

Friendship at Home

Charity No. 1160062

Company No. CE002812

Trustees' Report and Unaudited Accounts

31 December 2024

Friendship at Home
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Chairperson's Report

Welcome everybody to Friendship at Homes Annual Report for 2024.

As Chairperson of this amazing charity, it gives me great pleasure and enormous pride to introduce our annual report.

Friendship at Home has gone from strength to strength again and it's been a year of exceptional achievement and community impact where we have not only sustained our financial base and grown, but we've become established in the community as a provider of care and support services as a first choice.

The numerous achievements and successes are highlighted in more detail throughout the report, but you will see and recognise the huge amount of effort and influence we have had over the last year in supporting older people and providing support and socialising activities generally. In all the agencies I have worked with they all recognise and appreciate the great work we do.

I'd like to pay tribute to our amazing staff and in particular, Lyse Stephenson for her kindness, strong leadership and support. I'd also like to congratulate Mandy Sparkes on successfully transitioning to the role of Deputy Manager and she's done a sterling job in the role. In fact, all the staff have been great in providing back-office support and frontline service provision.

We were recognised this year by Mr Mayor as one of his favoured charities! A big thank you Councillor Beasant! We supported over 1200 people with the plethora of activities including our social clubs and choir and embraced digital technology to support connections at home!

By our working stronger together with other partners we are influencing others through leading on strategic partnerships such as the strategic alliance with AgeUK NEL and Carelink and our work with hospitals, the Council and other statutory providers of care.

I'd also like to thank the trustees for all their dedicated support and commitments for the year, but more importantly, I want to celebrate and honour all our amazing and dedicated volunteers- whom without you we would not be what we are today! Each and every one of you provide the living heartbeat of friendship at home and I'm so grateful for all and everything you do.

Finally, thank you for giving me the honour of being your chair for another year my and you have my very best wishes.

Enjoy the read!

Ray Oxbby

Chairperson

25 September 2025

Trustees Annual Report

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 December 2024.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. CE002812 Charity No. 1160062 Principal Office

6-7 Aspen Court Cleethorpes
North East Lincolnshire DN35 0SJ

Registered Office

6-7 Aspen Court Cleethorpes
N E Lincolnshire DN35 0SJ

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law. The following Directors and Trustees served during the year:

M. Bateson
K. Green
N. Judah
A. Maggs MBE
R. Oxby
K. Parker (Resigned 26 September 2024)
J. Rigby
M. Swales
R. Walsh

Key Management Personnel

Chief Executive Officer	Lyse Stephenson
Operational Manager/Over 75's Project	
Co-ordinator	Amanda Sparkes

Accountants

AG Smith & Co Ltd
Chartered Certified Accountants Unit 8 Laceby Business Park Grimsby
N E Lincolnshire DN37 7DP

OBJECTIVES AND ACTIVITIES

The main aims of the charity are:

Aims and Objectives for 2024

Aims

- To reduce social isolation and loneliness.
- To improve health and wellbeing.
- To improve quality of life.
- To support older people in maintaining their independence.
- To grow and strengthen our charity and its services through an innovative approach which meets the needs of older people and the communities in which we work.
- To work in partnership with all sectors to continuously improve the quality and efficiency of our services to become outstanding and a beacon service.
- To retain, reward, strengthen, motivate and support a high-quality workforce.

Objectives

- Provision of activities for 1800 older people including hospital discharge support.
- Ensure 120 older people are supported through our one-to-one befriending sessions.
- Provide digital support to 40 members.
- Deliver social and exercise activities to 350 members.
- Establish 2 new social groups.
- Engage with at least 2 minority groups.
- Recruit 40 new volunteers a year.
- Service delivered by 120 volunteers

The strategies used to achieve the charities aims and objective are:

