

The Hope Trust - Charity No: 1159866
Vision – Helping Older People
Registered Office: Maidstone Hall, 127 Maidstone Rd, Felixstowe, Suffolk IP11 9EE
Trustees Report for the financial year 1st April 2020 – 31st March 2021

Trustees:

Dr Anne H Fenning (Chair)
Dr Terry Smith (Deputy Chair)
Mrs Anita Chenery (Appointed 14th July 2020)
Miss Julia Hancock
Rev Trevor Harris

Review of the Year:



In this report we want to share with you a story of the most turbulent year that the charity has ever had to face and then adapt to. Alfred Lord Tennyson encapsulates the feeling of the year through these words written so long ago *'Though much is taken, much abides, and though we are not now that strength which in old days moved earth and heaven: that which we are, we are: One equal temper of heroic hearts, made weak by time and fate, but strong in will to strive, to seek, to find, and not to yield.* (Ulysses)

We have definitely been striving, seeking to find new ways to support those aged 50+ in Felixstowe and the surrounding villages, determined not to yield to fear or despair but to find our own unique way through the unusual times we have all been experiencing. On a Monday, when you are the first person someone has spoken to since last Thursday, you know your call has value. When you send a chatty email through and instantly get a reply you know that person was poised, ready to engage. When you get hits on the charity's Facebook page or see that the latest blog has been read over 80 times, you are reminded that stories of human connection is what people want, need and appreciate.



The 3-year Strategic Plan had to take a back seat in 2020, although it continues to inform our direction of travel. For Hope Trust the activities we could safely host when restrictions allowed fell into the category of 'support services' and as such, where space allowed, our numbers were limited to a maximum of 15 at any one time, indoors. These limitations affected the 'chemistry' within a room, but once again we saw how adaptable the human spirit can be. So, in summary, we've survived, we've made some new contacts and we've said goodbye to others, but the charity remains ready to do what it always does – giving of it's very best for the people it serves.

Why we do what we do:

Charitable Objectives and Activities:

1. To provide relief to older people (regardless of faith or ethnicity) through the provision of practical and spiritual assistance.
2. To promote the Christian Faith primarily for the benefit of older people in residential or care homes by the provision of practical and spiritual assistance in line with our statement of faith.

How we achieve our Objectives:

By Building Community Better:

When all the usual structures of operation were swept away by the first lockdown in late March 2020, new ways were found to stay in touch with people who would normally regularly attend, in person, activities hosted by Hope Trust. That task started with registering with the Information Commission Office for the first time so that we could find, record and then keep contact details of attendees. Once we knew who wanted contact, we then had to find the best way of regularly staying in touch with them; encouragingly we currently stay in regular contact with 60+ people, as well as volunteers, supporters and donors. Like many



other organisations, technology has played a part in our work, from weekly Zoom meetings with 2 Volunteer teams, What's App & Facetime calls and regular emails. In amongst all the challenges, opportunities have appeared. We were able to offer our 'chatty letter



writing' service, which has been taken up by 66% of those to whom it was offered. When activities

resumed in the summer of 2020 the decision was taken to position the charity in terms of offering support services and the more social events were put on hold. Practically this meant we could offer our weekly Technology Café, Wednesday & Thursday Tea & Chat sessions, however social distancing meant that numbers had to be capped at each venue.

Thank you for making Wednesday mornings worth getting up with a smile for, knowing we will have an enjoyable morning. JD Oct 20

The continued delivery of the weekly Technology Café was seen as a priority; more and more services were being moved online, from registering a death to applying for benefit, helping older people navigate this abrupt change was seen as crucial. Thank goodness we'd already helped people to register for online shopping!

Social activities such as the Activity Afternoon, Men's event and Film Event were put on hold until such time as social distancing is relaxed. However the Bereavement Support Group continues to be offered twice a year, Spring and Autumn.

The planned trips to The Hut on the seafront were also cancelled, with the dates moved to 2021/2022.

One area that the lockdowns has seriously affected has been the 1:1 befriending service we offer to people who, for whatever reason, cannot join in any Hope Trust activities. It's not quite the same to send a chatty card/letter each week to someone with hearing loss than it is to sit and share a mug of tea with them each Thursday afternoon. One family member of a recent referral shared 'Mum suffered, like so many others in these awful times, from loneliness and boredom and although having regular support, her 'social needs' were rarely met. It is indeed unfortunate that she never came across you a year ago as she would have really appreciated the service Hope Trust would have given her.' Sadly, this lady is now in full time residential care but if she'd been referred sooner, might Hope Trust have kept her in her community for longer? We'll never know.

