8AH
Chief executive officer	D Knowles
Accountant	Jonathan Wilson Chartered Accountant Cromwell House 68 West Gate Mansfield Nottinghamshire NG18 1RR
Bankers	Co-operative Bank PLC PO Box 250 Delf House Southway Skelmersdale WNT 6WT Mansfield Building Society Regent House Regent Street Mansfield Nottinghamshire NG18 1SS
Solicitors	Harrop White, Vallance & Dawson 9-11 Albert Street Mansfield Nottinghamshire NG18 1EA

HETTY'S
(a company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their annual report together with the financial statements of the company for the year from 1 April 2023 to 31 March 2024. The annual report serves the purposes of both a trustees' report and a directors' report under company law. The trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) as amended by Update Bulletin 2 (effective January 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The principal objects of the charity are:

- The protection and preservation of the health and wellbeing of parents, families and friends of those persons who are, or in danger of becoming, addicted to, or dependent upon, drugs of any description, alcohol, solvents or other addictive substances and in particular by the provision of education, advice and support;
- Hetty's supports families across the four districts of North Nottinghamshire who are affected by someone else's drug and alcohol misuse by providing a free confidential telephone helpline, one to one support, kinship care provision, including respite, text service, group work and community training.

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Main activities undertaken to further the company's purposes for the public benefit

The trustees have complied with the duty (set out in Section 4 of the Charities Act 2006) to have due regard to public benefit guidance published by the Charities Commission. The trustees have considered the public benefit delivered by Hetty's and have made the following response: "Our aim is to benefit disadvantaged families and communities by providing free support around substance misuse. Our primary focus is on North Nottinghamshire although we are happy to share our expertise across the UK and mentor similar organisations according to need."

Achievements and performance

a. Review of activities

Principal funding sources:

Hetty's board confirms that on a fund by fund basis the charity's assets are available and adequate to fulfil the obligations of the charity. The board regards all activities as fulfilling the main objective of the charity, however, certain funds are restricted to particular areas of activity within the charity's main objectives and these are classified as restricted funds.

HETTY'S
(a company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

Over **50%** of the charity's core funding in 2023-2024 was comprised of a grant from the substance treatment provider in Nottinghamshire 'Change, Grow, Live' (CGL), as well as a restricted grant from The Lottery Community Fund.

The remaining core costs have been achieved by various calendared fundraising events, a monthly membership scheme, trading through Warsop Charity shop and online eBay platform, donations, and small one off grants.

During the early months of 2024 Hetty's raised one off capital funds to secure and purchase and replace a large commercial boiler and new radiators for "Burnaby House" in Mansfield Woodhouse, a base for the charity to continue its valuable work. Other capital grants have been secured throughout the year to enable Hetty's to develop a garden project and carry out other essential works on the property.

Capital funding was received from the following:

- The Eastwood Foundation
- The Jones Trust
- The John F Mortimer Fund
- Nottinghamshire Local Community Fund
- National Grid – Local Green Spaces
- Mansfield Building Society
- Sir Thomas Farr
- Contributions from local district councillors

About the service

Hetty's is a dedicated family service, providing emotional and practical support to family members affected by a loved one's substance or alcohol misuse. With deep community roots and over 28 years' experience, Hetty's has established a reputation of non-judgmental and effective support provision, which is clearly evidenced in service feedback and partnership support.

Family members enter the service during times of despair and chaos, and, using a variety of interventions, Hetty's aim is to reduce isolation and empower families, individuals, and communities to maximise and improve their social capital and life chances. However, management recognises that the impact on families can be complex, and often more than one member of the family may require support at any one time, and so, where possible, the service has been tailored to ensure that it supports whole families with their individual issues by working in close partnership with other support services.

Hetty's provides a range of services that are aimed at providing diversity of engagement, and progression opportunities, for clients. These include:

- A telephone helpline - immediate crisis support, advice, information and brief interventions, daily from 9am-6pm. Text-based and email support also available for clients who want to remain anonymous or have communication difficulties.
- One to one support – including Risk assessment, Rickter assessment and support sessions utilising a wide range of psychosocial interventions (12 weeks and then review)
- Weekly educational workshops across the seven districts
- Monthly "You understand me too" workshops (Co facilitated by a family worker and a recovering service user)
- Structured peer support groups across all seven districts
- District led peer Whatsapp groups
- Volunteer opportunities and work experience placements for families and recovering service users within

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

- family support and peer groups also in Hetty's trading premises (admin, trading shops and an EBay shop)
- Access to low cost complementary therapies
- Full kinship care service to families who have taken on the primary caregiver role for a substance user's children. Alongside the standard support (as described above), the service actively engages with social care, schools, and children's services to achieve greater stability for the child. (This may include attendance and advocacy at multi-agency meetings, case conferences, reviews and court hearings).
- Kinship childrens craft groups and movie nights.
- [#FORGOTTEN5MILLION](#)

National picture:

Hetty's have looked at the national context for our work. In December 2021 Adfam launched its #FORGOTTENFIVEMILLION research, evidencing the numbers of people negatively affected by someone else's drinking, drug taking or gambling. Research showed that 5.5 million people in the UK are currently affected by the above equating to 1 in 10 of us or 11% of the population. The research also showed a prolonged negative effect of substance use. One third of people surveyed had been negatively affected for over 10 years, another third for between 4 and 10 years and a quarter for 1-3 years. See 1 below. Hetty's statistics echo the Adfam research as our records show that many families access Hetty's services and support for between 4 and 10 years.

Service Evaluation:

Hetty's have had another busy and successful year supporting and empowering families in Nottinghamshire affected by someone else's substance misuse.

Hetty's successfully engaged and worked with 511 individual clients in the reporting period 1 April 2023 – 31 March 2024, this is an increase of 8.24% compared to the previous year. 104 of the 511 unique clients identified as Kinship Carers, this is a huge 20.93% increase. We have noticed a continuous increase of Kinship Carers accessing support since The Local Authority launched its own Kinship Service in October 23. Hetty's have developed a trusted relationship with the Kinship team, ensuring pathways for this cohort of clients is smooth and efficient.

Through the year, 511 unique clients accessed 3,631 support sessions from a range of interventions on offer, with 4,852 attendances within the sessions.

1 Adfam 'Overlooked' 2021

The table below shows the delivered throughout the 12 month period by work area/intervention broken down by districts and the number of attendees within the sessions.

HETTY'S
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

District	of a 1 to 1	Clinical Supervision	Peer Support Groups	External Presentati		Fundraising	Helpline contacts		Safeguarding	Telephone /email ongoing support	Complemen tary Therapy	Total
				on - Event	Group		(inwards)					
Ashfield	278	6	127	2	42	10	89	43	316	22	935	
Bassetlaw	160	6	94	1	29		33	7	354		684	
Broxtowe	141	2	43		11	4	51		129	2	383	
Gedling	206	3	45	2	22	5	56	4	156		499	
Mansfield	479	9	178	1	115	22	104	26	465	33	1432	
Newark & Sherwood	159	10	152	1	40	3	42	7	227	1	642	
Out of area	21		8		7		4		17		57	
Rushcliffe	71	2	26	1	5	3	25		80	2	215	
Unknown							1		4		5	
Total	1515	38	673	8	271	47	405	87	1748	60	4852	

Support needs were similar to previous years including bereavement, domestic violence, threats of violence and child protection issues. Clients reported experiences of violence, verbal abuse, manipulation, and financial exploitation from the substance user. One client described their loved one as, “angry and abusive all the time.” Clients had no escape from these challenges; around a third (90 people) shared their home with the substance user. Many clients had endured these problems for years before contacting the service. They felt utterly overwhelmed and living in a survival state. Others felt ground down, resigned to their entire lives being focused on the substance user. Clients referred to feeling “lost” and “at rock bottom” before contacting Hetty’s. As noted by one client, *“I couldn’t see a way out. Everything had stopped. I couldn’t do anything.”*

Many clients noted that they had known nothing about addiction prior to their loved one becoming a substance user. Some felt that they were doing the right thing by trying to help them. Others were angry, whilst consumed with feelings of shame and self-blame. Clients were highly isolated, many feeling that they couldn’t disclose their situation to friends or family.

WhatsApp groups have become a key component in the long-term support pathway. A total of 335 participants are members of the various groups, an increase of 21% from the previous year. Clients posted a varied mix of messages, representing the broad spectrum of life. Clients shared uplifting messages and memes, positive stories from their day to day lives, their successes alongside their heart break and worries related to their kinship care children or substance-using loved ones. It was evident that clients used the group as an anchor throughout particularly difficult days. Clients provided nurturing support to one another, quick to respond with reassurance, encouragement, advice and praise. It was evident that clients were active in the group around-the-clock providing a constant presence and support safety net for one another. Clients demonstrated a depth of understanding regarding the tools they had learned through the service, their informal advice being supplemented by responses from staff members.

“I think this group is invaluable. I had a question regarding the birth parent taking (kinship carers) back to court and (one of the group members) was able to share her experiences with the process and how (the Kinship Care Support Worker) had helped her. I contacted (him) and he was extremely helpful and knowledgeable regarding writing a position statement and we represented ourselves in court. Without this assistance, it would have been a harder and more emotional experience, so thanks to whoever thought of that on the WhatsApp group. It really works.”

The concept of Adverse Childhood Experiences (ACES) is now fully integrated into support, staff using the new card deck tool to facilitate this work with clients. See 2 below. A general introductory discussion about ACES was conducted with 24 clients, whilst 42 clients completed the formal ACES Routine Enquiry process. Further, 15 clients took part in two educational workshops about ACES. Overall, 70 clients engaged in some form of activity related to ACES.

HETTY'S
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

Expanding volunteer engagement

Over the year, Hetty's has seen a sustained increase in the scale of volunteer activity, supporting all areas of the service. A total of 89 volunteers gave 8,300 hours of their time (an increase of 78% on the previous year). This included 10 clients who engaged as volunteers. Volunteers provided just under 1,400 hours of support to client-facing service delivery, over 360 hours to back office functions, plus nearly 6,000 hours of support to Hetty's various enterprise activities. A further 13 clients (who are not technically registered as volunteers) contributed 370 hours, particularly with fundraising and community events.

Table 1. Type of volunteer activity (for the clients and volunteers)

	No. Volunteers	Volunteer hrs year 3	Volunteer hrs year 2	Change
Warsop shop	24	4,094	3114	980
Support Work Shift (Various Tasks)	11	1,099	439	660
Pre-loved eBay shop	25	771	146	625
Gardening	20	597	385	212
Fundraising in the community	11	381	11	370
Community information and awareness events and other one off activities	9	378	423	-45
Back office/admin inc marketing/comms	6	337	-	337
Chaplaincy	1	268	-	NA
Complementary Therapy	1	176	38	138
Humane Touch shop	1	64	0	64
Marketing and Communications	2	29	1	28
Other	21	460	296	164

Kinship support

Over the year, 104 kinship carers were supported, of whom 51 had parental responsibility for kinship care children. This was a 20% increase on the number of kinship carers supported in the previous year, demonstrating the growing demand for support. Kinship Care Support Workers provided clients with the same emotional support and psycho-social education provided to all Hetty's clients. However, their work included supporting kinship carers to address a wide range of complex legal and financial issues related to their kinship care children, helping them to identify and implement lines of action. Support was also provided to help kinship carers parent their kinship care children, providing education and advice in relation to therapeutically informed parenting techniques.

² This approach was recently licensed. Staff members have completed training for trainers so that they can continue to share this work within the team and are considering offering training externally.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

Safeguarding Over the last year the team have seen an increase in the number of safeguarding issues, including more complex cases, vulnerable adults and Child Criminal Exploitation. The team work closely with partners to ensure the safety of families and children is paramount. This is supported by supervision and ongoing training.

The table below shows the number of unique family members who have accessed during the year, and their loved ones primary substance of choice. Alcohol remains the predominant substance that families report having negative issue around, at 48.72%. 18.98% crack/cocaine. 12.13% cannabis. 10.56% opiate based substances.

Primary drug of choice	Ashfield	Bassetlaw	Broxtowe	Gedling	Mansfield	Newark & Sherwood	Out of area	Rushcliffe	Total
Alcohol	40	34	13	31	73	41	3	14	249
Amphetamines	1	2				1			4
Barbiturates						1			1
Cannabis	12	5	5	8	24	4		4	62
Cocaine	17	6	8	8	26	9		6	80
Crack cocaine	7	4	1	1	2	1		1	17
Ecstasy (MDMA)	2						1		3
Heroin	6	12	2	4	10	5		2	41
Ketamine		1							1
LSD						1			1
Methadone	2	2	1	1	1	3	1		11
Methamphetamine								1	1
None	1			1	13				15
Other	2		1			5	1	2	11
Other opiates						1		1	2
Prescribed medication			1						1
Substance Free						4	3		7
Unknown		1				2	1		4
Total	90	67	32	54	164	68	5	31	511

General service and one-to-one support

Clients gave glowing feedback for the support provided, 100% of General Exit Questionnaire and Kinship Carer Progress Survey respondents rating the service as 'excellent'.

Clients expressed tremendous gratitude for the one-to-one support, noting that it was "there in our time of need". Clients described the service as a "lifeline" and were confident that support would always be there for them if needed. Clients presented a strong sense of owing everything to the service due to the transformational impact it had had on their lives. As noted by one client,

"Hetty's is a life-saving help for all, and it is so under recognised for the help, support and commitment that they provide. They are amazing people and should be truly valued. I owe Hetty's so much for their help and support."

Feedback from Kinship Carers was even more positive, 95% rating the service as 'excellent', 5% as 'good'. Kinship carers stressed the importance of a guiding hand when stepping out into the unknown whilst caring for kinship care child. The consistency and reliability of the service was particularly noted. They were especially grateful to have someone ready and willing to support them whenever needed. Kinship carers also noted the importance of having someone to share their positive experiences and everyday successes with. Comments indicated that the peer support groups played a particular role in this regard, kinship carers stressing

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

the natural complementarity between one-to-one and peer group support.

In addition to the broader emotional support, this group expressed particular gratitude for the practical help to deal with paperwork, benefits and housing issues. Many kinship carers reported difficult experiences trying to get help from other, particularly statutory sector, services in the past. Accordingly, they were particularly grateful for Hetty's support to engage with broader support services. They noted how advocacy support from the Kinship Care Workers helped them to have a voice and have their point of view recognised and heard by other professionals.

“The one-to-one support offered by Hetty's is invaluable because it allows a safe space to discuss individual circumstances, thoughts, feelings and approaches which might work. It allows for a two-way conversation tailored to identified needs. It's an outlet for pent up frustrations, feelings, happiness, achievements. They say a problem shared is a problem halved - just knowing there's someone to speak to about anything, and receiving expert guidance/support in return, just enables you to keep going. With no reference points, Hetty's expert workers act as a guiding hand through the unknown.”