1. Support 1200 members/carers experiencing social isolation/loneliness. Introduce innovative ways of befriending- member to member and virtual. Introduce members to the digital world through our tablet scheme and app.
2. Enable older people to participate in social/exercise activities in the community/hybrid. Deliver a 7 day a week service.
3. To work in partnership with other organisations to provide an enhanced service for older people in NE Lincolnshire, ensuring our members' wellbeing remains a primary focus.
4. Develop partnership working with a range of appropriate organisations- specifically the Later Life Partnership partners.
5. To encourage service user involvement and consultation in developing our activities and services. To influence local policies that affect older people of NE Lincolnshire by facilitating service user involvement and consultation.
6. Form strategic alliances with statutory, not for profit and community organisations to improve policy and services for older people in NE Lincolnshire.
7. Senior Managers to form part of local forums- social isolation, digital and mental health groups and disseminate findings and views.
8. To increase income generation to sustain our services.
9. Source local/national funding streams to complement Friendship at Home budgets- core funding. Complete quarterly reviews of strategic plan, focusing on quality of service and financial sustainability. Prepare Friendship at Home's app to be considered as part of local support services.
10. Develop Friendship at Home's befriending model. Member subscription to our online social activities.
11. To retain, reward, strengthen, motivate and support a high-quality workforce.
12. Invest in our staff, Trustees and volunteers to ensure the Board is operating to the highest possible operating standards.
13. Recruit, train and support 120 volunteers. Provide placement opportunities to students.
14. To ensure Friendship at Home's services are fit for the future and meet the changing needs of older people.
15. Develop relationships and support with hard-to-reach minority groups, ethnic and LGBT.

ACHIEVEMENTS AND PERFORMANCE

Civic Awards

This year Friendship at Home was nominated for the Mayor's charity of the year award, it was wonderful to get this recognition for all our staff and amazing volunteers who always go above and beyond to make a difference to the lives of older people. It was a lovely night seeing so many inspirational people and we are so lucky to have so many fantastic organizations making North East Lincolnshire a much nicer place to live, work and play.

Befriending

At the heart of Friendship at Home, social activities, to prevent isolation, is our priority and while we will always try to encourage members to attend social clubs, this is not always possible as some members do not enjoy group settings, or they may not be able to physically attend and this is when our befriending service becomes a crucial lifeline.

Over the past year, we've observed a significant increase in the demand for our befriending service, attributable to a number of factors. One contributing factor is the growing number of referrals from Hospital Discharge, indicating a heightened awareness of our service within the healthcare sector. Additionally, the realities of modern life, such as family members relocating or maintaining demanding work schedules, have left many older individuals with reduced opportunities for social interaction and support, further emphasising the need for our service.

As a result, our befriending program has become a vital resource for those experiencing loneliness or isolation due to various circumstances. By providing companionship and meaningful connections, we aim to address the emotional and social well-being of our members, ultimately helping them navigate life's challenges with a greater sense of support and resilience.

Our infamous befriending service continues to make a positive difference in people's lives, and this is evidenced in our annual evaluations:

97.2% said they felt less lonely/isolated.

95.9% of our members experienced an improvement in their overall health and wellbeing.

98.2% of our members enjoyed an increase in their social interactions and community involvement.

91.1% of our members gained better access to services and information.

The staff and volunteers have been committed to responding promptly to inquiries and arranging as many weekly visits as possible, with the primary goal of supporting members facing loneliness and isolation, encouraging social interaction and boosting confidence. This year, our volunteers have provided face-to-face and telephone befriending services to 184 members, dedicating an impressive 5,772 hours to in-home visits.

The Community Link Worker and Volunteer Manager collaborate closely to facilitate successful member-befriender matches and introductions.

Having Dawn as our short-term befriender continues to be vital support for the befriending service. The support has made a huge difference for people who are waiting to be matched with a long-term buddy, keeping our members happy and connected during the matching process. This approach also allows us to evaluate the suitability of our service for each individual while ensuring they feel supported and engaged throughout the process. Telephone befriending remains a popular option for those who value social connections but prefer not to receive home visits for whatever their personal reasons are.

Volunteers

We absolutely could not do what we do without the amazing support from our wonderful volunteers who commit their time selflessly to helping people in our community. This year has been incredibly successful for our volunteer programme; particularly considering the current challenges in competing for volunteers, as other agencies compete for their time and dedication. We feel truly lucky to have attracted so many committed individuals to support us. We have successfully recruited 38 volunteers to serve as befrienders or social club assistants, with an additional 6 volunteers in the process of joining our team at the end of the year.

Throughout the year, volunteer meetings have provided valuable opportunities for us to connect with our volunteers, share insights, and gather innovative ideas to enhance our services. This also gives us an opportunity to provide ongoing training. We now provide our volunteers with complimentary, specialised training opportunities through Focus Quest. These training courses enable our volunteers to enhance their skills and knowledge, making a greater impact on the community. We offered Emergency First Aid training to all volunteers and had a good response, with many volunteers benefitting from life-saving course. Four volunteers have also undergone wellbeing training with Mandy and are now actively supporting our wellbeing project. This collaborative approach makes the wellbeing checks more accessible and less formal for participants, creating a comfortable and open atmosphere with a more meaningful engagement.

