

HELP ON YOUR DOORSTEP

England & Wales · Charity number 1133145

Details

Status	Registered
Legal form	Charitable company
Company number	06960313
Registered	2009-12-07
Register	View on the Charity Commission register

Contact

Address	Help on Your Doorstep 13 Elliotts Place London N1 8HX
Phone	02074902789
Email	admin@helponyourdoorstep.com
Website	www.helponyourdoorstep.com

Activities

Objects: THE PREVENTION AND RELIEF OF POVERTY IN DEPRIVED AREAS OF ENGLAND BY PROVIDING A PROACTIVE OUTREACH SERVICE THAT CONNECTS RESIDENTS WITH THE LOCAL SERVICES THAT THEY WANT AND NEED. THESE SERVICES MAY INCLUDE THOSE THAT ASSIST RESIDENTS WITH:* IMPROVEMENT IN HEALTH AND WELLBEING* ADVANCEMENT OF EDUCATION* ADVANCEMENT OF CITIZENSHIP* THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE

Activities: Undertaking outreach and resident engagement in disadvantaged neighbourhoods, identifying and empowering people with support needs including those who are vulnerable and disengaged. Referral of clients to social welfare services and the provision follow up support to ensure that referrals are resolved Providing information, advice, guidance, support and advocacy to clients .

Classification

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

Geography

- **Area of benefit:** UNDEFINED. IN PRACTICE, NATIONAL.
- Islington

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,081,993	£1,006,290	£139,374	20
2024-03-31	£1,048,982	£1,063,953	£63,671	21
2023-03-31	£974,775	£1,030,218	£78,642	23
2022-03-31	£955,624	£945,965	£134,085	20
2021-03-31	£998,555	£924,039	£124,426	19

Trustees

Name	Role	Appointed
DONALD JAMES KEHOE	Chair	2011-04-06
COLIN ADAMS		2011-04-06
Nicola Steuer		2017-03-02
SORREL BROOKES		2017-03-02
Tom Ferrie		2024-09-17
Vittoria Morgan		2025-07-28

HELP ON YOUR DOORSTEP

England & Wales - Charity number 1133145

Accounts

Charity No: 1133145

Company No: 06960313

HELP ON YOUR DOORSTEP

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

Help on Your Doorstep
For the year ended 31 March 2025

CONTENTS

Legal and administrative details	2
Trustees' report	3
Independent auditors' report	11
Statement of financial activities	14
Balance sheet	15
Statement of cash flows	16
Notes to the accounts	17

Help on Your Doorstop
For the Year Ended 31 March 2025

Legal and administrative details

Board of Trustees

Don Kehoe (Appointed on 21 October 2010, appointed as Chair on 15 March 2022)
Colin Adams MBE (Appointed 9 December 2010)
Sorrel Brookes (Appointed as Trustee on 2 March 2017, appointed as Treasurer on 7 June 2022)
Nicola Steuer (Appointed as Trustee on 2 March 2017)
Stephen Lawson (Appointed as Trustee on 7 December 2021)
Tom Ferrie (Appointed as Trustee on 17 March 2025)

Senior management

Ken Kanu	-	Chief Executive, Company Secretary
Kathleen Egan	-	Head of Business Operations and Community Development

Company number

06960313.

Registered charity number (England and Wales)

1133145.

Registered Office

13 Elliott's Place,
London
N1 8HX

Bankers

Co-operative Bank
P.O.Box 250
Delf House
Skelmersdale
WN8 6WT

Auditors

Goldwins Limited
75 Maygrove Road
West Hampstead
London NW6 2EG

Trustee Report 2025

The Trustees are pleased to present their Report and Accounts for Help on Your Doorstep (the “Charity”) for the year ended 31 March 2025.

Structure, governance, and management.

Help on Your Doorstep was founded and incorporated in 2009. Help on Your Doorstep is governed by the Board of Trustees who are appointed as prescribed by the Articles of Association dated 1st July 2009 and updated 23rd January 2024. The Board of Trustees, who are also directors of the charity for the purposes of the Companies Act have the sole and entire responsibility for the management of the business of Help on Your Doorstep. The company is limited by guarantee and members are required to contribute £10 in the event of a winding up.

Trustees are recruited in a variety of ways involving exploration of the field of potential candidates, including open recruitment and recommendation from existing Trustees and partner organisations. Potential Trustees are scrutinised by the Chair and company secretary and meet with a panel of existing Trustees, before being proposed as a Trustee. All new Trustees are provided with an induction to Help on Your Doorstep. Board of Trustee meetings are held four times a year. One of these meetings is used to review performance over the past year including Board performance and agree key objectives for the coming year.

The day-to-day running of Help on Your Doorstep and the exercise of executive responsibility is delegated to the Director.

What we do

Every benevolent organisation wants their charitable resources to support those most in need. Every year we spend thousands of hours in pro-active outreach to find those in Islington that are not visible to community services or sources of information. Some residents may be experiencing isolation and hardship and are not getting adequate support from the services that exist to care for them. Our dedicated team of outreach workers identify residents who have slipped through the cracks and refer them to our large network of statutory and voluntary partner organisations.

We see people facing multiple layers of marginalisation and vulnerability who do not access support due to procedures and systems that are inaccessible for them. It can be distressing for outreach workers from specialist organisations to discover someone living with severe hardship or health conditions, who they can't fully help because their particular organisation is only funded to provide specific help: for a particular condition, housing problems, debt issues, support to return to work.

Help on Your Doorstep's Connect service aims to connect people experiencing challenges with the multitude of services that are being offered by statutory and voluntary service providers in Islington. We conduct outreach and listen to people's lived experiences to understand the complexity of individual situations. We knock on doors and learn about the challenges facing people in the community. We then work with local residents so they can avail themselves of the services and support of our network of over 140 partners. If we identify someone with a challenge which cannot be addressed by our existing network of partners, we work to identify a new partner who can meet the needs of the resident.

Help on Your Doorstep

For the Year Ended 31 March 2025

These connections empower residents to overcome the challenges they are facing by giving them the advice, skills and information they need to manage their own condition in the future. The referral to the appropriate partner organisation is just the start of our relationship with our residents. We use technology to ensure relevant information is shared with partner services securely and remind clients of meetings that have been set up for them. Subsequently, in our follow-up process, we track whether problems have been solved and client satisfaction levels with the referral that we make. This means that we can provide aggregated satisfaction information and general feedback to our partners.

We have built strong relationships with our partners whilst persistently and regularly engaging in community outreach to develop a trusted reputation with residents. We are genuinely independent and place the client at the centre of our work. This trust is paramount, especially when discussing sensitive topics such as health and financial well-being with clients.

We developed the first Good Neighbour Schemes (GNS) in Islington fourteen years ago after we started to recognise the high levels of isolation being experienced by residents in the community. The Good Neighbours Schemes work with local people to create opportunities for neighbours and other residents to come together to build community networks through shared activities.

The schemes, built on the passion, knowledge, and relationships that local people have, allow residents to form genuine friendships, give something to their community as volunteers and provide a wide range of activities that enhance wellbeing.

In association with the local primary care network, we have developed our Social Prescribing Link service, working in conjunction with Islington GPs. We have always specialised in supporting the most isolated and vulnerable members of our community who have difficulty accessing services other than those at their local clinic, so this new partnership complements our other services. We are uniquely positioned to provide comprehensive non-medical assistance with our well-established network of referral partners across the borough.

The three strands of Help on Your Doorstep operations complement each and benefit from a synergy which means the whole service is greater than the sum of the parts.

The last year

The continuing situation is that the economic environment is extremely difficult for all but particularly the most vulnerable Islington residents. The complexity and volume of demands on our services have increased again this year while the funding situation continues to be much more difficult for the charity. We continue seeing increases across all presenting issues but particularly financial hardship. These stresses have also been suffered by our partners, but they have maintained the pathways for appointments from Help on Your Doorstep, recognising the distinct vulnerabilities and needs of our referrals.

Our team experience the social and economic conditions of the communities they are embedded in. Their lived experience allows them to understand and gain the trust of the people they work with. We rely on the flexibility and versatility of the team to recognise and respond appropriately, promptly and with empathy to new situations as they arise. Empowering individuals and their communities is at the core of our activities. The team work hard to provide lasting solutions to individuals rather than sticking plasters which would lead to a revolving door of repeat referrals.

This year we have completed a significant upgrade to our IT systems. The effective delivery and monitoring of our services can only be achieved with the use of IT. We track presenting needs, send automated reminders, and follow up on referrals using our comprehensive bespoke database. Our

Help on Your Doorstep

For the Year Ended 31 March 2025

software allows us to provide tailored local information on service demands to our partners and other stakeholders. Help on Your Doorstep is committed to maintaining its investment in IT to ensure maximum operational efficiency and effective delivery of services economically.

Currently our partners can refer some of the issues they cannot support to Help on Your Doorstep so that we can then navigate the Islington resident to the appropriate services and monitor their progress. We are working with partners to enhance our partnership working so that our referral partners can directly use our network to connect their service users to the services they need outside their organisation. We have a wish list of enhancements to our IT systems we will develop when we have the funding.

Public benefit

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

The objective of Help on Your Doorstep is the prevention and relief of poverty in deprived areas by providing a proactive outreach service that connects residents with the local services that they want and need.

Help on Your Doorstep has developed its strategic plans to ensure that it provides public benefit and achieves its objectives as set out in Help on Your Doorstep's governing document. The benefit that Help on Your Doorstep brings to the public is delivered in the following ways:

- delivering outreach services in parts of Islington with high levels of deprivation aimed at helping local residents to access advice and support services, which will improve their wellbeing and life chances.
- delivering Good Neighbours Initiatives, which supports local people who may experience barriers to community participation and facilitate opportunities for them to volunteer in their own local neighbourhood.
- working with communities to deliver activities that enhance health and wellbeing.
- administering grants to individuals to alleviate financial hardship and to improve wellbeing and life chances
- undertaking community research to ensure that the communities that we work with are able to influence the services that they receive.
- sharing our intelligence gained from outreach and referral activity with others to help shape service provision and policy in order to improve the wellbeing and life chances of residents living in deprived neighbourhoods.

Help on Your Doorstep

For the Year Ended 31 March 2025

Our Mission, values and objectives

Our Mission

Help on Your Doorstep's goal is for people to thrive, have a good quality of life and live in happy, healthy communities.

Our Values

- Professional: in the way that we deliver our services.
- Empowering: in our approach to working with individuals.
- Rooted in the communities that we serve: so that we are informed and responsive.
- Quality: underpins our provision of information, advice, and referrals.
- Equally accessible: through being approachable and non-judgemental.
- Informed: by our commitment to the continuous review of the needs of communities

Our Strategic Objectives

- Deliver services that reach and support those who need help most.
- Deliver and promote services with a preventative focus.
- Deliver and promote services that empower residents and improve their confidence, skills and resilience.
- Support the development of strong communities.
- Develop and sustain a skilled and well supported workforce.
- Achieve ongoing financial stability and optimise our use of resources.

Achievements

Overview

In 2024/25, Help on Your Doorstep supported 4,064 residents across Islington. Through our core services - Connect, Good Neighbours, and Social Prescribing - and through strategic partnerships, we addressed the social, economic, and health-related challenges facing residents. Our work reduced isolation, improved wellbeing, and empowered individuals to build more secure and fulfilling lives.

We worked in a context of rising demand, driven by the cost-of-living crisis, increasing mental health pressures, and pressures on statutory services. Despite this, our team and network of more than 150 partners continued to deliver effective, person-centred support.

Connect

- **Reach:** Supported 2,582 residents through proactive outreach, self-referrals, and collaborations with GPs, food banks and community hubs. Made 2,779 referrals to 101 partner services.
- **Approach:** Person-centred, relational and strengths based. Connect Advisers meet residents where they are, building trust and developing practical solutions.
- **Impact:** Provided residents with access to housing, financial, health, and wellbeing support. Increased client confidence and resilience, reducing repeat crises. 80.1% of clients resolved or improved their issues within three months.

Good Neighbours Scheme (GNS)

- **Reach:** Delivered wellbeing activities for 589 residents, including coffee mornings, gardening, arts and chair-based exercise.

Help on Your Doorstep

For the Year Ended 31 March 2025

- **Approach:** Co-produced with local residents, GNS strengthens relationships and builds vibrant, connected communities.
- **Impact:** Reduced isolation and loneliness, enhanced wellbeing, and created pathways into volunteering and wider services. Our most recent Good Neighbours Scheme survey told us that 93% of respondents said that they were more active, 94% said that their mental health was better and 68% felt more connected to others as a result of the scheme.

Social Prescribing

- **Reach:** Supported 893 residents, referred primarily by GPs.
- **Approach:** Link Workers provided personalised support to tackle the social determinants of health, from financial advice to community activity participation.
- **Impact:** Reduced pressure on GPs and emergency services. Helped residents take control of their health and wellbeing. ONS4 outcomes measurements show that 51% of patients that responded, showed an improvement in life satisfaction and 23% said “no change” after being supported by the service. 55% said that they were happier (and 16% said “no change”. Overall, considering all of the domains 60.5% showed some improvement after being supported by the service

Key Initiatives

- **Macmillan Partnership:** Provided tailored support to residents affected by cancer, addressing both health and financial hardship.
- **HOYD Partner Network:** Working with IVAR we strengthened our referral network of 150 organisations through shared learning and improved collaboration.
- **Cost of Living Events:** Co-hosted events offering financial advice, food support and health services, while fostering solidarity among residents.
- **Support in Foodbanks:** Co-located advisers in foodbanks to address underlying issues alongside immediate food need.
- **Community Ownership:** Increased resident decision-making and leadership within Good Neighbours Schemes.
- **Embedded GP Relationships:** Strengthened day-to-day collaboration between Social Prescribing Link Workers and GP practices.
- **Digital and IT Development:** Invested in systems to track presenting needs, monitor outcomes and improve partner collaboration.

Reflecting on Our 2020–2025 Strategic Plan

Introduction

March 2025 marked the conclusion of our five-year strategic plan. This plan guided our work under six priorities, shaping how we responded to community needs, built partnerships, and sustained our organisation.

Headline Outcomes

- Supported more than 12,000 residents over the five years.
- Built a partner network of over 150 organisations across Islington and North Central London.
- Adapted rapidly to challenges such as the Covid-19 pandemic and the cost-of-living crisis.
- Embedded our role as a bridge between communities and statutory services.

Help on Your Doorstep

For the Year Ended 31 March 2025

Strategic Priorities and Progress

Strategic Priority	Examples of Activities	Progress and Outcomes
Deliver services that reach and support those who need help most	Door-to-door outreach; Foodbank co-location; Adult Social Care partnership; Connect referrals; GNS participation;	Reached thousands of residents each year, consistently engaging those facing multiple disadvantage
Deliver and promote services with a preventative focus	Cost of Living events; Bright Lives Alliance; early intervention partnerships	Helped residents avoid escalation of problems and reduced reliance on acute services
Empower residents and improve their confidence, skills and resilience	Social prescribing; co-produced GNS activities; resident decision-making	Built confidence, reduced isolation, supported residents to shape solutions
Support the development of strong communities	GNS networks; volunteering; cultural events	Strengthened local relationships, increased diversity of participation, fostered mutual support
Develop and sustain a skilled and supported workforce	Trauma-informed training; senior team restructure; wellbeing plan	Increased staff capability, resilience and adaptability through challenging conditions
Achieve financial stability and optimise use of resources	Diversified income strategy; alliances; IT improvements; reserves policy	Sustained core services despite funding pressures and economic uncertainty

Reflections

This five-year period demonstrated our adaptability and the strength of our community-rooted approach. We responded to unprecedented pressures while sustaining our reach and building trusted partnerships. The lessons learned, particularly around resilience, prevention, and collaboration, will shape our new strategic cycle.

Plans for the Future

Looking ahead, our focus is on building from these foundations:

- Developing a new strategic plan to respond to today's social and economic challenges.
- Strengthening our referral system so that more partners can connect residents directly.
- Embedding social prescribing more deeply within primary care networks.
- Securing sustainable funding and reserves to protect services through uncertainty.
- Deepening resident involvement and co-production in shaping activities.

Our aim remains clear: to help people in Islington thrive, by connecting them to the support they need and fostering strong, supportive communities.

Reserves

During the year Help on Your Doorstep achieved an unrestricted funds surplus of £61,174 (2024: deficit £461) and restricted funds surplus of £14,529 (2024: deficit £14,510). The total funds carried forward were £139,374 (2024: £63,671) of which £75,977 (2024: 16,850) was unrestricted funds.

The current reserves policy, approved by the Trustees, is to build up and maintain free reserves of at least one month's average expenditure, up to a maximum of £100,000. This is to mitigate the risk of insolvency and provide a fund for future infrastructure replacement and business growth activities. Free reserves are defined as that part of the charity's unrestricted funds that is freely available to spend on any of the charity's purposes. This excludes restricted income funds, tangible fixed assets and amounts designated for essential future spending.

Principal risks and uncertainties

The Board of Trustees maintains a comprehensive risk register, reviewed quarterly by the Finance and Risk Committee. The register assesses risks across governance, finance, operations, and compliance, with mitigating actions monitored and updated regularly.

In addition to the risk related to reserves, the principal risks that we have identified as having a serious potential impact on our performance, prospects and reputation are:

- **Funding and financial sustainability:** Ongoing pressures from short-term funding cycles and changes in commissioning arrangements. Mitigated by diversifying income, strengthening relationships with funders, and prudent reserves management.
- **Increased demand and complexity of resident needs:** Rising hardship and health challenges place greater strain on services. Mitigated by service redesign, targeted outreach, and strengthening referral partnerships.
- **Staff wellbeing and capacity:** Delivery pressures, external conditions, and change management could impact staff resilience. Mitigated by wellbeing initiatives, training, and structured support for managers.
- **Governance and leadership continuity:** Potential disruption from the departure of key staff or trustees. Mitigated by succession planning, role documentation, and trustee recruitment processes.
- **Data protection and IT systems:** Risks of breach or failure. Mitigated by GDPR-compliant policies, secure systems, and regular staff training.

The trustees are satisfied that appropriate systems are in place to manage these risks proportionately, and that the organisation remains resilient in the face of external pressures.

Remuneration policy for key management personnel

The Finance and Risk Committee has the responsibility of considering the remuneration of the Executive Director as well determining the pay policy for all staff and the basis for any annual increases in pay. The committee, which is made up of the Treasurer, the Chair and at least one other trustee makes recommendations to the full board for approval. The Board and the Finance and Risk Committee operate within the powers and constitutional arrangements as set out in the Articles of Association and Committee terms of reference.

When making recommendations, the Committee will draw on relevant internal and external information regarding staff remuneration. Staff remuneration does not include any share options or long-term incentive schemes. The pension provisions for the Executive Director team are on the same terms as other employees.

Help on Your Doorstep

For the Year Ended 31 March 2025

Trustees' Responsibilities

The trustees (who are also directors of Help on Your Doorstep for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice.)

Company law required trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report was approved by the Board of Trustees on ...30/9/25..... and signed on its behalf by:



Don Kehoe
Chair

Independent Auditor's Report

To the members of Help on Your Doorstep

Opinion

We have audited the financial statements of Help on Your Doorstep for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Independent Auditor's Report
To the members of Help on Your Doorstep

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Independent Auditor's Report

To the members of Help on Your Doorstep

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities]. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton

.....
Anthony Epton (Senior Statutory Auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

9 October 2025

Help on Your Doorstep

Statement of financial activities (incorporating an Income and Expenditure Account) For the year ended 31 March 2025

	Note	Unrestricted Funds £	Restricted Funds £	2025 Total £	2024 Total £
Income from:					
Donations and legacies	2	141,471	-	141,471	137,483
Charitable activities	3				
Connect services		449,390	289,750	739,140	725,189
Community participation and wellbeing		184,040	11,942	195,982	179,860
Promoting the service model		5,400	-	5,400	6,450
Total income		780,301	301,692	1,081,993	1,048,982
Expenditure on:					
Raising funds		375	-	375	320
Charitable activities	4				
Connect services		545,464	273,025	818,489	880,808
Community participation and wellbeing		145,746	14,138	159,884	143,608
Promoting the service model		27,542	-	27,542	39,217
Total expenditure		719,127	287,163	1,006,290	1,063,953
Net income/(expenditure) for the year	5	61,174	14,529	75,703	(14,971)
Transfers between funds		(2,047)	2,047	-	-
Net movement in funds	5	59,127	16,576	75,703	(14,971)
Reconciliation of funds					
Total funds brought forward		16,850	46,821	63,671	78,642
Total funds carried forward	13	75,977	63,397	139,374	63,671

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. The attached notes form part of these financial statements.

Help on Your Doorstep

Balance sheet As at 31 March 2025

	Note	2025 £	£	2024 £	£
Fixed assets					
Tangible fixed assets	9		12,123		3,416
Current assets					
Debtors	10	160,502		105,258	
Cash at bank and in hand		<u>130,622</u>		<u>89,543</u>	
		291,124		194,801	
Creditors: amounts due within 1 year	11	<u>(163,873)</u>		<u>(134,546)</u>	
Net current assets			<u>127,251</u>		<u>60,255</u>
Net assets	12		<u><u>139,374</u></u>		<u><u>63,671</u></u>
Funds	13				
Restricted funds			63,397		46,821
Unrestricted Funds					
Designated funds		12,123		3,416	
General funds		<u>63,854</u>		<u>13,434</u>	
Total unrestricted funds			<u>75,977</u>		<u>16,850</u>
Total Funds			<u><u>139,374</u></u>		<u><u>63,671</u></u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 and were approved and signed on behalf of the Board of Trustees by:



Don Kehoe
Chair

30 September 2025

The notes to the accounts form part of these financial statements

Help on Your Doorstep

Statement of cash flows For the year ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash provided by operating activities	14	56,864	(7,964)
Cash flows from investing activities:			
(Purchase) of fixed assets		<u>(15,785)</u>	<u>-</u>
Cash provided by investing activities		<u>(15,785)</u>	<u>-</u>
Change in cash and cash equivalents in the year		41,079	(7,964)
Cash and cash equivalents at the beginning of the year		<u>89,543</u>	<u>97,507</u>
Cash and cash equivalents at the end of the year	15	<u><u>130,622</u></u>	<u><u>89,543</u></u>

Help on Your Doorstep

Notes to the Financial Statements For the year ended 31 March 2025

1 Accounting Policies

a Basis of preparation of financial statements

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

The charitable company 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 or note.

b Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

c Income

Income, including income from government and other grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Grants are credited to income when they are receivable unless they are for activities relating specifically to a specific future period, in which case they are deferred to that period. Income received under contracts for services is recognised in the financial statements in proportion to the percentage of completion of the contract.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution.

d Donations of gifts, services and facilities

Donated professional services and facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

e Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Help on Your Doorstep

Notes to the Financial Statements For the year ended 31 March 2025

1 Accounting Policies (continued)

f Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects undertaken by the charity.

g Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services and other activities undertaken to further the purposes of the charity and their associated support costs. Where costs cannot be directly attributed, they have been allocated to activities on a basis consistent with their use of resources.

Costs of premises and administration are allocated on a per capita basis as follows:

Connect services	80.1%
Community participation and wellbeing	13.3%
Promoting the service model	1.4%
Governance and support costs	5.2%

- Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs comprise the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

Connect services	84.6%
Community participation and wellbeing	14.0%
Promoting the service model	1.4%

i Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

Help on Your Doorstep

Notes to the Financial Statements For the year ended 31 March 2025

1 Accounting Policies (continued)

j Tangible fixed assets and depreciation

Items of equipment are capitalised where the purchase price exceeds £400. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer & office equipment	33% straight line
-----------------------------	-------------------

k Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

l Cash at bank and in hand

Cash at bank and cash 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.

m Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

n Financial instruments

The charity 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.

o Pensions

The charitable company offers employees an auto enrolment pension scheme to which they make contributions unless they choose to opt out. The pension cost charge represents contributions payable by the charitable company to the scheme. The charitable company has no liability under the scheme other than for the payment of those contributions.

Help on Your Doorstep

Notes to the Financial Statements For the year ended 31 March 2025

2 Income from donations and legacies

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Cripplegate Foundation	52,000	-	52,000	51,166
Islington Giving	41,060	-	41,060	37,330
Paul Hamlyn	20,000	-	20,000	20,000
J & M Douglas	2,500	-	2,500	2,500
Department of Work and Pensions	-	-	-	874
Gifts in kind	22,000	-	22,000	22,000
Other donations	3,911	-	3,911	3,613
Total donations and legacies 2025	141,471	-	141,471	137,483
Total donations and legacies 2024	137,483	-		

The gifts in kind relate to office spaces received from three organisations (Cripplegate Foundation, Homes for Islington and the Peabody Trust) free of charge. These are based on estimates provided by these organisations as to how much the spaces would cost if available commercially.