*Thanks for keeping in touch, it is nice to know that someone cares - and I appreciate that.
RV May 20*

This year Paul Taylor has been asked to participate in 3 funerals during 2020/21. This is an area of the work that will continue to grow as more people have indicated they want Hope Trust to participate in their funerals, when they happen. Following one of those funerals a thank you note was received which said: *Just wanted to say a big thank you for yesterday. You led the service so well with the right balance of compassion and humour. Your words and poem were just perfect and Mum was honoured so fittingly. You are a very special man!* RA May 20

By Sharing Information Better:

The ambition of this priority is to ensure that Hope Trust is informed and is known, within its local community enabling the Staff and Volunteers to direct people to activities and services that meet their needs. To do this, it seeks to be part of local consultations, information meetings as well as finding ways to highlight its work through social media.



The charity continues to purchase an advert, and associated editorial, in the local Flyer magazine. With a circulation of 15,000 covering Felixstowe, Felixstowe Ferry, Walton, Trimley villages and Kirton this has proved to be a useful method of communicating the charity's story. Articles are also posted on the blog page of the website and its always encouraging to see just how often that page is accessed and the blogs read. Plans to augment the website and feature a short video clip something along the lines of a 'A chat with' or 'The thoughts of' were shelved in 2020 but not forgotten! Instead, shorter clips were posted on Facebook, including quiz questions as well as '5 things we've learnt through lockdown' as an encouragement.

By Sharing Faith Better:



The ambition of this priority remains to find appropriate ways to encourage older people in their faith journey. During lockdown, teams were no longer able to take services into residential homes, so instead a library of short services were filmed and sent to the homes with either a link to a YouTube page or as a physical DVD disk. This means those homes now have access to 6 'ordinary' services, plus those dedicated to Harvest, Easter & Christmas. This resource has enabled homes to continue meeting the

spiritual needs of their residents, with one home using the DVD's much more frequently than the once a month visit the team was able to offer. One home wrote: *'Thank you very much for the services you have provided us with this year, the residents have really enjoyed them.'* SRH Dec 20

Wherever possible, using a mixture of Zoom and online service technology, Hope Trust has been able to share updates on its work with local churches as and when requested.

By Doing it all better:

The ambition of this priority is to make sure we continue to grow our volunteer base, keep the charity looking for new initiatives, ensure emerging technological needs are met as well as meeting our statutory and community responsibilities.

Hope Trust linked with Suffolk County Council and Alcove Care to provide older people with a pre-loaded Samsung tablet. This tablet was simplified, didn't require the older person to have wi-fi and allowed them to chat with family and friends that they nominated to be pre-loaded onto the tablet. The project is funded until April 21 but may well be continued after that date. A further project that is likely to develop in 21/22 is linked to the local hospices 'Compassionate Communities' initiative.

During 2020/21 the charity had 35 volunteers (including Trustees) who it would call on to support it in its activities, but in reality, only a few of those volunteers have been able to serve on a regular basis. We are especially grateful to those who serve on a Wednesday and a Thursday morning Tea & Chat session for doing so along with the Prayer support volunteers who also play their part. Many of the team who would visit on a 1:1 basis had to find different ways to stay in touch with the people they were working with and for those who would normally, faithfully deliver services in the residential homes, they have been most affected by the pandemic as lockdown has meant all in-person Residential Home work has had to cease. It is our hope that these volunteers will remain active and start serving once again just as soon as circumstances allow.

Written updates have been sent out even more regularly to volunteers and financial supporters, so they know exactly how the work of the charity is continuing; at Christmas each volunteer and donor received a card plus small gift as we wish to ensure that all our volunteers feel valued and appreciated.

Each volunteer, who has significant access to older people, is required to hold a valid Disclosure and Barring Service certificate and annual checks on these certificates routinely takes place.

Public Benefit:

All activities are open to people aged 50+ irrespective of gender or faith, in addition, all activities over the time span of this report covers were free of charge to those who attended.

'Such a life saver for my Mum when she was alive. She enjoyed seeing others, laughing and sharing experiences with them. Run by fantastic caring people. They were so helpful to me when Mum passed away.' RA Oct 20

Financial Review:

When the pandemic hit, the support received from the Golden Sunset Trust was stopped temporarily as their support comes from investments and their trustees felt it important for those investments to be protected until it became clearer as to how the markets would settle. Thankfully a Government grant in lieu

of rates for £10,000 was received, quickly followed by a large bequest from a lady in Kent which meant Hope Trust could continue its work without the Golden Sunset Trust support until the situation stabilized. By year end just 10.2% of what was budgeted from GST was received, but it is expected their support will resume in 2021/22.



Trustees discussed, over a number of months, whether or not to furlough staff. In the end, as the pandemic entered its second and third lockdown the decision was taken to furlough staff, initially to 3.5 days when support services were hosted, then to 2.5 days during lockdowns. This situation will continue until either all social distancing measures are lifted, or the Job Retention Scheme comes to a close.

At the start of the financial year (April'20) there were 8 churches and 14 individuals who supported the work of the charity on a regular basis; one individual donor was lost quite soon as the pandemic affected people's income, but we remain grateful to those whose generosity continued. Localgiving.com and givingabit.com are online mechanisms available to make donating funds to the charity as easy as possible. One local church in particular has encouraged their congregation, when taking part in regular Zoom quizzes, to donate to local charities their church supports and as a result Hope Trust has benefited from people's generous participation. We are also very encouraged (and happy) to receive donations of packs of biscuits, tea bags, jars of coffee and chocolates, all of which are used.