Peer support groups were also rated very highly, with 90% of Peer Support Group Feedback Questionnaire respondents rating the service as 'excellent', whilst 98% stated they would recommend Hetty's peer support groups to others.

Clients described the peer support groups as “invaluable”. Clients felt valued, welcome and relaxed. One client noted that, “Just being here is like a great big hug.” It was evident that clients used the peer support groups as a cornerstone in their own self-care. One client noted “It recharges my batteries and keeps me sane”, whilst another stated, “Without (the group) I would be unable to cope.”

Clients stressed the importance of meeting with other people who were going through similar experiences who would understand. They reported feeling safe to discuss anything and everything, free from any negative judgement, learning from one another's experiences. Clients stressed that the groups were also uplifting, positive and fun, an opportunity to laugh and joke together, as well as share their concerns. Clients noted the diversity among group members and their experiences. This appears to have helped some clients overcome feelings of shame or negative self-judgement. Clients noted that some of the peer support groups had become quite large, with new participants each time, however, they found this helpful.

Financial review

a. Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

HETTY'S
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

b. Reserves policy

The board has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible assets held by the charity should be around 10 months of current expenditure. Due to changes in funding by the Local Authorities in October 2014, families where the substance user is not obtaining treatment from a service provider are no longer funded and so a strategic plan was implemented to cover this deficit. Hetty's was successful with their application for the 'Reaching Communities' funding from The Community Fund, covering these "Forgotten Families", and this title has stayed with the project and has provided a 5 year stepped reduction grant, 2019/20 saw the commencement of year 5 of this grant.

Financial position:

The charity needs reserves to enable it to meet both its ongoing commitments in respect of its general charitable activities and to meet its future operating requirements. The level of total reserves is judged appropriate for the present situation and needs of the charity. The trustees will review this position and policy on an annual basis.

Structure, governance and management

a. Constitution

Hetty's is registered as a charitable company limited by guarantee, number 1133138 and was set up by a Memorandum of Association.

The assets of the charity were transferred from the former unincorporated charity "Hetty's," charity number 1087540, on 1 June 2010.

The company is registered as a charitable company limited by guarantee and was set up by a memorandum of association on 3 June 2009.

b. Methods of appointment or election of trustees

The management of the company is the responsibility of the trustees who are elected and co-opted under the terms of the Memorandum of Association. Trustees are elected on the recommendation of fellow trustees and the minimum number is one and there is no maximum number. All trustees shall retire at each annual general meeting and offer themselves for re-election.

c. Organisational structure and decision-making policies

The charity is governed by its memorandum and articles adopted on 3 June 2009. Overall management of the charity is the responsibility of the trustees who are elected and co-opted at annual general meeting under the terms of the memorandum and articles. Day to day project activity is managed and carried out by volunteers and paid staff.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management (continued)

d. Policies adopted for the induction and training of trustees

The induction and training of trustees is viewed as an ongoing process and relevant training opportunities are brought to the attention of the board as required. Newly recruited trustees are offered an induction, training designed around their existing knowledge of Hetty's organisation and their role. All trustees receive the following:

- An introduction to Hetty's, outline of current service delivery and aims for the future, an overview of the staffing structure and an opportunity to meet the team;
- The trustee handbook and trustee contract;
- A tour of the premises.

e. Principal risks and uncertainties and financial risk management

The trustees have reviewed the risks to which the charity is exposed and have ensured that appropriate controls/procedures have been established to provide reasonable assurance against fraud and error. The major risks to the charity which have been identified by the trustees are detailed in a risk analysis and management strategy as part of our current business plan which is reviewed at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. The business plan and fundraising strategy have been developed to support diversification of funding thereby improving the long term financial stability of the organisation. Robust procedures are in place to manage the day to day health and safety of all families/service users, staff and visitors. The continuing implementation of staff and volunteer accredited training and adherence to the ISO9001 management standard ensures a consistent quality of service delivery.

Plans for future periods

Development Priorities

In light of this year's learning, the following development priorities have been identified for year 3:

- **Explore ways to increase staffing capacity** – which may necessitate sourcing additional income in order to fund new posts, and make salary scales more attractive
- **Carry out a volunteer drive** – to increase the number of regular volunteers to support core service delivery functions such as the helpline and managing social media
- **Continue to promote room hire at the centre** – strengthening this area of income generation
- **Continuing to develop the garden space** – creating opportunities for service users to engage
- **Explore opportunities for attracting a high-profile champion** - with a view to sourcing significant additional income through individual donors

Approved by order of the members of the board of trustees on 23 November 2024 and signed on their behalf by:

T Dauban
(Chair of Trustees)

HETTY'S
(a company limited by guarantee)

**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2024**

Independent examiner's report to the trustees of Hetty's ('the company')

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

This report is made solely to the company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the company's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and the company's trustees as a body, for my work or for this report.

Signed: Jonathan Wilson FCA CTA

Dated: 2 December 2024

Jonathan Wilson ICAEW

HETTY'S
(a company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

	Note	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	3	24,336	240,003	264,339	587,520
Other trading activities	4	78,372	-	78,372	73,230
Investments	5	22,478	-	22,478	14,291
Total income		125,186	240,003	365,189	675,041
Expenditure on:					
Raising funds	6	3,274	-	3,274	1,289
Charitable activities	7	122,475	230,415	352,890	439,563
Total expenditure		125,749	230,415	356,164	440,852
Net movement in funds		(563)	9,588	9,025	234,189
Reconciliation of funds:					
Total funds brought forward		400,876	227,610	628,486	394,297
Net movement in funds		(563)	9,588	9,025	234,189
Total funds carried forward		400,313	237,198	637,511	628,486

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 14 to 29 form part of these financial statements.

HETTY'S
(a company limited by guarantee)
REGISTERED NUMBER: 06923705

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	11	309,963	307,600
Current assets			
Debtors	12	82,672	80,812
Cash at bank and in hand		354,418	335,370
		<u>437,090</u>	<u>416,182</u>
Creditors: amounts falling due within one year	13	(109,542)	(95,296)
Net current assets		327,548	320,886
Total net assets		<u>637,511</u>	<u>628,486</u>
Charity funds			
Restricted funds	15	237,198	227,610
Unrestricted funds	15	400,313	400,876
Total funds		<u>637,511</u>	<u>628,486</u>

The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the trustees on 23 November 2024 and signed on their behalf by:

D W Marriott
(Treasurer)

The notes on pages 14 to 29 form part of these financial statements.

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

1.2 Going concern

At the date of signing there is a degree of uncertainty about the economic impact of the wider geopolitical environment and the cost of living crisis. The trustees continue to monitor the position closely however they believe that the company can continue at its current level of activity subject to continued support from funders and the bank and they therefore continue to adopt the going concern basis.

1.3 Income

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

1. Accounting policies (continued)

1.4 Expenditure (continued)

Expenditure on raising funds includes all expenditure incurred by the company to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £10,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following bases:

Freehold property	- straight line over 20, 25 or 50 years
Fixtures and fittings	- 10% straight line basis

1.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

HETTY'S
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. Accounting policies (continued)

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

1.10 Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.11 Operating leases

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

1.12 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

1.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

1. Accounting policies (continued)

1.14 Concessionary loans

The company has taken advantage of Section 34 of FRS 102 to recognise loans to and from public benefit entities as concessionary loans. As such the company initially recognised and measured the loans at the amounts payable and receivable in the balance sheet. In subsequent years, the carrying values will be adjusted to reflect repayments and any accrued interest, where applicable an adjusted if necessary for any impairment.

2. General information

Hetty's is a company limited by guarantee, registered in England and Wales, registration number 06923705 and a charitable company registered with The Charity Commission, registration number 1133138.

3. Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Donations				
Donations	14,336	1,138	15,474	67,135
Donation from Humane Touch CIC	10,000	-	10,000	14,646
Donation from Hetty's Trading	-	-	-	15,888
Grants	-	238,865	238,865	489,851
	<u>24,336</u>	<u>240,003</u>	<u>264,339</u>	<u>587,520</u>
Total 2023	<u>97,669</u>	<u>489,851</u>	<u>587,520</u>	

Included in restricted funds are grants from "The Big Lottery Fund:"

Forgotten Families - £86,610 (2023 - £90,320)

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

4. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Fundraising	19,945	19,945	28,807
Sales of donated goods	58,427	58,427	44,423
	<u>78,372</u>	<u>78,372</u>	<u>73,230</u>
Total 2023	<u>73,230</u>	<u>73,230</u>	

5. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Rental income	17,712	17,712	11,801
Bank interest receivable	4,766	4,766	2,490
	<u>22,478</u>	<u>22,478</u>	<u>14,291</u>
Total 2023	<u>14,291</u>	<u>14,291</u>	

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

6. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Fundraising expenses	3,274	3,274	1,289
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
Total 2023	1,289	1,289	
	<hr/> <hr/>	<hr/> <hr/>	

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

7. Analysis of charitable activities

	Activities undertaken directly 2024 £	Total funds 2024 £	Total funds 2023 £
General fund	352,890	352,890	439,563
Total 2023	439,563	439,563	

Analysis of direct costs

	Total funds 2024 £	Total funds 2023 £
Staff costs	278,453	271,311
Depreciation	12,588	4,875
Other staff costs	2,195	1,989
Rent	-	8,504
Utilities and cleaning	15,615	11,209
Repairs, renewals and computer costs	17,677	30,413
Insurance	1,339	2,266
Professional fees	3,248	2,831
Telephone, postage and stationery	9,778	9,974
Advertising	162	-
Volunteer expenses	888	451
Training	2,252	2,280
Sundry expenses	6,475	10,460
Independent examination	2,220	3,000
Impairment loss on freehold property	-	80,000
	352,890	439,563

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

8. Independent examiner's remuneration

	2024	2023
	£	£
Fees payable to the company's independent examiner for the independent examination of the company's annual accounts	2,220	2,100
Fees payable to the company's independent examiner in respect of: All taxation advisory services not included above	-	900
	<u> </u>	<u> </u>

9. Staff costs

	2024	2023
	£	£
Wages and salaries	248,123	243,409
Social security costs	21,558	19,861
Contribution to defined contribution pension schemes	8,772	8,041
	<u> </u>	<u> </u>
	278,453	271,311
	<u> </u>	<u> </u>

The average number of persons employed by the company during the year was as follows:

	2024	2023
	No.	No.
Charitable activities	11	12
	<u> </u>	<u> </u>

No employee received remuneration amounting to more than £60,000 in either year.

Remuneration and benefits received by key management personnel amounted to £91,993 (2023 - £88,863).

10. Trustees' remuneration and expenses

During the year, no trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 March 2024, no trustee expenses have been incurred (2023 - £NIL).

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

11. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost or valuation			
At 1 April 2023	411,086	9,205	420,291
Additions	-	14,951	14,951
At 31 March 2024	<u>411,086</u>	<u>24,156</u>	<u>435,242</u>
Depreciation			
At 1 April 2023	103,486	9,205	112,691
Charge for the year	12,214	374	12,588
At 31 March 2024	<u>115,700</u>	<u>9,579</u>	<u>125,279</u>
Net book value			
At 31 March 2024	<u>295,386</u>	<u>14,577</u>	<u>309,963</u>
At 31 March 2023	<u>307,600</u>	<u>-</u>	<u>307,600</u>

Burnaby House was purchased for £310,000 plus additional costs. A professional valuation of the property was carried out and this showed that the market value was £230,000, hence the trustees took the decision to reflect the £80,000 reduction in value as an impairment review.

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

12. Debtors

	2024	2023
	£	£
Trade debtors	36,018	37,875
Amounts owed by participating interests	39,695	38,348
Prepayments and accrued income	6,959	4,589
	<u>82,672</u>	<u>80,812</u>

The concessionary loan, which is interest free, has been made to The Humane Touch Community Interest Company, a company that is controlled by Hetty's.

13. Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	10,112	7,557
Amounts owed to other participating interests	42,974	33,146
Other creditors	3,277	1,621
Accruals and deferred income	53,179	52,972
	<u>109,542</u>	<u>95,296</u>

The deferred income balance relates to grants that are subject to performance-related conditions received in advance of delivering the goods and services required by that condition, or are subject to unmet conditions wholly outside the control of the recipient charity. The grants are accounted for as a liability and shown on the balance sheet as deferred income. Deferred income is released to income in the reporting period in which the performance-related or other conditions that limit recognition are met.

	2024	2023
	£	£
Deferred income at 1 April 2023	52,972	53,561
Resources deferred during the year	53,179	52,972
Amounts released from previous periods	(52,972)	(53,561)
	<u>53,179</u>	<u>52,972</u>

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

14. Financial instruments

	2024	2023
	£	£
Financial assets		
Financial assets measured at fair value through income and expenditure	430,131	411,593
	<u> </u>	<u> </u>
	2024	2023
	£	£
Financial liabilities		
Other financial liabilities measured at fair value through income and expenditure	53,086	40,703
	<u> </u>	<u> </u>

Financial assets measured at fair value through income and expenditure comprise bank and cash balances, concessionary loans and trade debtors.

Other financial liabilities measured at fair value through income and expenditure comprise trade creditors, concessionary loans and accruals.

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
Designated funds					
Warsop Shop Premises Fund	-	-	-	5,000	5,000
Storage Unit Warsop Shop Fund	2,500	-	(1,877)	(623)	-
Business Development	20,000	-	-	-	20,000
New Roof On Side Elevation Fund	-	-	-	5,000	5,000
	<u>22,500</u>	<u>-</u>	<u>(1,877)</u>	<u>9,377</u>	<u>30,000</u>
General funds					
General Fund	378,376	125,186	(123,872)	(9,377)	370,313
	<u>400,876</u>	<u>125,186</u>	<u>(125,749)</u>	<u>-</u>	<u>400,313</u>
Restricted funds					
Revenue Fund	-	212,441	(212,639)	-	(198)
Building Purchase Fund	227,610	-	(9,786)	-	217,824
Grants Fund	-	7,749	(2,380)	-	5,369
Furniture and Fittings Fund	-	19,813	(5,610)	-	14,203
	<u>227,610</u>	<u>240,003</u>	<u>(230,415)</u>	<u>-</u>	<u>237,198</u>
	<u>628,486</u>	<u>365,189</u>	<u>(356,164)</u>	<u>-</u>	<u>637,511</u>

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

15. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Storage Unit Warsop Shop Fund	-	-	-	2,500	2,500
Business Development	-	-	-	20,000	20,000
Consultancy	3,000	-	-	(3,000)	-
Building Purchase	100,000	-	-	(100,000)	-
	<u>103,000</u>	<u>-</u>	<u>-</u>	<u>(80,500)</u>	<u>22,500</u>
General funds					
General Fund	228,161	185,190	(119,554)	84,579	378,376
	<u>331,161</u>	<u>185,190</u>	<u>(119,554)</u>	<u>4,079</u>	<u>400,876</u>
Restricted funds					
Revenue Fund	-	233,851	(233,851)	-	-
Building Purchase Fund	59,057	256,000	(87,447)	-	227,610
Warsop Shop Premises Fund	4,079	-	-	(4,079)	-
	<u>63,136</u>	<u>489,851</u>	<u>(321,298)</u>	<u>(4,079)</u>	<u>227,610</u>
	<u>394,297</u>	<u>675,041</u>	<u>(440,852)</u>	<u>-</u>	<u>628,486</u>

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

16. Purpose of funds

Unrestricted funds:

General fund

These are funds which are available for use at the discretion of the directors in furtherance of the general objects of the charity. Included in the general fund is an amount of £77,936 (2023 - £79,990) represented by fixed assets purchased out of general funding.