For volunteer's week we held a volunteer meal at the Countryman Pub, in Humberston and invited all volunteers. We had a great turnout with 45 volunteers attending and they were given the public recognition they deserve, as a gentleman called Finn from GI News (part of the Grimsby Telegraph), attended and took photos of the evening. This was published on GI News Online and shared across many social media platforms. All volunteers received Certificates and a "Thank you for volunteering" mug. We gained lots of positive feedback from the volunteers saying how good the evening was and how thoughtful and nice it was to feel appreciated for the volunteering they do. We thank our volunteers sincerely!

Social and Exercise Clubs

We currently provide 13 weekly in-person clubs or activities and 3 weekly virtual clubs. These include bingo, general social clubs, sporting memories, various exercise groups and groups that are tailored for those with memory problems. They take place at various locations in Grimsby, Cleethorpes, and Immingham. For those unable to get out and about, our virtual groups are ideal to maintain social connections whilst having a bit of fun with Bingo or keeping fit with chair-based exercises.

The clubs and activities have enjoyed a variety of speakers, entertainment and activities, information events, crafts, and lots of fun & games as part of their sessions throughout 2024. Our aim is always making sure our members leave feeling better than when they came in.

Our clubs celebrated many special occasions through the year such as; Easter, the 80th D Day anniversary, Halloween and Christmas.

Our CST group (Cognitive Stimulation Therapy), which is tailored specifically for those living with Dementia, is based around different themes each week with reminiscence, group activities and discussions and light-hearted fun. Throughout 2024 they have covered topics such as New Years Traditions, Dance through the decades, St Patricks Day, School Days of the 50's/60's, Thanksgiving and many more!

Our Memory Lane Choir has gone from strength to strength and as at the end of 2024, both

Tuesday and Wednesday session are at full capacity! We will be monitoring this going into 2025 and if needed, will look at other options to enable us to keep reaching out to those who love to sing for fun.

Our choir performed at 19 events in the community during 2024 which is outstanding. This not only greatly benefits our members by giving them the opportunity to perform in public and show their family and friends what they do, but it also creates lots of awareness for Dementia, FAH and has generated donations of £1062.50 in total. Amazing!

New clubs in 2024

2023 saw Friendship at Home open a warm space Community Cuppa weekly group, with the help of Lincolnshire CO-OP. This group is open to all ages due to Co-op's guidelines. It's a place to come along for a cuppa and a chat and most of the attendees enjoy a game of dominoes or a quiz. This costs members just £1 to attend, thanks to the continued support of Lincolnshire CO-OP.

The Memory Lane Choir also opened a second weekly session due to popular demand and has a huge waiting list of people wanting to attend. This is steadily growing in numbers and has allowed us to reach out to even more people and give them the chance to engage socially, get involved in their community and join in with the special events that the choir participate in.

The Memory Lane Choir had a very busy year, being invited to sing at various locations in the community; such as care homes, friendship groups, Focus Adult Social Care events and we were honoured to be invited for the 3rd year running to sing at the Cleethorpes Armed Forces Day Special Event. These opportunities to sing in the community are fantastic for spreading awareness about Friendship at Home and have also generated hundreds of pounds in donations, which are very much appreciated and help us to continue our work.

Friendship At Home also made a promotional video in time for Christmas, using interviews and footage of our choir, which was shared to the public via social media and raised an amazing £1300!

Member Feedback

We know that our social clubs and activities are a vital part of older people's lives. By reducing loneliness and social isolation, this has an overall positive impact on not only our physical health and wellbeing, but also on our mental health. We think it is so important to capture our members thoughts, opinions and experiences as this helps shape our services for the future.

Here are some first-hand accounts about the impact our groups have made in their lives during the past year:

"I'd probably go into depression being on my own if I didn't have the club to come to."

"It gives me a reason to get up in the morning"

"It's the one day I look forward to for getting out and about."

"The friendliest club I've ever been to."

"It's not just friends – it's more like a family group."

"I've learned so many new things – met new people and made lots of friends."