3 Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Connect services				
Connect centres				
--LB Islington	180,000	42,090	222,090	180,000
--Cloudesley	-	41,500	41,500	41,500
--The Drapers' Charitable Fund	-	14,000	14,000	-
Connecting for Change (Big Lottery)	-	129,390	129,390	130,246
People Living with Cancer (Macmillan)	-	42,184	42,184	42,065
Social prescribing (Islington GP Group)	263,918	-	263,918	302,557
Welfare grants (Cloudesley)	-	20,586	20,586	24,788
Partnership events (Octopus)	5,472	-	5,472	4,033
Total Connect services 2025	449,390	289,750	739,140	725,189
Total Connect services 2024	486,590	238,599		

Help on Your Doorstep

Notes to the Financial Statements For the year ended 31 March 2025

3 Income from charitable activities (continued)

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Community participation and wellbeing				
Community wellbeing and Good Neighbour Scheme projects				
--Islington Giving	90,940	3,742	94,682	86,412
--Peabody Trust	27,500	-	27,500	25,000
--LB Islington	30,000	-	30,000	32,860
--North Central London CCG	35,000	-	35,000	35,000
--St Sepulchre (Finsbury) United Charities	-	8,200	8,200	-
LSO music project (LSO)	600	-	600	480
Fees for classes and activities	-	-	-	108
Total community 2025	184,040	11,942	195,982	179,860
Total community 2024	173,258	6,602		
Developing and promoting the service model				
VCSE Alliance	5,250	-	5,250	6,450
Cloudesley	150	-	150	-
Total service model promotion 2025	5,400	-	5,400	6,450
Total service model promotion 2024	6,450	-		
Total income from charitable activities 2025	638,830	301,692	940,522	911,499
Total income from charitable activities 2024	666,298	245,201		

Help on Your Doorstep

Notes to the Financial Statements For the year ended 31 March 2025

4 Analysis of expenditure

	Raising funds £	Connect services £	Community participation & wellbeing £	Promoting the service £	Governance £	Support costs £	2025 Total £	2024 Total £
Salaries and employers' NI	-	608,668	96,653	20,643	2,720	51,904	780,588	825,321
Other staff costs and recruitment	-	24,047	3,049	636	41	10,541	38,314	31,605
Freelance and agency staff	-	12,077	2,005	204	37	756	15,079	17,327
Volunteers	-	-	-	-	-	-	-	601
Premises and equipment	-	24,936	5,545	1,951	-	5,035	37,467	37,325
Depreciation	-	-	-	-	-	7,078	7,078	3,417
Office costs	-	27,460	4,270	2,149	52	6,054	39,985	38,413
Project costs	375	24,395	35,788	701	6	207	61,472	72,771
Grants to individuals	-	20,923	-	-	-	-	20,923	32,638
Audit and compliance	-	-	-	-	5,384	-	5,384	4,535
	375	742,506	147,310	26,284	8,240	81,575	1,006,290	1,063,953
Support costs	-	69,013	11,419	1,143	-	(81,575)	-	-
Governance costs	-	6,970	1,155	115	(8,240)	-	-	-
Total expenditure 2025	375	818,489	159,884	27,542	-	-	1,006,290	1,063,953
Prior year								
Unrestricted direct expenditure	320	570,790	126,137	36,097	6,995	63,903		
Restricted direct expenditure	-	250,039	9,672	-	-	-		
Unrestricted support & governance costs allocated	-	59,979	7,799	3,120	(6,995)	(63,903)		
Total expenditure 2024	320	880,808	143,608	39,217	-	-		

Of the total expenditure, £719,127 was unrestricted (2024: £804,242) and £287,163 was restricted (2024: £259,711)

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2025

5 Net income/(expenditure) for the year

This is stated after charging :

	2025 £	2024 £
Depreciation	7,078	3,417
Auditors' remuneration:		
▪ Audit fees (excluding VAT)	3,750	3,750
▪ Underprovision/(Overprovision) in previous year	250	(67)

6 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025 £	2024 £
Salaries	704,515	716,945
Employers' National Insurance	60,751	62,292
Employer's pension contributions	11,098	16,155
Redundancy	3,878	8,500
Temporary and agency staff	346	21,429
	<u>780,588</u>	<u>825,321</u>

The following number of employees received employee benefits (excluding employer NI and pension) during the year between:

	2025 No.	2024 No.
£60,000 - £69,999	<u>1</u>	<u>1</u>

The total employee benefits including employer pension and NI contributions of the key management personnel were £78,450 (2024: £78,849).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2024: £nil). No trustee was reimbursed expenses during the year (2024: £nil) and none received payment for professional or other services supplied to the charity (2024: £nil).

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2025

7 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 25 (2024: 25).

The average weekly number of employees (full-time equivalent) during the year was as follows:

	2025 No.	2024 No.
Connect services	16.2	17.5
Community participation and wellbeing	2.7	2.3
Promoting the service	0.3	0.5
Governance and support	1.0	0.9
	<u>20.2</u>	<u>21.2</u>

8 Taxation

The society is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

9 Tangible fixed assets

	Computer Equipment	Intangible Assets	Leasehold improvements	Total
Cost				
At 1 April 2024	26,644	-	13,729	40,373
Additions in Year	3,785	12,000	-	15,785
Disposals	(5,745)	-	(13,729)	(19,474)
At 31 March 2025	<u>24,684</u>	<u>12,000</u>	<u>-</u>	<u>36,684</u>
Depreciation				
At 1 April 2024	23,228	-	13,729	36,957
Charge for Year	4,678	2,400	-	7,078
Disposals	(5,745)	-	(13,729)	(19,474)
At 31 March 2025	<u>22,161</u>	<u>2,400</u>	<u>-</u>	<u>24,561</u>
Net Book Value				
At 31 March 2025	<u>2,523</u>	<u>9,600</u>	<u>-</u>	<u>12,123</u>
At 31 March 2024	<u>3,416</u>	<u>-</u>	<u>-</u>	<u>3,416</u>

All tangible fixed assets are used to fulfil the charity's objects.

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2025

10 Debtors

	2025 £	2024 £
Grants receivable	41,001	43,530
Trade debtors	108,268	52,161
Other debtors	3,875	2,585
Prepayments	7,358	6,982
	<u>160,502</u>	<u>105,258</u>

11 Creditors : amounts due within 1 year

	2025 £	2024 £
Taxation and Social Security	16,247	14,315
Trade creditors	9,154	15,758
Other creditors	3,712	4,897
Accruals	17,093	11,909
Deferred income	117,667	87,667
	<u>163,873</u>	<u>134,546</u>

Deferred income

	2025 £	2024 £
As at April 2024	80,833	107,917
Released to income from charitable activities during the year	(80,833)	(107,917)
Deferred during the year	117,667	80,833
	<u>117,667</u>	<u>80,833</u>

12 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible Fixed Assets	-	12,123	-	12,123
Current Assets	226,127	-	64,997	291,124
Liabilities	(162,273)	-	(1,600)	(163,873)
Net assets at 31 March 2025	<u>63,854</u>	<u>12,123</u>	<u>63,397</u>	<u>139,374</u>

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2025

13 Movements in funds

	At 1 Apr 2024 £	Income £	Expenditure £	Transfers £	At 31 Mar 2025 £
Restricted funds					
Connect centres					
--Cloudesley	-	41,500	(41,500)	-	-
--LB Islington	-	42,090	(35,075)	-	7,015
--The Drapers' Charitable Fund	-	14,000	(10,500)	-	3,500
--LBI LIF vouchers	25	-	(25)	-	-
Connecting for Change (Big Lottery)	23,650	129,390	(121,040)	-	32,000
People Living with Cancer (Macmillan)	-	42,184	(42,184)	-	-
Welfare grants					
--Cloudesley	15,724	20,586	(22,605)	-	13,705
--Lady Gould Charity	174	-	-	-	174
Crisis appeal (Islington Giving)	96	-	(96)	-	-
Good Neighbour & Community Wellbeing events					
--Marquess Estate gardening project (Islington Giving)	137	-	(137)	-	-
--Walter Sickert garden project (LBI)	860	-	(616)	-	244
--Health & Wellbeing Days (LBI)	275	-	(2,123)	1,848	-
Kings Cross GNS activities (St Sepulchre (Finsbury) United Charities)	-	8,200	(8,399)	199	-
Living Well Together (Islington Giving)	5,880	3,742	(2,863)	-	6,759
Total restricted funds	46,821	301,692	(287,163)	2,047	63,397
Unrestricted funds					
<i>Designated funds</i>					
Depreciation fund	3,416	-	(7,078)	15,785	12,123
<i>Total designated funds</i>	3,416	-	(7,078)	15,785	12,123
General funds	13,434	780,301	(712,049)	(17,832)	63,854
Total unrestricted funds	16,850	780,301	(719,127)	(2,047)	75,977
Total funds	63,671	1,081,993	(1,006,290)	-	139,374

Transfers are made from restricted and unrestricted funds for the full amount of purchases of capital equipment to the depreciation fund. Depreciation of these assets is charged to that fund. The depreciation fund will always be equal to the net book value of the assets.

Transfers are made from unrestricted funds to cover deficits on restricted funds of completed projects.

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2025

Purposes of restricted funds

Connect centres (Cloudesley)	A grant to contribute to the costs of running the Connect services in Finsbury Park and Canonbury.
Connect centres (LB Islington)	LB Islington has provided funding for Help on Your Doorstep in partnership with Voluntary Action Islington, Manor Gardens Welfare Trust and Octopus Community Network to reduce the impact of the cost of living crisis on the most vulnerable Islington residents by joining up, and building the capacity of key networks in the borough in order to target support and preventative interventions at the point of most critical need.
Connect centres (The Drapers' Charitable Fund)	A grant to fund two days per week of a Connect adviser for one year.
Connecting for Change (Big Lottery)	A grant to support Islington residents improve their wellbeing through addressing barriers, gaining more control over their health and finances and building supportive social connections.
People Living with Cancer (Macmillan)	Macmillan Cancer Support has awarded a three year grant so that Help on Your Doorstep can carry out outreach in Islington to identify people living with cancer (PLWC) who need support; provide additional advice, information and support to residents; and promote greater integration, learning and development for professionals in Islington through its partnership network.
Welfare grants (Cloudesley & Lady Gould charity)	Cloudesley have funded the ongoing provision of individual grants to Islington residents with health conditions who are experiencing financial hardship. The Lady Gould Charity awarded grants for specific clients to enable them to purchase essential items.
Community participation activities	The schemes were awarded small grants to fund various activities held for users. LBI funded a gardening scheme at New River Green and Health & Wellbeing Days at Caledonian Road. Islington Giving funded a gardening project on the Marquess Estate.
Kings Cross GNS activities (St Sepulchre (Finsbury) United Charities)	A grant to support older residents in the Finsbury area who are experiencing financial hardship and social isolation by delivering opportunities and support to engage in local community and social activities via the Good Neighbour Scheme based at the Hugh Cubitt Centre.
Living Well Together (Islington Giving)	As part of its Golden Grantmakers scheme, Islington Giving has awarded a three year grant to enable the Good Neighbour and Community Wellbeing schemes to expand the number and scope of the activities they offer.

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2025

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

	2025 £	2024 £
Net expenditure for the reporting period (as per the statement of financial activities)	75,703	(14,971)
Depreciation	7,078	3,417
(Increase)/decrease in debtors	(55,244)	7,336
Decrease/(increase) in creditors	<u>29,327</u>	<u>(3,746)</u>
Net cash (used in) operating activities	<u>56,864</u>	<u>(7,964)</u>

15 Analysis of cash and cash equivalents

	2025 £	2024 £
Cash at bank and in hand	<u>130,622</u>	<u>89,543</u>
	<u>130,622</u>	<u>89,543</u>

16 Related party transactions

Help on Your Doorstep provides a salary savings scheme through London Capital Credit Union, of which one trustee is a director.

One trustee is a board member of Islington GP Federation with whom Help on Your Doorstep has a contracting relationship for the Social Prescribing Link Worker service.

One trustee is a board member of Octopus Community Networks, who have contributed funds to cost of living events put on by Help on Your Doorstep.

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2025

17 Notes from 2024 accounts

a Analysis of net assets between funds

	General	Designated	Restricted	Total funds
	£	£	£	£
Tangible Fixed Assets	-	3,416	-	3,416
Current Assets	145,438	-	49,363	194,801
Liabilities	(132,004)	-	(2,542)	(134,546)
Net assets at 31 March 2024	13,434	3,416	46,821	63,671

b Details of movement in funds during the previous reporting period

	At 1 Apr 2023 £	Income £	Expenditure £	Transfers £	At 31 Mar 2024 £
Restricted funds					
Connect centres					
--Cloudesley	-	41,500	(41,500)	-	-
--LBI LIF vouchers	25	-	-	-	25
Connecting for Change (Big Lottery)	25,540	130,246	(132,136)	-	23,650
People Living with Cancer (Macmillan)	(7)	42,065	(42,058)	-	-
Welfare grants					
--Cloudesley	15,280	24,788	(24,344)	-	15,724
--Lady Gould Charity	174	-	-	-	174
Crisis appeal (Islington Giving)	10,098	-	(10,002)	-	96
Community participation activities					
--Marquess Estate gardening project (Islington Giving)	293	-	(156)	-	137
--Walter Sickert garden project (LBI)	-	860	-	-	860
--King's Coronation (LBI)	-	500	(500)	-	-
--Health & Wellbeing Days (LBI)	-	1,500	(1,225)	-	275
Living Well Together (Islington Giving)	9,928	3,742	(7,790)	-	5,880
Total restricted funds	61,331	245,201	(259,711)	-	46,821
Unrestricted funds					
<i>Designated funds</i>					
Depreciation fund	6,833	-	(3,417)	-	3,416
<i>Total designated funds</i>	6,833	-	(3,417)	-	3,416
General funds	10,478	803,781	(800,825)	-	13,434
Total unrestricted funds	17,311	803,781	(804,242)	-	16,850
Total funds	17,311	803,781	(804,242)	-	16,850

HELP ON YOUR DOORSTEP

England & Wales - Charity number 1133145

Accounts

Charity No: 1133145

Company No: 06960313

HELP ON YOUR DOORSTEP

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

Help on Your Doorstep
For the year ended 31 March 2024

CONTENTS

Legal and administrative details	2
Trustees' report	3
Independent auditors' report	12
Statement of financial activities	15
Balance sheet	16
Statement of cash flows	17
Notes to the accounts	18

Help on Your Doorstop
For the Year Ended 31 March 2024

Legal and administrative details

Board of Trustees

Don Kehoe (Appointed on 21 October 2010, appointed as Chair on 15 March 2022)
Frances Carter (Appointed as Trustee on 13 July 2009)
Colin Adams MBE (Appointed 9 December 2010)
Sorrel Brookes (Appointed as Trustee on 2 March 2017, appointed as Treasurer on 7 June 2022)
Nicola Steuer (Appointed as Trustee on 2 March 2017)
Stephen Lawson (Appointed as Trustee on 7 December 2021)

Senior management

Ken Kanu	-	Chief Executive, Company Secretary
Kathleen Egan	-	Head of Business Operations and Community Development
Suzanne Procter	-	Head of Services (Connect and Social Prescribing)

Company number

06960313.

Registered charity number (England and Wales)

1133145.

Registered Office

13 Elliott's Place,
London
N1 8HX

Bankers

Co-operative Bank
P.O.Box 250
Delf House
Skelmersdale
WN8 6WT

Auditors

Goldwins Limited
75 Maygrove Road
West Hampstead
London NW6 2EG

Trustee Report 2024

The Trustees are pleased to present their Report and Accounts for Help on Your Doorstep (the "Charity") for the year ended 31 March 2024.

Structure, governance, and management

Help on Your Doorstep (HOYD) was founded and incorporated in 2009. Help on Your Doorstep is governed by a Board of Trustees who are appointed as prescribed by the Articles of Association dated 1st July 2009. The Board of Trustees, who are also directors of the charity for the purposes of the Companies Act, have the sole and entire responsibility for the management of the business of Help on Your Doorstep. The company is limited by guarantee and members are required to contribute £10 in the event of a winding up.

Trustees are recruited in a variety of ways involving exploration of the field of potential candidates, including open recruitment and recommendation from existing Trustees and partner organisations. Potential Trustees are scrutinised by the Chair and Company Secretary and meet with a panel of existing Trustees, before being proposed as a Trustee. All new Trustees are provided with an induction to Help on Your Doorstep. Board of Trustee meetings are held four times a year. One of these meetings is used to review performance over the past year including Board performance and agree key objectives for the coming year.

The day-to-day running of Help on Your Doorstep and the exercise of executive responsibility is delegated to the Chief Executive.

What we do

Every benevolent organisation wants their charitable resources to support those most in need. Every year we spend thousands of hours in outreach striving to find those in Islington who are hidden from community services and information. Some people may be experiencing severe hardship or chronic health conditions and are not getting adequate support. Our dedicated team of outreach workers identify residents who have slipped through the cracks and refer them to our large network of partner organisations.

We see people who are facing multiple layers of marginalisation and who fail to access support due to bureaucracy and complex systems which are inaccessible for them. It can be heart-breaking for outreach workers in specialist organisations to discover someone living with severe hardship or health conditions, who they can't help because their particular organisation is only funded to provide specific help such as supporting them to return to work.

Help on Your Doorstep's services aim to connect people experiencing challenges with the multitude of services that are being offered by service providers in Islington. We conduct outreach and listen to people's lived experiences to understand the complexity of individual situations. We knock on doors and really learn about the challenges facing people in the community. We then work with local residents so they can avail themselves of the services and support of our network of over 150 partners. If we identify someone with a challenge which cannot be addressed by our existing network of partners, we work tirelessly to identify a new partner who can meet the needs of the resident.

We empower residents to overcome the challenges they are facing by giving them the advice, skills and information they need. The referral to the appropriate partner organisation is just the

Help on Your Doorstep

For the Year Ended 31 March 2024

start of our relationship with our residents. We use technology to ensure relevant information is shared with partner services securely and remind clients of meetings that have been set up for them. Subsequently through our follow-up process, we track whether problems have been solved and client satisfaction levels with the referral that we make. This means that we can provide aggregated satisfaction information and general feedback to our partners.

For over a decade, we have built strong relationships with our partners whilst persistently and regularly engaging in community outreach to develop a trusted reputation with residents. We are genuinely independent and place the client at the centre of our work. This trust is paramount, especially when discussing sensitive topics such as health and financial well-being with clients.

We developed the first Good Neighbour Schemes (GNS) in Islington ten years ago after we started to recognise the high levels of isolation being experienced by residents in the community. The Good Neighbours Schemes work with local people to create opportunities for neighbours and other residents to come together to build community networks through shared activities.

The schemes, built on the passion, knowledge and relationships that local people have, allow residents to form genuine friendships, give something to their community as volunteers and provide a wide range of activities that enhance wellbeing.

In association with the local primary care network, we have developed our Social Prescribing Link service, working in conjunction with Islington GPs. We have always specialised in supporting the most isolated and vulnerable members of our community who have difficulty accessing services other than those at their local clinic, so this new partnership complements our other services. We are uniquely positioned to provide comprehensive non-medical assistance with our well-established network of referral partners across the borough.

The three strands of Help on Your Doorstep operations complement each and benefit from a synergy which means the whole service is greater than the sum of the parts.

The last year

The financial situation remains extremely difficult for the most vulnerable Islington residents. The complexity and volume of demands on our services have greatly increased while the combination of austerity and inflation has made the funding situation much more difficult for the charity. We continue seeing increases across all presenting issues but particularly financial hardship. These stresses have also been suffered by our partners, but they have maintained the pathways for appointments from Help on Your Doorstep, recognising the distinct vulnerabilities and needs of our referrals.

Our team experience the social and economic conditions of the communities they are embedded in. Their lived experience allows them to understand and gain the trust of the people they work with. We rely on the flexibility and versatility of the team to recognise and respond appropriately, promptly and with empathy to new situations as they arise. Empowering individuals and their communities is at the core of our activities. The team work hard to provide lasting solutions to individuals rather than sticking plasters which would lead to a revolving door of repeat referrals.

This year we have committed to a significant upgrade our IT systems. The effective delivery and monitoring of our services can only be achieved with the use of IT. We track presenting needs, send automated reminders, and follow up on referrals using our comprehensive bespoke database. Our software allows us to provide tailored local information on service demands to our partners and other stakeholders. Help on Your Doorstep is committed to maintaining its investment in IT to ensure maximum operational efficiency and effective delivery of services.

Help on Your Doorstep

For the Year Ended 31 March 2024

Currently our partners can refer some of the issues they cannot support to Help on Your Doorstep so that we can then navigate the Islington resident to the appropriate services and monitor their progress. We have been consulting with partners to enhance our partnership working so that our referral partners can directly use our network to connect individuals to the services they need. We have a number of enhancements to our software systems we would like to develop when we have the funding

Public benefit

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

The objective of Help on Your Doorstep is the prevention and relief of poverty in deprived areas by providing a proactive outreach service that connects residents with the local services that they want and need. Help on Your Doorstep has developed its strategic plans to ensure that it provides public benefit and achieves its objectives as set out in Help on Your Doorstep's governing document. The benefit that Help on Your Doorstep brings to the public is delivered in the following ways:

- delivering outreach services in parts of Islington with high levels of deprivation aimed at helping local residents to access advice and support services, which will improve their wellbeing and life chances.
- delivering Good Neighbours Initiatives which support local people who may experience barriers to community participation and facilitate opportunities for them to volunteer and participate in activities in their own local neighbourhood.
- delivering a Social Prescribing service that supports patients referred by primary care teams with non clinical issues that adversely affect their health and wellbeing.
- administering grants to individuals to alleviate financial hardship and to improve wellbeing and life chances.
- sharing our intelligence gained from outreach and referral activity with others to help shape service provision and policy in order to improve the wellbeing and life chances of residents living in deprived neighbourhoods.
- undertaking community research to ensure that the communities that we work with are able to influence the services that they receive.

Help on Your Doorstep

For the Year Ended 31 March 2024

Our Mission, values and objectives

Our Mission

Help on Your Doorstep's goal is for people to thrive, have a good quality of life and live in happy, healthy communities.

Our Values

- **Professional:** in the way that we deliver our services.
- **Empowering:** in our approach to working with individuals.
- **Rooted in the communities that we serve:** so that we are informed and responsive.
- **Quality:** underpins our provision of information, advice, and referrals.
- **Equally accessible:** through being approachable and non-judgemental.
- **Informed:** as a result of our commitment to the continuous review of the needs of communities

Our Strategic Objectives

- Deliver services that reach and support those who need help most.
- Deliver and promote services with a preventative focus.
- Deliver and promote services that empower residents and improve their confidence, skills and resilience.
- Support the development of strong communities.
- Develop and sustain a skilled and well supported workforce.
- Achieve ongoing financial stability and optimise our use of resources.

Achievements

Overview

In 2023/24, Help on Your Doorstep (HOYD) supported 3,980 residents across Islington, offering accessible, person-centred services tailored to address social, economic, and health-related challenges. Through a combination of outreach, collaboration, and innovation, we aimed to reduce isolation, improve wellbeing, and empower individuals to build more secure and fulfilling lives. This year, we delivered our services – **Connect**, **Good Neighbours Scheme**, and **Social Prescribing** – alongside impactful initiatives, including the Macmillan Partnership, the IVAR Partner Network, and Cost of Living events.

Connect

Reach: Supported 2,435 residents through proactive outreach, self-referrals, and collaborations with GPs, food banks, and community hubs. Facilitated 2,019 referrals to 91 partner services, helping 75% of clients resolve or improve their issues within three months.

Ethos and Rationale: The Connect service was created to provide residents with a single point of access to address a wide range of challenges – from housing insecurity to financial hardship and mental health issues. At its core, Connect aims to empower residents, recognising that individuals are best equipped to shape their own futures when provided with tailored support, respect, and opportunities to make informed choices.

Approach: The Connect model is person-centred and strengths-based, focusing on the unique needs and capabilities of each individual. Connect Advisers meet residents where they are – whether at community events, through door-knocking outreach, or via professional referrals – and work collaboratively to develop practical, step-by-step solutions. By linking residents to over 150 partner services, the service creates pathways to sustainable change while addressing immediate crises. This year, the cost-of-living crisis highlighted the importance of adaptability, with Connect quickly evolving to meet heightened demand and emerging needs.

Good Neighbours Scheme (GNS)

Reach: Delivered regular wellbeing activities to 907 residents, including coffee mornings, chair-based exercises, gardening clubs, and arts workshops.

Ethos and Rationale: GNS is built on the belief that vibrant, connected communities are the foundation of individual wellbeing. Social isolation and loneliness can profoundly impact health and quality of life, and GNS seeks to address these challenges by fostering meaningful relationships and opportunities for participation. By co-producing activities with local residents, the scheme ensures that events are inclusive, relevant, and responsive to the needs of diverse communities.

Approach: Operating at the hyper-local level, GNS leverages the strengths and assets of its communities, building trust and fostering engagement. Activities are designed to address not just social isolation but also physical and mental health through enjoyable, accessible, and participatory events. In addition to its focus on wellbeing, GNS acts as a gateway to other services, such as healthcare and welfare support, helping residents access the help they need within a supportive environment. This approach reflects NHS anticipatory care principles, demonstrating that low-cost, community-driven interventions can reduce reliance on healthcare systems while improving overall resilience.

Social Prescribing

Reach: Supported 1,197 residents referred by GPs and other professionals for community-based support addressing social, economic, and health-related issues.

Ethos and Rationale: Social prescribing is grounded in the understanding that health outcomes are shaped as much by social determinants – such as housing, employment, and community connections – as by medical factors. Recognising this, HOYD's Social Prescribing service aims to bridge the gap between clinical settings and community-based resources. By addressing these broader factors, the service empowers individuals to take control of their health and wellbeing.

Approach: Social Prescribing Link Workers (SPLWs) offer personalised support tailored to each resident's needs, whether that involves connecting them to local activities, securing financial advice, or helping them navigate housing challenges. Working in partnership with Islington's Primary Care Networks, SPLWs provide holistic care that not only resolves immediate concerns but builds lasting solutions. By integrating social prescribing into primary care, the service reduces reliance on GPs and emergency services, promoting a more sustainable and equitable healthcare system.

Macmillan Partnership

This collaboration with Macmillan Cancer Support provides tailored advice and support to residents affected by cancer. Through one-to-one sessions, community events, and strategic outreach, the initiative addresses not only the health impacts of cancer but also the associated financial, social, and emotional challenges.