Designated funds

The remaining funds have been designated for particular projects or uses which have been identified by the trustees through the strategic planning process as important for the implementation of the strategic aims, objectives and recognised growth of the charity but for which future funding is uncertain.

Restricted funds:

These represent the balance of restricted grants for projects which have not been completed at the balance sheet date or restricted income that was received for the purchase of Burnaby House.

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

17. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	77,936	232,027	309,963
Current assets	431,919	5,171	437,090
Creditors due within one year	(109,542)	-	(109,542)
	<u>400,313</u>	<u>237,198</u>	<u>637,511</u>

Analysis of net assets between funds - prior period

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	79,990	227,610	307,600
Current assets	416,182	-	416,182
Creditors due within one year	(95,296)	-	(95,296)
	<u>400,876</u>	<u>227,610</u>	<u>628,486</u>

18. Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £8,772 (2023 - £8,041). Contributions totalling £3,277 (2023 - £1,621) were payable to the fund at the balance sheet date and are included in creditors.

HETTY'S
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

19. Operating lease commitments

At 31 March 2024 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024 £	2023 £
Not later than 1 year	1,350	-
Later than 1 year and not later than 5 years	4,049	-
	<u>5,399</u>	<u>-</u>

The following lease payments have been recognised as an expense in the statement of financial activities:

	2024 £	2023 £
Operating lease rentals	1,260	-
Changes in lease payments arising from COVID-19 related rent concessions	-	-
	<u>1,260</u>	<u>-</u>

20. Related party transactions

There are no further related party transactions to disclose.

21. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.

HETTYS

England & Wales - Charity number 1133138

Accounts

HETTY'S
(a company limited by guarantee)

UNAUDITED
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

HETTY'S
(a company limited by guarantee)

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HETTY'S
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2023**

Trustees	V Gardiner T Dauban D W Marriott C Jackson S Tait (appointed 2 March 2023)
Company registered number	06923705
Charity registered number	1133138
Registered office	Burnaby House Church Street Mansfield Woodhouse Nottinghamshire NG19 8AH
Chief executive officer	D Knowles
Accountant	Jonathan Wilson Chartered Accountant Cromwell House 68 West Gate Mansfield Nottinghamshire NG18 1RR
Bankers	Co-operative Bank PLC PO Box 250 Delf House Southway Skelmersdale WNT 6WT Mansfield Building Society Regent House Regent Street Mansfield Nottinghamshire NG18 1SS
Solicitors	Harrop White, Vallance & Dawson 9-11 Albert Street Mansfield Nottinghamshire NG18 1EA

HETTY'S
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their annual report together with the financial statements of the company for the year from 1 April 2022 to 31 March 2023. The annual report serves the purposes of both a trustees' report and a directors' report under company law. The trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) as amended by Update Bulletin 2 (effective January 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The principal objects of the charity are:

- The protection and preservation of the health and wellbeing of parents, families and friends of those persons who are, or in danger of becoming, addicted to, or dependent upon, drugs of any description, alcohol, solvents or other addictive substances and in particular by the provision of education, advice and support;
- Hetty's supports families across the four districts of North Nottinghamshire who are affected by someone else's drug and alcohol misuse by providing a free confidential telephone helpline, one to one support, kinship care provision, including respite, text service, group work and community training.

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Main activities undertaken to further the company's purposes for the public benefit

The trustees have complied with the duty (set out in Section 4 of the Charities Act 2006) to have due regard to public benefit guidance published by the Charities Commission. The trustees have considered the public benefit delivered by Hetty's and have made the following response: "Our aim is to benefit disadvantaged families and communities by providing free support around substance misuse. Our primary focus is on North Nottinghamshire although we are happy to share our expertise across the UK and mentor similar organisations according to need."

Achievements and performance

a. Review of activities

Hetty's board confirms that on a fund by fund basis the charity's assets are available and adequate to fulfil the obligations of the charity. The board regards all activities as fulfilling the main objective of the charity, however, certain funds are restricted to particular areas of activity within the charity's main objectives and these are classified as restricted funds.

HETTY'S
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

Principal funding sources:

Hetty's board confirms that on a fund by fund basis the charity's assets are available and adequate to fulfil the obligations of the charity. The board regards all activities as fulfilling the main objective of the charity, however, certain funds are restricted to particular areas of activity within the charity's main objectives and these are classified as restricted funds.

Over **63%** of the charity's core funding in 2022-2023 was comprised of a grant from the substance treatment provider in Nottinghamshire 'Change, Grow, Live' (CGL), as well as a restricted grant from The Lottery Community Fund.

The remaining core costs have been achieved by various calendared fundraising events, a monthly membership scheme, trading through Warsop Charity shop and online eBay platform, donations, and small one off grants.

Throughout 2022-2023 Hetty's raised one off capital funds to secure and purchase a "Forever Home" in Mansfield Woodhouse, a base for the charity to continue its valuable work and adding some financial security, by reducing annual rental costs and enabling the charity to raise future self-sustaining funds by utilising space to offer room hire to other small community groups.

Capital funding was received from the following:

- The Eastwood Foundation
- The Tudor Trust
- The Jones Trust
- Four Acre Trust
- The John F Mortimer Fund
- Sir Thomas Farr Foundation
- The Lady Hind Trust
- Nottinghamshire Local Community Fund
- NRL
- Your Health Your Way

About the service

Hetty's is a dedicated family service, providing emotional and practical support to family members affected by a loved one's substance or alcohol misuse. With deep community roots and over 26 years' experience, Hetty's has established a reputation of non-judgmental and effective support provision, which is clearly evidenced in service feedback and partnership support.

Family members enter the service during times of despair and chaos, and, using a variety of interventions, Hetty's aim is to reduce isolation and empower families, individuals, and communities to maximise and improve their social capital and life chances. However, management recognises that the impact on families can be complex, and often more than one member of the family may require support at any one time, and so, where possible, the service has been tailored to ensure that it supports whole families with their individual issues by working in close partnership with other support services.

Hetty's provides a range of services that are aimed at providing diversity of engagement, and progression opportunities, for clients. These include:

- A telephone helpline - immediate crisis support, advice, information and brief interventions, daily from 9am-6pm. Text-based and email support also available for clients who want to remain anonymous or have

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

- communication difficulties.
- One to one support – including Risk assessment, Rickter assessment and support sessions utilising a wide range of psychosocial interventions (12 weeks and then review)
 - Weekly educational workshops across the seven districts
 - Monthly “You understand me too” workshops (Co facilitated by a family worker and a recovering service user)
 - Structured peer support groups across all seven districts
 - District led peer Whatsapp groups
 - Volunteer opportunities for families and recovering service users within family support and peer groups also in Hetty's trading premises (trading shops and an EBay shop)
 - Access to low cost complementary therapies
 - Full kinship care service to families who have taken on the primary caregiver role for a substance user's children. Alongside the standard support (as described above), the service actively engages with social care, schools, and children's services to achieve greater stability for the child. (This may include attendance and advocacy at multi-agency meetings, case conferences, reviews and court hearings).

[#FORGOTTEN5MILLION](#)

National picture:

Hetty's have looked at the national context for our work. In December 2021 Adfam launched its #FORGOTTENFIVEMILLION research, evidencing the numbers of people negatively affected by someone else's drinking, drug taking or gambling. Research showed that 5.5 million people in the UK are currently affected by the above equating to 1 in 10 of us or 11% of the population. The research also showed a prolonged negative effect of substance use. One third of people surveyed had been negatively affected for over 10 years, another third for between 4 and 10 years and a quarter for 1-3 years. Hetty's statistics echo the Adfam research as our records show that many families access Hetty's services and support for between 4 and 10 years.

Service Evaluation:

Hetty's have had another successful year supporting and empowering families in Nottinghamshire affected by someone else's substance misuse.

Hetty's successfully engaged and worked with 473 individual clients in the reporting period 1 April 2022 – 31 March 2023. 86 of the 473 unique clients identified as Kinship Carers. These unique clients accessed 4002 support sessions from a range of interventions on offer, with 5,802 attendances within the sessions. Due to the duration of time clients access the service Hetty's delivered interventions to approximately 200 actively engaged clients every month.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

The table below shows the delivered throughout the 12 month period by work area/intervention broken down by districts and the number of attendees within the sessions.

Work area	Ashfield	Bassetlaw	Broxtowe	Gedling	Mansfield	Newark & Sherwood	Out of area	Rushcliffe	Total
1 to 1 sessions	158	166	116	168	378	112	1	222	1321
Bereavement	1	4	1	2	1				9
Clinical Supervision	1	6	2	4	2	3			18
Consultation Activities	8	7	1	2	4	6		1	29
Peer Support Groups	82	146	49	51	600	136	16	26	1106
Educational Courses	22	37	16	15	74	23	5	4	196
Fundraising		3				1			4
Helpline contacts	69	46	98	58	96	36	4	43	450
Safeguarding	14	9	5	9	34	7		14	92
Telephone/email ongoing support	272	549	183	210	677	310	11	243	2455
Volunteering Activities	3	3	7	7	58	14		29	122
Total	630	976	479	526	1924	648	37	582	5802

Hetty's continues to streamline services to meet the ever demanding need and demand from families who are negatively affected by someone else's substance misuse. In the last 12 months Hetty's has introduced a revised, structured pathway, making all group activities open access from initial referral and throughout all stages of the support pathway, which has helped to ensure that clients receive substantial support whilst on the waiting list.

The WhatsApp Groups played a highly impactful role in delivering the long term support stage in the pathway (stage 3). The number of groups has increased over the year, including an exercise group and 'bargain sharing' group, with increased participation in all service user groups.

Service users reported finding the WhatsApp groups highly accessible, allowing them to maintain anonymity by joining a group from a different geographical area if they wish, and by quietly observing others' comments without feeling any pressure to contribute themselves. Clients dip in and out of the conversation and engage a very different times of day as suits their individual lifestyles and support needs. New clients entering stage 1 of the support pathway are encouraged to join the WhatsApp groups.

The staff team report that the effects of the pandemic linger. The impact on young people's mental health is well documented, many young people turning to substance misuse to cope. As a result, the organisation has

HETTY'S
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

seen a significant increase in referrals over the last year. The cost of living crisis has also significantly impacted on Hetty's clients. Many are returning to work or increasing their working hours, therefore clients have less availability to attend one-to-one or group support sessions in the daytime. The staff team have embraced and sustained new ways of working to manage these challenges, introducing one-to-one and group sessions in the evenings, and continuing to offer blended support, through face-to-face and online sessions, to increase the efficient use of staff time. This has been particularly impactful in the larger districts where travel time can be extensive.

Volunteering. Over the course of the year, especially the later part of the year, since the purchase of Burnaby House, Hetty's has seen a dramatic increase in scale of volunteer activity, supporting all areas of the service. A total of 70 volunteers have supported Hetty's during the reporting period, giving 6,265 hours of volunteering time.

Hetty's Kinship Care Support Workers continue to support kinship families in relation to a wide range of topics. In addition to general one-to-one support, a number of specialist topics related to kinship care were discussed. This included general advice around caring for kinship children; Social Care and child protection issues; legal and residency orders; financial payments and planning, debt issues, child benefits and applying for grants; and making contact arrangements with birth parents. The team have invested a considerable amount of time ensuring that all educational resources for parents, that would be shared through one-to-one and group-based sessions, are available online. This is increasing the accessibility of resources to clients

Safeguarding Over the last year the team have seen an increase in the number of safeguarding issues, including more complex cases, vulnerable adults and Child Criminal Exploitation. The team work closely with partners to ensure the safety of families and children is paramount. This is supported by supervision and ongoing training.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

The table below shows the number of unique family members who have accessed during the year, and their loved ones primary substance of choice. Alcohol remains the predominant substance that families report having negative issue around.

Primary drug of choice	Ashfield	Bassetlaw	Broxtowe	Gedling	Mansfield	Newark & Sherwood	Out of area	Rushcliffe	Total
Alcohol	26	36	17	29	55	28	1	18	210
Amphetamines		1							1
Cannabis	11	8	7	12	25	5		7	75
Cocaine	13	6	6	6	18	11		10	70
Crack cocaine	3	5	3		2			1	14
Ecstasy (MDMA)	1								1
Heroin	2	14	2	1	9	5	1	3	37
LSD					1				1
Methadone	1	2	2	3	1	3	1		13
Methamphetamine								1	1
NPS					1				1
Other	2		1	1	22		3		29
Other opiates		1			1			1	3
Prescribed medication		1	1						2
Substance Free	1	3			6	4		1	15
Total	60	77	39	52	141	56	6	42	473

General service Client Feedback

Clients gave glowing feedback for the support provided, 87% of General Exit Questionnaire respondents rating the service as 'excellent', 13% as 'good'. Clients expressed a profound sense of gratitude for the support they had received, which numerous people called "amazing".

Clients found the staff team to be understanding and caring, "approachable, patient and informative." Clients reported feeling able to talk about their issues openly and honestly, feeling sincerely listened to and understood without judgement. Numerous clients described Hetty's as a family. Clients felt supported in relation to every area of their lives. Clients noted a consistency and reliability of care, confident that there would always be someone at the end of the phone if they ever needed to talk. This, in and of itself, was hugely reassuring and empowering for many.

Clients stressed the transformative value of feeling genuinely supported, receiving validation and affirmation from support workers. At the same time they noted the benefit of being helped to see things from a different perspective empowering them to look at their circumstances, and even their own behaviour, in a different way. In terms of specific topics, clients particularly noted the benefit of discussions around enabling behaviours and boundary setting, plus alternative approaches to conflict and effective communication in difficult situations.

HETTY'S
(a company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

Some clients noted the importance of the helpline, particularly those who had no one else to talk to, and stressed the natural complement between one-to-one and group support. They were also grateful for help to access broader support services in both statutory and voluntary sectors.

“The first session I was so overwhelmed, but you were so approachable and put me at ease and made me feel like I wasn’t going insane. Thank You.”

“First class support from Hetty’s. My life and my son’s life turned around as soon as we became part of the Hetty’s family. They are all inspirational and now we both volunteer.”

“Hetty’s has been wonderful to support both myself and extended family members from arriving broken to now been able to recognise behaviours in myself and loved ones.”

“I am just very thankful for the support I’ve had. My worker listened to the areas I was really struggling with and how to create an appropriate way to improve it, in a way that was manageable for me.”