Over 75's Wellbeing Checks

The Over 75's Project, now in its fifth year, has demonstrated consistent growth in the number of annual referrals, indicating an increased reach and positive impact on the lives of individuals in NEL. Sponsored by Public Health, the project's primary goal is to help older adults maintain their independence at home by connecting them with essential services and resources. Referrals originate from a diverse range of sources, including healthcare professionals, social services, community organisations, and self-referrals, reflecting the project's strong reputation and community trust.

Through personalised Wellbeing Assessments conducted in the individual's home, older adults gain confidence in discussing their needs and identifying areas where additional information and support can improve their quality of life. The assessments cover various aspects of daily living, such as safety equipment, shopping assistance, personal care, transportation, and managing health conditions. Specialized support is also available for issues like bereavement, dementia, and caregiving responsibilities, ensuring timely access to appropriate resources.

As an organisation dedicated to addressing loneliness and social isolation among older adults, Friendship at Home is uniquely suited to spearhead this project. The modern-day realities of family dynamics and work commitments can leave older individuals feeling isolated, especially when health challenges arise. The Over 75's Project directly addresses this concern by fostering community engagement and providing tailored support.

This year the project has benefitted from the support of three fantastic volunteers who dedicate their time to undertake assessments and share the findings with our project lead. Assessments undertaken by our volunteers, who are not seen as professionals, helps create a comfortable and relaxed atmosphere for members. This personal touch encourages trust and open communication, resulting in more effective and accurate assessments that better address each individual's unique needs. The project's success is evident in the overwhelmingly positive feedback received from participants. 100% of those surveyed reported that they would recommend a wellbeing check to others and felt better informed, while 86% noted an improvement in their situation as a direct result of the program's services. These outcomes demonstrate the project's effectiveness in empowering older adults and enhancing their overall wellbeing.

Digital Support

This year we have supported 70 people with digital support, with many of those also utilising our free tablet loan service. The Tablet Loan Program plays a vital role in promoting digital inclusion among older people in North East Lincolnshire, enabling them to access essential online services such as form submissions, banking, and shopping. The tablets provide older adults with convenient and versatile options for digital connectivity within the comfort of their own homes. Many current participants eagerly explore new activities and ideas using the tablets, including activities and games to prevent boredom and loneliness.

One key feature of the tablets is the Later Life Partnership app, which offers a wealth of engaging activities that are frequently updated to ensure a fresh experience for users. For example, the Chair-Based Exercise Club provides opportunities to join live sessions, allowing users to participate in physical activities from their homes through Zoom meetings. Additionally, interactive social activities, like live bingo sessions, promote community

engagement and meaningful connections.

Many members benefit from occasional in-person support visits to learn new tablet skills and develop digital literacy. These visits are often crucial for first-time users, as they adapt to this new technology, which some describe as a significant challenge comparable to learning how to swim or drive. While some issues can be resolved over the phone, in-person visits are more effective for addressing setup and app installation challenges that may require multiple support visits.

"The main benefit of the tablet has been that it has enabled me to do many things from playing games to checking up on the latest news."

"It allows me to order things from the comforts of my own home I don't have to go out to find products that I want. Also, it is much more convenient to hold as my phone is small and the screen is not large."

"Being able to go on the internet using a bigger screen is great. Before I was stuck to using my phone which I struggled with time to time due to the screen size of it."

Mayor Steve Beasant

We are honoured to have been chosen as one of the Mayor's chosen charities. Mayor Steven Beasant's dedication to fundraising is admirable and inspirational. It's clear that Mr. Mayor is incredibly dedicated to fundraising, and his commitment really shines through the various activities he chose to participate in. From hosting coffee mornings, to organising 24hr walks, and even undertaking challenging 24-hour litter picks. He has truly gone above and beyond in his efforts to raise funds for the causes he supports. We extend our sincere gratitude to Mayor Beasant for his generous efforts and wish him continued success in his future endeavours.

Social Work and REP Students

We remain dedicated to building strong relationships with local colleges and universities as we recognise the importance of investing in the development of our future workforce. Through partnerships with colleges and universities in Grimsby, Lincoln and Hull, Friendship at Home can provide valuable experience and insight into the experiences of older individuals in North East Lincolnshire.