IVAR Partner Network Initiative

In partnership with the Institute for Voluntary Action Research (IVAR), HOYD strengthened the capacity of its 150-member referral network. Workshops and learning sessions focused on enhancing collaboration, documenting best practices, and refining referral processes, ensuring a coordinated response to residents' needs.

Help on Your Doorstep

For the Year Ended 31 March 2024

Cost of Living Events

Recognising the pressures of the cost-of-living crisis, HOYD partnered with local organisations to host community events offering practical support, including financial advice, food parcels, and health services. These gatherings not only addressed immediate needs but also fostered a sense of solidarity and resilience among attendees.

Looking Ahead

HOYD remains committed to fostering a healthier, more connected Islington. By continuing to adapt to new challenges and strengthening our partnerships, we aim to build on this year's successes and reach even more residents in the year ahead.

Reserves

During the year Help on Your Doorstep achieved an unrestricted funds deficit of £461 (2023: deficit £63,968) and restricted funds deficit of £14,510 (2023: surplus £8,525). The total funds carried forward were £63,671 (2023: £78,642) of which £16,850 (2023: £17,311) was unrestricted funds.

The current reserves policy, approved by the Trustees, is to build up and maintain free reserves of at least one month's average expenditure, up to a maximum of £100,000. This is to mitigate the risk of insolvency and provide a fund for future infrastructure replacement and business growth activities. Free reserves are defined as that part of the charity's unrestricted funds that is freely available to spend on any of the charity's purposes. This excludes restricted income funds, tangible fixed assets and amounts designated for essential future spending.

Principal risks and uncertainties

The Board Finance and Risk Committee is responsible for ensuring that organisational risks are satisfactorily identified and managed and confirms this to the full Board of Trustees. Help on Your Doorstep maintains a formal risk-management process in accordance with guidance from the Charity Commission. An organisational risk register is updated and reviewed on a quarterly basis by the Finance and Risk Committee in order to determine whether all material risks have been adequately identified and assessed and whether appropriate mitigating actions are in place and are effective.

In addition to the risk related to reserves, the principal risks that we have identified as having a serious potential impact on our performance, prospects and reputation are:

Help on Your Doorstep
For the Year Ended 31 March 2024

<u>Risk</u>		<u>Mitigating actions</u>
Changes to funding and commissioning arrangements leading to reductions to funding, enforced changes to successful delivery model and loss of independence		SMT Action plan used to identify and monitor action to mitigate, including: - Service promotion - Alignment with funder priorities - Impact measurement - Engagement and collaboration - Development work to diversify income streams (in the longer term)
Governance and management continuity - impact of the departure of key staff on operational and strategic delivery and relationships		Review notice periods for key staff. Review roles and responsibilities in relation to key relationships and tasks. Identify and document business critical information.
Impact of prevailing economic climate squeezes income, increases demand and cost of delivery		Fundraising Pipeline Diversify income streams Employ fundraising support Service remodelling
Further increases in demand and complexity of need of target client group		Service Action plans
Data protection breach/ failure		HOYD Cyber security guidelines 6-monthly facilities management visits from IT support providers Data governance policy & procedures (GDPR, data protection, confidentiality, privacy) Staff training
Staff wellbeing - combined impact of Covid, delivery pressures and changes undermining health and wellbeing of staff team		Staff wellbeing plan
Insufficient organisational capacity to meet strategic and operational expectations and obligations		SMT action plan to prioritise and co-ordinate action. Finance and Risk committee review of risk register
Building and maintaining reserves - financial and operational pressures undermining reserves strategy		Quarterly review of Management Accounts and contingency planning 5 year projection reviewed periodically at FRC

Remuneration policy for key management personnel

The Finance and Risk Committee has the responsibility of considering the remuneration of the Executive Director as well determining the pay policy for all staff and the basis for any annual increases in pay. The committee, which is made up of the Treasurer, the Chair and at least one other trustee makes recommendations to the full board for approval. The Board and the Finance and Risk Committee operate within the powers and constitutional arrangements as set out in the Articles of Association and Committee terms of reference.

When making recommendations, the Committee will draw on relevant internal and external information regarding staff remuneration. Staff remuneration does not include any share options or long-term incentive schemes. The pension provisions for the Executive Director team are on the same terms as other employees.

Trustees' Responsibilities

The trustees (who are also directors of Help on Your Doorstep for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice.)

Company law required trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report was approved by the Board of Trustees on 21 December 2024 and signed on its behalf by:

DJKehoe

Don Kehoe
Chair

Independent auditors' report to the members of Help On Your Doorstep

Opinion

We have audited the financial statements of Help on Your Doorstep for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities]. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton

30/12/2024

Anthony Epton (Senior Statutory Auditor)
for and on behalf of

Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

Help on Your Doorstep

Statement of financial activities (incorporating an Income and Expenditure Account) For the year ended 31 March 2024

	Note	Unrestricted Funds £	Restricted Funds £	2024 Total £	2023 Total £
Income from:					
Donations and legacies	2	137,483	-	137,483	153,670
Charitable activities	3				
Connect services		486,590	238,599	725,189	617,820
Community participation and wellbeing		173,258	6,602	179,860	195,985
Promoting the service model		6,450	-	6,450	7,300
Total income		803,781	245,201	1,048,982	974,775
Expenditure on:					
Raising funds		320	-	320	2,868
Charitable activities	4				
Connect services		630,769	250,039	880,808	793,122
Community participation and wellbeing		133,936	9,672	143,608	166,389
Promoting the service model		39,217	-	39,217	67,839
Total expenditure		804,242	259,711	1,063,953	1,030,218
Net income/(expenditure) for the year	5	(461)	(14,510)	(14,971)	(55,443)
Transfers between funds		-	-	-	-
Net movement in funds	5	(461)	(14,510)	(14,971)	(55,443)
Reconciliation of funds					
Total funds brought forward		17,311	61,331	78,642	134,085
Total funds carried forward	13	16,850	46,821	63,671	78,642

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. The attached notes form part of these financial statements.

Help on Your Doorstep

Balance sheet As at 31 March 2024

	Note	2024 £	£	2023 £	£
Fixed assets					
Tangible fixed assets	9		3,416		6,833
Current assets					
Debtors	10	105,258		112,594	
Cash at bank and in hand		<u>89,543</u>		<u>97,507</u>	
		194,801		210,101	
Creditors: amounts due within 1 year	11	<u>(134,546)</u>		<u>(138,292)</u>	
Net current assets			<u>60,255</u>		<u>71,809</u>
Net assets	12		<u><u>63,671</u></u>		<u><u>78,642</u></u>
Funds	13				
Restricted funds			46,821		61,331
Unrestricted Funds					
Designated funds		3,416		6,833	
General funds		<u>13,434</u>		<u>10,478</u>	
Total unrestricted funds			<u>16,850</u>		<u>17,311</u>
Total Funds			<u><u>63,671</u></u>		<u><u>78,642</u></u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 and were approved and signed on behalf of the Board of Trustees by:

Don Kehoe

Don Kehoe
Chair

21/12/2024

The notes to the accounts form part of these financial statements

Help on Your Doorstep

Statement of cash flows For the year ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash provided by operating activities	14	(7,964)	(63,155)
Cash flows from investing activities:			
(Purchase) of fixed assets		<u>-</u>	<u>(10,250)</u>
Cash provided by investing activities		<u>-</u>	<u>(10,250)</u>
Change in cash and cash equivalents in the year		(7,964)	(73,405)
Cash and cash equivalents at the beginning of the year		<u>97,507</u>	<u>170,912</u>
Cash and cash equivalents at the end of the year	15	<u><u>89,543</u></u>	<u><u>97,507</u></u>

Help on Your Doorstep

Notes to the Financial Statements For the year ended 31 March 2024

1 Accounting Policies

a Basis of preparation of financial statements

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

The charitable company 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 or note.

b Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

c Income

Income, including income from government and other grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Grants are credited to income when they are receivable unless they are for activities relating specifically to a specific future period, in which case they are deferred to that period. Income received under contracts for services is recognised in the financial statements in proportion to the percentage of completion of the contract.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution.

d Donations of gifts, services and facilities

Donated professional services and facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

e Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Help on Your Doorstep

Notes to the Financial Statements For the year ended 31 March 2024

1 Accounting Policies (continued)

f Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects undertaken by the charity.

g Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services and other activities undertaken to further the purposes of the charity and their associated support costs. Where costs cannot be directly attributed, they have been allocated to activities on a basis consistent with their use of resources.

Costs of premises and administration are allocated on a per capita basis as follows:

Connect services	82.9%
Community participation and wellbeing	10.8%
Promoting the service model	2.3%
Governance and support costs	4.0%

- Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs comprise the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

Connect services	84.6%
Community participation and wellbeing	11.0%
Promoting the service model	4.4%

i Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

Help on Your Doorstep

Notes to the Financial Statements For the year ended 31 March 2024

1 Accounting Policies (continued)

j Tangible fixed assets and depreciation

Items of equipment are capitalised where the purchase price exceeds £400. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer & office equipment	33% straight line
-----------------------------	-------------------

k Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

l Cash at bank and in hand

Cash at bank and cash 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.

m Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

n Financial instruments

The charity 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.

o Pensions

The charitable company offers employees an auto enrolment pension scheme to which they make contributions unless they choose to opt out. The pension cost charge represents contributions payable by the charitable company to the scheme. The charitable company has no liability under the scheme other than for the payment of those contributions.

Help on Your Doorstep

Notes to the Financial Statements For the year ended 31 March 2024

2 Income from donations and legacies

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Cripplegate Foundation	51,166	-	51,166	52,667
Islington Giving	37,330	-	37,330	37,330
Paul Hamlyn	20,000	-	20,000	22,000
J & M Douglas	2,500	-	2,500	6,250
Department of Work and Pensions	874	-	874	5,570
M & H Maunsell Charity	-	-	-	1,000
Horners Charity	-	-	-	2,500
Worshipful Company of Gold & Silver Wyre Draw	-	-	-	1,000
Gifts in kind	22,000	-	22,000	22,000
Other donations	3,613	-	3,613	3,353
Total donations and legacies 2024	137,483	-	137,483	153,670
Total donations and legacies 2023	153,670	-		

The gifts in kind relate to office spaces received from three organisations (Cripplegate Foundation, Homes for Islington and the Peabody Trust) free of charge. These are based on estimates provided by these organisations as to how much the spaces would cost if available commercially.

3 Income from charitable activities

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Connect services				
Connect centres (LB Islington)	180,000	-	180,000	181,250
Connect centres (Cloudesley)	-	41,500	41,500	28,125
Connecting for Change (Big Lottery)	-	130,246	130,246	118,988
People Living with Cancer (Macmillan)	-	42,065	42,065	11,560
Social prescribing (Islington GP Group)	302,557	-	302,557	238,471
Welfare grants (Cloudesley)	-	24,788	24,788	18,186
Welfare grants (Lady Gould)	-	-	-	1,240
Cost of Living grants (Cloudesley)	-	-	-	20,000
Partnership events (Octopus)	4,033	-	4,033	-
Total Connect services 2024	486,590	238,599	725,189	617,820
Total Connect services 2023	418,471	199,349		

Help on Your Doorstep

Notes to the Financial Statements For the year ended 31 March 2024

3 Income from charitable activities (continued)

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Community participation and wellbeing				
Community wellbeing and Good Neighbour Scheme projects				
--Islington Giving	82,670	3,742	86,412	93,151
--Peabody Trust	25,000	-	25,000	27,500
--LB Islington	30,000	2,860	32,860	33,200
--North Central London CCG	35,000	-	35,000	29,167
LSO music project (LSO)	480	-	480	-
Volunteering and community support	-	-	-	7,803
--Southern Housing Association	-	-	-	5,000
Fees for classes and activities	108	-	108	164
Total community 2024	173,258	6,602	179,860	195,985
Total community 2023	182,304	13,681		
Developing and promoting the service model				
VCSE Alliance	6,450	-	6,450	7,300
Total service model promotion 2024	6,450	-	6,450	7,300
Total service model promotion 2023	7,300	-		
Total income from charitable activities 2024	666,298	245,201	911,499	821,105
Total income from charitable activities 2023	608,075	213,030		

Help on Your Doorstep

Notes to the Financial Statements For the year ended 31 March 2024

4 Analysis of expenditure

	Raising funds £	Connect services £	Community participation & wellbeing £	Promoting the service £	Governance £	Support costs £	2024 Total £	2023 Total £
Salaries and employers' NI	-	666,861	84,158	28,561	2,311	43,430	825,321	792,402
Other staff costs and recruitment	-	24,447	1,569	503	26	5,060	31,605	33,012
Freelance and agency staff	-	14,361	1,860	405	41	660	17,327	23,618
Volunteers	-	-	599	-	-	2	601	891
Premises and equipment	-	24,084	5,203	2,356	-	5,682	37,325	38,590
Depreciation	-	-	-	-	-	3,417	3,417	3,417
Office costs	-	26,042	3,617	3,344	63	5,347	38,413	37,708
Project costs	320	32,396	38,803	928	19	305	72,771	64,168
Grants to individuals	-	32,638	-	-	-	-	32,638	31,352
Audit and compliance	-	-	-	-	4,535	-	4,535	5,060
	320	820,829	135,809	36,097	6,995	63,903	1,063,953	1,030,218
Support costs	-	54,062	7,029	2,812	-	(63,903)	-	-
Governance costs	-	5,917	770	308	(6,995)	-	-	-
Total expenditure 2024	320	880,808	143,608	39,217	-	-	1,063,953	1,030,218
Prior year								
Unrestricted direct expenditure	2,868	534,771	152,658	64,655	7,581	63,180		
Restricted direct expenditure	-	200,822	3,683	-	-	-		
Unrestricted support & governance costs allocated	-	57,529	10,048	3,184	(7,581)	(63,180)		
Total expenditure 2023	2,868	793,122	166,389	67,839	-	-		

Of the total expenditure, £804,242 was unrestricted (2023: £825,713) and £259,711 was restricted (2023: £204,505)

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2024

5 Net income/(expenditure) for the year

This is stated after charging :

	2024 £	2023 £
Depreciation	3,417	3,417
Auditors' remuneration:		
▪ Audit fees (excluding VAT)	3,750	3,667
▪ Underprovision/(Overprovision) in previous year	(67)	-

6 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024 £	2023 £
Salaries	716,945	705,267
Employers' National Insurance	62,292	66,258
Employer's pension contributions	16,155	18,638
Redundancy	8,500	-
Temporary and agency staff	21,429	2,239
	<u>825,321</u>	<u>792,402</u>

The following number of employees received employee benefits (excluding employer NI and pension) during the year between:

	2024 No.	2023 No.
£60,000 - £69,999	<u>1</u>	<u>1</u>

The total employee benefits including employer pension and NI contributions of the key management personnel were £78,849 (2023: £79,944).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2023: £nil). No trustee was reimbursed expenses during the year (2023: £nil) and none received payment for professional or other services supplied to the charity (2023: £nil).

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2024

7 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 25 (2023: 23).

The average weekly number of employees (full-time equivalent) during the year was as follows:

	2024	2023
	No.	No.
Connect services	17.5	16.2
Community participation and wellbeing	2.3	2.8
Promoting the service	0.5	0.9
Governance and support	0.9	0.8
	<u>21.2</u>	<u>20.7</u>

8 Taxation

The society is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

9 Tangible fixed assets

	Computer Equipment	Leasehold improvements	Total
Cost			
At 1 April 2023	60,291	13,729	74,020
Additions in Year	-	-	-
Disposals	<u>(33,647)</u>	<u>-</u>	<u>(33,647)</u>
At 31 March 2024	<u>26,644</u>	<u>13,729</u>	<u>40,373</u>
Depreciation			
At 1 April 2023	53,458	13,729	67,187
Charge for Year	3,417	-	3,417
Disposals	<u>(33,647)</u>	<u>-</u>	<u>(33,647)</u>
At 31 March 2024	<u>23,228</u>	<u>13,729</u>	<u>36,957</u>
Net Book Value			
At 31 March 2024	<u>3,416</u>	<u>-</u>	<u>3,416</u>
At 31 March 2023	<u>6,833</u>	<u>-</u>	<u>6,833</u>

All tangible fixed assets are used to fulfil the charity's objects.

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2024

10 Debtors

	2024 £	2023 £
Grants receivable	43,530	23,352
Trade debtors	52,161	66,290
Other debtors	2,585	2,047
Prepayments	6,982	20,905
	<u>105,258</u>	<u>112,594</u>

11 Creditors : amounts due within 1 year

	2024 £	2023 £
Taxation and Social Security	14,315	18,472
Trade creditors	15,758	29,576
Other creditors	4,897	4,136
Accruals	11,909	5,275
Deferred income	87,667	80,833
	<u>134,546</u>	<u>138,292</u>

Deferred income

	2024 £	2023 £
As at April 2023	80,833	107,917
Released to income from charitable activities during the year	(80,833)	(107,917)
Deferred during the year	87,667	80,833
	<u>87,667</u>	<u>80,833</u>

12 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible Fixed Assets	-	3,416	-	3,416
Current Assets	145,438	-	49,363	194,801
Liabilities	(132,004)	-	(2,542)	(134,546)
Net assets at 31 March 2024	<u>13,434</u>	<u>3,416</u>	<u>46,821</u>	<u>63,671</u>

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2024

13 Movements in funds

	At 1 Apr 2023 £	Income £	Expenditure £	Transfers £	At 31 Mar 2024 £
Restricted funds					
Connect centres					
--Cloudesley	-	41,500	(41,500)	-	-
--LBI LIF vouchers	25	-	-	-	25
Connecting for Change (Big Lottery)	25,540	130,246	(132,136)	-	23,650
People Living with Cancer (Macmillan)	(7)	42,065	(42,058)	-	-
Welfare grants					
--Cloudesley	15,280	24,788	(24,344)	-	15,724
--Lady Gould Charity	174	-	-	-	174
Crisis appeal (Islington Giving)	10,098	-	(10,002)	-	96
Community participation activities					
--Marquess Estate gardening project (Islington Giving)	293	-	(156)	-	137
--Walter Sickert garden project (LBI)	-	860	-	-	860
--King's Coronation (LBI)	-	500	(500)	-	-
--Health & Wellbeing Days (LBI)	-	1,500	(1,225)	-	275
Living Well Together (Islington Giving)	9,928	3,742	(7,790)	-	5,880
Total restricted funds	61,331	245,201	(259,711)	-	46,821
Unrestricted funds					
<i>Designated funds</i>					
Depreciation fund	6,833	-	(3,417)	-	3,416
<i>Total designated funds</i>	6,833	-	(3,417)	-	3,416
General funds	10,478	803,781	(800,825)	-	13,434
Total unrestricted funds	17,311	803,781	(804,242)	-	16,850
Total funds	78,642	1,048,982	(1,063,953)	-	63,671

Purposes of restricted funds

Connect centres (Cloudesley)	A grant to contribute to the costs of running the Connect services in Finsbury Park and Canonbury.
Connecting for Change (Big Lottery)	A grant to support Islington residents improve their wellbeing through addressing barriers, gaining more control over their health and finances and building supportive social connections.
People Living with Cancer (Macmillan)	Macmillan Cancer Support has awarded a three year grant so that Help on Your Doorstep can carry out outreach in Islington to identify people living with cancer (PLWC) who need support; provide additional advice, information and support to residents; and promote greater integration, learning and development for professionals in Islington through its partnership network.

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2024

Purposes of restricted funds (continued)

Welfare grants (Cloudesley & Lady Gould charity)	Cloudesley have funded the ongoing provision of individual grants to Islington residents with health conditions who are experiencing financial hardship. The Lady Gould Charity awarded grants for specific clients to enable them to purchase essential items.
Crisis appeal (Islington Giving)	A grant awarded as part of Islington Giving's response to the effect of the cost of living crisis on people in the borough. Grants are made to individuals to help them in the crisis.
Community participation activities	The schemes were awarded small grants to fund various activities held for users. LBI funded a coronation event at Kings Cross GNS, a gardening scheme at New River Green and Health & Wellbeing Days at Caledonian Road. Islington Giving funded a gardening project on the Marquess Estate.
Living Well Together (Islington Giving)	As part of its Golden Grantmakers scheme, Islington Giving has awarded a three year grant to enable the Good Neighbour and Community Wellbeing schemes to expand the number and scope of the activities they offer.

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

	2024 £	2023 £
Net expenditure for the reporting period (as per the statement of financial activities)	(14,971)	(55,443)
Depreciation	3,417	3,417
Decrease/(increase) in debtors	7,336	(10,420)
Decrease in creditors	<u>(3,746)</u>	<u>(709)</u>
Net cash (used in) operating activities	<u>(7,964)</u>	<u>(63,155)</u>

15 Analysis of cash and cash equivalents

	2024 £	2023 £
Cash at bank and in hand	<u>89,543</u>	130,064
	<u>89,543</u>	<u>130,064</u>

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2024

16 Related party transactions

Help on Your Doorstep provides a salary savings scheme through London Capital Credit Union, of which one trustee is a director.

One trustee is a board member of Islington GP Federation with whom Help on Your Doorstep has a contracting relationship for the Social Prescribing Link Worker service. Transactions with this organisation can be seen in note 3.

One trustee is a board member of Octopus Community Networks, who have contributed funds to cost of living events put on by Help on Your Doorstep. Transactions with this organisation can be seen in note 3.

Help on Your Doorstep

Notes to the financial statements For the year ended 31 March 2024

17 Notes from 2023 accounts

a Analysis of net assets between funds

	General	Designated	Restricted	Total funds
	£	£	£	£
Tangible Fixed Assets	-	6,833	-	6,833
Current Assets	148,770	-	61,331	210,101
Liabilities	(138,292)	-	-	(138,292)
Net assets at 31 March 2023	10,478	6,833	61,331	78,642

b Details of movement in funds during the previous reporting period

	At 1 Apr 2022 £	Income £	Expenditure £	Transfers £	At 31 Mar 2023 £
Restricted funds					
Connect centres					
–Cloudesley	8,875	28,125	(37,000)	-	-
–LBI LIF vouchers	-	1,250	(1,225)	-	25
Connecting for Change (Big Lottery)	26,385	118,988	(119,833)	-	25,540
People Living with Cancer (Macmillan)	-	11,560	(11,567)	-	(7)
Welfare grants					
–Cloudesley	17,323	18,186	(20,229)	-	15,280
–Lady Gould Charity	-	1,240	(1,066)	-	174
Crisis appeal (Islington Giving)	-	20,000	(9,902)	-	10,098
Community participation activities					
–Marquess Estate gardening	-	485	(192)	-	293
–Jubilee celebrations (LBI)	-	900	(853)	(47)	-
–Community Fun Day (LBI)	-	2,300	(2,570)	270	-
Living Well Together (Islington Giving)	-	9,996	(68)	-	9,928
Total restricted funds	52,583	213,030	(204,505)	223	61,331
Unrestricted funds					
<i>Designated funds</i>					
Depreciation fund	-	-	(3,417)	10,250	6,833
<i>Total designated funds</i>	-	-	(3,417)	10,250	6,833
General funds	81,502	761,745	(822,296)	(10,473)	10,478
Total unrestricted funds	81,502	761,745	(825,713)	(223)	17,311
Total funds	134,085	974,775	(1,030,218)	-	78,642

HELP ON YOUR DOORSTEP

England & Wales - Charity number 1133145

Accounts

Charity No: 1133145

Company No: 06960313

HELP ON YOUR DOORSTEP

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

Help on Your Doorstep
For the year ended 31 March 2022

CONTENTS

Legal and administrative details	2
Trustees' report	3
Independent auditors' report	13
Statement of financial activities	16
Balance sheet	17
Statement of cash flows	18
Notes to the accounts	19

Help on Your Doorstop
For the Year Ended 31 March 2023

Legal and administrative details

Board of Trustees

Don Kehoe (Appointed on 21 October 2010, appointed as Chair on 15 March 2022)
Frances Carter (Appointed as Trustee on 13 July 2009)
Phil Kelly ((Appointed as Trustee on 13 July 2009)
Colin Adams MBE (Appointed 9 December 2010)
Sorrel Brookes (Appointed as Trustee on 2 March 2017, appointed as Treasurer on 7 June 2022)
Nicola Steuer (Appointed as Trustee on 2 March 2017)
Stephen Lawson (Appointed as Trustee on 7 December 2021)
Kate Summerside (Appointed as Trustee on 7 December 2021)

Senior management

Ken Kanu	-	Chief Executive, Company Secretary
Gill Carter	-	Head of Business Operations and Community Development
Suzanne Procter	-	Head of Services (Connect and Social Prescribing)

Company number

06960313.

Registered charity number (England and Wales)

1133145.

Registered Office

13 Elliott's Place,
London
N1 8HX

Bankers

Co-operative Bank
P.O.Box 250
Delf House
Skelmersdale
WN8 6WT

Auditors

Goldwins Limited
75 Maygrove Road
West Hampstead
London NW6 2EG

Trustee Report 2023

The Trustees are pleased to present their Report and Accounts for Help on Your Doorstep (the “Charity”) for the year ended 31 March 2023.

Structure, governance, and management

Help on Your Doorstep (HOYD) was founded and incorporated in 2009. Help on Your Doorstep is governed by a Board of Trustees who are appointed as prescribed by the Articles of Association dated 1st July 2009. The Board of Trustees, who are also directors of the charity for the purposes of the Companies Act, have the sole and entire responsibility for the management of the business of Help on Your Doorstep. The company is limited by guarantee and members are required to contribute £10 in the event of a winding up.

