

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

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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)
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.

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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

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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.

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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.

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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.

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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.

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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>130,622</u>	<u>89,543</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
	780,588	825,321

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	1	1

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