During the period of this report, funding has been secured, generous one-off gifts, a bequest, restricted gifts and grants received, including:

1. East Suffolk rates allowance £10,000
2. Tesco Fund - £500 towards the cost of PPE
3. Coronavirus Job Retention Scheme – ongoing
4. Bequest from the estate of the late Mrs Ellen Wood - £34166.60
5. In Memorium gifts totaling £842.60
6. A number of smaller one-off donations from local organisations & people



Pension auto enrolment continues with the administration of this, salaries and CJRS undertaken by an outside contractor. A Computerised financial system and regular Trustee meetings enable staff & Trustees to have visibility of the charity's finances.

Charity Structure:

The Hope Trust is a Charitable Incorporated Organisation and maintains strong links with The Golden Sunset Trust (GST) with one Trustee, currently Dr Anne Fenning, continuing to serve as a Trustee of both charities.

Trustees are appointed by the current Trustees team, with one new Trustee appointed in 2020 and another potential candidate to be interviewed in accordance with the 'Appointment of Trustees' Policy in due course. The day-to-day running of the charity continues to be delegated to 2 members of staff; both employed as Pastoral Workers. Work was undertaken by the Trustees to ensure that all relevant policies and procedures were reviewed and updated to be compliant with current legislation. The annual budget for 2020/21 was approved at the first Trustees meeting of 2020/21.

Beaton's were re-appointed as the Independent Examiners for the charity, at the meeting in April 2020, in readiness for the financial year ending 31st March 2021.

At the meeting in April 2020, the reserve Policy figure was reviewed for the financial year 2020-21 when the Trustees agreed the reserve figure remain at £17k, which equates to 3 months of operational costs.

At the end of a very turbulent year the trustees would like to thank Paul and Sheila Taylor, our Pastoral Workers, for their resourcefulness and flexibility. Despite all the challenges presented by COVID-19 they have continued to deliver the best possible service and we are full of admiration for their endurance in all that they have achieved. We are also grateful for the financial support we have received from the Government and to all our Donors.

Signed:

Handwritten signature

Dr AH Fenning - Chair of Trustees – The Hope Trust
Sand Croft, Mill Road, Mendlesham, Stowmarket, Suffolk IP14 5TA

Date: 21/7/21

Independent Examiner's Report to the Trustees of The Hope Trust

I report on the accounts of the charity for the period ended 31st March 2020 which is set out on form CC16a.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- 1 which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Acthave not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.


J. J. Oakley F.C.A

Beatons Limited
Chartered Accountants
7 Three Rivers Business Park
Felixstowe Road, Foxhall
Ipswich, Suffolk
IP10 0BF

Date: 26 July 2021



CHARITY COMMISSION
FOR ENGLAND AND WALES

The Hope Trust

Receipts and payments accounts

CC16a

For the period
from

01.04.20

To

31.03.21

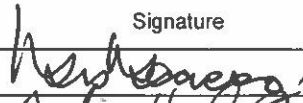
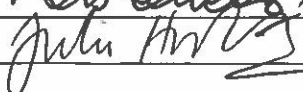
Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts					
Golden Sunset Homes Trust Donations	5,106	-	-	5,106	53,301
Other Donations	43,381	-	-	43,381	11,525
Speaking	450	-	-	450	138
Investment Income	14	-	-	14	50
Fund Raising	121	-	-	121	1,381
Rentals	-	-	-	-	325
Gift Aid Tax Refund	620	-	-	620	523
Grants received	10,000	8,189	-	18,189	-
Sub total (Gross income for AR)	59,692	8,189	-	67,881	67,242
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	59,692	8,189	-	67,881	67,242
A3 Payments					
Staff Costs	43,501	7,689	-	51,190	52,650
Employer NI	414	-	-	414	1,557
Travelling	351	-	-	351	1,154
Insurance	747	-	-	747	671
Advertising	1,044	-	-	1,044	1,222
Office Costs	2,797	500	-	3,297	3,679
Utilities	1,295	-	-	1,295	1,845
Miscellaneous	1,748	-	-	1,748	2,308
Property	1,010	-	-	1,010	8,675
Project	421	48	-	469	357
Sub total	53,328	8,237	-	61,565	74,119
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	53,328	8,237	-	61,565	74,119
Net of receipts/(payments)	6,364	48	-	6,316	6,877
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	32,897	48	-	32,945	39,822
Cash funds this year end	39,261	-	-	39,261	32,945

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank	39,225	-	-
	Petty Cash	36	-	-
		-	-	-
	Total cash funds	39,261	-	-
	(agree balances with receipts and payments account(s))			
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets			Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use		Fund to which asset belongs	Cost (optional)	Current value (optional)
	General Computer and Office Equipment		-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities		Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	TREVOR HARRIS	28.09.21
	JULIA HANCOCK	30.09.21