Trustees are recruited in a variety of ways involving exploration of the field of potential candidates, including open recruitment and recommendation from existing Trustees and partner organisations. Potential Trustees are scrutinised by the Chair and company secretary and meet with a panel of existing Trustees, before being proposed as a Trustee. All new Trustees are provided with an induction to Help on Your Doorstep. Board of Trustee meetings are held four times a year. One of these meetings is used to review performance over the past year including Board performance and agree key objectives for the coming year.

The day-to-day running of Help on Your Doorstep and the exercise of executive responsibility is delegated to the Chief Executive.

What we do

Every benevolent organisation wants their charitable resources to support those most in need. Every year we spend thousands of hours in outreach striving to find those in Islington who are hidden from community services and information. Some people may be experiencing severe hardship or chronic health conditions and are not getting adequate support. Our dedicated team of outreach workers identify residents who have slipped through the cracks and refer them to our large network of partner organisations.

We see people who are facing multiple layers of marginalisation and who fail to access support due to bureaucracy and complex systems that are inaccessible for them. It can be heart-breaking for outreach workers in specialist organisations to discover someone living with severe hardship or health conditions, who they can't help because their particular organisation is only funded to provide specific help such as supporting them to return to work.

Help on Your Doorstep's Connect service aims to connect people experiencing challenges with the multitude of services that are being offered by service providers in Islington. We conduct outreach and listen to people's lived experiences to understand the complexity of individual situations. We knock on doors and really learn about the challenges facing people in the community. We then work with local residents so they can avail themselves of the services and support of our network of over 140 partners. If we identify someone with a challenge which cannot be addressed by our existing network of partners, we work tirelessly to identify a new partner who can meet the needs of the resident. We empower residents to overcome the challenges they are facing by giving them the advice, skills, and information they need. The referral to the appropriate partner organisation is just the start of our relationship with our residents. We use technology to ensure relevant information is shared

Help on Your Doorstep

For the Year Ended 31 March 2023

with partner services securely and remind clients of meetings that have been set up for them. Subsequently, through our follow-up process, we track whether problems have been solved and client satisfaction levels with the referral that we make. This means that we can provide aggregated satisfaction information and general feedback to our partners.

For over a decade, we have built strong relationships with our partners whilst persistently and regularly engaging in community outreach to develop a trusted reputation with residents. We are genuinely independent and place the client at the centre of our work. This trust is paramount, especially when discussing sensitive topics such as health and financial well-being with clients.

We developed the first Good Neighbour Schemes (GNS) in Islington ten years ago after we started to recognise the high levels of isolation being experienced by residents in the community. The Good Neighbours Schemes works with local people to create opportunities for neighbours and other residents to come together to build community networks through shared activities.

The schemes, built on the passion, knowledge, and relationships that local people have, allow residents to form genuine friendships, give something to their community as volunteers and provide a wide range of activities that enhance wellbeing.

In association with the local primary care network, we have developed our Social Prescribing Link service, working in conjunction with Islington GPs. We have always specialised in supporting the most isolated and vulnerable members of our community who have difficulty accessing services other than those at their local clinic, so this new partnership complements our other services. We are uniquely positioned to provide comprehensive non-medical assistance with our well-established network of referral partners across the borough.

The three strands of Help on Your Doorstep operations complement each and benefit from a synergy which means the whole service is greater than the sum of the parts.

The last year

The cost-of-living crisis continues to bite deeper on the most vulnerable Islington residents. The complexity and volume of demands on our services have greatly increased while inflation has made the funding situation much more difficult for the charity. We are experiencing a great rise across all presenting issues, particularly hardship, but all difficulties have been exacerbated by the cost-of-living crisis. These stresses have also been suffered by our partners, but they have maintained the pathways for appointments from Help on Your Doorstep, recognising the distinct vulnerabilities and needs of our referrals.

Our team experience the social and economic conditions of the communities they are embedded in. Their lived experience allows them to understand and gain the trust of the people they work with. We rely on the flexibility and versatility of the team to recognise and respond appropriately, promptly and with empathy to new situations as they arise. Empowering individuals and their communities is at the core of our activities.

The loss of confidence many suffered through isolation during the pandemic continues to be a significant issue so we have leveraged our Good Neighbour Schemes on programmes which will build self-assurance and improve mental wellbeing for all age groups. We have managed to increase the number and frequency of face-to-face activities. The board has reviewed its governance and will update its Articles of Association this year. We will recruit new trustees with the objective of increasing representation of our served communities, widening diversity of thought, refreshing the expertise of the board, and supporting board succession planning.

Help on Your Doorstep

For the Year Ended 31 March 2023

The delivery and monitoring of our services can only be achieved with the use of IT. We track presenting needs, send automated reminders, and follow up on referrals using our comprehensive bespoke database. Our software allows us to provide tailored local information on service demands to our partners and other stakeholders. Help on Your Doorstep is committed to maintaining its investment in IT to ensure maximum operational efficiency and effective delivery of services economically. We have a number of enhancements we would like to develop when we have the funding.

Public benefit

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

The objective of Help on Your Doorstep is the prevention and relief of poverty in deprived areas by providing a proactive outreach service that connects residents with the local services that they want and need. Help on Your Doorstep has developed its strategic plans to ensure that it provides public benefit and achieves its objectives as set out in Help on Your Doorstep's governing document. The benefit that Help on Your Doorstep brings to the public is delivered in the following ways

- delivering outreach services in parts of Islington with high levels of deprivation aimed at helping local residents to access advice and support services, which will improve their wellbeing and life chances.
- delivering Good Neighbours Initiatives, which support local people who may experience barriers to community participation and facilitate opportunities for them to volunteer and participate in activities in their own local neighbourhood.
- Delivering a Social Prescribing service that supports patients referred by primary care teams with non clinicals issues that adversely affect their health and wellbeing.
- administering grants to individuals to alleviate financial hardship and to improve wellbeing and life chances.
- sharing our intelligence gained from outreach and referral activity with others to help shape service provision and policy in order to improve the wellbeing and life chances of residents living in deprived neighbourhoods.

Help on Your Doorstep

For the Year Ended 31 March 2023

Our Mission, values and objectives

Our Mission

Help on Your Doorstep's goal is for people to thrive, have a good quality of life and live in happy, healthy communities.

Our Values

- **Professional:** in the way that we deliver our services.
- **Empowering:** in our approach to working with individuals.
- **Rooted in the communities that we serve:** So that we are informed and responsive.
- **Quality:** underpins our provision of information, advice, and referrals.
- **Equally accessible:** through being approachable and non-judgemental.
- **Informed:** as a result of our commitment to the continuous review of the needs of communities

Our Strategic Objectives

- Deliver services that reach and support those who need help most.
- Deliver and promote services with a preventative focus.
- Deliver and promote services that empower residents and improve their confidence, skills and resilience.
- Support the development of strong communities.
- Develop and sustain a skilled and well supported workforce.
- Achieve ongoing financial stability and optimise our use of resources.

Achievements

The Connect outreach, referral and support service.

Direct support to residents

Between April 2022 and March 2023, the Connect service was delivered in a challenging external context. Having emerged from the pandemic, we faced a cost of living crisis that threatened the wellbeing of vulnerable residents and those who experience societal inequalities. In addition, we continued to see an upsurge in residents contending with mental health issues which added complexity to the issues that we, and our partners, sought to assist residents with. The pressures of the affordable housing shortage in the borough added another layer of difficulty.

Through the year the Connect team supported 1,705 Islington residents by either putting them in touch with our partner services or directly working with them. This represented a 20% increase on the numbers supported in the previous year. 2,315 referrals were made to 97 different advice and support services (with some residents being referred to more than one service in order to resolve multiple issues). Residents were supported to resolve a wide range of issues impacting on their wellbeing including welfare benefits problems, financial hardship, housing issues, mental and physical health issues, debt and much more.

The Connect service was slightly remodelled to provide earlier assessment and triage at initial point of contact in order to cope with the increase in demand and complexity. This means that we are able to identify residents who just need information and advice and provide this straightaway, rather than making them wait for an appointment. As a consequence, we have created greater capacity to support those who require higher levels of support through our appointment system. The feedback on the new approach from people who accessed our support has been positive with 93% saying that they have had an excellent or good

Help on Your Doorstep

For the Year Ended 31 March 2023

experience of the service, 5% stating it was average and 2% saying that it was poor. In terms of the difference that we made (or outcomes) to the presenting issues that we supported people on, 72.5% said that we resolved or improved things when we spoke to them 3 months after assisting them, and an additional 22.4% said that they were linked into longer term support with a partner. We are not complacent and will continue to seek continuous improvement across all our activities. A breakdown of this feedback by presenting issue is shown in the table below.

Referral reason	Referral Activity		Resident Feedback on Experience				Resident Feedback on Outcome		
	Number of Referrals	Number of Residents	Excellent	Good	Average	Poor	Issue resolved or improved	Ongoing help being received	Unresolved
Debt	98	83	31%	54%	4%	12%	52%	40%	8%
Disability/Mobility	93	89	37%	60%	0%	3%	60%	33%	7%
Domestic violence	3	3	50%	50%	0%	0%	100%	0%	0%
Drug or alcohol use	3	3							
Employment support	38	35	0%	100%	0%	0%	50%	50%	0%
Financial hardship	571	377	53%	44%	2%	0%	91%	6%	2%
Fuel costs	145	136	25%	59%	16%	0%	59%	27%	14%
Home safety	3	3	100%	0%	0%	0%	100%	0%	0%
Housing	314	241	23%	59%	11%	7%	53%	37%	10%
Meeting people	53	43	33%	61%	6%	0%	67%	22%	11%
Mental health	164	118	30%	60%	9%	0%	70%	21%	9%
Other	94	85	38%	55%	7%	0%	86%	14%	0%
Other legal problems	11	11	14%	86%	0%	0%	43%	57%	0%
Parenting and family support	34	32	25%	63%	13%	0%	88%	13%	0%
Physical health	70	64	35%	59%	0%	6%	82%	6%	12%
Skills and learning	21	18	50%	50%	0%	0%	75%	25%	0%
Volunteering	17	16	0%	100%	0%	0%	60%	40%	0%
Welfare benefits	578	445	56%	40%	2%	1%	66%	31%	3%
Youth or play activities	5	5							

Partnerships

In the summer of 2022 Help on Your Doorstep, in partnership with Age UK and Manor Gardens Welfare Trust, launched a **Central Point of Access** service for professionals working in adult social care and mental health services to refer their clients to. The aim of the new service is to provide seamless pathways for Islington residents with health and social care needs to engage with the wide range of community services that exist to provide advice, support, enhance wellbeing and facilitate connections with others in the community. Over the 16 months since the service began, we have seen a progressive increase in statutory social workers utilising community services as a support option for their clients.

In response to the Cost of Living crisis, Help on Your Doorstep, Octopus Community Networks and Age UK worked together to organise a series of three **cost of living community open days**. At these events, held in Archway, Mildmay and Finsbury Park, residents were invited to attend and meet a range of partner services in community halls to access direct information, advice and support that would help them with cost of living challenges. The events, which were fully funded by the three voluntary sector organisations, were well attended, and received positive feedback. Islington Council agreed to fund further events from 2023 onwards which has meant five further events have been held or are scheduled in the current financial year in different neighbourhoods across Islington.

Help on Your Doorstep also worked in partnership with Islington Giving to distribute £20,000 of **Individual Cost of Living grant payments** to residents experiencing hardship. We

Help on Your Doorstep

For the Year Ended 31 March 2023

supported Islington Giving's fundraising appeal to generate donations and then used a data led approach to identify household that would benefit from one off grants of up to £300. We also continued to make **individual welfare grant payments** of up to £500 on behalf of Cloudesley and in the year paid out £12,000 to residents.

We launched an exciting new three-year **partnership with Macmillan Cancer support** in January 2023 which enabled us to expand our support and services to people affected by cancer in Islington. Funding, training and resources from Macmillan gave us additional capacity to identify and support people living with cancer, those who have recovered from cancer and those who are otherwise affected by cancer. The objective is to ensure that they are able to access the advice, guidance and referrals into local services they need to live well and to overcome the challenges they face on their cancer journey.

Good Neighbours Schemes (GNS)

Our three Good Neighbours Schemes (Canonbury, Kings Cross (Barnsbury) and Bemerton (The Cally)) supported 1,843 residents to participate in activities and events between April 2022 and March 2023.

This figure includes attendance to regular weekly activities (695 residents) and those that attended one off events.

The goals of the schemes are, broadly, to increase connectedness, participation, and wellbeing in local communities. The activities are decided by residents and, as much as possible are run by local volunteers. The activity schedule for the year is shown in the table below.

Canonbury	Barnsbury	The Cally	Across Islington
• Adults arts and crafts • Chair based exercise • Coffee morning • Children's football • Yoga • HIIT exercise • Monthly lunch club • South Asian Women's Group • Well-being walks • Gardening Club	• Bingo • Coffee morning • Children's football • Chair based exercise • Boxing for young People • Monthly lunch club • Stay and play	• Coffee morning and bingo • Chair based exercise • Zumba • Children's street dance • Well-being walks • Community Music with London Symphony Orchestra	• Online mindful meditation • ADHD Support Group • Community summer fun days • Family outings to Southend on Sea • Health and well-being events • Garden parties • Outings to local attractions • End of year multi-generational community parties

A recent survey of 80 residents involved in one of the schemes showed that:

- 90% of GNS respondents identify to be **more active** as a result of their engagement in the GNS.
- 96% of responses indicated that engaging in the Good Neighbours Scheme has contributed to their having **better mental health**.
- 55% of the respondents agreed to **feeling more connected** to others.
- 54% of respondents said they have **learned something new** from GNS.
- 28% of respondents had **volunteered** often or occasionally with the GNS.

About 50 residents volunteered in the planning, fundraising for, promoting of, or running of GNS activities in the year. We were delighted to be double winners at the Voluntary Action

Help on Your Doorstep

For the Year Ended 31 March 2023

Islington volunteer action awards in November 2022 where we a Canonbury volunteer won 'Volunteer of the year' and the team were selected as 'Volunteer team of the year'.

Social Prescribing Service

Between April 2022 and March 2023, 1,143 patients were referred to Help on Your Doorstep by local GP surgery doctors and staff teams. This 36% increase on the previous year demonstrates an increasing appreciation of the importance of partnership between primary care and community services in addressing the wider social determinants of health.

Our team of social prescribers has grown from two staff members in 2019 into a team of seven full time equivalents. Referrals are made via a secure single point of access email and triaged by our social prescribers. Referrals are either directly supported by the social prescribing team, who can work with patients for up to six months assisting them to identify and realise their personal goals or referred through to the Connect team.

The sudden and steep increase in referrals and levels of complexity presented as major challenges at time when we were recruiting and inducting new staff. The social prescribing and connect teams worked extremely hard over this period to support people. It is a major achievement that we have adjusted to the increased demand for the service so well and established the service as an integral part of the primary care workforce.

Reserves

During the year Help on Your Doorstep achieved an unrestricted funds deficit of £63,968 (2022: deficit £15,371) and restricted funds surplus of £8,525 (2022: surplus £25,030). The total funds carried forward were £78,642 (2022: £134,085) of which £17,311 (2022: £81,502) was unrestricted funds.

The current reserves policy, approved by the Trustees, is to build up and maintain free reserves of at least one month's average expenditure, up to a maximum of £100,000. This is to mitigate the risk of insolvency and provide a fund for future infrastructure replacement and business growth activities. Free reserves are defined as that part of the charity's unrestricted funds that is freely available to spend on any of the charity's purposes. This excludes restricted income funds, tangible fixed assets and amounts designated for essential future spending.

Principal risks and uncertainties

The Board Finance and Risk Committee is responsible for ensuring that organisational risks are satisfactorily identified and managed and confirms this to the full Board of Trustees. Help on Your Doorstep maintains a formal risk-management process in accordance with guidance from the Charity Commission. An organisational risk register is updated and reviewed on a quarterly basis by the Finance and Risk Committee in order to determine whether all material risks have been adequately identified and assessed and whether appropriate mitigating actions are in place and are effective.

In addition to the risk related to reserves, the principal risks that we have identified as having a serious potential impact on our performance, prospects and reputation are:

Help on Your Doorstep
For the Year Ended 31 March 2023

Risk

Mitigating actions

Changes to funding and commissioning arrangements leading to reductions to funding, enforced changes to successful delivery model and loss of independence		Fundraising strategy and external engagement plan
Governance and management continuity - impact of the departure of key staff on operational and strategic delivery and relationships		Review notice periods for other key staff. Review roles and responsibilities in relation to key relationships and tasks. Identify and document business critical information.
Impact of prevailing economic climate squeezes income, increases demand and cost of delivery		Fundraising strategy Supplier contract reviews Service remodelling
Further increases in demand and complexity of need of target client group		Service Action plans
Data protection breach/ failure		HOYD Cyber security guidelines 6monthly Facilities management visits from IT support providers Data governance Policy & procedures (GDPR, data protection, confidentiality, privacy) Staff training
Staff wellbeing - combined impact of Covid, delivery pressures and changes undermining health and wellbeing of staff team		Staff wellbeing plan
Insufficient organisational capacity to meet strategic and operational expectations and obligations		SMT Action plan to prioritise and co-ordinate action. Finance and Risk committee review of risk register
Building and maintaining reserves - financial and operational pressures undermining reserves strategy		Quarterly review of Management Accounts and contingency planning 5 year projection reviewed periodically at FRC

Remuneration policy for key management personnel

The Finance and Risk Committee has the responsibility of considering the remuneration of the Executive Director as well determining the pay policy for all staff and the basis for any annual increases in pay. The committee, which is made up of the Treasurer, the Chair and at least one other trustee makes recommendations to the full board for approval. The Board and the Finance and Risk Committee operate within the powers and constitutional arrangements as set out in the Articles of Association and Committee terms of reference.

When making recommendations, the Committee will draw on relevant internal and external information regarding staff remuneration. Staff remuneration does not include any share options or long-term incentive schemes. The pension provisions for the Executive Director team are on the same terms as other employees.

Trustees' Responsibilities

The trustees (who are also directors of Help on Your Doorstep for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice.)

Company law required trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report was approved by the Board of Trustees on 21 December 2023 and signed on its behalf by:



Don Kehoe
Chair

Independent Auditor's Report

To the members of Help on Your Doorstep

Opinion

We have audited the financial statements of Help on Your Doorstep for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the

Independent Auditor's Report

To the members of Help on Your Doorstep

work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be

expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material

Independent Auditor's Report

To the members of Help on Your Doorstep

misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities]. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton

.....
Anthony Epton (Senior Statutory Auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

21 December 2023

Help on Your Doorstep

Statement of financial activities (incorporating an Income and Expenditure Account) For the year ended 31 March 2023

	Note	Unrestricted Funds £	Restricted Funds £	2023 Total £	2022 Total £
Income from:					
Donations and legacies	2	153,670	-	153,670	229,414
Charitable activities	3				
Connect services		418,471	199,349	617,820	519,185
Community participation and wellbeing		182,304	13,681	195,985	195,651
Promoting the service model		7,300	-	7,300	10,400
Other	4	-	-	-	974
Total income		761,745	213,030	974,775	955,624
Expenditure on:					
Raising funds		2,868	-	2,868	3
Charitable activities	5				
Connect services		592,300	200,822	793,122	657,348
Community participation and wellbeing		162,706	3,683	166,389	211,891
Promoting the service model		67,839	-	67,839	76,723
Total expenditure		825,713	204,505	1,030,218	945,965
Net income/(expenditure) for the year	6	(63,968)	8,525	(55,443)	9,659
Transfers between funds		(223)	223	-	-
Net movement in funds	6	(64,191)	8,748	(55,443)	9,659
Reconciliation of funds					
Total funds brought forward		81,502	52,583	134,085	124,426
Total funds carried forward	15	17,311	61,331	78,642	134,085

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. The attached notes form part of these financial statements.

Help on Your Doorstep

Balance sheet As at 31 March 2023

	Note	2023 £	£	2022 £	£
Fixed assets					
Tangible fixed assets	11		6,833		-
Current assets					
Debtors	12	112,594		102,174	
Cash at bank and in hand		<u>97,507</u>		<u>170,912</u>	
		210,101		273,086	
Creditors: amounts due within 1 year	13	<u>(138,292)</u>		<u>(139,001)</u>	
Net current assets			<u>71,809</u>		<u>134,085</u>
Net assets	14		<u><u>78,642</u></u>		<u><u>134,085</u></u>
Funds	15				
Restricted funds			61,331		52,583
Unrestricted Funds					
Designated funds		6,833		-	
General funds		<u>10,478</u>		<u>81,502</u>	
Total restricted funds			<u>17,311</u>		<u>81,502</u>
Total Funds			<u><u>78,642</u></u>		<u><u>134,085</u></u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 and were approved and signed on behalf of the Board of Trustees by:



21 December 2023

Don Kehoe
Chair

The notes to the accounts form part of these financial statements

Help on Your Doorstep

Statement of cash flows For the year ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash provided by operating activities	16	<u>(63,155)</u>	<u>40,848</u>
Change in cash and cash equivalents in the year		(73,405)	40,848
Cash and cash equivalents at the beginning of the year		<u>170,912</u>	<u>130,064</u>
Cash and cash equivalents at the end of the year	17	<u>97,507</u>	<u>170,912</u>

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2023

1 Accounting Policies

a Basis of preparation of financial statements

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

The charitable company 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 or note.

b Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

c Income

Income, including income from government and other grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Grants are credited to income when they are receivable unless they are for activities relating specifically to a specific future period, in which case they are deferred to that period. Income received under contracts for services is recognised in the financial statements in proportion to the percentage of completion of the contract.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution.

d Donations of gifts, services and facilities

Donated professional services and facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

e Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2023

1 Accounting Policies (continued)

f Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects undertaken by the charity.

g Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services and other activities undertaken to further the purposes of the charity and their associated support costs. Where costs cannot be directly attributed, they have been allocated to activities on a basis consistent with their use of resources.

Costs of premises and administration are allocated on a per capita basis as follows:

Connect services	78.0%
Community participation and wellbeing	13.7%
Promoting the service model	4.3%
Governance and support costs	4.0%

- Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs comprise the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

Connect services	81.3%
Community participation and wellbeing	14.2%
Promoting the service model	4.5%

i Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2023

1 Accounting Policies (continued)

j Tangible fixed assets and depreciation

Items of equipment are capitalised where the purchase price exceeds £400. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer & office equipment	33% straight line
-----------------------------	-------------------

k Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

l Cash at bank and in hand

Cash at bank and cash 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.

m Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

n Financial instruments

The charity 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.

o Pensions

The charitable company offers employees an auto enrolment pension scheme to which they make contributions unless they choose to opt out. The pension cost charge represents contributions payable by the charitable company to the scheme. The charitable company has no liability under the scheme other than for the payment of those contributions.

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2023

2 Income from donations and legacies

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Cripplegate Foundation	52,667	-	52,667	47,500
Islington Giving	37,330	-	37,330	37,330
Paul Hamlyn	22,000	-	22,000	40,000
J & M Douglas	6,250	-	6,250	6,266
M & H Maunsell Charity	1,000	-	1,000	1,000
Horners Charity	2,500	-	2,500	-
Worshipful Company of Gold & Silver Wyre Draw	1,000	-	1,000	-
Department of Work and Pensions	5,570	-	5,570	11,742
Beatrix Payne	-	-	-	62,500
Gifts in kind	22,000	-	22,000	22,000
Other donations	3,353	-	3,353	1,076
Total donations and legacies 2023	153,670	-	153,670	229,414
Total donations and legacies 2022	229,414	-		

The gifts in kind relate to office spaces received from three organisations (Cripplegate Foundation, Homes for Islington and the Peabody Trust) free of charge. These are based on estimates provided by these organisations as to how much the spaces would cost if available commercially.

3 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Connect services				
Connect centres (LB Islington)	180,000	1,250	181,250	180,000
Connect centres (Cloudesley)	-	28,125	28,125	44,375
Connecting for Change (Big Lottery)	-	118,988	118,988	104,289
People Living with Cancer (Macmillan)	-	11,560	11,560	-
Social prescribing (Islington GP Group)	238,471	-	238,471	149,544
Welfare grants (Cloudesley)	-	18,186	18,186	33,477
Welfare grants (Lady Gould)	-	1,240	1,240	-
Cost of Living grants (Cloudesley)	-	20,000	20,000	-
Employment outreach (LBI iwork)	-	-	-	7,500
Total Connect services 2023	418,471	199,349	617,820	519,185
Total Connect services 2022	337,044	182,141		

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2023

3 Income from charitable activities (continued)

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Community participation and wellbeing				
Community wellbeing and Good Neighbour Scheme projects				
--Islington Giving	82,670	10,481	93,151	82,670
--Peabody Trust	27,500	-	27,500	25,000
--LB Islington	30,000	3,200	33,200	31,500
--Southern Housing Association	5,000	-	5,000	5,000
--North Central London CCG	29,167	-	29,167	30,833
Covid 19 support (Paul Hamlyn)	-	-	-	20,000
Volunteering and community support	7,803	-	7,803	-
Fees for classes and activities	164	-	164	648
Total community 2023	182,304	13,681	195,985	195,651
Total community 2022	174,151	21,500		
Developing and promoting the service model				
VCSE Alliance (Independent Living Centre)	7,300	-	7,300	-
Organisational review				
--Cripplegate	-	-	-	5,200
--Cloudesley	-	-	-	5,200
Total service model promotion 2023	7,300	-	7,300	10,400
Total service model promotion 2022	-	10,400		
Total income from charitable activities 2023	608,075	213,030	821,105	725,236
Total income from charitable activities 2022	511,195	214,041		

4 Other income

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Coronavirus Job Retention Scheme	-	-	-	974
Total other income 2023	-	-	-	974
Total other income 2022	974	-		

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2023

5 Analysis of expenditure

	Raising funds £	Connect services £	Community participation & wellbeing £	Promoting the service £	Governance £	Support costs £	2023 Total £	2021 Total £
Salaries and employers' NI	162	580,542	110,248	54,312	2,365	44,773	792,402	724,020
Other staff costs and recruitment	-	25,328	2,042	480	21	5,141	33,012	30,933
Freelance and agency staff	-	18,417	3,230	1,020	57	894	23,618	17,423
Volunteers	-	30	861	-	-	-	891	662
Premises and equipment	-	30,211	145	3,398	-	4,836	38,590	47,536
Depreciation	-	-	-	-	-	3,417	3,417	1,688
Office costs	96	25,564	4,229	4,154	48	3,617	37,708	32,835
Project costs	2,610	24,149	35,586	1,291	30	502	64,168	69,872
Grants to individuals	-	31,352	-	-	-	-	31,352	16,639
Audit and compliance	-	-	-	-	5,060	-	5,060	4,357
	2,868	735,593	156,341	64,655	7,581	63,180	1,030,218	945,965
Support costs	-	51,365	8,972	2,843	-	(63,180)	-	-
Governance costs	-	6,164	1,076	341	(7,581)	-	-	-
Total expenditure 2022	2,868	793,122	166,389	67,839	-	-	1,030,218	945,965
Prior year								
Unrestricted direct expenditure	3	464,180	180,807	63,214	5,642	43,108		
Restricted direct expenditure	-	156,995	21,529	10,487	-	-		
Unrestricted support & governance costs allocated	-	36,173	9,555	3,022	(5,642)	(43,108)		
Total expenditure 2021	3	657,348	211,891	76,723	-	-		

Of the total expenditure, £825,713 was unrestricted (2022: £756,954) and £204,505 was restricted (2022: £189,011).