Feedback from Kinship Carers was even more positive, 95% rating the service as ‘excellent’, 5% as ‘good’. Kinship carers stressed the importance of a guiding hand when stepping out into the unknown whilst caring for kinship care child. The consistency and reliability of the service was particularly noted. They were especially grateful to have someone ready and willing to support them whenever needed. Kinship carers also noted the importance of having someone to share their positive experiences and everyday successes with. Comments indicated that the peer support groups played a particular role in this regard, kinship carers stressing the natural complementarity between one-to-one and peer group support.

In addition to the broader emotional support, this group expressed particular gratitude for the practical help to deal with paperwork, benefits and housing issues. Many kinship carers reported difficult experiences trying to get help from other, particularly statutory sector, services in the past. Accordingly, they were particularly grateful for Hetty’s support to engage with broader support services. They noted how advocacy support from the Kinship Care Workers helped them to have a voice and have their point of view recognised and heard by other professionals.

“Before I engage with Hetty’s, I wasn’t aware of all the support out there and other people in the same position. Things progressed in terms of support, particularly for my (kinship child)”

“The one-to-one support offered by Hetty’s is invaluable because it allows a safe space to discuss individual circumstances, thoughts, feelings and approaches which might work. It allows for a two-way conversation tailored to identified needs. It’s an outlet for pent up frustrations, feelings, happiness, achievements. They say a problem shared is a problem halved - just knowing there’s someone to speak to about anything, and receiving expert guidance/support in return, just enables you to keep going. With no reference points, Hetty’s expert workers act as a guiding hand through the unknown.”

Financial review

a. Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

HETTY'S
(a company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

b. Reserves policy

The board has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible assets held by the charity should be around 10 months of current expenditure. Due to changes in funding by the Local Authorities in October 2014, families where the substance user is not obtaining treatment from a service provider are no longer funded and so a strategic plan was implemented to cover this deficit. Hetty's was successful with their application for the 'Reaching Communities' funding from The Community Fund, covering these "Forgotten Families", and this title has stayed with the project and has provided a 5 year stepped reduction grant, 2019/20 saw the commencement of year 5 of this grant.

Financial position:

The charity needs reserves to enable it to meet both its ongoing commitments in respect of its general charitable activities and to meet its future operating requirements. The level of total reserves is judged appropriate for the present situation and needs of the charity. The trustees will review this position and policy on an annual basis.

Structure, governance and management

a. Constitution

Hetty's is registered as a charitable company limited by guarantee, number 1133138 and was set up by a Memorandum of Association.

The assets of the charity were transferred from the former unincorporated charity "Hetty's," charity number 1087540, on 1 June 2010.

The company is registered as a charitable company limited by guarantee and was set up by a memorandum of association on 3 June 2009.

b. Methods of appointment or election of trustees

The management of the company is the responsibility of the trustees who are elected and co-opted under the terms of the Memorandum of Association. Trustees are elected on the recommendation of fellow trustees and the minimum number is one and there is no maximum number. All trustees shall retire at each annual general meeting and offer themselves for re-election.

At the AGM all trustees resigned from post and were individually nominated and seconded for a new term. No new nominations were received.

The positions were agreed as follows:

Nina Dauban	Chair of the Board
Val Gardiner	Vice Chair
David Marriott	Treasure
Carol Jackson	Trustee
Susan Tait	Trustee

HETTY'S
(a company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Structure, governance and management (continued)

c. Organisational structure and decision-making policies

The charity is governed by its memorandum and articles adopted on 3 June 2009. Overall management of the charity is the responsibility of the trustees who are elected and co-opted at annual general meeting under the terms of the memorandum and articles. Day to day project activity is managed and carried out by volunteers and paid staff.

d. Policies adopted for the induction and training of trustees

The induction and training of trustees is viewed as an ongoing process and relevant training opportunities are brought to the attention of the board as required. Newly recruited trustees are offered an induction, training designed around their existing knowledge of Hetty's organisation and their role. All trustees receive the following :

- An introduction to Hetty's, outline of current service delivery and aims for the future, an overview of the staffing structure and an opportunity to meet the team;
- The trustee handbook and trustee contract;
- A tour of the premises.

e. Pay policy for key management personnel

The trustees make recommendations for the salary scales for all staff and for specific salaries on those scales for senior staff. The trustees consider the recommendations for any individuals in their absence.

f. Principal risks and uncertainties and financial risk management

The trustees have reviewed the risks to which the charity is exposed and have ensured that appropriate controls/procedures have been established to provide reasonable assurance against fraud and error. The major risks to the charity which have been identified by the trustees are detailed in a risk analysis and management strategy as part of our current business plan which is reviewed at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. The business plan and fundraising strategy have been developed to support diversification of funding thereby improving the long term financial stability of the organisation. Robust procedures are in place to manage the day to day health and safety of all families/service users, staff and visitors. The continuing implementation of staff and volunteer accredited training and adherence to the ISO9001 management standard ensures a consistent quality of service delivery.

Plans for future periods

- To maintain services available to families affected by substance misuse in Nottinghamshire.
- Continue to develop the strong working relationships with CGL adult and young people's service to provide contracted support for families where the service user is engaged in treatment within Nottinghamshire.
- To work closely with the new Local Authority Kinship Team to ensure quality provision and policy for Kinship Carers in Nottinghamshire.
- To further enhance ACES practise (Adverse childhood experiences) within the service, adopting a trauma based approach.
- To further develop our whole family approach model across the County, engaging the substance user where possible, to gain maximum benefit and recovery capital.
- To further develop Hetty's membership scheme for Hetty's clients to engage them in the future development and growth of the service/ coproduction.
- To launch Hetty's paid Out of Area service.

HETTY'S
(a company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Plans for future periods (continued)

- To be successful or utilise sustainable fundraising to offer services to families where the service user is not in treatment across the whole of Nottinghamshire.
- To further develop Hetty's chaplaincy service for families who have lost loved one to a substance related death.
- To streamline our service provision through organisational change.
- To establish new, and maintain existing, positive links with partners, community groups, voluntary and statutory agencies across Nottinghamshire.
- Restore Hetty's Forever Home in Mansfield Woodhouse to offer a safe, warm and confidential space for families and other community groups to utilise.
- Expand our reach for room hire at Burnaby House, especially evenings and weekends.
- Retail development: Defend and Grow strategy, investing in the potential of our Warsop shop, its volunteers and community.
- Develop networking skills to maximise commercial growth via locality.
- Strengthen and broaden our volunteer opportunities, working with DWP, The Princes Trust etc.

Approved by order of the members of the board of trustees on 29 November 2023 and signed on their behalf by:

T Dauban
(Chair of Trustees)

HETTY'S
(a company limited by guarantee)

**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

Independent examiner's report to the trustees of Hetty's ('the company')

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

This report is made solely to the company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the company's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and the company's trustees as a body, for my work or for this report.

Signed: Jonathan Wilson FCA CTA

Dated: 4 December 2023

Jonathan Wilson ICAEW

HETTY'S
(a company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023**

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and legacies	3	97,669	489,851	587,520	317,615
Other trading activities	4	73,230	-	73,230	47,957
Investments	5	14,291	-	14,291	10,250
Total income		185,190	489,851	675,041	375,822
Expenditure on:					
Raising funds	6	1,289	-	1,289	2,650
Charitable activities	7	118,265	321,298	439,563	317,123
Total expenditure		119,554	321,298	440,852	319,773
Net income		65,636	168,553	234,189	56,049
Transfers between funds	15	4,079	(4,079)	-	-
Net movement in funds		69,715	164,474	234,189	56,049
Reconciliation of funds:					
Total funds brought forward		331,161	63,136	394,297	338,248
Net movement in funds		69,715	164,474	234,189	56,049
Total funds carried forward		400,876	227,610	628,486	394,297

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 16 to 32 form part of these financial statements.

HETTY'S
(a company limited by guarantee)
REGISTERED NUMBER: 06923705

BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	11	307,600	67,833
Current assets			
Debtors	12	80,812	71,095
Cash at bank and in hand		335,370	340,355
		<u>416,182</u>	<u>411,450</u>
Creditors: amounts falling due within one year	13	(95,296)	(84,986)
Net current assets		320,886	326,464
Total net assets		<u>628,486</u>	<u>394,297</u>
Charity funds			
Restricted funds	15	227,610	63,136
Unrestricted funds	15	400,876	331,161
Total funds		<u>628,486</u>	<u>394,297</u>

The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the trustees on 29 November 2023 and signed on their behalf by:

D W Marriott
(Treasurer)

The notes on pages 16 to 32 form part of these financial statements.

HETTY'S
(a company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	2022 £
Cash flows from operating activities		
Net cash used in operating activities	305,366	40,960
Cash flows from investing activities		
Dividends, interests and rents from investments	14,291	10,250
Purchase of tangible fixed assets	(324,642)	-
Net cash (used in)/provided by investing activities	(310,351)	10,250
Change in cash and cash equivalents in the year	(4,985)	51,210
Cash and cash equivalents at the beginning of the year	340,355	289,145
Cash and cash equivalents at the end of the year	335,370	340,355

The notes on pages 16 to 32 form part of these financial statements

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

1.2 Going concern

At the date of signing there is a degree of uncertainty about the economic impact of COVID-19, the war in Ukraine and the cost of living crisis. The trustees continue to monitor the position closely however they believe that the company can continue at its current level of activity subject to continued support from funders and the bank and they therefore continue to adopt the going concern basis.

1.3 Income

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies (continued)

1.4 Expenditure (continued)

Expenditure on raising funds includes all expenditure incurred by the company to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £2,500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following bases:

Freehold property	- straight line over 20, 25 or 50 years
Fixtures and fittings	- 1/3 straight line basis

1.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies (continued)

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

1.10 Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.11 Operating leases

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

1.12 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

1.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

1. Accounting policies (continued)

1.14 Concessionary loans

The company has taken advantage of Section 34 of FRS 102 to recognise loans to and from public benefit entities as concessionary loans. As such the company initially recognised and measured the loans at the amounts payable and receivable in the balance sheet. In subsequent years, the carrying values will be adjusted to reflect repayments and any accrued interest, where applicable an adjusted if necessary for any impairment.

2. General information

Hetty's is a company limited by guarantee, registered in England and Wales, registration number 06923705 and a charitable company registered with The Charity Commission, registration number 1133138.

3. Income from donations and legacies

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations				
Donations	67,135	-	67,135	30,883
Gift Aid	-	-	-	6,238
Donation from Humane Touch CIC	14,646	-	14,646	10,000
Donation from Hetty's Trading	15,888	-	15,888	-
Grants	-	489,851	489,851	270,494
	<u>97,669</u>	<u>489,851</u>	<u>587,520</u>	<u>317,615</u>
Total 2022	<u>32,686</u>	<u>284,929</u>	<u>317,615</u>	

Included in restricted funds are grants from "The Big Lottery Fund:"

Forgotten Families - £90,320 (2022 - £96,077)

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

4. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Fundraising	28,807	28,807	12,335
Sales of donated goods	44,423	44,423	35,622
	<u>73,230</u>	<u>73,230</u>	<u>47,957</u>
Total 2022	<u><u>47,957</u></u>	<u><u>47,957</u></u>	

5. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Rental income	11,801	11,801	8,782
Bank interest receivable	2,490	2,490	1,468
	<u>14,291</u>	<u>14,291</u>	<u>10,250</u>
Total 2022	<u><u>10,250</u></u>	<u><u>10,250</u></u>	

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

6. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Fundraising expenses	1,289	1,289	2,650
Total 2022	2,650	2,650	

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

7. Analysis of charitable activities

	Activities undertaken directly 2023 £	Total funds 2023 £	Total funds 2022 £
General fund	439,563	439,563	317,123
Total 2022	317,123	317,123	

Analysis of direct costs

	Total funds 2023 £	Total funds 2022 £
Staff costs	271,311	262,206
Depreciation	4,875	2,429
Other staff costs	1,989	2,538
Rent	8,504	9,970
Utilities and cleaning	11,209	10,385
Repairs, renewals and computer costs	30,413	7,997
Insurance	2,266	1,857
Professional fees	2,831	5,166
Telephone, postage and stationery	9,974	8,022
Volunteer expenses	451	388
Training	2,280	1,710
Sundry expenses	10,460	3,105
Independent examination	3,000	1,350
Impairment loss on freehold property	80,000	-
	439,563	317,123

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

8. Independent examiner's remuneration

	2023	2022
	£	£
Fees payable to the company's independent examiner for the independent examination of the company's annual accounts	2,100	1,350
Fees payable to the company's independent examiner in respect of: All taxation advisory services not included above	900	-
	<u><u> </u></u>	<u><u> </u></u>

9. Staff costs

	2023	2022
	£	£
Wages and salaries	243,409	235,623
Social security costs	19,861	18,255
Contribution to defined contribution pension schemes	8,041	8,328
	<u><u>271,311</u></u>	<u><u>262,206</u></u>

The average number of persons employed by the company during the year was as follows:

	2023	2022
	No.	No.
Charitable activities	12	12
	<u><u> </u></u>	<u><u> </u></u>

No employee received remuneration amounting to more than £60,000 in either year.

Remuneration and benefits received by key management personnel amounted to £88,863 (2022 - £82,797).

10. Trustees' remuneration and expenses

During the year, no trustees received any remuneration or other benefits (2022 - £NIL).

During the year ended 31 March 2023, no trustee expenses have been incurred (2022 - £NIL).

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

11. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost or valuation			
At 1 April 2022	86,444	9,205	95,649
Additions	324,642	-	324,642
Disposals	-	(9,205)	(9,205)
At 31 March 2023	<u>411,086</u>	<u>-</u>	<u>411,086</u>
Depreciation			
At 1 April 2022	18,611	9,205	27,816
Charge for the year	4,875	-	4,875
On disposals	-	(9,205)	(9,205)
Impairment charge	80,000	-	80,000
At 31 March 2023	<u>103,486</u>	<u>-</u>	<u>103,486</u>
Net book value			
At 31 March 2023	<u><u>307,600</u></u>	<u><u>-</u></u>	<u><u>307,600</u></u>
At 31 March 2022	<u><u>67,833</u></u>	<u><u>-</u></u>	<u><u>67,833</u></u>

Burnaby House was purchased for £310,000 plus additional costs. A professional valuation of the property was carried out and this showed that the market value was £230,000, hence the trustees took the decision to reflect the £80,000 reduction in value as an impairment review.

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

12. Debtors

	2023 £	2022 £
Trade debtors	37,875	31,968
Amounts owed by participating interests	38,348	36,443
Prepayments and accrued income	4,589	2,684
	<u>80,812</u>	<u>71,095</u>

The concessionary loan, which is interest free, has been made to The Humane Touch Community Interest Company, a company that is controlled by Hetty's.

13. Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	7,557	585
Amounts owed to other participating interests	33,146	25,552
Other creditors	1,621	1,970
Accruals and deferred income	52,972	56,879
	<u>95,296</u>	<u>84,986</u>

The deferred income balance relates to grants that are subject to performance-related conditions received in advance of delivering the goods and services required by that condition, or are subject to unmet conditions wholly outside the control of the recipient charity. The grants are accounted for as a liability and shown on the balance sheet as deferred income. Deferred income is released to income in the reporting period in which the performance-related or other conditions that limit recognition are met.

	2023 £	2022 £
Deferred income at 1 April 2022	53,561	30,921
Resources deferred during the year	52,972	53,561
Amounts released from previous periods	(53,561)	(30,921)
	<u>52,972</u>	<u>53,561</u>

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

14. Financial instruments

	2023	2022
	£	£
Financial assets		
Financial assets measured at fair value through income and expenditure	411,593	408,766
	<u> </u>	<u> </u>
	2023	2022
	£	£
Financial liabilities		
Other financial liabilities measured at fair value through income and expenditure	40,703	29,456
	<u> </u>	<u> </u>

Financial assets measured at fair value through income and expenditure comprise bank and cash balances, concessionary loans and trade debtors.

Other financial liabilities measured at fair value through income and expenditure comprise trade creditors, concessionary loans and accruals.

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Storage unit Warsop shop Fund	-	-	-	2,500	2,500
Business development	-	-	-	20,000	20,000
Consultancy	3,000	-	-	(3,000)	-
Building Purchase	100,000	-	-	(100,000)	-
	<u>103,000</u>	<u>-</u>	<u>-</u>	<u>(80,500)</u>	<u>22,500</u>
General funds					
General Fund	228,161	185,190	(119,554)	84,579	378,376
	<u>331,161</u>	<u>185,190</u>	<u>(119,554)</u>	<u>4,079</u>	<u>400,876</u>
Restricted funds					
Revenue fund	-	233,851	(233,851)	-	-
Building Purchase Fund	59,057	256,000	(87,447)	-	227,610
Warsop Shop Premises Fund	4,079	-	-	(4,079)	-
	<u>63,136</u>	<u>489,851</u>	<u>(321,298)</u>	<u>(4,079)</u>	<u>227,610</u>
Total of funds	<u><u>394,297</u></u>	<u><u>675,041</u></u>	<u><u>(440,852)</u></u>	<u><u>-</u></u>	<u><u>628,486</u></u>

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

15. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
Development of Stable Block Fund	40,000	-	-	(40,000)	-
Warsop Shop Premises Fund	10,000	-	-	(10,000)	-
Storage unit Warsop shop Fund	20,000	-	(391)	(19,609)	-
Business development Consultancy Fund	10,000	-	(532)	(9,468)	-
Building Purchase Fund	-	-	-	100,000	100,000
	<u>90,000</u>	<u>-</u>	<u>(5,026)</u>	<u>18,026</u>	<u>103,000</u>
General funds					
General Fund	248,248	90,893	(92,954)	(18,026)	228,161
Total Unrestricted funds	<u>338,248</u>	<u>90,893</u>	<u>(97,980)</u>	<u>-</u>	<u>331,161</u>
Restricted funds					
Revenue fund	-	220,872	(220,872)	-	-
Building Purchase Fund	-	59,057	-	-	59,057
Warsop Shop Premises Fund	-	5,000	(921)	-	4,079
	<u>-</u>	<u>284,929</u>	<u>(221,793)</u>	<u>-</u>	<u>63,136</u>
Total of funds	<u><u>338,248</u></u>	<u><u>375,822</u></u>	<u><u>(319,773)</u></u>	<u><u>-</u></u>	<u><u>394,297</u></u>

HETTY'S
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

16. Purpose of funds

Unrestricted funds:

General fund

These are funds which are available for use at the discretion of the directors in furtherance of the general objects of the charity. Included in the general fund is an amount of £79,990 (2022 - £67,833) represented by fixed assets purchased out of general funding.

Designated funds

The remaining funds have been designated for particular projects or uses which have been identified by the trustees through the strategic planning process as important for the implementation of the strategic aims, objectives and recognised growth of the charity but for which future funding is uncertain.

Restricted funds:

These represent the balance of restricted grants for projects which have not been completed at the balance sheet date or restricted income that was received for the purchase of Burnaby House.

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	79,990	227,610	307,600
Current assets	412,103	4,079	416,182
Creditors due within one year	(95,296)	-	(95,296)
Difference	4,079	(4,079)	-
	<u>400,876</u>	<u>227,610</u>	<u>628,486</u>

Analysis of net assets between funds - prior year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	67,833	-	67,833
Current assets	348,314	63,136	411,450
Creditors due within one year	(84,986)	-	(84,986)
	<u>331,161</u>	<u>63,136</u>	<u>394,297</u>

HETTY'S
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

18. Reconciliation of net movement in funds to net cash flow from operating activities

	2023	2022
	£	£
Net income for the year (as per Statement of Financial Activities)	234,189	56,049
Adjustments for:		
Depreciation charges	4,875	2,429
Dividends, interests and rents from investments	(14,291)	(10,250)
Impairment loss on freehold property	80,000	-
Increase in debtors	(9,717)	(7,978)
Increase in creditors	10,310	710
Net cash provided by operating activities	305,366	40,960

19. Analysis of cash and cash equivalents

	2023	2022
	£	£
Cash in hand	121,664	129,140
Notice deposits (less than 3 months)	213,706	211,215
Total cash and cash equivalents	335,370	340,355

20. Analysis of changes in net debt

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	340,355	(4,985)	335,370
	340,355	(4,985)	335,370

21. Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £8,041 (2022 - £8,328). Contributions totalling £1,621 (2022 - £1,970) were payable to the fund at the balance sheet date and are

HETTY'S
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

21. Pension commitments (continued)

included in creditors.

22. Operating lease commitments

At 31 March 2023 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023	2022
	£	£
Not later than 1 year	-	9,000
	<u> </u>	<u> </u>

23. Related party transactions

There are no further related party transactions to disclose.

24. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.

HETTYS

England & Wales - Charity number 1133138

Accounts

HETTY'S
(a company limited by guarantee)

UNAUDITED
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

HETTY'S
(a company limited by guarantee)

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HETTY'S
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2022**

Trustees	V Gardiner T Dauban D W Marriott C Jackson
Company registered number	06923705
Charity registered number	1133138
Registered office	Marlborough House 23 Woodhouse Road Mansfield Nottinghamshire NG18 2AF
Chief executive officer	D Knowles
Accountant	Jonathan Wilson Chartered Accountant Cromwell House 68 West Gate Mansfield Nottinghamshire NG18 1RR
Bankers	Co-operative Bank PLC PO Box 250 Delf House Southway Skelmersdale WNT 6WT Mansfield Building Society Regent House Regent Street Mansfield Nottinghamshire NG18 1SS

HETTY'S
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their annual report together with the financial statements of the company for the year from 1 April 2021 to 31 March 2022. The annual report serves the purposes of both a trustees' report and a directors' report under company law. The trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) as amended by Update Bulletin 2 (effective January 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The principal objects of the charity are:

- The protection and preservation of the health and wellbeing of parents, families and friends of those persons who are, or in danger of becoming, addicted to, or dependent upon, drugs of any description, alcohol, solvents or other addictive substances and in particular by the provision of education, advice and support;
- Hetty's supports families across the four districts of North Nottinghamshire who are affected by someone else's drug and alcohol misuse by providing a free confidential telephone helpline, one to one support, kinship care provision, including respite, text service, group work and community training.

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Main activities undertaken to further the company's purposes for the public benefit

The trustees have complied with the duty (set out in Section 4 of the Charities Act 2006) to have due regard to public benefit guidance published by the Charities Commission. The trustees have considered the public benefit delivered by Hetty's and have made the following response: "Our aim is to benefit disadvantaged families and communities by providing free support around substance misuse. Our primary focus is on North Nottinghamshire although we are happy to share our expertise across the UK and mentor similar organisations according to need."

Achievements and performance

a. Review of activities

Hetty's board confirms that on a fund by fund basis the charity's assets are available and adequate to fulfil the obligations of the charity. The board regards all activities as fulfilling the main objective of the charity, however, certain funds are restricted to particular areas of activity within the charity's main objectives and these are classified as restricted funds.

Principal funding sources:

Over 63% of the charity's core funding in 2021-2022 was comprised of a grant from the substance treatment

HETTY'S
(a company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

provider in Nottinghamshire 'Change, Grow, Live' (CGL), as well as a restricted grant from The Lottery Community Fund.

Other funding was generated through the following:

- The Eastwood Foundation
- The Co Operative Community Fund
- The Humane Touch
- Various fundraising events
- Monthly membership scheme
- Trading via Warsop Charity shop and eBay
- Room Hire

About the service

Hetty's is a dedicated family service, providing emotional and practical support to family members affected by a loved one's substance or alcohol misuse. With deep community roots and over 26 years' experience, Hetty's has established a reputation of non-judgmental and effective support provision, which is clearly evidenced in service feedback and partnership support.

Family members enter the service during times of despair and chaos, and, using a variety of interventions, Hetty's aim is to reduce isolation and empower families, individuals, and communities to maximise and improve their social capital and life chances. However, management recognises that the impact on families can be complex, and often more than one member of the family may require support at any one time, and so, where possible, the service has been tailored to ensure that it supports whole families with their individual issues by working in close partnership with other support services.

Hetty's provides a range of services that are aimed at providing diversity of engagement, and progression opportunities, for clients. These include:

- A telephone helpline - immediate crisis support, advice, information and brief interventions, daily from 9am-9pm. Text-based and email support also available for clients who want to remain anonymous or have communication difficulties.
- One to one support – including Risk assessment, Rickter assessment and support sessions utilising a wide range of psychosocial interventions (12 weeks and then review)
- Weekly educational workshops across the seven districts
- Monthly "You understand me too" workshops (Co facilitated by a family worker and a recovering service user)
- Structured peer support groups across all seven districts
- Volunteer opportunities for families and recovering service users within family support and peer groups also in Hetty's trading premises (trading shops and an EBay shop)
- Access to low cost complementary therapies
- Full kinship care service to families who have taken on the primary caregiver role for a substance user's children. Alongside the standard support (as described above), the service actively engages with social care, schools, and children's services to achieve greater stability for the child. (This may include attendance and advocacy at multi-agency meetings, case conferences, reviews and court hearings).

• #FORGOTTEN5MILLION

HETTY'S
(a company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

National picture:

Hetty's have looked at the national context for our work. In December 2021 Adfam launched its #FORGOTTENFIVEMILLION research, evidencing the numbers of people negatively affected by someone else's drinking, drug taking or gambling. Research showed that 5.5 million people in the UK are currently affected by the above equating to 1 in 10 of us or 11% of the population. The research also showed a prolonged negative effect of substance use. One third of people surveyed had been negatively affected for over 10 years, another third for between 4 and 10 years and a quarter for 1-3 years. Hetty's statistics echo the Adfam research as our records show that many families access Hetty's services and support for between 4 and 10 years.

Service Evaluation:

Hetty's successfully engaged and worked with 474 individual clients in the reporting period 1 April 2021 – 31 March 2022. 71 of the 474 unique clients identified as Kinship Carers. These unique clients accessed 4,802 support sessions from a range of interventions on offer, with 6101 attendances within the sessions. Due to the duration of time clients access the service Hetty's delivered interventions to approximately 200 actively engaged clients every month.

The graph below shows work areas broken down by districts and attendees.

Work area	Ashfield	Bassetlaw	Broxtowe	Gedling	Mansfield	Newark&Sherwood	Out of area	Rushcliffe	Total
1 to 1 sessions	233	186	132	251	311	157	25	183	1478
Bereavement	4		2		1	1			8
Clinical Supervision	3	2	7	10	1	1		3	27
Peer Support Groups	55	149	84	112	172	138	7	59	776
External Presentation	1			1		2			4
Educational Courses	31	28	25	25	84	51	9	3	256
Helpline contacts (inwards)	62	40	61	59	84	34	14	42	396
Mediation						1			1
Safeguarding	38	13	12	18	26	25		7	139
Telephone/email ongoing support	371	267	355	547	850	327	49	223	2989
Therapy	2		2		19	4			27
Total	800	685	680	1023	1548	741	104	520	6101

Hetty's continues to streamline services to meet the ever demanding need and demand from families who are negatively affected by someone else's substance misuse. In the last 12 months Hetty's have devised an Out of Area model for families who are not fortunate enough to have family support in their own area. This is a paid service model delivered via a digital support pathway.

Over the last year the team have seen an increase in the number of safeguarding issues, including more complex cases, vulnerable adults and Child Criminal Exploitation. The team work closely with partners to ensure the safety of families and children is paramount. This is supported by clinical supervision and ongoing training.

HETTY'S
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

The graph below shows the number of unique family members who have accessed during the year, and their loved ones primary substance of choice.

Primary drug of choice	Ashfield	Bassetlaw	Broxtowe	Gedling	Mansfield	Newark & Sherwood	Out of area	Rushcliffe	Total
Alcohol	36	28	14	31	58	28	2	16	213
Amphetamines	2	2			2				6
Cannabis	18	12	12	5	22	7	2	8	86
Cocaine	7	7	4	6	13	10		8	55
Crack cocaine	3	6	3		4			1	17
Heroin	2	11	6	3	11	5	2	1	41
Methadone	3	1	3	4	2	4	1	2	20
Methamphetamine				1		1		1	3
NPS					1				1
Other			1				2	2	5
Other opiates								1	1
Prescribed medication	1								1
Substance Free					7	3			10
Unknown	5	4			5			1	15
Total	77	71	43	50	125	58	9	41	474

Evaluation

Evaluating the service in general, and in particular from the 1-1 provision, is key to ensuring that techniques and support delivery remain effective. This evaluation process consists of client feedback questionnaires, client and staff focus group sessions, and using the proven client score based Rickter™ tool.

Results from the general client questionnaires, asked of clients on exit from the service, have been really positive for the past year, with **100% of respondents rating the service they had received as 'Excellent' or 'Very good'**.

A snapshot of data from Rickter a self-rated tool which measures the journey travelled by Hetty's clients, from entering Hetty's service pathway to review and exit.

Outcome	% of positive change
How knowledgeable do you feel about your current issues?	85
How isolated do you feel at this time in your life?	78
How safe do you and other family members feel at this time?	64
How much are you influenced by others to do the things that you really do not want to do?	67
How happy are you with your relationships?	82
How stressed do you feel at this time in your life?	74
How do you feel you are coping with the present situation?	84
How confident are you about talking to others about your situation?	74
How much choice/control do you feel you have in dealing with your present issues?	79
How happy are you at this time in your life?	83

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

General feedback form clients and exit questionnaires:

Clients gave glowing feedback for the support provided, 86% of General Exit Questionnaire respondents rating the service as 'excellent', 10% as 'good'.

