

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

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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

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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.

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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.

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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:

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<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>63,671</u>		<u>78,642</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>63,671</u>		<u>78,642</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 No.	2023 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	(33,647)	-	(33,647)
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	(33,647)	-	(33,647)
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