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2023

6 Net income/(expenditure) for the year

This is stated after charging :

	2023 £	2022 £
Depreciation	3,417	1,688
Auditors' remuneration:		
▪ Audit fees (excluding VAT)	<u>3,667</u>	<u>3,500</u>

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023 £	2022 £
Salaries	705,267	651,972
Employers' National Insurance	66,258	56,834
Employer's pension contributions	18,638	15,214
Temporary and agency staff	<u>2,239</u>	<u>-</u>
	<u>792,402</u>	<u>724,020</u>

The following number of employees received employee benefits (excluding employer NI and pension) during the year between:

	2023 No.	2022 No.
£60,000 - £69,999	<u>1</u>	<u>1</u>

The total employee benefits including employer pension and NI contributions of the key management personnel were £79,944 (2022: £71,799).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022: £nil). No trustee was reimbursed expenses during the year (2022: £nil) and none received payment for professional or other services supplied to the charity (2022: £nil).

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2023

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 23 (2022: 23).

The average weekly number of employees (full-time equivalent) during the year was as follows:

	2023 No.	2022 No.
Connect services	16.2	14.2
Community participation and wellbeing	2.8	3.7
Promoting the service	0.9	1.3
Governance and support	0.8	0.4
	<u>20.7</u>	<u>19.6</u>

9 Related party transactions

Help on Your Doorstep provides a salary savings scheme through London Capital Credit Union, of which one trustee is a director.

One trustee is a board member of Islington GP Federation with whom Help on Your Doorstep has a contracting relationship for the Social Prescribing Link Worker service. Transactions with this organisation can be seen in note 3.

10 Taxation

The society is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11 Tangible fixed assets

	Computer Equipment	Leasehold improvements	Total
Cost			
At 1 April 2022	50,041	13,729	63,770
Additions in Year	10,250	-	10,250
At 31 March 2023	<u>60,291</u>	<u>13,729</u>	<u>74,020</u>
Depreciation			
At 1 April 2022	50,041	13,729	63,770
Charge for Year	3,417	-	3,417
At 31 March 2023	<u>53,458</u>	<u>13,729</u>	<u>67,187</u>
Net Book Value			
At 31 March 2023	<u>6,833</u>	<u>-</u>	<u>6,833</u>
At 31 March 2022	<u>-</u>	<u>-</u>	<u>-</u>

All tangible fixed assets are used to fulfil the charity's objects.

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2023

12 Debtors

	2023 £	2022 £
Grants receivable	23,352	5,000
Trade debtors	66,290	76,851
Other debtors	2,047	1,685
Prepayments	20,905	18,638
	112,594	102,174

13 Creditors : amounts due within 1 year

	2023 £	2022 £
Taxation and Social Security	18,472	15,629
Trade creditors	29,576	5,077
Other creditors	4,136	3,514
Accruals	5,275	6,864
Deferred income	80,833	107,917
	138,292	139,001

Deferred income

	2023 £	2022 £
As at April 2022	107,917	85,000
Released to income from charitable activities during the year	(107,917)	(85,000)
Deferred during the year	80,833	107,917
	80,833	107,917

14 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible Fixed Assets	-	6,833	-	6,833
Current Assets	148,770	-	61,331	210,101
Liabilities	(138,292)	-	-	(138,292)
Net assets at 31 March 2023	10,478	6,833	61,331	78,642

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2023

15 Movements in funds

	At 1 Apr 2022 £	Income £	Expenditure £	Transfers £	At 31 Mar 2023 £
Restricted funds					
Connect centres					
--Cloudesley	8,875	28,125	(37,000)	-	-
--LBI LIF vouchers	-	1,250	(1,225)	-	25
Connecting for Change (Big Lottery)	26,385	118,988	(119,833)	-	25,540
People Living with Cancer (Macmillan)	-	11,560	(11,567)	-	(7)
Welfare grants					
--Cloudesley	17,323	18,186	(20,229)	-	15,280
--Lady Gould Charity	-	1,240	(1,066)	-	174
Crisis appeal (Islington Giving)	-	20,000	(9,902)	-	10,098
Community participation activities					
--Marquess Estate gardening project (Islington Giving)	-	485	(192)	-	293
--Jubilee celebrations (LBI)	-	900	(853)	(47)	-
--Community Fun Day (LBI)	-	2,300	(2,570)	270	-
Living Well Together (Islington Giving)	-	9,996	(68)	-	9,928
Total restricted funds	52,583	213,030	(204,505)	223	61,331
Unrestricted funds					
<i>Designated funds</i>					
Depreciation fund	-	-	(3,417)	10,250	6,833
<i>Total designated funds</i>	-	-	(3,417)	10,250	6,833
General funds	81,502	761,745	(822,296)	(10,473)	10,478
Total unrestricted funds	81,502	761,745	(825,713)	(223)	17,311
Total funds	134,085	974,775	(1,030,218)	-	78,642

Transfers are made from restricted and unrestricted funds for the full amount of purchases of capital equipment to the depreciation fund. Depreciation of these assets is charged to that fund. The depreciation fund will always be equal to the net book value of the assets.

Transfers are made from unrestricted funds to cover deficits on restricted funds of completed projects.

Purposes of restricted funds

Connect centres (Cloudesley)	A grant to contribute to the costs of running the Connect services in Finsbury Park and Canonbury.
Connecting for Change (Big Lottery)	A grant to support Islington residents improve their wellbeing through addressing barriers, gaining more control over their health and finances and building supportive social connections.

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2023

Purposes of restricted funds (continued)

People Living with Cancer (Macmillan)	Macmillan Cancer Support has awarded a three year grant so that Help on Your Doorstep can carry out outreach in Islington to identify people living with cancer (PLWC) who need support; provide additional advice, information and support to residents; and promote greater integration, learning and development for professionals in Islington through its partnership network.
Welfare grants (Cloudesley & Lady Gould charity)	Richard Cloudesley have funded the ongoing provision of individual grants to Islington residents with health conditions who are experiencing financial hardship. The Lady Gould Charity awarded grants for specific clients to enable them to purchase essential items.
Crisis appeal (Islington Giving)	A grant awarded as part of Islington Giving's response to the effect of the cost of living crisis on people in the borough. Grants are made to individuals to help them in the crisis.
Community participation activities	The schemes were awarded small grants to fund various activities held for users. LBI funded Jubilee events at New River Green and Caledonian Road and a Community Fun Day at New River Green in September. Islington Giving funded a gardening project on the Marquess Estate. The remaining funds for this project will be spent in the following year.
Living Well Together (Islington Giving)	As part of its Golden Grantmakers scheme, Islington Giving has awarded a three year grant to enable the Good Neighbour and Community Wellbeing schemes to expand the number and scope of the activities they offer.

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

	2023 £	2022 £
Net expenditure for the reporting period (as per the statement of financial activities)	(55,443)	74,516
Depreciation	3,417	5,465
Increase in debtors	(10,420)	(45,838)
Decrease in creditors	(709)	(3,269)
Net cash (used in) operating activities	(63,155)	30,874

17 Analysis of cash and cash equivalents

	2023 £	2022 £
Cash at bank and in hand	97,507	130,064
	97,507	130,064

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2023

18 Notes from 2022 accounts

a Analysis of net assets between funds

	General	Designated	Restricted	Total funds
	£	£	£	£
Current Assets	220,503	-	52,583	273,086
Liabilities	(139,001)	-	-	(139,001)
Net assets at 31 March 2022	81,502	-	52,583	134,085

b Details of movement in funds during the previous reporting period

	At 1 Apr 2021 £	Income £	Expenditure £	Transfers £	At 31 Mar 2022 £
Restricted funds					
Connect centres (Cloudesley)	-	44,375	(35,500)	-	8,875
Connecting for Change (Big Lottery)	25,761	104,289	(103,665)	-	26,385
Welfare grants (Cloudesley)	1,677	33,477	(17,831)	-	17,323
Walter Sickert Gardens (LBI)	-	1,500	(1,500)	-	-
Covid-19 support (Paul Hamlyn)	-	20,000	(20,028)	28	-
Organisational review (Cripplegate)	52	10,400	(10,487)	35	-
Total restricted funds	27,490	214,041	(189,011)	63	52,583
Unrestricted funds					
<i>Designated funds</i>					
Depreciation fund	1,688	-	(1,688)	-	-
<i>Total designated funds</i>	1,688	-	(1,688)	-	-
General funds	95,248	741,583	(755,266)	(63)	81,502
Total unrestricted funds	96,936	741,583	(756,954)	(63)	81,502
Total funds	124,426	955,624	(945,965)	-	134,085

HELP ON YOUR DOORSTEP

England & Wales - Charity number 1133145

Accounts

Charity No: 1133145

Company No: 06960313

HELP ON YOUR DOORSTEP

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

Help on Your Doorstep
For the year ended 31 March 2022

CONTENTS

Legal and administrative details	2
Trustees' report	3
Independent auditors' report	16
Statement of financial activities	20
Balance sheet	21
Statement of cash flows	22
Notes to the accounts	23

Help on Your Doorstop
For the Year Ended 31 March 2022

Legal and administrative details

Board of Trustees

Don Kehoe (Appointed on 21 October 2010, appointed as Chair on 15 March 2022)
Andy Murphy (Appointed as Trustee on 13 July 2009)
Frances Carter (Appointed as Trustee on 13 July 2009)
Phil Kelly ((Appointed as Trustee on 13 July 2009)
Colin Adams MBE (Appointed 9 December 2010)
Sorrel Brookes (Appointed as Trustee on 2 March 2017, appointed as Treasurer on 7 June 2022)
Nicola Steuer (Appointed as Trustee on 2 March 2017)
Stephen Lawson (Appointed as Trustee on 7 December 2021)
Kate Summerside (Appointed as Trustee on 7 December 2021)

Senior management

Ken Kanu	-	Chief Executive, Company Secretary
Gill Carter	-	Head of Business Operations and Community Development
Suzanne Procter	-	Head of Services (Connect and Social Prescribing)

Company number

06960313.

Registered charity number (England and Wales)

1133145.

Registered Office

13 Elliott's Place,
London
N1 8HX

Bankers

Co-operative Bank
P.O.Box 250
Delf House
Skelmersdale
WN8 6WT

Auditors

Goldwins Limited
75 Maygrove Road
West Hampstead
London NW6 2EG

Trustees' report 2022

The Trustees are pleased to present their Report and Accounts for Help on Your Doorstep (the "Charity") for the year ended 31 March 2022.

Structure, governance and management

Help on Your Doorstep was founded and incorporated in 2009. Help on Your Doorstep is governed by the Board of Trustees who are appointed as prescribed by the Articles of Association dated 1st July 2009. The Board of Trustees, who are also directors of the charity for the purposes of the Companies Act, have the sole and entire responsibility for the management of the business of Help on Your Doorstep. The company is limited by guarantee and members are required to contribute £10 in the event of a winding up.

Trustees are recruited in a variety of ways involving exploration of the field of potential candidates, including open recruitment and recommendation from existing Trustees and partner organisations. Potential Trustees are scrutinised by the Chair and company secretary and meet with a panel of existing Trustees, before being proposed as a Trustee. All new Trustees are provided with an induction to Help on Your Doorstep. Board of Trustee meetings are held four times a year. One of these meetings is used to review performance over the past year including Board performance, and agree key objectives for the coming year.

The day-to-day running of Help on Your Doorstep and the exercise of executive responsibility is delegated to the Director.

What we do

Every benevolent organisation wants their charitable resources to support those most in need. Every year we spend thousands of hours in outreach striving to find those in Islington who are hidden from community services and information. Some people may be experiencing severe hardship or chronic health conditions and are not getting adequate support. Our dedicated team of outreach workers identify residents who have slipped through the cracks and refer them to our large network of partner organisations.

We see people who are facing multiple layers of marginalisation and who fail to access support due to bureaucracy and complex systems that are inaccessible for them. It can be heart-breaking for outreach workers in specialist organisations to discover someone living with severe hardship or health conditions, who they can't help because their particular organisation is only funded to provide specific help, such as supporting them to return to work.

Help on Your Doorstep's Connect service aims to connect people experiencing challenges with the multitude of services that are being offered by service providers in Islington. We conduct outreach and listen to people's lived experiences to understand the complexity of individual situations. We knock on doors and really learn about the challenges facing people in the community. We then work with local residents so they can avail themselves of the services and support of our network of over 140 partners. If we identify someone with a challenge which cannot be addressed by our existing network of partners, we work tirelessly to identify a new partner who can meet the needs of the resident.

Help on Your Doorstep

For the year ended 31 March 2022

We empower residents to overcome the challenges they are facing by giving them the advice, skills and information they need. The referral to the appropriate partner organisation is just the start of our relationship with our residents. We use technology to ensure relevant information is shared with partner services securely and remind clients of meetings that have been set up for them. Subsequently, through our follow-up process, we track whether problems have been solved and client satisfaction levels with the referral that we make. This means that we can provide aggregated satisfaction information and general feedback to our partners.

For over a decade, we have built strong relationships with our partners whilst persistently and regularly engaging in community outreach to develop a trusted reputation with residents. We are genuinely independent and place the client at the centre of our work. This trust is paramount, especially when discussing sensitive topics such as health and financial well-being with clients.

We developed the first Good Neighbour Schemes (GNS) in Islington ten years ago after we started to recognise the high levels of isolation being experienced by residents in the community. The Good Neighbours Schemes work with local people to create opportunities for neighbours and other residents to come together to build community networks through shared activities.

The schemes, built on the passion, knowledge and relationships that local people have, allow residents to form genuine friendships, give something to their community as volunteers and provide a wide range of activities that enhance wellbeing.

In association with the local primary care network, we have developed our Social Prescribing Link service, working in conjunction with Islington GPs. We have always specialised in supporting the most isolated and vulnerable members of our community who have difficulty accessing services other than those at their local clinic, so this new partnership complements our other services. We are uniquely positioned to provide comprehensive non-medical assistance with our well-established network of referral partners across the borough.

The last year

Emerging from the pandemic has been even more challenging than we expected. The demands on our services have increased while the funding situation has become more difficult. We are experiencing a great rise across all presenting issues which has been exacerbated by the cost-of-living crisis. These demands have also been suffered by our partners, but they have maintained the pathways for appointments from Help on Your Doorstep, recognising the particular vulnerabilities and need of our referrals.

We rely on the flexibility and versatility of the team to recognise and respond promptly to new situations as they arise. Empowering individuals and communities is at the core of our activities and so we understood that the pandemic intensified the difficulties of many already suffering multiple deprivations. The loss of confidence many suffered through isolation during the pandemic is a major concern and we are particularly targeting programmes designed to improve mental wellbeing for all age groups.

Our team are subject to the same social and economic conditions as the communities they are embedded in. Their lived experience allows them to understand and gain the trust of the people they work with.

The board is reviewing its governance with the support of a corporate partner. We are considering recruiting new trustees to refresh the expertise skill set of the board and to continue the board succession planning.

Help on Your Doorstep

For the year ended 31 March 2022

The software systems used the Help on Your Doorstep are crucial to the delivery and monitoring of our services, and allow us to provide information to our partners and other interested bodies. Over the last year we have enhanced our database and migrated it to a new operating platform. This was completed without problem, and we are very happy with the updated configuration. We will continue our commitment to IT to ensure maximum operational efficiency and effective delivery of services economically.

Public benefit

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

The objective of Help on Your Doorstep is the prevention and relief of poverty in deprived areas by providing a proactive outreach service that connects residents with the local services that they want and need. Help on Your Doorstep has developed its strategic plans to ensure that it provides public benefit and achieves its objectives as set out in Help on Your Doorstep's governing document. The benefit that Help on Your Doorstep brings to the public is delivered in the following ways

- delivering outreach services in parts of Islington with high levels of deprivation aimed at helping local residents to access advice and support services, which will improve their wellbeing and life chances.
- delivering Good Neighbours Initiatives, which support local people who may experience barriers to community participation and facilitate opportunities for them to volunteer in their own local neighbourhood.
- working with communities to deliver activities that enhance health and wellbeing
- administering grants to individuals to alleviate financial hardship and to improve wellbeing and life chances
- sharing our intelligence gained from outreach and referral activity with others to help shape service provision and policy in order to improve the wellbeing and life chances of residents living in deprived neighbourhoods.

Our Mission and Strategic Objectives

Our Mission

Help on Your Doorstep's goal is for people to thrive, have a good quality of life and live in happy, healthy communities

Our Strategic Objectives

- Deliver services that reach and support those who need help most
- Deliver and promote services with a preventative focus
- Deliver and promote services that empower residents and improve their confidence, skills and resilience
- Support the development of strong communities
- Develop and sustain a skilled and well supported workforce
- Achieve ongoing financial stability and optimise our use of resources

This year we successfully...



Supported 2,391
Islington residents
across all our
programmes



Linked 1417 residents
into support through
our Connect advice
service



Built our team of
social prescribers from
4 to 6



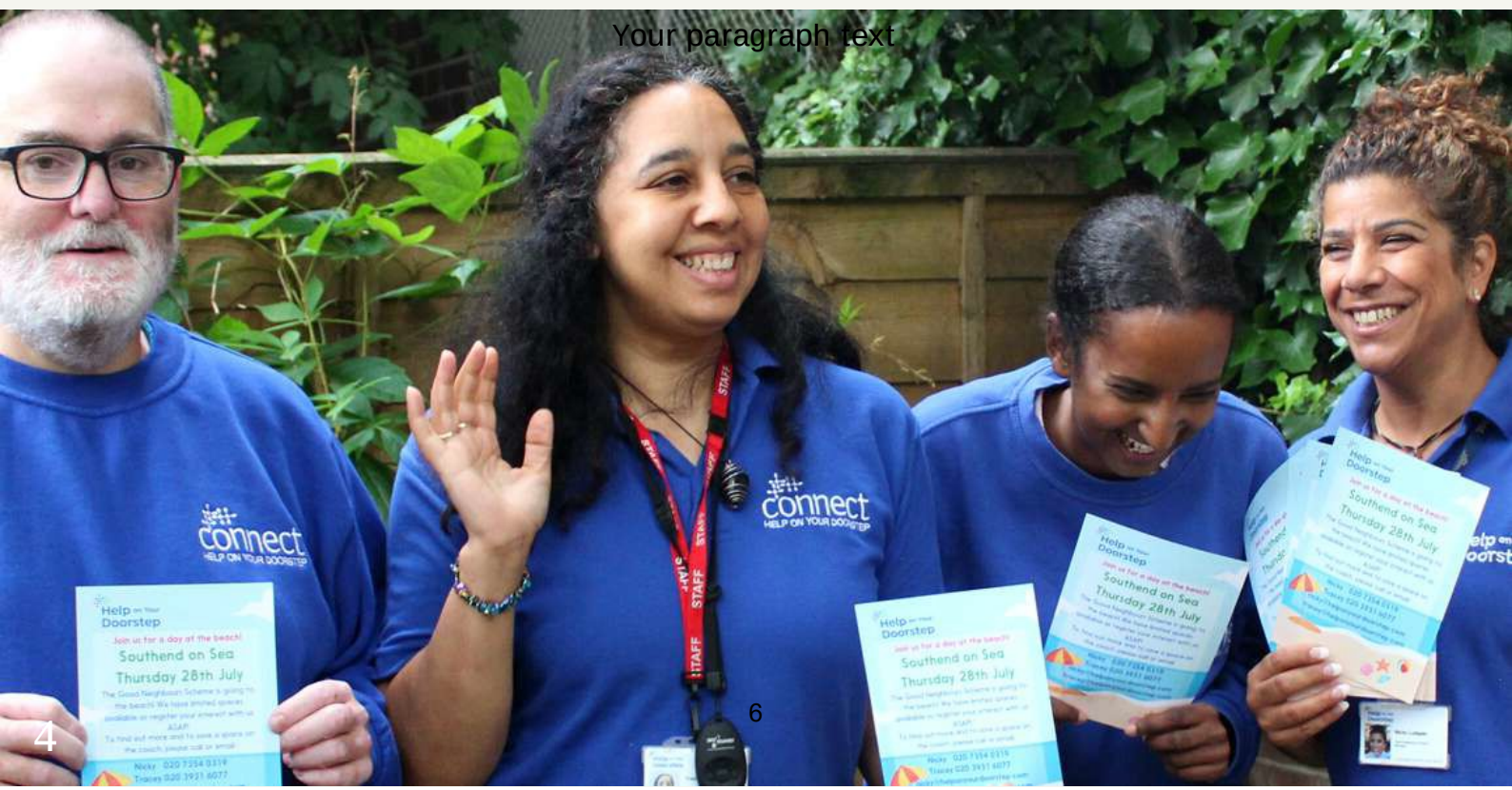
Reached our 10th year
of building community
networks through our
Good Neighbours
Scheme



Grew our partnership
network to over 135
partners, and ran
regular partner
meetings so Islington
organisations are
linked up



Diversified our approach
and enabled residents to
engage with us online by
running online groups and
telephone appointments



Your paragraph text

In 2021/22...

1417

residents were
supported

2170

referrals made into
97 partner
organisations

564

hours of direct 1:1
support provided

65%

of residents
supported by
Connect had a long-
term health
condition or disability

67%

of residents saw an
improvement in
their situation after
3 months. A further
21% were in receipt
of longer-term
support

Impact Focus: Connect Advice

We work on the frontline - by knocking on Islington doors and running a phone enquiry line to identify and support people experiencing challenges including but not limited to; housing, debt, financial hardship, health, isolation, welfare benefits and employment issues.

We provide direct support to residents by signposting them to services, providing advocacy and support with form filling. We also refer residents into specialist advice organisations and services. We are at the heart of the Islington voluntary sector and have a network of over 135+ partners who we refer into.

The referral is just the start of our relationship with our clients. We track whether problems have been solved and client satisfaction levels with the referral that we make.

During the Covid pandemic, we saw demand for our advice service soar. Now with the rising cost of living we are seeing resident needs increasing once again. We are working hard to ensure residents have information and advice on how to reduce bills and make their money go further. We continue to listen to residents, about the issues they are facing and work out how to overcome challenges together.

“

"I am so grateful to you for always listening and wanting to help. If you had not pointed me in the right direction, I would still be in a state of worry and distress, not knowing where to go for help. You are a star.

Thank you, thank you, thank you."

- A Connect Advice user

”

Connect Advice : Resident Story

Melanie, a Connect Advisor, tell us about a resident she recently worked with.

I received a referral in December 2021 from a GP for a resident who felt isolated and needed financial support. I connected with the resident and she opened up to me about her diagnosis of Complex Developmental Trauma. Her mother lived outside of London and had severe dementia. Meanwhile, her husband also had several health conditions.

Managing these challenges and going through lockdown made her feel isolated and her mental health deteriorated. She had previously worked as a journalist but work had dried up over the pandemic.

After speaking with the resident at length, I discussed some of ways that we could potentially support her by linking her up with our partners and services in the borough. I referred her into Islington MIND so she could access mental health support and into Hillside Clubhouse for employment support/volunteering opportunities.

I followed up with her a couple of weeks later to see how she was doing. Sadly she told me that her mother had passed away, so we agreed to speak again at a later date when she was ready to re-engage. We spoke again a couple of weeks later and she told me that she had received extensive support from Hillside Clubhouse.

She had started to mentor others and she was helping to facilitate a sewing and knitting club. She had also completed two courses and applied for a couple of jobs. She explained that Islington MIND have been very supportive with supporting her to complete some paperwork. We spoke about the loss of her mother, and we agreed to refer her into another partner, this time St Joseph's Hospice Bereavement service.



I followed up with her again recently and she told me she has been to two face to face bereavement counselling sessions. She said that it is an “incredible service and extremely beneficial”. She is still attending Hillside Clubhouse and is now helping them with the design of their website.



I was delighted to hear that her next goal is to secure some part-time employment. It's been great to go on this journey with her and to see her become more empowered to combat the issues that were previously preventing her from thriving and living well. It's a joy not only to see that she is in a better place now but that she is also giving back to her local community through volunteer opportunities.