Recently, we had the pleasure of hosting Charlotte and Olivia, two occupational therapy (OT) students. Although their time with us was brief, they had a positive impact for our members. Their experience with our organisation provided valuable exposure to the work we do and the challenges faced by our local older people. As part of their work, they produced a helpful resource in the form of a magazine containing practical advice and solutions for common occupational issues that some older individuals may encounter. They also supported us with online mapping, a tool that we can use to assist when matching volunteers and befrienders.

We are grateful for the opportunity to have worked with these wonderful students and wish Olivia and Charlotte every success in their future careers. We have no doubt they will become amazing occupational Therapists!

Partnership Working

Friendship at Home is committed to making a difference in people's lives and we know to do that well takes a collaborative approach. It is crucial that we advocate for older people in planning for policies and strategies and we actively engage in various multi-agency meetings, such as the Voluntary, Community, and Social Enterprise monthly meetings, Mental Health

Delivery Boards, Safeguarding Adults Board, Social Isolation Group, and Digital Forum. Our involvement strengthens our collaborative efforts with other agencies and promotes a seamless collaborative approach.

Participating in these meetings also allows us to advocate for the needs and values of older people in North East Lincolnshire, ensuring their voices remain a priority in local decision-

making processes. Furthermore, we have been collaborating with other organisations to contribute to policy development and strategic planning, including the mental health strategy and dementia strategy. By actively engaging in these initiatives, we can help ensure that the perspectives and experiences of older individuals are integral to shaping policies and strategies that affect their lives.

Staying Well in Winter Initiative

Early in 2024 we were tasked with the "Stay Well in Winter" project, aimed at promoting the well-being of older vulnerable and older adults in North East Lincolnshire during the winter season. Crucial elements of the initiative included educational campaigns, vaccination encouragement to prevent illness, and the distribution of wellness packs that contained essential items such as blankets, warm clothing, and hand warmers, along with educational materials about staying healthy during the winter months.

Friendship at Home developed and implemented educational programs to raise awareness among older adults about the importance of staying well during winter. These campaigns highlighted the importance of staying well, self-care, staying warm, and seeking necessary support when needed.

In partnership with other local organisations who supported us to deliver the project, we were able to maximise our impact and make a real difference to many.

Throughout delivery, Friendship at Home worked closely with numerous partner agencies, including Age UK, to ensure resources were directed toward those who would benefit most from the project. The collaborative approach allowed for greater community outreach and improved service delivery. For example, in partnership with Age UK, Friendship at Home took the Age UK bus to local communities to promote the "Stay Well in Winter" project. This mobile outreach strategy facilitated direct engagement with older adults, ensuring they were informed about available resources and support.

Later Life Partnership

The Later Life Partnership, consisting of Friendship at Home, Carelink, and AGE UK, is thriving as we provide extensive support to older adults in North East Lincolnshire while actively seeking funding to maintain and grow our combined efforts. A key highlight of our partnership is the £1M Challenge Project, which has brought in over £1 million in benefits for local residents. Securing benefits for older adults in North East Lincolnshire is crucial in promoting their overall well-being and financial stability. The provision of additional benefits has enabled recipients to lead more enriched and fulfilling lives by providing the financial resources needed to address their specific needs and enhance their quality of life.

As part of the Later Life Partnership, we also organise the longstanding North East Lincolnshire Older People's Advice Day, previously held at Cleethorpes' Memorial Hall each year. Recognising the need for more accessible events across the area, we decided to expand our reach by hosting additional events in Grimsby and Immingham. Both events received outstanding feedback from attendees and participating stallholders, affirming our partnership's

dedication to meeting the needs of older adults in North East Lincolnshire and contributing to the ongoing success of our joint initiatives. We are feeling very positive and excited about the partnership's future and the positive impact it will have for our older people in North East Lincs.

SIGNIFICANT ACTIVITIES

Parties

This year, we were delighted to host our Annual Summer and Christmas Parties at the Memorial Hall, with over 230 attendees enjoying the festivities. Both events proved to be hugely successful and enjoyable for all, thanks to the collaborative efforts of our team and dedicated volunteers.

Our summer party, held in August with a lively carnival theme, saw seventeen volunteers enthusiastically engaging with members through dancing, conversation, and various activities. The volunteers' presence and participation greatly contributed to the overall success and positive atmosphere of the event, and we are truly grateful for their tireless efforts.