Clients noted the importance of being able to talk about their situation with Support Workers who understood without any negative judgement. Having a safe place to offload, and more importantly, be believed, reassured them that their thoughts and feelings were valid. Clients stressed the importance of having someone to turn to, several individuals stating that they had no one else.

Clients appreciated the information shared about substance misuse and the variety of psychosocial interventions. Many pointed to specific topics that they had found particularly relevant and impactful. They valued the impartial advice offered by the staff team, plus the step by step approach, which clients found clear and transparent, in which they felt in the lead.

Clients were grateful for the reassurance and validation provided by staff members, that they were doing the right thing in relation to their substance using loved one. They appreciated the impartial advice which staff members provided, including the emphasis on self-care, alongside being signposted to broader support services. Clients noted that the service achieved the right balance between providing a space to talk with practical ideas for how to improve their situation.

“You were the first people I told everything to and, being believed, it was like an out of body experience, describing someone else’s life. Living with addiction day to day, you have to park it and it feels like you’re living two different lives. It was the feeling of being believed and that my feelings mattered. I started doubting myself, his family were saying I was being dramatic. If enough people say that, you start to doubt yourself. When I said something happened, you would help me to connect the dots.”

Examples of significant realisations which make the support so impactful for clients

- Understanding how alcohol affects substance users, physically and mentally.
- Coming to realise that they are not responsible for the substance user and their choices.
- Recognising that they had not let their loved one down, and that they were not a failure, that it was not their fault.
- Understanding the importance of tough love and 'detachment with love' from the substance user.
- Understanding emotional abuse and coercive control.
- Understanding transactional analysis in communication (i.e. adult to adult, rather than adult to child).
- Understanding healthy attachment vis-à-vis unhealthy dependency, including colluding or enabling behaviours.

Financial review

a. Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

HETTY'S
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

b. Reserves policy

The board has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible assets held by the charity should be around 12 months of current expenditure. Due to changes in funding by the Local Authorities in October 2014, families where the substance user is not obtaining treatment from a service provider are no longer funded and so a strategic plan was implemented to cover this deficit. Hetty's were successful with their application for the 'Reaching Communities' funding from The Community Fund, covering these "Forgotten Families", and this title has stayed with the project and has provided a 5 year stepped reduction grant, 2019/20 saw the commencement of year 5 of this grant.

Financial position:

The charity needs reserves to enable it to meet both its ongoing commitments in respect of its general charitable activities and to meet its future operating requirements. The level of total reserves is judged appropriate for the present situation and needs of the charity. The trustees will review this position and policy on an annual basis.

Structure, governance and management

a. Constitution

Hetty's is registered as a charitable company limited by guarantee, number 1133138 and was set up by a Memorandum of Association.

The assets of the charity were transferred from the former unincorporated charity "Hetty's," charity number 1087540, on 1 June 2010.

The company is registered as a charitable company limited by guarantee and was set up by a memorandum of association on 3 June 2009.

b. Methods of appointment or election of trustees

The management of the company is the responsibility of the trustees who are elected and co-opted under the terms of the Memorandum of Association. Trustees are elected on the recommendation of fellow trustees and the minimum number is one and there is no maximum number. All trustees shall retire at each annual general meeting and offer themselves for re-election.

At the AGM all trustees resigned from post and were individually nominated and seconded for a new term. No new nominations were received.

The positions were agreed as follows:

Nina Dauban	Chair of the Board
Val Gardiner	Vice Chair
David Marriott	Treasure
Carol Jackson	Trustee

HETTY'S
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Structure, governance and management (continued)

c. Organisational structure and decision-making policies

The charity is governed by its memorandum and articles adopted on 3 June 2009. Overall management of the charity is the responsibility of the trustees who are elected and co-opted at annual general meeting under the terms of the memorandum and articles. Day to day project activity is managed and carried out by volunteers and paid staff.

d. Policies adopted for the induction and training of trustees

The induction and training of trustees is viewed as an ongoing process and relevant training opportunities are brought to the attention of the board as required. Newly recruited trustees are offered an induction, training designed around their existing knowledge of Hetty's organisation and their role. All trustees receive the following :

- An introduction to Hetty's, outline of current service delivery and aims for the future, an overview of the staffing structure and an opportunity to meet the team;
- The trustee handbook and trustee contract
- A tour of the premises

e. Pay policy for key management personnel

The trustees make recommendations for the salary scales for all staff and for specific salaries on those scales for senior staff. The trustees consider the recommendations for any individuals in their absence.

f. Financial risk management

The trustees have reviewed the risks to which the charity is exposed and have ensured that appropriate controls/procedures have been established to provide reasonable assurance against fraud and error. The major risks to the charity which have been identified by the trustees are detailed in a risk analysis and management strategy as part of our current business plan which is reviewed at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. The business plan and fundraising strategy have been developed to support diversification of funding thereby improving the long term financial stability of the organisation. Robust procedures are in place to manage the day to day health and safety of all families/service users, staff and visitors. The continuing implementation of staff and volunteer accredited training and adherence to the ISO9001 management standard ensures a consistent quality of service delivery.

Plans for future periods

- To sustain services available to families affected by substance misuse.
- To further develop the strong working relationships with CGL adult and young people's service to provide contracted support for families where the service user is engaged in treatment within Nottinghamshire.
- To work closely with The Local Authority and the Kinship service to ensure quality provision and policy for Kinship Carers in Nottinghamshire.
- Hetty's are looking to purchase a Forever Home in Nottinghamshire to run services from and develop our organisational reach.
- To further enhance ACES practise (Adverse childhood experiences) within the service, adopting a trauma based approach.
- To further develop our whole family approach model across the County, engaging the substance user where possible, to gain maximum benefit and recovery capital
- To further develop Hetty's membership scheme for Hetty's clients to engage them in the future development

HETTY'S
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Plans for future periods (continued)

- and growth of the service/ coproduction.
- To launch Hetty's paid Out of Area service.
- To be successful or utilise sustainable fundraising to offer services to families where the service user is not in treatment across the whole of Nottinghamshire.
- To further develop our skills within substance related bereavement.
- To streamline our service provision through organisational change.
- To establish new, and maintain existing, positive links with partners, community groups, voluntary and statutory agencies across Nottinghamshire.
- Retail development: Defend and Grow strategy, investing in the potential of our Warsop shop, its volunteers and community.
- Develop networking skills to maximise commercial growth via locality.
- Strengthen and broaden our volunteer opportunities.

Approved by order of the members of the board of trustees on 3 November 2022 and signed on their behalf by:

T Dauban
(Trustee)

HETTY'S
(a company limited by guarantee)

**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

Independent examiner's report to the trustees of Hetty's ('the company')

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The ICAEW, which is one of the listed bodies.

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

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

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

This report is made solely to the company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the company's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and the company's trustees as a body, for my work or for this report.

Signed: Jonathan Wilson FCA CTA

Dated: 7 November 2022

Jonathan Wilson ICAEW

HETTY'S
(a company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022**

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and legacies	3	32,686	284,929	317,615	324,913
Other trading activities	4	47,957	-	47,957	25,764
Investments	5	10,250	-	10,250	9,565
Total income		90,893	284,929	375,822	360,242
Expenditure on:					
Raising funds	6	2,650	-	2,650	1,948
Charitable activities	7	95,330	221,793	317,123	319,784
Total expenditure		97,980	221,793	319,773	321,732
Net movement in funds		(7,087)	63,136	56,049	38,510
Reconciliation of funds:					
Total funds brought forward		338,248	-	338,248	299,738
Net movement in funds		(7,087)	63,136	56,049	38,510
Total funds carried forward		331,161	63,136	394,297	338,248

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 13 to 27 form part of these financial statements.

HETTY'S
(a company limited by guarantee)
REGISTERED NUMBER: 06923705

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	10	67,833	70,262
Current assets			
Debtors	11	71,095	63,117
Cash at bank and in hand		340,355	289,145
		<u>411,450</u>	<u>352,262</u>
Creditors: amounts falling due within one year	12	(84,986)	(84,276)
Net current assets		326,464	267,986
Total net assets		394,297	338,248
Charity funds			
Restricted funds	13	63,136	-
Unrestricted funds	13	331,161	338,248
Total funds		394,297	338,248

The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the trustees on 03 November 2022 and signed on their behalf by:

D W Marriott
(Trustee)

The notes on pages 13 to 27 form part of these financial statements.

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

1.2 Going concern

At the date of signing there is a degree of uncertainty about the economic impact of COVID-19. The trustees continue to monitor the position closely however they believe that the company can continue at its current level of activity subject to continued support from funders and the bank and they therefore continue to adopt the going concern basis.

1.3 Income

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1. Accounting policies (continued)

1.4 Expenditure (continued)

Expenditure on raising funds includes all expenditure incurred by the company to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.5 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the statement of financial activities as the related expenditure is incurred.

1.6 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

1.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £2,500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following bases:

Freehold property	- straight line over 25 or 50 years
Fixtures and fittings	- 1/3 straight line basis

1.8 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.9 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1. Accounting policies (continued)

1.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

1.11 Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.12 Operating leases

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

1.13 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

1.14 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1. Accounting policies (continued)

1.15 Concessionary loans

The company has taken advantage of Section 34 of FRS 102 to recognise loans to and from public benefit entities as concessionary loans. As such the company initially recognised and measured the loans at the amounts payable and receivable in the balance sheet. In subsequent years, the carrying values will be adjusted to reflect repayments and any accrued interest, where applicable an adjusted if necessary for any impairment.

2. General information

Hetty's is a company limited by guarantee, registered in England and Wales, registration number 06923705 and a charitable company registered with The Charity Commission, registration number 1133138.

3. Income from donations and legacies

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Donations				
Donations	19,281	21,602	40,883	15,597
Gift Aid	6,238	-	6,238	15,626
Grants	7,167	263,327	270,494	261,664
Government grants	-	-	-	32,026
	<u>32,686</u>	<u>284,929</u>	<u>317,615</u>	<u>324,913</u>
Total 2021	<u>67,884</u>	<u>257,029</u>	<u>324,913</u>	

Included in restricted funds are grants from "The Big Lottery Fund:"

Forgotten Families - £96,077 (2021 - £30,916)

COVID-19 Response - £nil (2021- £63,655)

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

4. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Fundraising	12,335	12,335	5,599
Sales of donated goods	35,622	35,622	20,165
	<u>47,957</u>	<u>47,957</u>	<u>25,764</u>
Total 2021	<u>25,764</u>	<u>25,764</u>	

5. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Rental income	8,782	8,782	5,717
Management charge	-	-	1,734
Bank interest receivable	1,468	1,468	2,114
	<u>10,250</u>	<u>10,250</u>	<u>9,565</u>
Total 2021	<u>9,565</u>	<u>9,565</u>	

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

6. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Fundraising expenses	2,650	2,650	1,948
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
Total 2021	1,948	1,948	
	<hr/> <hr/>	<hr/> <hr/>	

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

7. Analysis of charitable activities

	Activities undertaken directly 2022 £	Total funds 2022 £	Total funds 2021 £
General fund	317,123	317,123	319,784
Total 2021	319,784	319,784	

Analysis of direct costs

	Total funds 2022 £	Total funds 2021 £
Staff costs	262,206	228,410
Depreciation	2,429	2,429
Other staff costs	2,538	4,043
Rent	9,970	9,075
Utilities and cleaning	10,385	10,008
Repairs, renewals and computer costs	7,997	33,096
Insurance	1,857	2,133
Professional fees	5,166	4,335
Telephone, postage and stationery	8,022	10,474
Volunteer expenses	388	1,290
Training	1,710	3,306
Sundry expenses	3,105	9,085
Independent examination	1,350	2,100
	317,123	319,784

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

8. Staff costs

	2022	2021
	£	£
Wages and salaries	235,623	205,719
Social security costs	18,255	15,674
Contribution to defined contribution pension schemes	8,328	7,017
	<u>262,206</u>	<u>228,410</u>

The average number of persons employed by the company during the year was as follows:

	2022	2021
	No.	No.
Charitable activities	<u>12</u>	<u>11</u>

No employee received remuneration amounting to more than £60,000 in either year.

Remuneration and benefits received by key management personnel amounted to £82,797 (2021 - £81,972).

9. Trustees' remuneration and expenses

During the year, no trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 March 2022, no trustee expenses have been incurred (2021 - £NIL).

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

10. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost or valuation			
At 1 April 2021	86,444	9,205	95,649
At 31 March 2022	<u>86,444</u>	<u>9,205</u>	<u>95,649</u>
Depreciation			
At 1 April 2021	16,182	9,205	25,387
Charge for the year	2,429	-	2,429
At 31 March 2022	<u>18,611</u>	<u>9,205</u>	<u>27,816</u>
Net book value			
At 31 March 2022	<u>67,833</u>	<u>-</u>	<u>67,833</u>
At 31 March 2021	<u>70,262</u>	<u>-</u>	<u>70,262</u>

11. Debtors

	2022 £	2021 £
Trade debtors	31,968	30,146
Amounts owed by participating interests	36,443	31,218
Prepayments and accrued income	2,684	1,753
	<u>71,095</u>	<u>63,117</u>

The concessionary loan, which is interest free, has been made to The Humane Touch Community Interest Company, a company that is controlled by Hetty's.

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

12. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	585	5,608
Amounts owed to other participating interests	25,552	19,955
Other taxation and social security	-	988
Other creditors	1,970	2,888
Accruals and deferred income	56,879	54,837
	<u>84,986</u>	<u>84,276</u>

The concessionary loan, which is interest free, has been made by The Humane Touch Community Interest Company, a company that is controlled by Hetty's.

	2022	2021
	£	£
Deferred income at 1 April 2021	30,921	-
Resources deferred during the year	53,561	49,541
Amounts released from previous periods	(30,921)	(18,620)
	<u>53,561</u>	<u>30,921</u>

The deferred income balance relates to grants that are subject to performance-related conditions received in advance of delivering the goods and services required by that condition, or are subject to unmet conditions wholly outside the control of the recipient charity. The grants are accounted for as a liability and shown on the balance sheet as deferred income. Deferred income is released to income in the reporting period in which the performance-related or other conditions that limit recognition are met.