In 2021/22

829

referrals received
from GPs

369

referrals from Central
Islington Primary Care
Network

460

referrals from North
Islington Primary Care
Network to HoYD

254

hours of direct
support
provided

53%

of cases triaged
into our Connect
service

Impact Focus: Social Prescribing

GPs are in high demand, however a significant number of GP appointments are not directly related to medical conditions. Instead, many patients are presenting requesting support for non-medical issues, maybe because they want to lose weight or feel lonely.

We work with GPs to support patients with their non-medical issues. Our social prescribers ensure patients get personalised care that enables them to take better control of their physical and mental health utilising services and groups in the borough. Our team of link workers prescribe social activities and community-based initiatives, like exercise groups and art classes, to GP patients to improve their health and wellbeing.

On the back of Covid, we have seen a significant rise in residents with mental ill-health. We are seeing now the impacts of the social isolation, loss of loved ones, and financial worries experienced during the lockdowns. Whilst GPs provide any necessary medical support needed our link workers prescribe appropriate non-medical approaches such as creative therapies or community based support groups and talk therapy initiatives.

“

".....last week, I met with both Farah and Paul at Help on Your Doorstep, I have been struck by their commitment to their job, as they both listened quite intently and non-judgmentally to my various concerns, and current difficulties. They also have showed great empathy towards my current financial hardship, and they both come across as two very kind and good natured individuals, who can (and do!) make a real difference in people's lives."

- Social Prescribing service user

”

Social Prescribing : Resident Story

Gaynor, one of our Social Prescribing Link Workers tells us about a recent GP patient she supported by developing a care plan to improve their financial, social and mental well-being. Gaynor says;

I received a referral from a GP for a patient called Stacey* (named has been changed). The referral described how Stacey had a visual impairment and was feeling isolated. Stacey's vision had deteriorated and it was becoming difficult to go out.

I contacted Stacey to listen to the challenges she was experiencing. Stacey identified that her focus was to improve her financial stability and to gain more confidence in social situations, so she could exercise and attend appointments with greater ease.

After some discussion, we agreed that it would be useful for Stacey to be referred into North London Cares' Hand in Hand service. Through this programme, Stacey was matched with a volunteer with similar interests for 3 months of weekly one-hour sessions. Stacey was also supported to link into Age UK Islington and the council's Income Maximisation Team to get support with her Personal Independence Payment application, a government scheme to support people with disabilities with finances to cover the additional costs they face in transport and living, as a result of having a disability.

I kept in contact with Stacey for 2 months with regular check-ins. Stacey has now submitted her PIP application and has been linked to Disability Action Islington who will provide support with her future correspondence with the Department of Work and Pensions about her benefits. Stacey is continuing to engage with the Hand in Hand service. When asked about the service, Stacey said that having someone to speak to and go out with has made a real difference in her life. Stacey has reported an improvement in her levels of happiness, satisfaction and feels she is on the right path.

“I felt lost before, now I feel more stable, more organised, better connected with services, and much more confident. I now knows who to turn to in a crisis.”

-Stacey

We place a strong emphasis on utilising a relational approach – working together with residents to identify solutions. We utilise our network of partners and play a crucial role in linking people into the most appropriate service so they get the best support for their unique situation. We love seeing cases like Stacey's where people have not only received practical support but feel more empowered.

In 2021/22

768

Unique users

436

new users

1036

community
events held

7986

total
attendances

92%

of Bemerton
respondents feel
more connected

Impact Focus: Good Neighbours Scheme

Ten years ago we launched our first Good Neighbours Scheme (GNS) in Islington. This was prompted by the recognition that high levels of isolation and disconnection were not only fundamentally damaging the quality of individuals' lives, but were also damaging communities as a whole.

Our 3 Good Neighbours Schemes in Bemerton, Canonbury, and King's Cross strengthen communities in Islington by building hyper-local networks. Each scheme is located near estates and aims to engage people who have been experiencing isolation, financial hardship or ill-health. We bring people together to identify what the community vision is and empower community members to achieve this vision together, building residents' sense of belonging as we go.

We bridge divides in the community by bringing all walks of life together at our regular group and community events. We empower residents by linking them up to opportunities including but not limited to; grants, training and volunteering opportunities.

“

*It makes me really happy to come to groups and talk to people, share thoughts and be part of something with like minded people.
Over the years I have suffered with depression and anxiety. Being part of the Good Neighbours Scheme has made things a lot better for me.*

- A Kings Cross GNS user

”

GNS : Resident Story

James* used to go to the Jean Stoke's Community Centre for a tea dance every year with his partner, Kate. One year, they saw a timetable for the Good Neighbours Scheme - they were interested to find out more.

James and Kate started to attend the Good Neighbours Scheme activities together - they liked meeting other residents and started to come along every week. Through the Good Neighbours Scheme, James and Kate also found out about our Connect service. The pair got support about legal matters from our advisors.

'It sounds funny but I couldn't pay the council bill and Jo (HoYD coordinator) helped us to set up a direct debit' James explains.

During the pandemic, Kate became ill. Covid restrictions made it difficult for visitations. It was a stressful time. Sadly, Kate passed away quickly after going into hospital. James felt alone and lost. Many community centres were closed due to Covid, so James found it hard to engage with others.

Thankfully, the Good Neighbours team visited James on his doorstep to check-in and see how he was managing. The team went shopping for him, and supported him to navigate the household duties that Kate often looked after. The team have linked James up into other services too such as digital literacy classes.

*Name has been changed



Nicky & James*

Good Neighbours Scheme Manager & Group User



I go to the GNS Coffee Mornings and to the Chair-based exercise group. It's all free and we catch up on news, and things happening in the community. The team have linked me into digital support at HealthWatch where I've learned how to use WhatsApp. I'm really excited because I learn something new every time!

- James



Reserves

The Statement of Financial Activities shows a total surplus for the year of £9,569 (2021: £74,516). Reserves at 31 March 2022 were £81,502 (2021: £96,936) of unrestricted funds and £52,583 (2021: £27,490) of restricted funds required to finance ongoing unrestricted programmes and activities. Included in restricted funds are underspent grants which have been agreed to carry forward for ongoing projects.

The current reserves policy, approved by the Trustees, is to build up and maintain free reserves of at least one month's average expenditure, up to a maximum of £100,000. This is to mitigate the risk of insolvency and provide a fund for future infrastructure replacement and business growth activities. Free reserves are defined as that part of the charity's unrestricted funds that is freely available to spend on any of the charity's purposes. This excludes restricted income funds, tangible fixed assets and amounts designated for essential future spending.

Principal risks and uncertainties

The Board Finance and Risk Committee is responsible for ensuring that organisational risks are satisfactorily identified and managed and confirms this to the full Board of Trustees. Help on Your Doorstep maintains a formal risk-management process in accordance with guidance from the Charity Commission. An organisational risk register is updated and reviewed on a quarterly basis by the Finance and Risk Committee in order to determine whether all material risks have been adequately identified and assessed and whether appropriate mitigating actions are in place and are effective.

In addition to the risk related to reserves, the principal risks that we have identified as having a serious potential impact on our performance, future prospects and reputation are:

Help on Your Doorstep
For the year ended 31 March 2022

Risk Identified	Mitigation
Changes to funding and commissioning arrangements lead to - reduction to funding, enforced changes to delivery model, loss of independence	• collaboration with commissioners and providers to work through and shape proposals • impact measurement and service promotion
Increased strategic and operational demands lead to insufficient organisational capacity to meet expectations and obligations	• review of structure and functions within HOYD Transformation project • Review of Connect processes and implementation demand management measures • Working with partners and referrers to establish clearer criteria and referral pathways
Reduced income from funders due to prevailing economic conditions .	• Fundraising plan to increase core income • ongoing engagement with funders
Governance and management continuity - impact of the departure of key staff on operational and strategic delivery and relationships	• trustee recruitment process and transition plans • review of structure and functions to share key strategic ownership with enhanced Senior Management Team
Staff wellbeing - combined impact of Covid, delivery pressures and changes undermining health and wellbeing of staff team - Potential impact on performance, retention, absence levels and employee relations	• management team development on leading change • staff engagement and consultation • Employee Assistance Programme, mindfulness and social events • personal and professional development • flexible working arrangements
Covid - future pandemic and lockdown risks/ impact of recovery	• covid service delivery roadmap
Building and maintaining reserves - financial and operational pressures undermining reserves strategy	• implementing five year projection and planning tool
Premises - quality and insecurity of tenure undermining our community reach and quality of service	• premises strategy to review and improve premises
Serious injury or fatality as a result of violence towards staff	• robust health and safety procedures for lone working and door knocking. Risk assessments and incident reporting procedures. Personal safety training for all staff. Tracking and monitoring devices in use.
Management of Safeguarding risks - risks to vulnerable people as a result of abuse or neglect	• Ongoing review of safeguarding policy and procedures • bi-annual refresher training for all staff • induction training for new staff

Remuneration policy for key management personnel

The Finance and Risk Committee has the responsibility of considering the remuneration of the Executive Director as well determining the pay policy for all staff and the basis for any annual increases in pay. The committee, which is made up of the Treasurer, the Chair and at least one other trustee makes recommendations to the full board for approval. The Board and the Finance and Risk Committee operate within the powers and constitutional arrangements as set out in the Articles of Association and Committee terms of reference.

When making recommendations, the Committee will draw on relevant internal and external information regarding staff remuneration. Staff remuneration does not include any share options or long-term incentive schemes. The pension provisions for the Executive Director team are on the same terms as other employees.

Trustees' Responsibilities

The trustees (who are also directors of Help on Your Doorstep for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice.)

Company law requires trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

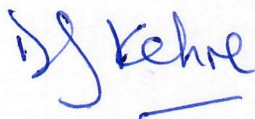
- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report was approved by the Board of Trustees on 6 December 2022 and signed on its behalf by:



Don Kehoe
Chair

Independent Auditor's Report

To the members of Help on Your Doorstep

Opinion

We have audited the financial statements of Help on Your Doorstep for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the

Independent Auditor's Report

To the members of Help on Your Doorstep

work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be

expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material

Independent Auditor's Report

To the members of Help on Your Doorstep

misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities]. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton

9 December 2022

.....
Anthony Epton (Senior Statutory Auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

Help on Your Doorstep

Statement of financial activities (incorporating an Income and Expenditure Account) For the year ended 31 March 2022

	Note	Unrestricted Funds £	Restricted Funds £	2022 Total £	2021 Total £
Income from:					
Donations and legacies	2	229,414	-	229,414	199,434
Charitable activities	3				
Connect services		337,044	182,141	519,185	529,653
Community participation and wellbeing		174,151	21,500	195,651	262,510
Promoting the service model		-	10,400	10,400	4,600
Other	4	974	-	974	2,358
Total income		741,583	214,041	955,624	998,555
Expenditure on:					
Raising funds		3	-	3	1,808
Charitable activities	5				
Connect services		500,353	156,995	657,348	598,258
Community participation and wellbeing		190,362	21,529	211,891	297,397
Promoting the service model		66,236	10,487	76,723	26,576
Total expenditure		756,954	189,011	945,965	924,039
Net income/(expenditure) for the year	6	(15,371)	25,030	9,659	74,516
Transfers between funds		(63)	63	-	-
Net movement in funds	6	(15,434)	25,093	9,659	74,516
Reconciliation of funds					
Total funds brought forward		96,936	27,490	124,426	49,910
Total funds carried forward	15	81,502	52,583	134,085	124,426

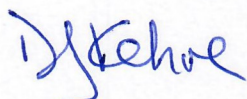
All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. The attached notes form part of these financial statements.

Help on Your Doorstep

Balance sheet As at 31 March 2022

	Note	2022 £	£	2021 £	£
Fixed assets					
Tangible fixed assets	11		-		1,688
Current assets					
Debtors	12	102,174		128,347	
Cash at bank and in hand		<u>170,912</u>		<u>130,064</u>	
		273,086		258,411	
Creditors: amounts due within 1 year	13	<u>(139,001)</u>		<u>(135,673)</u>	
Net current assets			<u>134,085</u>		<u>122,738</u>
Net assets	14		<u>134,085</u>		<u>124,426</u>
Funds	15				
Restricted funds			52,583		27,490
Unrestricted Funds					
Designated funds		-		1,688	
General funds		<u>81,502</u>		<u>95,248</u>	
Total restricted funds			<u>81,502</u>		<u>96,936</u>
Total Funds			<u>134,085</u>		<u>124,426</u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 and were approved and signed on behalf of the Board of Trustees by:



6 December 2022

Don Kehoe
Chair

Company No: 06960313

The notes to the accounts form part of these financial statements

Help on Your Doorstep

Statement of cash flows For the year ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash provided by operating activities	16	<u>40,848</u>	<u>30,874</u>
Change in cash and cash equivalents in the year		40,848	30,874
Cash and cash equivalents at the beginning of the year		<u>130,064</u>	<u>99,190</u>
Cash and cash equivalents at the end of the year	17	<u>170,912</u>	<u>130,064</u>

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2022

1 Accounting Policies

a Basis of preparation of financial statements

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

The charitable company 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 or note.

b Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. In reaching that conclusion, the trustees have carefully considered the implications of the Covid-19 pandemic on the operations and financial position of Help on Your Doorstep and are maintaining close scrutiny of actual and projected income levels, programme expenses, operating costs and the cash position. The organisation does not rely on investment income or donations from individuals and grant funding has been secured and will not be affected by the pandemic. The trustees do not consider that there are any sources of estimation uncertainty, including the impact of the pandemic, at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

c Income

Income, including income from government and other grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Grants are credited to income when they are receivable unless they are for activities relating specifically to a specific future period, in which case they are deferred to that period. Income received under contracts for services is recognised in the financial statements in proportion to the percentage of completion of the contract.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution.

d Donations of gifts, services and facilities

Donated professional services and facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2022

1 Accounting Policies (continued)

e Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

f Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects undertaken by the charity.

g Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services and other activities undertaken to further the purposes of the charity and their associated support costs. Where costs cannot be directly attributed, they have been allocated to activities on a basis consistent with their use of resources.

Costs of premises and administration are allocated on a per capita basis as follows:

Connect services	72.5%
Community participation and wellbeing	19.0%
Promoting the service model	6.5%
Governance and support costs	2.0%

- Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs comprise the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

Connect services	74.2%
Community participation and wellbeing	19.6%
Promoting the service model	6.2%

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2022

1 Accounting Policies (continued)

i Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j Tangible fixed assets and depreciation

Items of equipment are capitalised where the purchase price exceeds £400. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer & office equipment	33% straight line
-----------------------------	-------------------

k Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

l Cash at bank and in hand

Cash at bank and cash 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.

m Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

n Financial instruments

The charity 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.

o Pensions

The charitable company offers employees an auto enrolment pension scheme to which they make contributions unless they choose to opt out. The pension cost charge represents contributions payable by the charitable company to the scheme. The charitable company has no liability under the scheme other than for the payment of those contributions.

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2022

2 Income from donations and legacies

	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Cripplegate Foundation	47,500	-	47,500	56,000
Islington Giving	37,330	-	37,330	84,146
Beatrix Payne	62,500	-	62,500	-
Paul Hamlyn	40,000	-	40,000	-
J & M Douglas	6,266	-	6,266	6,250
M & H Maunsell Charity	1,000	-	1,000	1,000
Department of Work and Pensions	11,742	-	11,742	(2,400)
Cloudesley	-	-	-	10,000
Lund Trust	-	-	-	5,000
Harriet's Trust	-	-	-	5,000
Waitrose	-	-	-	333
Phillipine Kerala Thompson (legacy)	-	-	-	5,000
Gifts in kind	22,000	-	22,000	22,000
Other donations	1,076	-	1,076	7,105
Total donations and legacies 2022	229,414	-	229,414	199,434
Total donations and legacies 2021	164,284	35,150		

The gifts in kind relate to office spaces received from three organisations (Cripplegate Foundation, Homes for Islington and the Peabody Trust) free of charge. These are based on estimates provided by these organisations as to how much the spaces would cost if available commercially.

3 Income from charitable activities

	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Connect services				
Connect centres (LB Islington)	180,000	-	180,000	216,750
Connect centres (Cloudesley)	-	44,375	44,375	35,875
Connecting for Change (Big Lottery)	-	104,289	104,289	99,343
Proactive Wellbeing (Cloudesley)	-	-	-	29,167
Social prescribing (Islington GP Group)	149,544	-	149,544	120,518
Employment outreach (LBI iwork)	7,500	-	7,500	-
Welfare grants (Cloudesley)	-	33,477	33,477	12,000
Community research (CCG)	-	-	-	16,000
Total Connect services 2022	337,044	182,141	519,185	529,653
Total Connect services 2021	353,268	176,385		

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2022

3 Income from charitable activities (continued)

	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Community participation and wellbeing				
Community wellbeing and Good Neighbour Scheme projects				
--Islington Giving	82,670	-	82,670	72,254
--Peabody Trust	25,000	-	25,000	25,000
--LB Islington	30,000	1,500	31,500	34,423
--Clarion Housing Association	-	-	-	10,000
--Southern Housing Association	5,000	-	5,000	5,000
--North Central London CCG	30,833	-	30,833	25,833
Covid 19 support (Paul Hamlyn)	-	20,000	20,000	-
Volunteering and community support				
--Big Lottery	-	-	-	75,000
--London Community Response Fund	-	-	-	15,000
Fees for classes and activities	648	-	648	-
Total community 2022	174,151	21,500	195,651	262,510
Total community 2021	172,510	90,000		
Developing and promoting the service model				
Capacity building (Social Venture Partners London)	-	-	-	2,000
Organisational review				
--Cripplegate	-	5,200	5,200	1,300
--Cloudesley	-	5,200	5,200	1,300
Total service model promotion 2022	-	10,400	10,400	4,600
Total service model promotion 2021	-	4,600		
Total income from charitable activities 2022	511,195	214,041	725,236	796,763
Total income from charitable activities 2021	525,778	270,985		

4 Other income

	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Coronavirus Job Retention Scheme	974	-	974	2,358
Total other income 2022	974	-	974	2,358
Total other income 2021	2,358	-		

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2022

5 Analysis of expenditure

	Raising funds £	Connect services £	Community participation & wellbeing £	Promoting the service £	Governance £	Support costs £	2022 Total £	2021 Total £
Salaries and employers' NI	-	491,970	150,080	60,510	1,117	20,343	724,020	712,801
Other staff costs and recruitment	-	15,232	2,969	1,207	33	11,492	30,933	11,886
Freelance and agency staff	-	12,633	3,318	1,128	44	300	17,423	18,540
Volunteers	-	84	574	3	-	1	662	2,337
Premises and equipment	-	30,317	4,005	4,499	-	8,715	47,536	39,411
Depreciation	-	-	-	-	-	1,688	1,688	5,465
Office costs	-	21,963	5,418	5,168	48	238	32,835	42,244
Project costs	3	32,345	35,965	1,185	43	331	69,872	66,838
Grants to individuals	-	16,632	7	-	-	-	16,639	20,060
Audit and compliance	-	-	-	-	4,357	-	4,357	4,457
	3	621,176	202,336	73,700	5,642	43,108	945,965	924,039
Support costs	-	31,986	8,449	2,673	-	(43,108)	-	-
Governance costs	-	4,186	1,106	350	(5,642)	-	-	-
Total expenditure 2022	3	657,348	211,891	76,723	-	-	945,965	924,039
Prior year								
Unrestricted direct expenditure	1,808	407,908	159,415	21,666	5,121	19,021		
Restricted direct expenditure	-	173,450	131,102	4,548	-	-		
Unrestricted support & governance costs allocated	-	16,900	6,880	362	(5,121)	(19,021)		
Total expenditure 2021	1,808	598,258	297,397	26,576	-	-		

Of the total expenditure, £756,954 was unrestricted (2021: £614,939) and £189,011 was restricted (2021: £309,100)

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2022

6 Net income/(expenditure) for the year

This is stated after charging :

	2022 £	2021 £
Depreciation	1,688	5,465
Auditors' remuneration:		
▪ Audit fees (excluding VAT)	3,500	3,417
▪ Underprovision/(Overprovision) in previous year	-	167
	<u> </u>	<u> </u>

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2022 £	2021 £
Salaries	651,972	651,911
Employers' National Insurance	56,834	46,507
Employer's pension contributions	15,214	14,383
	<u>724,020</u>	<u>712,801</u>

The following number of employees received employee benefits (excluding employer NI and pension) during the year between:

	2022 No.	2021 No.
£60,000 - £69,999	<u>1</u>	<u>1</u>

The total employee benefits including employer pension and NI contributions of the key management personnel were £71,799 (2021: £72,639).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2021: £nil). No trustee was reimbursed expenses during the year (2021: £nil) and none received payment for professional or other services supplied to the charity (2021: £nil).

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2022

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 23 (2021: 24).

The average weekly number of employees (full-time equivalent) during the year was as follows:

	2022 No.	2021 No.
Connect services	14.2	13.4
Community participation and wellbeing	3.7	5.5
Promoting the service	1.3	0.3
Governance and support	0.4	0.2
	19.6	19.4

9 Related party transactions

Help on Your Doorstep provides a salary savings scheme through London Capital Credit Union, of which one trustee is a director.

One trustee is a board member of Islington GP Federation with whom Help on Your Doorstep has a contracting relationship for the Social Prescribing Link Worker service. Transactions with this organisation can be seen in note 3.

One trustee is a trustee of the Institute for Voluntary Action Research, which was paid by Help on Your Doorstep to carry out evaluation work. The contract for the work is for £34,575, of which £9,575 was invoiced for by 31 March 2022 and fully paid by 31 March 2022.

10 Taxation

The society is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2022

11 Tangible fixed assets

	Computer Equipment	Leasehold improvements	Total
Cost			
At 1 April 2021	50,041	13,729	63,770
Additions in Year	-	-	-
At 31 March 2022	50,041	13,729	63,770
Depreciation			
At 1 April 2021	48,353	13,729	62,082
Charge for Year	1,688	-	1,688
At 31 March 2022	50,041	13,729	63,770
Net Book Value			
At 31 March 2022	-	-	-
At 31 March 2021	1,688	-	1,688

All tangible fixed assets are used to fulfil the charity's objects.

12 Debtors

	2022 £	2021 £
Grants receivable	5,000	39,475
Trade debtors	76,851	73,834
Other debtors	1,685	20
Prepayments	18,638	15,018
	102,174	128,347

13 Creditors : amounts due within 1 year

	2022 £	2021 £
Taxation and Social Security	15,629	17,030
Trade creditors	5,077	12,690
Other creditors	3,514	2,853
Accruals	6,864	18,100
Deferred income	107,917	85,000
	139,001	135,673

Deferred income

	2022 £	2021 £
As at April 2021	85,000	83,256
Released to income from charitable activities during the year	(85,000)	(83,256)
Deferred during the year	107,917	85,000
	107,917	85,000

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2022

14 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible Fixed Assets	-	-	-	-
Current Assets	220,503	-	52,583	273,086
Liabilities	(139,001)	-	-	(139,001)
Net assets at 31 March 2022	81,502	-	52,583	134,085

15 Movements in funds

	At 1 Apr 2021 £	Income £	Expenditure £	Transfers £	At 31 Mar 2022 £
Restricted funds					
Connect centres (Cloudesley)	-	44,375	(35,500)	-	8,875
Connecting for Change (Big Lottery)	25,761	104,289	(103,665)	-	26,385
Welfare grants (Cloudesley)	1,677	33,477	(17,831)	-	17,323
Walter Sickert Gardens (LBI)	-	1,500	(1,500)	-	-
Covid-19 support (Paul Hamlyn)	-	20,000	(20,028)	28	-
Organisational review (Cripplegate & Cloudesley)	52	10,400	(10,487)	35	-
Total restricted funds	27,490	214,041	(189,011)	63	52,583
Unrestricted funds					
<i>Designated funds</i>					
Depreciation fund	1,688	-	(1,688)	-	-
<i>Total designated funds</i>	1,688	-	(1,688)	-	-
General funds	95,248	741,583	(755,266)	(63)	81,502
Total unrestricted funds	96,936	741,583	(756,954)	(63)	81,502
Total funds	124,426	955,624	(945,965)	-	134,085

Transfers are made from unrestricted funds to cover deficits on restricted funds of completed projects.

Purposes of restricted funds

Connect centres (Cloudesley)	A grant to contribute to the costs of running the Connect services in Finsbury Park and Canonbury.
Connecting for Change (Big Lottery)	A grant to support Islington residents improve their wellbeing through addressing barriers, gaining more control over their health and finances and building supportive social connections.
Welfare grants (Cloudesley)	Richard Cloudesley have funded the ongoing provision of individual grants to Islington residents with health conditions who are experiencing financial hardship.

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2022

Walter Sickert Gardens (London Borough of Islington)	A grant was given for improvements to the garden at the centre.
Covid-19 support (Paul Hamlyn)	The Paul Hamlyn Foundation awarded an emergency grant to help the organisation cope with the effects of the pandemic.
Organisational review (Cripplegate & Cloudesley)	Funding has been awarded towards Help on Your Doorstep's organisational and strategic review.