Similarly, the Christmas party was yet another resounding success, with 22 volunteers offering their assistance in serving refreshments, distributing raffle tickets, and transforming the venue with festive decorations. The two-course hot Christmas meal was well-received, and Kenny's live performance of classic Christmas tunes inspired many to take to the dance floor, ensuring a truly memorable experience.

Events

Armed Forces Weekend – Friendship at Home were delighted to participate in our local armed forces event in Cleethorpes this year. For the past few years our wonderful Memory Lane Choir have always thrilled the crowds on the music stage and this year was no different, singing a little of everything from old war songs to Westlife, the crowds were wowed! Also, this year we were proud to join other local agencies in the charity village where we had a stall and engaged with the local community. The weather was kind, and it was a great event to be part of in honour of our armed forces.

Edible Food Festival - Edible Grimsby event in 2024 on Saturday, October 5th was a local event that celebrated growing, cooking, and sharing food with live performances, music, free tastings, and food and craft stalls. Soe of our fabulous volunteers and members made some jams and pickles from their homegrown produce and we even won second place in the scarecrow competition with our "Friendship Fred" scarecrow, lovingly created by our very own Beth Sparkes and her son Albie.

Trips

Throughout the year, our members had the opportunity to partake in a series of delightful day trips, each offering unique experiences and creating lasting memories of friendships and fun. These excursions included:

- Springfields Shopping Centre: Members enjoyed a leisurely day of shopping and socializing at this popular retail destination, which features a variety of stores and amenities catering to diverse interests and needs.

- Afternoon Tea Boat Trip in Buxton: Participants were treated to a picturesque afternoon tea experience aboard a boat in Buxton. The combination of scenic views, good company, and delectable refreshments made for an unforgettable outing.
- Seaside Visit to Scarborough: Our members relished a day by the sea in Scarborough, where they had the chance to enjoy the coastal town's charming attractions, sandy beaches, and invigorating fresh air.

The 2024's overnight trip was to wonderful Liverpool. Liverpool was an excellent destination for our members due to its rich history, vibrant culture, and diverse range of accessible attractions. They enjoyed it so much that they are insisting we go again in 2025, but for two nights so watch this space!

Unfortunately, the planned Christmas shopping trip to York had to be cancelled due to the Great British winter weather and flooding.

Home from Hospital Service

This year has been a great success for our Hospital Discharge project and we are very proud to say that we have supported 1,208 people when being discharged from hospital. We're no longer seen simply as a service that transports patients—we've made significant strides in the Home-from-Hospital project. Our focus goes beyond meeting immediate needs; we are dedicated to addressing potential risks that could lead to a patient being readmitted, such as unsafe home environments.

The transport office at the hospital has secured funding for another year, which is fantastic news, as we've built strong relationships with staff who are familiar with all our services. Our presence is now well established across various wards and in other hospitals like Scunthorpe and Hull. While we were initially recognised mostly for our transportation services, we now regularly receive referrals for well-being checks and a variety of other services we offer. The Home-from-Hospital project has been seamlessly integrated into the hospital discharge process, and we are frequently called upon to assist with our range of services.

Our prompt assessments, social care, hassle-free installation of Carelink units, and medication support have all contributed to a more comprehensive service. With increased collaboration from other organisations, we're now able to offer additional assistance, such as shopping and meal support for up to seven days, as well as well-being check-ins or a buddy service after discharge. By staying engaged with patients after they've been discharged, we create lasting relationships and can identify issues early on that may lead to readmission. We're already seeing people turn to us for both practical and emotional support, rather than going to their GP for concerns like anxiety, loneliness, or medication errors. This allows us to act swiftly and help prevent unnecessary hospital readmissions.

During the winter season, referrals have remained steady at around one hundred per month. Our project has grown significantly through closer collaboration with the hospital discharge team. We are now helping by connecting with the council and other agencies to arrange necessary assessments before discharge, particularly for patients who lack family support and may require home adaptations. Our goal is to ensure that these patients don't feel alone when returning home. We provide a safety net, offering someone they can lean on and contact if needed. In addition to this, we assist with essentials like sourcing blankets, food parcels, and financial checks for vulnerable patients.

Case Study

Mr. B was admitted to the hospital following a serious knee injury. After undergoing surgery and several weeks of rehabilitation, he was cleared for discharge. However, Mr. B faced significant challenges upon returning home, including limited mobility, difficulty managing daily tasks, and the need for ongoing support to ensure a smooth recovery.