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

13. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
Development of Stable Block Fund	40,000	-	-	(40,000)	-
Warsop Shop Premises Fund	10,000	-	-	(10,000)	-
Storage unit Warsop shop Fund	20,000	-	(391)	(19,609)	-
Fire/security Fund	10,000	-	(532)	(9,468)	-
Consultancy Fund	10,000	-	(4,103)	(2,897)	3,000
Building Purchase Fund	-	-	-	100,000	100,000
	<u>90,000</u>	<u>-</u>	<u>(5,026)</u>	<u>18,026</u>	<u>103,000</u>
General funds					
General Fund	248,248	90,893	(92,954)	(18,026)	228,161
	<u>338,248</u>	<u>90,893</u>	<u>(97,980)</u>	<u>-</u>	<u>331,161</u>
Restricted funds					
Revenue fund	-	220,872	(220,872)	-	-
Building Purchase Fund	-	59,057	-	-	59,057
Warsop Shop Premises Fund	-	5,000	(921)	-	4,079
	<u>-</u>	<u>284,929</u>	<u>(221,793)</u>	<u>-</u>	<u>63,136</u>
	<u>338,248</u>	<u>375,822</u>	<u>(319,773)</u>	<u>-</u>	<u>394,297</u>

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

13. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Unrestricted funds					
Designated funds					
Development of Stable Block Fund	40,000	-	-	-	40,000
Warsop Shop Premises Fund	10,000	-	-	-	10,000
Shop Van Fund	10,000	-	-	(10,000)	-
Outside Area Plot Fund	15,000	-	-	(15,000)	-
Storage unit Warsop shop Fund	-	-	-	20,000	20,000
Fire/security Fund	-	-	-	10,000	10,000
Consultancy Fund	-	-	-	10,000	10,000
	<u>75,000</u>	<u>-</u>	<u>-</u>	<u>15,000</u>	<u>90,000</u>
General funds					
General Fund	224,738	103,213	(64,703)	(15,000)	248,248
	<u>299,738</u>	<u>103,213</u>	<u>(64,703)</u>	<u>-</u>	<u>338,248</u>
Total Unrestricted funds					
Restricted funds					
Revenue fund	-	257,029	(257,029)	-	-
	<u>-</u>	<u>257,029</u>	<u>(257,029)</u>	<u>-</u>	<u>-</u>
	<u>299,738</u>	<u>360,242</u>	<u>(321,732)</u>	<u>-</u>	<u>338,248</u>
Total of funds	<u><u>299,738</u></u>	<u><u>360,242</u></u>	<u><u>(321,732)</u></u>	<u><u>-</u></u>	<u><u>338,248</u></u>

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

14. Purpose of funds

Unrestricted funds:

General fund

These are funds which are available for use at the discretion of the directors in furtherance of the general objects of the charity. Included in the general fund is an amount of £67,833 (2021 - £70,262) represented by fixed assets purchased out of general funding.

Designated funds

The remaining funds have been designated for particular projects or uses which have been identified by the trustees through the strategic planning process as important for the implementation of the strategic aims, objectives and recognised growth of the charity but for which future funding is uncertain.

Restricted funds:

These represent the balance of restricted grants for projects which have not been completed at the balance sheet date.

HETTY'S
(a company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

15. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	67,833	-	67,833
Current assets	348,314	63,136	411,450
Creditors due within one year	(84,986)	-	(84,986)
	<u>331,161</u>	<u>63,136</u>	<u>394,297</u>

Analysis of net assets between funds - prior year

	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	70,262	70,262
Current assets	352,262	352,262
Creditors due within one year	(84,276)	(84,276)
	<u>338,248</u>	<u>338,248</u>

16. Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £8,328 (2021 - £7,017). Contributions totalling £1,970 (2021 - £2,888) were payable to the fund at the balance sheet date and are included in creditors.

HETTY'S
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

17. Operating lease commitments

At 31 March 2022 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022 £	2021 £
Not later than 1 year	9,000	-
Later than 1 year and not later than 5 years	-	9,000
	<u>9,000</u>	<u>9,000</u>

18. Related party transactions

Rent of £nil (2021 - £9,000) was paid to S Needham, a director of Hetty's until 18 November 2020.

There are no further related party transactions to disclose.

19. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.

HETTYS

England & Wales - Charity number 1133138

Accounts

HETTY'S
(a company limited by guarantee)

UNAUDITED
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

HETTY'S
(a company limited by guarantee)

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HETTY'S
(a company limited by guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2021**

Trustees V Gardiner
 T Dauban
 S Needham (resigned 18 November 2020)
 D W Marriott
 C Jackson
 K Reid (resigned 20 November 2020)

**Company registered
number** 06923705

**Charity registered
number** 1133138

Registered office Marlborough House
 23 Woodhouse Road
 Mansfield
 Nottinghamshire
 NG18 2AF

Chief executive officer D Knowles

Accountant Jonathan Wilson
 Chartered Accountant
 Cromwell House
 68 West Gate
 Mansfield
 Nottinghamshire
 NG18 1RR

Bankers Co-operative Bank PLC
 PO Box 250
 Delf House
 Southway
 Skelmersdale
 WNT 6WT

 Mansfield Building Society
 Regent House
 Regent Street
 Mansfield
 Nottinghamshire
 NG18 1SS

HETTY'S
(a company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their annual report together with the financial statements of the company for the year from 1 April 2020 to 31 March 2021. The annual report serves the purposes of both a trustees' report and a directors' report under company law. The trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) as amended by Update Bulletin 2 (effective January 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The principal objects of the charity are:

- The protection and preservation of the health and wellbeing of parents, families and friends of those persons who are, or in danger of becoming, addicted to, or dependent upon, drugs of any description, alcohol, solvents or other addictive substances and in particular by the provision of education, advice and support;
- Hetty's supports families across the four districts of North Nottinghamshire who are affected by someone else's drug and alcohol misuse by providing a free confidential telephone helpline, one to one support, kinship care provision, including respite, text service, group work and community training.

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Main activities undertaken to further the company's purposes for the public benefit

The trustees have complied with the duty (set out in Section 4 of the Charities Act 2006) to have due regard to public benefit guidance published by the Charities Commission. The trustees have considered the public benefit delivered by Hetty's and have made the following response: "Our aim is to benefit disadvantaged families and communities by providing free support around substance misuse. Our primary focus is on North Nottinghamshire although we are happy to share our expertise across the UK and mentor similar organisations according to need."

Achievements and performance

a. Review of activities

Hetty's board confirms that on a fund by fund basis the charity's assets are available and adequate to fulfil the obligations of the charity. The board regards all activities as fulfilling the main objective of the charity, however, certain funds are restricted to particular areas of activity within the charity's main objectives and these are classified as restricted funds.

Principal funding sources:

The charity's core funding in 2020-2021 was comprised of a grant from the substance treatment provider in

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Nottinghamshire 'Change, Grow, Live' (CGL), as well as a restricted grant from The Community Fund.

Other funding grants and donations were provided from the following organisations:

- Lloyds Foundation
- The Eastwood Foundation
- Corona Virus Community Support Fund
- National Emergencies Fund (NET)
- Seven Trent Community Fund
- Freemasons Fund
- Bernard Sunley

About the service

Hetty's is a dedicated family service, providing emotional and practical support to family members affected by a loved one's substance or alcohol misuse. With deep community roots and over 25 years' experience, Hetty's has established a reputation of non-judgmental and effective support provision, which is clearly evidenced in service feedback and partnership support.

Family members enter the service during times of despair and chaos, and, using a variety of interventions, Hetty's aim is to reduce isolation and empower families, individuals, and communities to maximise and improve their social capital and life chances. However, management recognises that the impact on families can be complex, and often more than one member of the family may require support at any one time, and so, where possible, the service has been tailored to ensure that it supports whole families with their individual issues by working in close partnership with other support services.

Hetty's provides a range of services that are aimed at providing diversity of engagement, and progression opportunities, for clients. These include:

- A telephone helpline - immediate crisis support, advice, information and brief interventions, daily from 9am-9pm. Text-based and email support also available for clients who want to remain anonymous or have communication difficulties.
- One to one support – including Risk assessment, Rickter assessment and support sessions utilising a wide range of psychosocial interventions (12 weeks and then review)
- Weekly educational workshops across the seven districts
- Monthly "You understand me too" workshops (Co facilitated by a family worker and a recovering service user)
- Structured peer support groups across all seven districts
- Volunteer opportunities for families and recovering service users within family support and peer groups also in Hetty's trading premises (trading shops and an EBay shop)
- Access to low cost complementary therapies
- Full kinship care service to families who have taken on the primary caregiver role for a substance user's children. Alongside the standard support (as described above), the service actively engages with social care, schools, and children's services to achieve greater stability for the child. (This may include attendance and advocacy at multi-agency meetings, case conferences, reviews and court hearings).

National picture:

According to the UKDPC study (2009) "Supporting the supporters: families of drug misusers", the cost of the harms experienced by families as a result of their relative's drug use amounts to £1.8 billion per year. These

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

harms include psychological distress, mental and physical ill health, domestic violence (which can often accompany substance misuse), negative financial impacts including theft and paying off drug debts, and the impact on employment through stress or the need to provide care for the user (or the user's children, in the case of many grandparent carers).

The UK Drug Policy Commission states that "families can and do contribute" to routine care and support of drug misusers, and in some cases provide detoxification services at home – relieving the pressure on NHS services as well as providing accommodation, support and day-to-day care that might otherwise need to be provided by the state'. The report estimated these cost savings to the state at £750 million per year.

Service Evaluation:

Hetty's successfully engaged and worked with 478 individual clients in the reporting period 1 April 2020 – 31 March 2021. These unique clients accessed 5,556 sessions from a range of support on offer, with 7,966 attendances within the sessions. Due to the duration of time clients access the service Hetty's delivered interventions to approximately 200 actively engaged clients every month.

The graph below shows work areas broken down by districts and attendees.

Work area	Ashfield	Bassetlaw	Broxtowe	Gedling	Mansfield	N&S	Out of area	Rushcliffe	Total
1 to 1 sessions	187	180	222	127	352	138	2	119	1327
Bereavement	2	4		1	4	13			24
Clinical Supervision	9	3	7	3	5	4		6	37
Peer Support Groups	77	221	82	107	369	272	7	86	1221
Educational Focus Groups	18	42	20	21	111	60	5	25	302
Helpline contacts (inwards)	219	157	117	85	237	119	20	73	1027
Mediation		2							2
Safeguarding	8	26	30	7	10	4		15	100
Telephone/email ongoing supp	485	523	411	339	1048	712	30	378	3926

In response to the COVID – 19 pandemic Hetty's have devised a new pathway and support contract that not only streamlines the service but helps Hetty's to respond to the ever increasing demand and new referrals. Hetty's have learnt and developed their digital offer during the pandemic and have embedded digital practises that respond and meet the client's and service need.

Substance Users Primary	Ashfield	Bassetlaw	Broxtowe	Gedling	Mansfield	N&S	Out of area	Rushcliffe	Total
Alcohol	29	24	12	21	52	29	4	14	185
Amphetamines	1	4			3				8
Cannabis	12	11	10	3	20	8		11	75
Cocaine	6	7	5	1	12	5		2	38
Crack cocaine	2	1	2		3				8
Ecstasy (MDMA)	2		1	1					4
Heroin	8	9	5	2	8	4		2	38
Methadone	2		2	4	3	6	1	2	20
NPS					2				2
Other								2	2
Other opiates					1			1	2
Prescribed medication					1				1
Substance Free					6	3			9
Unknown	17	16	5	9	25	8	1	5	86

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Evaluation

Evaluating the service in general, and in particular from the 1-1 provision, is key to ensuring that techniques and support delivery remain effective. This evaluation process consists of client feedback questionnaires, client and staff focus group sessions, and using the proven client score based Rickter™ tool

Results from the general client questionnaires, asked of clients on exit from the service, have been really positive for the past year, with **100% of respondents rating the service they had received as 'Excellent' or 'Very good'**.

A snapshot of data from Rickter a self-rated tool which measures the journey travelled by Hetty's clients, from entering Hetty's service pathway to review and exit.

Rickter Scale Outcome	% of positive change
How knowledgeable do you feel about your current issues?	82.5
How isolated do you feel at this time in your life?	77.3
How safe do you and other family members feel at this time?	55.2
How much are you influenced by others to do the things that you really do not want to do?	67.5
How happy are you with your relationships?	76.5
How stressed do you feel at this time in your life?	82.5
How do you feel you are coping with the present situation?	82.3
How confident are you about talking to others about your situation?	64.3
How much choice/control do you feel you have in dealing with your present issues?	85
How happy are you at this time in your life?	79.7

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Comments from general feedback and exit questionnaires:

Q. Of all the things you have worked on with Hetty's, what have you found most useful?

Column1
1-1 support and advise
Boundary setting and having a better understanding of addiction
Group support and being with peer that make you feel normal
Knowing its ok to not get everything right and also it being ok to say no
One to one support and others that understand and empathise
Speaking to someone with knowledge & help to rationalise thoughts
Understand addiction and now able to put a boundary in place
Ways to cope with my emotions in times of stress
Coping strategies and how to explain myself before blowing off. Think about things before saying it and I know I have Carmel to talk to
knowing how to do boundaries and that I am important too

Q. As a result of the support from Hetty's have you or has anything in your life changed at all? If yes, please describe

Column1
Everything. I am happier, assertive and confident. i dont feel like the same person who went to Hettys
Feel stronger to deal with the whole situation better understanding and knowledge
Have more confidence in myself & know how to cope with my situation better
Having emotional support which has helped me be stronger with Frank
I am not so hard on myself for the mistakes my son has made
I don't enable or shout at him anymore. I realised it was wrong
Massively. I understand addiction and that it's not a quick fix.
My son is now clean
Yes. Natalie is now in recovery. responding instead of reacting. Not empty threats

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Since accessing Hetty's, have you noticed any impact of that support on your FAMILY MEMBER who was misusing drugs/alcohol?

Column1
He has stopped telling lies now he knows we have more knowledge
He now understands the impact his using had on myself
He realised that I wasn't going to put up with his behaviour towards her any more
I know the right way to approach situations are difficult he is much calmer in approaching them
Jon is in recovery and now loves the Hetty's groups. Jon has never liked groups before and I think its down to the way in which it is facilitated
Reduced his drug use
Seeking help has influenced her daughter
Yes she knows she means what I say now, not a soft touch any more

Financial review

a. Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Reserves policy

The board has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible assets held by the charity should be around 12 months of current expenditure. Due to changes in funding by the Local Authorities in October 2014, families where the substance user is not obtaining treatment from a service provider are no longer funded and so a strategic plan was implemented to cover this deficit. Hetty's were successful with their application for the 'Reaching Communities' funding from The Community Fund, covering these "Forgotten Families", and this title has stayed with the project and has provided a 5 year stepped reduction grant, 2019/20 saw the commencement of year 5 of this grant.

Financial position:

The charity needs reserves to enable it to meet both its ongoing commitments in respect of its general charitable activities and to meet its future operating requirements. The level of total reserves is judged appropriate for the present situation and needs of the charity. The trustees will review this position and policy on an annual basis.

Structure, governance and management

a. Constitution

Hetty's is registered as a charitable company limited by guarantee, number 1133138 and was set up by a Memorandum of Association.

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(a company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management (continued)

The assets of the charity were transferred from the former unincorporated charity "Hetty's," charity number 1087540, on 1 June 2010.