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

	2022 £	2021 £
Net income for the reporting period (as per the statement of financial activities)	9,659	74,516
Depreciation	1,688	5,465
Decrease/(increase) in debtors	26,173	(45,838)
Increase/(decrease) in creditors	3,328	(3,269)
Net cash (used in) operating activities	40,848	30,874

17 Analysis of cash and cash equivalents

	2022 £	2021 £
Cash at bank and in hand	170,912	130,064
	170,912	130,064

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2022

18 Notes from 2021 accounts

a Analysis of net assets between funds

	General	Designated	Restricted	Total funds
	£	£	£	£
Tangible Fixed Assets	-	1,688	-	1,688
Current Assets	230,726	-	27,685	258,411
Liabilities	(135,478)	-	(195)	(135,673)
Net assets at 31 March 2021	95,248	1,688	27,490	124,426

b Details of movement in funds during the previous reporting period

	At 1 Apr 2020 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 Mar 2021 £
Restricted funds					
Connect centres (Cloudesley)	-	35,875	(35,875)		-
Connecting for Change (Big Lottery)	18,537	99,343	(92,119)		25,761
Proactive Wellbeing (Cloudesley)	(3,647)	29,167	(25,676)	156	-
Welfare grants (Cloudesley)	9,457	12,000	(19,780)		1,677
Canonbury good neighbour scheme	3,788	-	(3,789)	1	-
Kings Cross GNS (Islington Giving)	14	-	(14)		-
Volunteering and community support					
Big Lottery	-	75,000	(75,637)	637	-
London Community Response Fun	-	15,000	(15,000)	-	-
Covid-19 support					
Islington Giving	-	20,150	(21,662)	1,512	-
Cloudesley	-	10,000	(10,000)	-	-
Lund Trust	-	5,000	(5,000)	-	-
Organisational review (Cripplegate)	-	2,600	(2,548)	-	52
Capacity building (Social Venture)	-	2,000	(2,000)	-	-
Total restricted funds	28,149	306,135	(309,100)	2,306	27,490
Unrestricted funds					
<i>Designated funds</i>					
Depreciation fund	7,153	-	(5,465)	-	1,688
<i>Total designated funds</i>	7,153	-	(5,465)	-	1,688
General funds	14,608	692,420	(609,474)	(2,306)	95,248
Total unrestricted funds	21,761	692,420	(614,939)	(2,306)	96,936
Total funds	49,910	998,555	(924,039)	-	124,426

HELP ON YOUR DOORSTEP

England & Wales - Charity number 1133145

Accounts

Charity No: 1133145

Company No: 06960313

HELP ON YOUR DOORSTEP

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

Help on Your Doorstep
For the year ended 31 March 2021

CONTENTS

Legal and administrative details	2
Trustees' report	3
Independent auditors' report	18
Statement of financial activities	21
Balance sheet	22
Statement of cash flows	23
Notes to the accounts	24

Help on Your Doorstop
For the Year Ended 31 March 2021

Legal and administrative details

Board of Trustees

Andy Murphy (re-appointed Chair on 8th December 2020)
Frances
Phil Kelly
Matthew Humphrey MBE

(All appointed as Trustees on 13th July 2009)

Don Kehoe (Appointed 21st October 2010, reappointed as treasurer 8th December 2020)
Colin Adams MBE (Appointed 9th December 2010)
Sorrel Brookes (Appointed 2nd March 2017)
Nicola Steuer (Appointed 2nd March 2017)

Senior management

Ken Kanu	-	Executive Director, Company Secretary
Savita Narain	-	Senior Manager

Company number

06960313.

Registered charity number (England and Wales)

1133145.

Registered Office

13 Elliott's Place,
London
N1 8HX

Bankers

Co-operative Bank
P.O.Box 250
Delf House
Skelmersdale
WN8 6WT

Auditors

Goldwins Limited
75 Maygrove Road
West Hampstead
London NW6 2EG

Trustee Report 2021

The Trustees are pleased to present their Report and Accounts for Help on Your Doorstep (the "Charity") for the year ended 31 March 2021.

Structure, governance, and management

Help on Your Doorstep (HOYD) was founded and incorporated in 2009. Help on Your Doorstep is governed by a Board of Trustees who are appointed as prescribed by the Articles of Association dated 1st July 2009. The Board of Trustees, who are also directors of the charity for the purposes of the Companies Act have the sole and entire responsibility for the management of the business of Help on Your Doorstep. The company is limited by guarantee and members are required to contribute £10 in the event of a winding up.

Trustees are recruited in a variety of ways involving exploration of the field of potential candidates, including open recruitment and recommendation from existing Trustees and partner organisations. Potential Trustees are scrutinised by the Chair and company secretary and meet with a panel of existing Trustees, before being proposed as a Trustee. All new Trustees are provided with an induction to Help on Your Doorstep. Board of Trustee meetings are held four times a year. One of these meetings is used to review performance over the past year including Board performance and agree key objectives for the coming year.

The day-to-day running of Help on Your Doorstep and the exercise of executive responsibility is delegated to the Director.

What we do

Every benevolent organisation wants their charitable resources to support those most in need. Every year we spend thousands of hours in outreach striving to find those in Islington who have been denied community services and information. Our dedicated team of outreach workers identify residents who have slipped through the cracks. Some people may be experiencing severe hardship or chronic health conditions and are not getting adequate support. We see people who are facing multiple layers of marginalisation and who fail to access support due to bureaucracy and complex systems that are inaccessible.

Help on Your Doorstep's Connect service aims to connect people experiencing challenges with the multitude of services that are being offered by service providers in Islington. We conduct outreach and listen to people's lived experiences to understand the complexity of individual situations. We knock on doors and really learn about the challenges facing people in the community. We then work with local residents so they can avail themselves of the services and support of our network of over 140 partners. If we identify someone with a challenge which cannot be addressed by our existing network of partners, we work tirelessly to identify a new partner who can meet the needs of the resident. We empower residents to overcome the challenges they are facing by giving them the advice, skills and information they need. The referral to the appropriate partner organisation is just the start of our relationship with our residents. We use technology to ensure relevant information is shared with partner services securely and remind clients of meetings that have been set up for them. Subsequently through

Help on Your Doorstep

For the Year Ended 31 March 2021

our follow-up process, we track whether problems have been solved and client satisfaction levels with the referral that we make. This means that we can provide aggregated satisfaction information and general feedback to our partners.

For over a decade, we have built strong relationships with our partners whilst persistently and regularly engaging in community outreach to develop a trusted reputation with residents. We are genuinely independent and place the client at the centre of our work. This trust is paramount, especially when discussing sensitive topics such as health and financial well-being with clients.

We developed the first Good Neighbour Schemes (GNS) in Islington nine years ago after we started to recognise the high levels of isolation being experienced by residents in the community. The Good Neighbours Schemes works with local people to create opportunities for neighbours and other residents to come together to build community networks through shared activities.

The schemes, built on the passion, knowledge and relationships that local people have, allow residents to form genuine friendships, give something to their community as volunteers and provide a wide range of activities that enhance wellbeing.

In association with the local primary care network, we have recently developed our Social Prescribing Link service, working in conjunction with Islington GPs. We have always specialised in supporting the most isolated and vulnerable members of our community who have difficulty accessing services other than those at their local clinic, so this new partnership complements our other services. We are uniquely positioned to provide comprehensive non-medical assistance with our well-established network of referral partners across the borough.

Over the last year we rose to the challenge of the Covid-19 pandemic and the community disruption associated with lockdown. The team at Help on Your Doorstep acted nimbly with agility to support the various communities across Islington in the new environment. We were able to leverage the trust and confidence in the organisation built over the last ten years with the support of our partners to develop new services to meet the unprecedented situation quickly and appropriately. The pivot from providing face to face services on the doorstep to a more targeted online, telephone and socially distanced service was supported by our funders. Finance is always a challenge, but our funders were flexible in the face of the exceptional circumstances and the community donated cash and time at a level we have never experienced before. The team was fully occupied during the pandemic and no staff were put on furlough.

Empowering individuals and communities is at the core of our activities and so we understood that the pandemic was exacerbating the difficulties of many already suffering multiple deprivations. Through our volunteer support service, we established a volunteer befriending scheme and undertook shopping and deliveries for those unable to get out. We saw the move to online services and teaching and worked with partners to set up a scheme to collect and refurbish laptops, desktops, tablets and printers and get them to households that desperately needed them. We have delivered group sessions online for those who have found their movements restricted to sustain their physical and mental wellbeing. We are relying on the flexibility and versatility of the team to recognise and respond promptly to new situations as they arise.

Help on Your Doorstep

For the Year Ended 31 March 2021

Public benefit

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

The objective of Help on Your Doorstep is the prevention and relief of poverty in deprived areas by providing a proactive outreach service that connects residents with the local services that they want and need.

Help on Your Doorstep has developed its strategic plans to ensure that it provides public benefit and achieves its objectives as set out in Help on Your Doorstep's governing document. The benefit that Help on Your Doorstep brings to the public is delivered in the following ways

- delivering outreach services in parts of Islington with high levels of deprivation aimed at helping local residents to access advice and support services, which will improve their wellbeing and life chances.
- delivering Good Neighbours Initiatives, which supports local people who may experience barriers to community participation and facilitate opportunities for them to volunteer in their own local neighbourhood.
- working with communities to deliver activities that enhance health and wellbeing
- administering grants to individuals to alleviate financial hardship and to improve wellbeing and life chances
- undertaking community research to ensure that the communities that we work with are able to influence the services that they receive.
- sharing our intelligence gained from outreach and referral activity with others to help shape service provision and policy in order to improve the wellbeing and life chances of residents living in deprived neighbourhoods.

Our Mission, values and objectives

Our Mission

Help on Your Doorstep's goal is for people to thrive, have a good quality of life and live in happy, healthy communities

Our Values

- **Professional:** in the way that we deliver our services.
- **Empowering:** in our approach to working with individuals.
- **Rooted in the communities that we serve:** So that we are informed and responsive.
- **Quality:** underpins our provision of information, advice and referrals.
- **Equally accessible:** through being approachable and non-judgemental.
- **Informed:** as a result of our commitment to the continuous review of the needs of communities

Help on Your Doorstep
For the Year Ended 31 March 2021

Our Strategic Objectives

- Deliver services that reach and support those who need help most
- Deliver and promote services with a preventative focus
- Deliver and promote services that empower residents and improve their confidence, skills and resilience
- Support the development of strong communities
- Develop and sustain a skilled and well supported workforce
- Achieve ongoing financial stability and optimise our use of resources

Help on Your Doorstep Activity & Impact Map

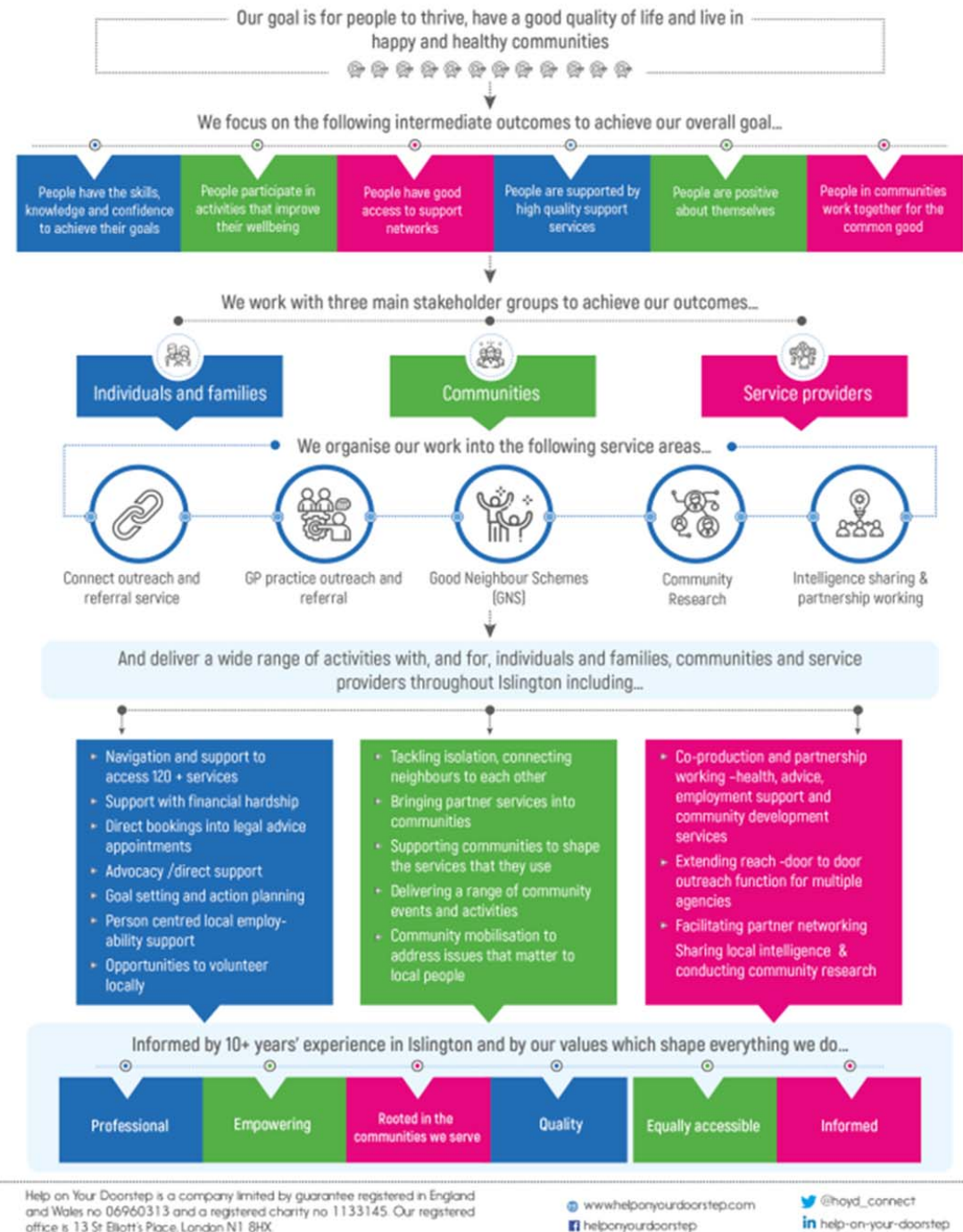


Figure 1 Our Activity and Impact Map

Help on Your Doorstep

For the Year Ended 31 March 2021

Achievements

COVID-19 community response

The COVID-19 pandemic created unprecedented challenges for everyone, not least the residents who our services seek to support. Help on Your Doorstep had to quickly adapt its services and launch new ones in order to respond accordingly to rapidly changing needs. We were able to do so due to the huge commitment of staff and the generous support from our funders and partners. Some of our achievements over the course of the pandemic include;

- **service continuity:** Our teams adapted our ways of working by pivoting to working from home during the lockdown and subsequently moving to a hybrid model of working partially at home and partially from our community offices. Despite the challenges, we succeeded to continue to provide support to residents via the telephone through socially distanced face to face meetings.
- **proactive wellbeing calls:** At the start of the pandemic, we identified residents particularly vulnerable due to their age or health conditions and contacted them to check up on their well-being and access to basic needs. Conversations covered topics such as food, heating, social contact, mental wellbeing, physical health, safeguarding and domestic violence. **1,264 conversations** took place over the summer months of 2020. Where appropriate we provided direct advice and service navigation to our network of referral partners to ensure residents got access to the support they needed during this challenging period.
- **general enquiries support service:** In addition to the proactive calls, a general enquiries service for residents was running throughout the pandemic where residents could contact us for support via the phone, email, social media and SMS.
- **our Volunteer Support Service:** In response to COVID 19, we increased our volunteer numbers to provide a phone befriending and shopping service for people who were shielding or self-isolating. The service consisted of a network of 60 local volunteers who provided front-line support to vulnerable residents by running errands and providing regular check-ins.
- **digital information and engagement:** We provided regular information updates to residents in order to ensure they were well-informed about services, groups, well-being advice and activities during COVID through bulk SMS campaigns, phone calls, social media and newsletters.
- **online activities:** We provided online opportunities for residents to engage with each other including online exercise classes and coffee mornings, creating and supporting neighbourhood WhatsApp groups and facilitating group calls between residents who were no longer able to meet with each other due to restrictions.
- **COVID vaccination support:** in December 2020, when the first wave of vaccinations became available. Help on Your Doorstep worked with Age UK, Islington, Manor Gardens Welfare Trust and Voluntary Action Islington to recruit and co-ordinate a team of volunteer stewards to support GP practices to roll-out vaccines.

Help on Your Doorstep

For the Year Ended 31 March 2021

Connect outreach and referral service achievements:

Our Connect services helped **1,692** Islington residents over the 12-month period. **1,372** of these residents were referred to one or more of our partner services whose support included specialist legal advice, self-management support for those with long term health conditions, employability coaching, urgent help for those in financial hardship, family support, health advocacy and much more. Our Connect staff made **2,650** supported referrals to 96 different services in 2020/21; each of these referrals was tracked and monitored to ensure that the client received the services they needed. Three months after each referral was made, we followed up with the client to find out whether the outcome they sought had been achieved.

The table below provides a breakdown of Connect referrals to each of our partner services. The 96 services included all work within our agreed common referral protocol. 204 people were also provided signposting assistance to access support from services outside of our partner network. Meanwhile, 142 people were given advocacy support to deal with issues with other services.

Service	No	Service	No	Service	No
3 Corners Learning Centre	3	GNS Fitness & Family Fun	1	LBI Repairs	41
Adult Weight Management	4	GNS Mindfulness & Meditation	4	LBI Environmental Health	41
Age UK Enablement Service	53	GNS - Bemerton	4	London Fire Brigade	1
Age UK Islington	1	GNS - Canonbury	72	Manor Gardens Wellbeing	5
Age UK Navigation Service	1	GNS - Kings Cross	9	North London Cares	3
Alzheimer's Society	4	GoodGym	1	Partners For Improvement	8
Arsenal Red Zone (ACL)	7	Growing Hope	1	Peabody Housing	4
Autism Hub Islington	1	Healthwatch Islington	46	Peabody Reconnect	3
Bags of Taste	1	Healthy Minds, Healthy Bods	1	Refugee Womens Association	1
Better Lives Islington	7	Hillside Clubhouse	3	Resident Support Scheme	319
BlindAid	2	HNG Stress Project	5	Cloudesley's Individual Grants	85
Breaking Barriers	1	Holloway Neighbourhood Group	10	Sarah Agnes Foundation	2
Breathe Stop Smoking Service	1	Homes & Communities LBI	1	Scope	1
Bridging the Gap Islington	2	HomeStart Camden & Islington	1	SHINE	154
Bright Sparks	4	HOYD Befriending Volunteers	230	SHP – Single Homeless Project	8
Carers UK	11	HOYD Volunteering	2	Southern Housing Group	7
Catalyst Grant	7	Islington Advice Project	11	Southern Works	1
Catch 22	1	Islington Central Library (ACL)	14	St Joseph's Hospice Bereavement	31
Centre 404	4	Islington Foodbank	70	St Luke's Centre Jobs Club	1
Choices	1	Islington Law Centre - Debt Advice	77	St Luke's Community Centre	6
Citizens Advice Islington	569	Islington Law Centre –Housing	130	St Sepulchre	1
Clarion Housing - IAG	1	Islington Law Centre - Benefits	32	Talk for Health	27
Clarion Housing - Tenancy / Repairs	10	Islington Mind	52	Choice and Control Peer Coaching	34
Crux	5	Islington Peoples Rights	84	The Elfrida Society	1
Disability Action In Islington	15	Iwork	33	The Guinness Partnership	2
Elizabeth House Community Centre	11	Kennedy Scott Ltd	6	The Hive Foodbank	29
ESOL Advice Service	1	Kinship	3	The Peel Centre	1
Family Information Service	8	KXR	2	The Stuart Low Trust	6
Forum+	2	LBI Housing - Old Street	2	The Toy Project	38
Gentle Dusk and Age UK Islington	4	LBI Housing - Upper Street	4	Twining Enterprise	1
Get Back on Track	8	LBI Income Maximisation	106	Voluntary Action Islington	4
GNS New River Green Arts & Crafts	1	LBI iWork	1	Yes Outdoors	15

Figure 2 Referral breakdown

In addition to our referrals, **775** residents received direct support such as advocacy, help with forms, information and advice and other practical support from our six community-based offices. 915 hours of additional direct support was recorded over the one-year period.

Help on Your Doorstep

For the Year Ended 31 March 2021

72% of the clients who were supported stated that our referrals resulted in an improvement in their circumstances after three months. A further 18% of residents told us, that after three months, although their issue had not been fully resolved, they were getting ongoing support from the agency that we referred them to.

%	Who our services are supporting
68%	People living with a long-term health condition or disability
60%	Identify belonging to a ethnic minority
29%	Over 60 years of age
68%	Identify as female

The top presenting issues that residents were supported with were Welfare Benefits (648 referrals), Financial Hardship (592 referrals) and Housing (393 referrals).

Case Study

Louise had never heard of Connect before they knocked on her door. She describes how when the Connect team 'found' her she was in a very stressful state as she was due to be evicted from her home later that week.

She 'signed off' Universal Credit because of the shame that she felt for receiving the allowance. However, Louise did not know this would affect her housing benefit and found herself in financial difficulties, unable to pay the rent. The stress of the eviction was affecting her mental state and she felt totally alone, afraid and helpless.

Having just come from a homeless shelter she did not want to go back to that situation. Louise talked through all her issues and felt confident that Connect had the right skills, contacts and knowledge to be able to help her. It was important to her that they did all of this with a very personal human approach. We arranged an emergency meeting with a housing solicitor for Louise and she was able to stay in the house.

Louise said she was "so relieved and happy, that I cried on the phone." Louise learned about the other services Connect had to offer and made use of them with things such as getting financial assistance with buying her daughter's school uniform and sorting out overdue gas bills. Louise was very happy to be contacted via Connect's door knocking because she did not feel she could go out and seek help for herself as she was too overwhelmed by her problems.

Good Neighbour Schemes Achievements

Help on Your Doorstep continues to run its three Good Neighbours Schemes (GNS) in the Borough of Islington.

- The New River Green Good Neighbours Scheme based in and around the Marquess estate, N1.
- The Kings Cross Good Neighbours Scheme based in and around the Priory Green estate, N1.

Help on Your Doorstep

For the Year Ended 31 March 2021

- The Bemerton Good Neighbours Scheme in and around the Bemerton estate, N1.

The schemes tackle isolation and improve the health and wellbeing residents through an asset-based community development model. We engaged local residents who are experiencing isolation, financial hardship, and poor mental or physical health in community activities, enabling them to share their skills and shape the activities that are delivered.

The GNS is hyperlocal with all of the activities focused in each of the three local areas. Each GNS has a paid member of staff who works as the Scheme Coordinator on a full or part-time basis. The work of the GNS focuses on implementing the Five Ways to Wellbeing (New Economics Foundation, 2008). This looks at enabling residents to

1. Be Active – do what you can, enjoy what you do, move your mood
2. Connect - talk and listen, be there, feel connected
3. Take Notice – remember the simple things that give you joy (also listed as be mindful/ care for your mental health)
4. Keep learning – embrace new experiences, see opportunities, surprise yourself
5. Give – your time, your words, your presence.

In the year, the three schemes that make up the GNS provided a total of:494 regular weekly or monthly events including stay and play, coffee mornings, yoga, mindfulness, arts and crafts, street dance, Zumba, football, gym sessions and gardening. Many of these were delivered online or outdoors due to the COVID-19 pandemic.

853 people in total (including 284 first time attendees) used the GNS in the year.

We also linked residents into the support offered by Help on Your Doorstep's Connect service, which offers advice and guidance around a wide range of issues including benefits, debt, housing and employment.

As a result of being involved in GNS residents told us:

- **67%** of respondents reported that the GNS had helped them feel more positive/ less down
- **68%** said that they felt less lonely and more connected
- **53%** said that they had been more active (Be active)
- **40%** said that they had been able to help others (Give)
- **31%** said that they had learnt new skills (Keep learning)

Case study

Daniel is a 54-year-old single man who has been living alone on the Marquess Estate for 12 years. He has a long-term health condition and has been attending GNS activities now for around six years. Daniel first contacted the GNS through Help on Your Doorstep's Connect advice service. He met the GNS Coordinator in the Connect office and she encouraged him to attend a coffee morning. Daniel now attends many GNS sessions including coffee mornings, arts & crafts sessions, lunch club, garden club, chair-based exercise, mindfulness, and events. He also now volunteers at coffee mornings, arts and crafts sessions and in the gardens. Involvement in the GNS helps him to manage his health condition and the GNS Coordinator has noticed a marked improvement in his health and wellbeing.

Help on Your Doorstep For the Year Ended 31 March 2021

How has the GNS made a difference to Daniel?

Connect: Daniel is now connected to his community and has made friends.

Be Active: Daniel takes part in our chair-based exercise classes.

Learn: Daniel has learnt creative skills through attending arts and crafts sessions.

Give: Daniel has volunteered at GNS activities, setting up & clearing away.

Take Notice: Daniel really enjoys our Mindfulness sessions, and you can see a clear improvement in his mood.

Daniel says he is so glad that he joined GNS as it is “a blessing to me, a gospel statement” “I like the community spirit and atmosphere. We get teas and coffees, and it passes the morning so upliftingly. We don’t want it to end. We want the sessions to be longer and we look forward to them, thank you so much.”

Social Prescribing Link Service (SPLS) Achievements

At least 20% of GP attendances in England are not directly related to medical conditions (NHS England). A growing body of evidence shows that referrals to community services that can help people become more active, connected to others and support people to resolve practical social issues, such as their housing and income, can lead to a range of positive health and wellbeing outcomes for people, such as improved quality of life and emotional wellbeing.

A significant development in 2019 was Help on your Doorstep’s launch of a new Social Prescribing Link Service to GP surgeries in two of Islington’s Primary Care Networks. Through this NHS funded service we were able to assist registered patients, from 18 GP surgeries, to address their support needs.

In the 12-month period Help on your Doorstep social prescribing link workers received 709 patient referrals from GP practices and supported them directly or through onward referral with our Connect service.

The most common referral reasons related to the patients’ needing to access community support related to mental and physical health issues, welfare benefits, social isolation, housing, employment and financial hardship.

As a new service a significant amount of time was spent on service development, service promotion and strengthening connections with the primary health workforce and other providers e.g. Manor Garden’s Welfare Trust, Age UK Islington, Choice and Control Peer support service.

Help on Your Doorstep

For the Year Ended 31 March 2021

Key successes included:

- Launch of single point of access for referrals to SPLW's and Connect.
- Increasing the team from 2 to 4 SPLW's.
- Joint work with Manor Gardens Welfare Trust in the North PCN and reciprocal referral arrangements for MGWT SPLW's and HOYD SPLS to refer into each other's wider services, ensuring parity of service across PCN's.
- Engagement with GP's and practices, increasing referrals.
- Holding and supporting patients through COVID-19 with many services being unavailable/inaccessible.
- Continued and consistent delivery while remote working.
- Joint working between Connect, the Good Neighbours Scheme and SPLW services.
- Positive patient outcomes as a result of SPLW and community-based support.

Our work with Islington GP surgeries has enabled us to work both preventatively, with people who need support to navigate their way into community services, and also to address more complex needs through goalsetting, support and care planning and co-ordination.

Case study (written by a Social Prescribing Link Worker)

Pam was referred to the social prescribing service in December 2020 by her GP who was concerned about the impact her housing situation was having on her health. She had been homeless for four years, sofa surfing since experiencing a relationship breakdown. At the time she had planned to stay with a friend for a few weeks but became "trapped" due to her deteriorating mental health, lack of support network and difficulty accessing advice and navigating the social housing system. This led to Pam leaving her job and becoming very isolated.

At the time of referral Pam was spending as much time outdoors as possible – even during very cold weather and throughout each lockdown. She was finding it increasingly difficult in finding somewhere to stay. At 72, her age and situation put her at greater risk of catching COVID. Her mood was very low. She told me she didn't have enough energy to change her situation and had lost hope.

Together we submitted a homelessness application to Islington Council. I provided advocacy throughout this process, ensuring Pam's application, documents and medical records were processed as quickly as possible. I also referred Pam to Help on Your Doorstep's Befriending project to help reduce her isolation and called regularly until she was matched with a befriender. I also arranged a welfare benefit entitlement check as she was not in receipt of Personal Independence Payment (PIP). Within three weeks Pam was offered a council property and supported to apply for PIP. She is now housed and looking for work. During our last appointment Pam told me her mood had improved and she was feeling more optimistic about the future. When I offered further support, e.g. referral to an employment service – she said that she felt able to find work herself. She was very grateful for support from the service and most appreciated the advocacy when liaising with Islington Council.

Help on Your Doorstep

For the Year Ended 31 March 2021

Reserves

During the year Help on Your Doorstep achieved an unrestricted surplus of £75,175 (2020: £3,762) and a deficit against restricted funds of £659 (2020: £40,020). The total funds carried forward were £124,426 (2020: £49,910) of which £96,936 (2020: £21,761) was unrestricted funds.

The current reserves policy, approved by the Trustees, is to build up and maintain free reserves of at least one month's average expenditure, up to a maximum of £100,000. This is to mitigate the risk of insolvency and provide a fund for future infrastructure replacement and business growth activities. Free reserves are defined as that part of the charity's unrestricted funds that is freely available to spend on any of the charity's purposes. This excludes restricted income funds, tangible fixed assets and amounts designated for essential future spending.

Principal risks and uncertainties

The Board Finance and Risk Committee is responsible for ensuring that organisational risks are satisfactorily identified and managed and confirms this to the full Board of Trustees. Help on Your Doorstep maintains a formal risk-management process in accordance with guidance from the Charity Commission. An organisational risk register is updated and reviewed on a quarterly basis by the Finance and Risk Committee in order to determine whether all material risks have been adequately identified and assessed and whether appropriate mitigating actions are in place and are effective.

In addition to the risk related to reserves, the principal risks that we have identified as having a serious potential impact on our performance, future prospects and reputation are:

Help on Your Doorstep
For the Year Ended 31 March 2021

Risk

Mitigating actions

Changes to funding and commissioning arrangements leading to reductions to funding, enforced changes to successful delivery model and loss of independence		Rolling contingency planning for grants due to end in the next 18 months Effective relationship management with existing funders in order to understand their medium- and longer-term intentions and challenges Diversification of income streams and increased contract delivery
Impact of the Covid 19 pandemic to funding and service delivery		Ongoing assessment of risks to current funding streams Development of agile service delivery approaches Development of Covid safe workspaces
Serious injury or fatality as a result of violence towards staff		Robust health and safety procedures for lone working and door knocking Risk assessments and incident reporting procedures Personal safety training for all staff Tracking and monitoring devices in use
Organisational capacity to meet strategic and operational expectations and obligations		Structure and functions review within HOYD Transformation project Reviewing Connect remit and implement interim demand management measures Working with partners and referrers to establish clearer criteria and referral pathways Ongoing Trustee involvement
Governance and management continuity - future changes may impact on relationships and ethos		Trustee recruitment process and transition planning Review of structure and functions
Staff wellbeing - combined impact of Covid, delivery pressures and changes undermining health and wellbeing of staff team		Management team development on leading change Staff engagement and consultation Employee assistance programme, mindfulness and social events Flexible working arrangements

Help on Your Doorstep
For the Year Ended 31 March 2021

Remuneration policy for key management personnel

The Finance and Risk Committee has the responsibility of considering the remuneration of the Executive Director as well determining the pay policy for all staff and the basis for any annual increases in pay. The committee, which is made up of the Treasurer, the Chair and at least one other trustee makes recommendations to the full board for approval. The Board and the Finance and Risk Committee operate within the powers and constitutional arrangements as set out in the Articles of Association and Committee terms of reference.

When making recommendations, the Committee will draw on relevant internal and external information regarding staff remuneration. Staff remuneration does not include any share options or long-term incentive schemes. The pension provisions for the Executive Director team are on the same terms as other employees.

Help on Your Doorstep

For the Year Ended 31 March 2021

Trustees' Responsibilities

The trustees (who are also directors of Help on Your Doorstep for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice.)

Company law required trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report was approved by the Board of Trustees on 21st Dec 2021 and signed on its behalf by:

Please sign inside the box



Andy Murphy
Chair

Independent Auditor's Report

To the members of Help on Your Doorstep

Opinion

We have audited the financial statements of Help on Your Doorstep for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the

Independent Auditor's Report

To the members of Help on Your Doorstep

work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be

expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material

Independent Auditor's Report

To the members of Help on Your Doorstep

misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities]. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton

22 December 2021

.....
Anthony Epton (Senior Statutory Auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

Help on Your Doorstep

Statement of financial activities (incorporating an Income and Expenditure Account) For the year ended 31 March 2021

	Note	Unrestricted Funds £	Restricted Funds £	2021 Total £	2020 Total £
Income from:					
Donations and legacies	2	164,284	35,150	199,434	167,516
Charitable activities	3				
Connect services		353,268	176,385	529,653	493,348
Community participation and wellbeing		172,510	90,000	262,510	172,727
Promoting the service model		-	4,600	4,600	1,500
Other	4	2,358	-	2,358	-
Total income		692,420	306,135	998,555	835,091
Expenditure on:					
Raising funds		1,808	-	1,808	2,380
Charitable activities	5				
Connect services		424,808	173,450	598,258	619,393
Community participation and wellbeing		166,295	131,102	297,397	201,055
Promoting the service model		22,028	4,548	26,576	48,521
Total expenditure		614,939	309,100	924,039	871,349
Net income/(expenditure) for the year	6	77,481	(2,965)	74,516	(36,258)
Transfers between funds		(2,306)	2,306	-	-
Net movement in funds	6	75,175	(659)	74,516	(36,258)
Reconciliation of funds					
Total funds brought forward		21,761	28,149	49,910	86,168
Total funds carried forward	15	96,936	27,490	124,426	49,910

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. The attached notes form part of these financial statements.

Help on Your Doorstep

Balance sheet As at 31 March 2021

	Note	2021 £	£	2020 £	£
Fixed assets					
Tangible fixed assets	11		1,688		7,153
Current assets					
Debtors	12	128,347		82,509	
Cash at bank and in hand		<u>130,064</u>		<u>99,190</u>	
		258,411		181,699	
Creditors: amounts due within 1 year	13	<u>(135,673)</u>		<u>(138,942)</u>	
Net current assets			<u>122,738</u>		<u>42,757</u>
Net assets	14		<u><u>124,426</u></u>		<u><u>49,910</u></u>
Funds	15				
Restricted funds			27,490		28,149
Unrestricted Funds					
Designated funds			1,688		7,153
General funds			<u>95,248</u>		<u>14,608</u>
Total Funds			<u><u>124,426</u></u>		<u><u>49,910</u></u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 and were approved and signed on behalf of the Board of Trustees by:

(Please sign inside the box)



21st December 2021

Andy Murphy
Chair

Company No: 06960313

The notes to the accounts form part of these financial statements

Help on Your Doorstep

Statement of cash flows For the year ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash provided by operating activities	16	30,874	(36,197)
Cash flows from investing activities:			
(Purchase) of fixed assets		<u>-</u>	<u>(5,066)</u>
Cash provided by investing activities		<u>-</u>	<u>(5,066)</u>
Change in cash and cash equivalents in the year		30,874	(41,263)
Cash and cash equivalents at the beginning of the year		<u>99,190</u>	<u>140,453</u>
Cash and cash equivalents at the end of the year	17	<u><u>130,064</u></u>	<u><u>99,190</u></u>

Help on Your Doorstep

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

1 Accounting Policies

a Basis of preparation of financial statements

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

The charitable company 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 or note.

b Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. In reaching that conclusion, the trustees have carefully considered the implications of the Covid-19 pandemic on the operations and financial position of Help on Your Doorstep and are maintaining close scrutiny of actual and projected income levels, programme expenses, operating costs and the cash position. The organisation does not rely on investment income or donations from individuals and grant funding has been secured and will not be affected by the pandemic. The trustees do not consider that there are any sources of estimation uncertainty, including the impact of the pandemic, at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

c Income

Income, including income from government and other grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Grants are credited to income when they are receivable unless they are for activities relating specifically to a specific future period, in which case they are deferred to that period. Income received under contracts for services is recognised in the financial statements in proportion to the percentage of completion of the contract.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution.

d Donations of gifts, services and facilities

Donated professional services and facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Help on Your Doorstep

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

1 Accounting Policies (continued)

e Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

f Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects undertaken by the charity.

g Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services and other activities undertaken to further the purposes of the charity and their associated support costs. Where costs cannot be directly attributed, they have been allocated to activities on a basis consistent with their use of resources.

Costs of premises and administration are allocated on a per capita basis as follows:

Raising funds	0.0%
Connect services	68.9%
Community participation and wellbeing	28.2%
Promoting the service model	1.5%
Governance and support costs	1.4%

- Irrecoverable VAT is charged as a cost against the activity for which the

h Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs comprise the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

Connect services	70.0%
Community participation and wellbeing	28.5%
Promoting the service model	1.5%

Help on Your Doorstep

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

1 Accounting Policies (continued)

i Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j Tangible fixed assets and depreciation

Items of equipment are capitalised where the purchase price exceeds £400. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer & office equipment	33% straight line
-----------------------------	-------------------

k Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

l Cash at bank and in hand

Cash at bank and cash 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.

m Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

n Financial instruments

The charity 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.

o Pensions

The charitable company offers employees an auto enrolment pension scheme to which they make contributions unless they choose to opt out. The pension cost charge represents contributions payable by the charitable company to the scheme. The charitable company has no liability under the scheme other than for the payment of those contributions.

Help on Your Doorstep

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

2 Income from donations and legacies

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Cripplegate Foundation	56,000	-	56,000	56,000
Islington Giving	63,996	20,150	84,146	55,000
Cloudesley	-	10,000	10,000	-
Lund Trust	-	5,000	5,000	-
J & M Douglas	6,250	-	6,250	6,250
M & H Maunsell Charity	1,000	-	1,000	1,000
Harriet's Trust	5,000	-	5,000	-
Waitrose	333	-	333	-
Phillipine Kerala Thompson (legacy)	5,000	-	5,000	-
Department of Work and Pensions	(2,400)	-	(2,400)	2,995
Paul Hamlyn	-	-	-	20,000
Worshipful Company of Insurers	-	-	-	2,000
Grace Trust	-	-	-	750
Lynn Foundation	-	-	-	500
Gifts in kind	22,000	-	22,000	22,000
Other donations	7,105	-	7,105	1,021
Total donations and legacies 2021	164,284	35,150	199,434	167,516
Total donations and legacies 2020	167,516	-		

The gifts in kind relate to office spaces received from three organisations (Cripplegate Foundation, Homes for Islington and the Peabody Trust) free of charge. These are based on estimates provided by these organisations as to how much the spaces would cost if available commercially.

3 Income from charitable activities

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Connect services				
Connect centres (LB Islington)	216,750	-	216,750	216,500
Connect centres (Mercers)	-	-	-	25,000
Connect centres (Cloudesley)	-	35,875	35,875	26,500
Connecting for Change (Big Lottery)	-	99,343	99,343	98,327
Proactive Wellbeing (Cloudesley)	-	29,167	29,167	49,416
Social prescribing (Islington GP Group)	120,518	-	120,518	26,126
Employment outreach (LBI iwork)	-	-	-	22,500
Welfare grants (Cloudesley)	-	12,000	12,000	13,985
Community research (CCG)	16,000	-	16,000	10,000
Community research (Peabody Community Fndn)	-	-	-	4,994
Total Connect services 2021	353,268	176,385	529,653	493,348
Total Connect services 2020	280,120	213,228		

Help on Your Doorstep

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

3 Income from charitable activities (continued)

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Community participation and wellbeing				
Community wellbeing and Good Neighbour Scheme projects				
--Islington Giving	72,254	-	72,254	71,312
--Peabody Trust	25,000	-	25,000	23,312
--LB Islington	34,423	-	34,423	47,377
--Clarion Housing Association	10,000	-	10,000	-
--Southern Housing Association	5,000	-	5,000	-
--North Central London CCG	25,833	-	25,833	30,000
Volunteering and community support				
--Big Lottery	-	75,000	75,000	-
--London Community Response Fund	-	15,000	15,000	-
Fees for classes and activities	-	-	-	726
Total community 2021	172,510	90,000	262,510	172,727
Total community 2020	78,103	94,624		
Developing and promoting the service model				
Capacity building (Social Venture Partners London)	-	2,000	2,000	1,500
Organisational review				
--Cripplegate	-	1,300	1,300	-
--Cloudesley	-	1,300	1,300	-
Total service model promotion 2021	-	4,600	4,600	1,500
Total service model promotion 2020	-	1,500		
Total income from charitable activities 2021	525,778	270,985	796,763	667,575
Total income from charitable activities 2020	358,223	309,352		

4 Other income

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Coronavirus Job Retention Scheme	2,358	-	2,358	-
Total other income 2021	2,358	-	2,358	-
Total other income 2020	-	-		

Help on Your Doorstep

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

5 Analysis of expenditure

	Raising funds £	Connect services £	Community participation & wellbeing £	Promoting the service £	Governance £	Support costs £	2021 Total £	2020 Total £
Salaries and employers' NI	-	459,887	225,628	18,692	497	8,097	712,801	638,301
Other staff costs and recruitment	-	5,612	5,810	240	12	212	11,886	22,068
Freelance and agency staff	-	12,779	5,232	282	48	199	18,540	17,730
Volunteers	-	-	2,337	-	-	-	2,337	1,042
Premises and equipment	-	19,992	12,776	4,399	-	2,244	39,411	33,408
Depreciation	-	-	-	-	-	5,465	5,465	10,451
Office costs	-	24,968	12,264	2,335	61	2,616	42,244	39,353
Project costs	1,808	39,901	24,629	266	46	188	66,838	94,815
Grants to individuals	-	18,219	1,841	-	-	-	20,060	10,175
Audit and compliance	-	-	-	-	4,457	-	4,457	4,006
	1,808	581,358	290,517	26,214	5,121	19,021	924,039	871,349
Support costs	-	13,315	5,421	285	-	(19,021)	-	-
Governance costs	-	3,585	1,459	77	(5,121)	-	-	-
Total expenditure 2021	1,808	598,258	297,397	26,576	-	-	924,039	871,349
Prior year								
Unrestricted direct expenditure	2,380	321,239	90,448	39,158	5,886	64,291		
Restricted direct expenditure	-	244,538	96,081	7,328	-	-		
Unrestricted support & governance costs allocated	-	53,616	14,526	2,035	(5,886)	(64,291)		
Total expenditure 2020	2,380	619,393	201,055	48,521	-	-		

Of the total expenditure, £614,939 was unrestricted (2020: £523,401) and £309,100 was restricted (2020: £347,948)

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2021

6 Net income/(expenditure) for the year

This is stated after charging :

	2021 £	2020 £
(Interest payable	-	-
Depreciation	5,465	10,451
Auditors' remuneration:		
▪ Audit fees (excluding VAT)	3,417	3,167
▪ Underprovision/(Overprovision) in previous year	167	-
	<u>7,049</u>	<u>13,618</u>

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2021 £	2020 £
Salaries	651,911	578,903
Employers' National Insurance	46,507	45,715
Employer's pension contributions	14,383	12,191
Temporary and agency staff	-	1,492
	<u>712,801</u>	<u>638,301</u>

The following number of employees received employee benefits (excluding employer NI and pension) during the year between:

	2021 No.	2020 No.
£60,000 - £69,999	<u>1</u>	<u>1</u>

The total employee benefits including employer pension and NI contributions of the key management personnel were £72,639 (2020: £69,794).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil). No trustee was reimbursed expenses during the year (2020: £nil) and none received payment for professional or other services supplied to the charity (2020: £nil).

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2021

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 24 (2020: 22).

The average weekly number of employees (full-time equivalent) during the year was as follows:

	2021 No.	2020 No.
Raising funds	-	-
Connect services	13.4	13.2
Community participation and wellbeing	5.5	3.5
Promoting the service	0.3	0.5
Governance and support	0.2	0.7
	19.4	17.9

9 Related party transactions

Help on Your Doorstep provides a salary savings scheme through London Capital Credit Union, of which one trustee is a director.

One trustee holds a prominent position in a grantor organisation. The trustee was the Governor of Cripplegate Foundation. Transactions with this organisation can be seen in notes 2 & 3.

One trustee is a board member of Islington GP Federation with whom Help on Your Doorstep has a contracting relationship for the Social Prescribing Link Worker service. Transactions with this organisation can be seen in note 3.

One trustee is a trustee of the Institute for Voluntary Action Research, which was paid by Help on Your Doorstep to carry out evaluation work. The contract for the work is for £34,575, of which £10,000 was invoiced for by 31 March 2021 and fully paid by 31 March 2021.

10 Taxation

The society is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2021

11 Tangible fixed assets

	Computer Equipment	Leasehold improvements	Total
Cost			
At 1 April 2020	50,041	13,729	63,770
Additions in Year	-	-	-
At 31 March 2021	50,041	13,729	63,770
Depreciation			
At 1 April 2020	42,888	13,729	56,617
Charge for Year	5,465	-	5,465
At 31 March 2021	48,353	13,729	62,082
Net Book Value			
At 31 March 2021	1,688	-	1,688
At 31 March 2020	7,153	-	7,153

All tangible fixed assets are used to fulfil the charity's objects.

12 Debtors

	2021 £	2020 £
Grants receivable	39,475	32,828
Trade debtors	73,834	33,485
Other debtors	20	2,580
Prepayments	15,018	13,616
	128,347	82,509

13 Creditors : amounts due within 1 year

	2021 £	2020 £
Taxation and Social Security	17,030	13,837
Trade creditors	12,690	24,476
Other creditors	2,853	3,073
Accruals	18,100	14,300
Deferred income	85,000	83,256
	135,673	138,942
Deferred income		
	2021 £	2020 £
As at April 2020	83,256	114,864
Released to income from charitable activities during the year	(83,256)	(114,864)
Deferred during the year	85,000	83,256
	85,000	83,256

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2021

14 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible Fixed Assets	-	1,688	-	1,688
Current Assets	230,726	-	27,685	258,411
Liabilities	(135,478)	-	(195)	(135,673)
Net assets at 31 March 2021	95,248	1,688	27,490	124,426

15 Movements in funds

	At 1 Apr 2020 £	Income £	Expenditure £	Transfers £	At 31 Mar 2021 £
Restricted funds					
Connect centres (Cloudesley)	-	35,875	(35,875)		-
Connecting for Change (Big Lottery)	18,537	99,343	(92,119)		25,761
Proactive Wellbeing (Cloudesley)	(3,647)	29,167	(25,676)	156	-
Welfare grants (Cloudesley)	9,457	12,000	(19,780)		1,677
Canonbury good neighbour scheme (Islington Giving)	3,788	-	(3,789)	1	-
Kings Cross GNS (Islington Giving & Peabody Trust)	14	-	(14)		-
Volunteering and community support					
Big Lottery	-	75,000	(75,637)	637	-
London Community Response Fund	-	15,000	(15,000)	-	-
Covid-19 support					
Islington Giving	-	20,150	(21,662)	1,512	-
Cloudesley	-	10,000	(10,000)	-	-
Lund Trust	-	5,000	(5,000)	-	-
Organisational review (Cripplegate & Cloudesley)	-	2,600	(2,548)	-	52
Capacity building (Social Venture Partners London)	-	2,000	(2,000)	-	-
Total restricted funds	28,149	306,135	(309,100)	2,306	27,490
Unrestricted funds					
<i>Designated funds</i>					
Depreciation fund	7,153	-	(5,465)	-	1,688
<i>Total designated funds</i>	7,153	-	(5,465)	-	1,688
General funds	14,608	692,420	(609,474)	(2,306)	95,248
Total unrestricted funds	21,761	692,420	(614,939)	(2,306)	96,936
Total funds	49,910	998,555	(924,039)	-	124,426

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2021

Purposes of restricted funds

Connect centres (Cloudesley)	A grant to contribute to the costs of running the Connect services in Finsbury Park and Canonbury.
Connecting for Change (Big Lottery)	A grant to support Islington residents improve their wellbeing through addressing barriers, gaining more control over their health and finances and building supportive social connections.
Proactive Wellbeing (Cloudesley)	The Proactive Wellbeing Service aims to improve the health and wellbeing of Islington residents with long term health conditions or disabilities by increasing their engagement in local services and activities.
Welfare grants (Cloudesley)	Richard Cloudesley have funded the ongoing provision of individual grants to Islington residents with health conditions who are experiencing financial hardship.
Volunteering and community support (Big Lottery and the London Community Response Fund)	Grants were received to help the organisation to adapt and implement the changes needed for staff and volunteers to continue engaging and supporting the hardest to reach Islington residents throughout the pandemic crisis.
Covid-19 support (Islington Giving, Cloudesley and the Lund Trust)	Grants were awarded to help the organisation with an early response to the pandemic, enabling it to adapt its services to support vulnerable and isolated people.
Organisational review (Cripplegate & Cloudesley)	Funding has been awarded towards Help on Your Doorstep's organisational and strategic review.
Capacity building (Social Venture Partners London)	A grant used to build capacity within the central management team to manage organisational change.

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

	2021 £	2020 £
Net income for the reporting period (as per the statement of financial activities)	74,516	(36,258)
Depreciation	5,465	10,451
(Increase)/decrease in debtors	(45,838)	10,449
(Decrease) in creditors	(3,269)	(20,839)
Net cash (used in) operating activities	30,874	(36,197)

17 Analysis of cash and cash equivalents

	2021 £	2020 £
Cash at bank and in hand	130,064	99,190
	130,064	99,190

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2021

18 Notes from 2020 accounts

a Analysis of net assets between funds

	General	Designated	Restricted	Total funds
	£	£	£	£
Tangible Fixed Assets	-	7,153	-	7,153
Current Assets	143,360	-	38,339	181,699
Liabilities	(128,752)	-	(10,190)	(138,942)
Net assets at 31 March 2020	14,608	7,153	28,149	49,910

b Details of movement in funds during the previous reporting period

	At 1 Apr 2019 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 Mar 2020 £
Restricted funds					
Finsbury Park Connect (Cloudesley)	8,750	26,500	(35,250)	-	-
Centres (Mercers)	6,250	25,000	(31,250)	-	-
Connecting for Change (Big Lottery)	39,445	98,327	(118,921)	(314)	18,537
Proactive Wellbeing (Cloudesley)	(4,688)	49,416	(48,267)	(108)	(3,647)
Welfare grants (Cloudesley)	6,322	13,985	(10,850)	-	9,457
Canonbury good neighbour scheme	7,946	32,500	(35,732)	(926)	3,788
Kings Cross GNS					
Islington Giving & Peabody Trust	(1,684)	46,624	(44,850)	(76)	14
Peabody Community Trust	-	500	(500)	-	-
Caledonian community wellbeing	-	15,000	(15,000)	-	-
GNS evaluation (Islington Giving)	5,828	-	(5,828)	-	-
Service development (Social	-	1,500	(1,500)	-	-
Total restricted funds	68,169	309,352	(347,948)	(1,424)	28,149
Unrestricted funds					
<i>Designated funds</i>					
Depreciation fund	12,538	-	(10,451)	5,066	7,153
<i>Total designated funds</i>	12,538	-	(10,451)	5,066	7,153
General funds	5,461	525,739	(512,950)	(3,642)	14,608
Total unrestricted funds	17,999	525,739	(523,401)	1,424	21,761
Total funds	86,168	835,091	(871,349)	-	49,910