The company is registered as a charitable company limited by guarantee and was set up by a memorandum of association on 3 June 2009.

b. Methods of appointment or election of trustees

The management of the company is the responsibility of the trustees who are elected and co-opted under the terms of the Memorandum of Association. Trustees are elected on the recommendation of fellow trustees and the minimum number is one and there is no maximum number. All trustees shall retire at each annual general meeting and offer themselves for re-election.

c. Organisational structure and decision-making policies

The charity is governed by its memorandum and articles adopted on 3 June 2009. Overall management of the charity is the responsibility of the trustees who are elected and co-opted at annual general meeting under the terms of the memorandum and articles. Day to day project activity is managed and carried out by volunteers and paid staff.

d. Policies adopted for the induction and training of trustees

The induction and training of trustees is viewed as an ongoing process and relevant training opportunities are brought to the attention of the board as required. Newly recruited trustees are offered an induction, training designed around their existing knowledge of Hetty's organisation and their role. All trustees receive the following :

- An introduction to Hetty's, outline of current service delivery and aims for the future, an overview of the staffing structure and an opportunity to meet the team;
- The trustee handbook and trustee contract
- A tour of the premises

e. Pay policy for key management personnel

The trustees make recommendations for the salary scales for all staff and for specific salaries on those scales for senior staff. The trustees consider the recommendations for any individuals in their absence.

f. Financial risk management

The trustees have reviewed the risks to which the charity is exposed and have ensured that appropriate controls/procedures have been established to provide reasonable assurance against fraud and error. The major risks to the charity which have been identified by the trustees are detailed in a risk analysis and management strategy as part of our current business plan which is reviewed at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. The business plan and fundraising strategy have been developed to support diversification of funding thereby improving the long term financial stability of the organisation. Robust procedures are in place to manage the day to day health and safety of all families/service users, staff and visitors. The continuing implementation of staff and volunteer accredited training and adherence to the ISO9001 management standard ensures a consistent quality of service delivery.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Plans for future periods

- To sustain services available to families affected by substance misuse.
- To further develop the strong working relationships with CGL and continue to provide contracted support for families where the service user is engaged in treatment within Nottinghamshire.
- To develop ACES practise (Adverse childhood experiences) within the service, adopting a trauma based approach.
- To further develop our whole family approach model across the County, engaging the substance user where possible, to gain maximum benefit and recovery capital.
- To develop a membership scheme for Hetty's clients to engage them in the future development and growth of the service.
- To launch Hetty's paid Out of Area service.
- To be successful or utilise sustainable fundraising to offer services to families where the service user is not in treatment across the whole of Nottinghamshire.
- Grow and develop the County South area by investing in additional staff hours/ support workers, including kinship care.
- To further develop our skills within bereavement and invest in a bereavement worker.
- To streamline our service provision through organisational change.
- To establish new, and maintain existing, positive links with partners, community groups, voluntary and statutory agencies across Nottinghamshire.
- Retail development: Defend and Grow strategy, investing in the potential of our Warsop shop, its volunteers and community.
- Develop networking skills to maximise commercial growth via locality.
- Continue with recruitment programme for volunteer fundraising.
- Developing Hetty's profile to encourage a sponsorship approach. To sustain services available to families affected by substance misuse.

Approved by order of the members of the board of trustees on 28 October 2021 and signed on their behalf by:

T Dauban
(Trustee)

HETTY'S
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**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

Independent examiner's report to the trustees of Hetty's ('the company')

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

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

This report is made solely to the company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the company's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and the company's trustees as a body, for my work or for this report.

Signed: Jonathan Wilson FCA CTA

Dated: 8 November 2021

Jonathan Wilson ICAEW

HETTY'S
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**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021**

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations and legacies	3	67,884	257,029	324,913	187,078
Other trading activities	4	25,764	-	25,764	48,076
Investments	5	9,565	-	9,565	20,053
		<u>103,213</u>	<u>257,029</u>	<u>360,242</u>	<u>255,207</u>
Total income					
Expenditure on:					
Raising funds	6	1,948	-	1,948	2,992
Charitable activities	7	62,755	257,029	319,784	264,013
		<u>64,703</u>	<u>257,029</u>	<u>321,732</u>	<u>267,005</u>
Total expenditure					
		<u>38,510</u>	-	<u>38,510</u>	(11,798)
Net movement in funds					
Reconciliation of funds:					
Total funds brought forward		299,738	-	299,738	311,536
Net movement in funds		38,510	-	38,510	(11,798)
		<u>338,248</u>	-	<u>338,248</u>	299,738
Total funds carried forward					

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 13 to 27 form part of these financial statements.

HETTY'S
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REGISTERED NUMBER: 06923705

BALANCE SHEET
AS AT 31 MARCH 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	10	70,262	72,691
Current assets			
Debtors	11	63,117	32,613
Cash at bank and in hand		289,145	243,057
		<u>352,262</u>	<u>275,670</u>
Creditors: amounts falling due within one year	12	(84,276)	(48,623)
Net current assets		<u>267,986</u>	227,047
Total net assets		<u><u>338,248</u></u>	<u><u>299,738</u></u>
Charity funds			
Restricted funds	13	-	-
Unrestricted funds	13	338,248	299,738
Total funds		<u><u>338,248</u></u>	<u><u>299,738</u></u>

The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the trustees on 28 October 2021 and signed on their behalf by:

D W Marriott
(Trustee)

The notes on pages 13 to 27 form part of these financial statements.

HETTY'S
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

1.2 Going concern

At the date of signing there is a degree of uncertainty about the economic impact of COVID-19. The trustees continue to monitor the position closely however they believe that the company can continue at its current level of activity subject to continued support from funders and the bank and they therefore continue to adopt the going concern basis.

1.3 Income

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1. Accounting policies (continued)

1.4 Expenditure (continued)

Expenditure on raising funds includes all expenditure incurred by the company to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.5 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the statement of financial activities as the related expenditure is incurred.

1.6 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

1.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £2,500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following bases:

Freehold property	- straight line over 25 or 50 years
Fixtures and fittings	- 1/3 straight line basis

1.8 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.9 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. Accounting policies (continued)

1.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

1.11 Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.12 Operating leases

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

1.13 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

1.14 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1. Accounting policies (continued)

1.15 Concessionary loans

The company has taken advantage of Section 34 of FRS 102 to recognise loans to and from public benefit entities as concessionary loans. As such the company initially recognised and measured the loans at the amounts payable and receivable in the balance sheet. In subsequent years, the carrying values will be adjusted to reflect repayments and any accrued interest, where applicable an adjusted if necessary for any impairment.

2. General information

Hetty's is a company limited by guarantee, registered in England and Wales, registration number 06923705 and a charitable company registered with The Charity Commission, registration number 1133138.

3. Income from donations and legacies

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Donations				
Donations	15,597	-	15,597	14,775
Gift Aid	15,626	-	15,626	-
Grants	8,635	253,029	261,664	172,303
Government grants	28,026	4,000	32,026	-
	<u>67,884</u>	<u>257,029</u>	<u>324,913</u>	<u>187,078</u>
Total 2020	<u>90,101</u>	<u>96,977</u>	<u>187,078</u>	

Included in restricted funds are grants from "The Big Lottery Fund:"

Forgotten Families - £30916 (2020 - £47,000)

COVID-19 Response - £63,655 (2020 - £nil)

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

4. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Fundraising	5,599	5,599	5,021
Sales of donated goods	20,165	20,165	43,055
	<u>25,764</u>	<u>25,764</u>	<u>48,076</u>
Total 2020	<u><u>48,076</u></u>	<u><u>48,076</u></u>	

5. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Rental income	5,717	5,717	8,180
Management charge	1,734	1,734	9,273
Bank interest receivable	2,114	2,114	2,600
	<u>9,565</u>	<u>9,565</u>	<u>20,053</u>
Total 2020	<u><u>20,053</u></u>	<u><u>20,053</u></u>	

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**NOTES TO THE FINANCIAL STATEMENTS
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6. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Fundraising expenses	1,948	1,948	2,992
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
Total 2020	2,992	2,992	
	<hr/> <hr/>	<hr/> <hr/>	

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**NOTES TO THE FINANCIAL STATEMENTS
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7. Analysis of charitable activities

	Activities undertaken directly 2021 £	Total funds 2021 £	Total funds 2020 £
General fund	319,784	319,784	264,013
Total 2020	264,013	264,013	

Analysis of direct costs

	Total funds 2021 £	Total funds 2020 £
Staff costs	228,549	209,914
Depreciation	2,429	2,429
Other staff costs	4,043	4,817
Rent	9,075	11,901
Utilities and cleaning	10,008	8,128
Repairs, renewals and computer costs	33,096	10,385
Insurance	2,133	2,391
Professional fees	4,335	1,239
Telephone, postage and stationery	10,474	5,955
Volunteer expenses	1,290	1,660
Training	3,306	1,242
Sundry expenses	8,946	3,162
Independent examination	2,100	790
	319,784	264,013

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

8. Staff costs

	2021	2020
	£	£
Wages and salaries	205,858	194,467
Social security costs	15,674	9,154
Contribution to defined contribution pension schemes	7,017	6,293
	<u>228,549</u>	<u>209,914</u>

The average number of persons employed by the company during the year was as follows:

	2021	2020
	No.	No.
Charitable activities	<u>11</u>	<u>12</u>

No employee received remuneration amounting to more than £60,000 in either year.

Remuneration and benefits received by key management personnel amounted to £81,972 (2020 - £60,245).

9. Trustees' remuneration and expenses

During the year, no trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 March 2021, no trustee expenses have been incurred (2020 - £NIL).

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

10. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost or valuation			
At 1 April 2020	86,444	8,696	95,140
At 31 March 2021	<u>86,444</u>	<u>8,696</u>	<u>95,140</u>
Depreciation			
At 1 April 2020	13,753	8,696	22,449
Charge for the year	2,429	-	2,429
At 31 March 2021	<u>16,182</u>	<u>8,696</u>	<u>24,878</u>
Net book value			
At 31 March 2021	<u><u>70,262</u></u>	<u><u>-</u></u>	<u><u>70,262</u></u>
At 31 March 2020	<u><u>72,691</u></u>	<u><u>-</u></u>	<u><u>72,691</u></u>

11. Debtors

	2021 £	2020 £
Trade debtors	30,146	838
Amounts owed by participating interests	31,218	27,564
Prepayments and accrued income	1,753	4,211
	<u><u>63,117</u></u>	<u><u>32,613</u></u>

The concessionary loan, which is interest free, has been made by The Humane Touch Community Interest Company, a company that is controlled by Hetty's.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

12. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	5,608	3,438
Amounts owed to other participating interests	19,955	15,987
Other taxation and social security	988	3,874
Other creditors	2,888	2,755
Accruals and deferred income	54,837	22,569
	<u>84,276</u>	<u>48,623</u>

The concessionary loans, which are interest free, have been made to The Humane Touch Community Interest Company, a company that is controlled by Hetty's.

	2021	2020
	£	£
Deferred income at 1 April 2020	18,620	45,444
Resources deferred during the year	49,541	18,620
Amounts released from previous periods	(18,620)	(45,444)
	<u>49,541</u>	<u>18,620</u>

The deferred income balance relates to grants that are subject to performance-related conditions received in advance of delivering the goods and services required by that condition, or are subject to unmet conditions wholly outside the control of the recipient charity. The grants are accounted for as a liability and shown on the balance sheet as deferred income. Deferred income is released to income in the reporting period in which the performance-related or other conditions that limit recognition are met.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

13. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Unrestricted funds					
Designated funds					
Development of Stable Block Fund	40,000	-	-	-	40,000
Warsop Shop Premises Fund	10,000	-	-	-	10,000
Shop Van Fund	10,000	-	-	(10,000)	-
Outside Area Plot Fund	15,000	-	-	(15,000)	-
Storage unit Warsop shop Fund	-	-	-	20,000	20,000
Fire/security Fund	-	-	-	10,000	10,000
Consultancy Fund	-	-	-	10,000	10,000
	<u>75,000</u>	<u>-</u>	<u>-</u>	<u>15,000</u>	<u>90,000</u>
General funds					
General Fund	224,738	103,213	(64,703)	(15,000)	248,248
Total Unrestricted funds	<u>299,738</u>	<u>103,213</u>	<u>(64,703)</u>	<u>-</u>	<u>338,248</u>
Restricted funds					
Revenue fund	-	257,029	(257,029)	-	-
Total of funds	<u>299,738</u>	<u>360,242</u>	<u>(321,732)</u>	<u>-</u>	<u>338,248</u>

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

13. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2020 £
Unrestricted funds					
Designated funds					
Development of Stable Block Fund	55,000	-	-	(15,000)	40,000
Sustainability and Development Fund	25,000	-	-	(25,000)	-
Warsop Shop Premises Fund	20,000	-	-	(10,000)	10,000
Shop Van Fund	10,000	-	-	-	10,000
Outside Area Plot Fund	-	-	-	15,000	15,000
	<u>110,000</u>	<u>-</u>	<u>-</u>	<u>(35,000)</u>	<u>75,000</u>
General funds					
General Fund	201,536	158,230	(170,028)	35,000	224,738
	<u>311,536</u>	<u>158,230</u>	<u>(170,028)</u>	<u>-</u>	<u>299,738</u>
Restricted funds					
Revenue fund	-	96,977	(96,977)	-	-
	<u>311,536</u>	<u>255,207</u>	<u>(267,005)</u>	<u>-</u>	<u>299,738</u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

14. Purpose of funds

Unrestricted funds:

General fund

These are funds which are available for use at the discretion of the directors in furtherance of the general objects of the charity. Included in the general fund is an amount of £70,262 (2020 - £72,691) represented by fixed assets purchased out of general funding.

Designated funds

The remaining funds have been designated for particular projects or uses which have been identified by the trustees through the strategic planning process as important for the implementation of the strategic aims, objectives and recognised growth of the charity but for which future funding is uncertain.

Restricted funds:

These represent the balance of restricted grants for projects which have not been completed at the balance sheet date.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

15. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	70,262	70,262
Current assets	350,799	350,799
Creditors due within one year	(82,813)	(82,813)
	<u>338,248</u>	<u>338,248</u>

Analysis of net assets between funds - prior year

	Unrestricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	72,691	72,691
Current assets	275,670	275,670
Creditors due within one year	(48,623)	(48,623)
	<u>299,738</u>	<u>299,738</u>

16. Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £7,017 (2020 - £6,293). Contributions totalling £2,888 (2019 - £2,755) were payable to the fund at the balance sheet date and are included in creditors.

17. Operating lease commitments

At 31 March 2021 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2021 £	2020 £
Later than 1 year and not later than 5 years	<u>9,000</u>	<u>9,000</u>

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18. Related party transactions

Rent of £9,000 (2020 - £8,800) was paid to S Needham, a director of Hetty's until 18 November 2020.

The company has paid for consultancy fees of £NIL (2020 - £15,000) to Nottinghamshire Community Foundation, a charity, where T Dauban, a director of Hetty's, is the chief executive.

These payments were made in accordance with section 5 of the memorandum of association.

There are no further related party transactions to disclose.

19. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.