Without help, Mr. B's home environment posed several risks to his safety, and he struggled to manage everyday activities such as meal preparation, cleaning, and shopping. He also felt isolated, lacking the social support necessary to cope with the emotional toll of his recovery.

Upon discharge, Mr. B's knee injury left him with limited ability to walk and move around his home. His living space, though comfortable, had not been adapted to meet his post-surgery needs. Additionally, Mr. B lived alone and had no immediate family nearby to assist with day-to-day tasks. He was concerned about managing food, cleaning, and other household chores in his weakened state.

The project arranged for regular meal deliveries to Mr. B's home, ensuring he had nutritious, easy-to-prepare meals during his recovery period. This eliminated the burden of meal planning and preparation, allowing Mr. B to focus on his healing rather than worrying about food. The meals were designed to meet his dietary requirements and provide adequate nutrition to aid in his rehabilitation. To address the emotional and social aspects of Mr. B's recovery, the project set him up with a CareLink system, providing him with a direct link to a trained buddy who checked in on him regularly. The buddy, a friendly volunteer, offered emotional support, encouraged Mr. B to stay active, and assisted with any non-medical questions he had regarding his recovery. The buddy system also provided Mr. B with companionship, helping him feel less isolated during his recovery.

Understanding that cleaning could be physically demanding for Mr. B, especially with his limited mobility, the project arranged for cleaning support during the initial weeks after discharge. A professional cleaner visited regularly, ensuring that Mr. B's home remained tidy and hygienic without him having to strain himself. This service provided peace of mind and helped maintain a healthy living environment during his recovery. The project also arranged for shopping support, ensuring that Mr. B had all the groceries and supplies he needed without having to leave his home. Volunteers or support workers assisted with grocery shopping, ensuring that Mr. B had everything from fresh produce to household essentials. This service alleviated the stress of managing shopping and allowed him to focus on regaining his independence.

Mr. B's home was assessed for safety, and the project identified that certain furniture pieces made it difficult for him to move around. The project arranged for furniture to be relocated, making his home more accessible and safer. For instance, his dining chair was repositioned to create a clear pathway, and other bulky items were moved to allow easier movement with his mobility aids. These adjustments significantly improved his ability to navigate the space with more comfort and confidence.

The combination of meal services, cleaning support, and shopping assistance allowed Mr. B to focus on his physical rehabilitation. His environment was safer and more conducive to healing, and the regular Carelink check-ins helped reduce feelings of isolation and anxiety. As a result, he showed significant improvement in both his physical and emotional well-being.

"I don't know what I would have done without the support from the Home from Hospital project. They took care of everything, from my meals to making sure I had someone to talk to. It made all the difference in my recovery."

“The changes they made to my home and the help with shopping and cleaning allowed me to focus on getting better. I felt safe and supported, and it gave me the confidence to get back on my feet.”

FINANCIAL REVIEW

Our primary funding source currently comes from the NHS Humber and North Yorkshire Integrated Care Board (HNY ICB). Historically, grants from foundations and trusts, like The Lottery and St Hugh’s HMT, have played a significant role in supporting our organisation. Additional income streams include donations and funds raised through activities such as club fees and fundraising events.

We have secured funding from NELC Public Health to deliver the Over 75’s project until June 2025 and from HNY ICB to lead the hospital discharge initiative until April 2025, following our successful delivery of hospital discharge support under VCSE winter pressures funding.

Throughout the past year, we have successfully developed strong partnerships with the local authority while working on the Million Pound Challenge Project for the LLP. We are optimistic that this collaboration will continue to thrive and strengthen, creating further opportunities for the LLP and benefiting the community as a whole.

The Trustees are pleased with the financial performance and prudent management of Friendship at Home’s funds, resulting in a net income of £36,284.

Reserves policy

In January 2019, the Trustees agreed upon a formal policy on general reserves, which aims to identify and allocate assets to cover potential adverse financial contingencies. The reserve fund for Friendship at Home is intended to address the following:

- Orderly closure of the organisation, if necessary
- Ensuring operational continuity during periods of financial difficulty
- Acquisition of new office premises and associated relocation expenses
- An orderly closure entails ceasing operations, managing staff redundancies, and fulfilling contractual obligations to suppliers, necessitating funds to cover three months of salary and related payments.
- To ensure the charity can continue operating despite funding delays, the policy designates a general reserve to cover such contingencies.
- As recommended by the Charity Commission, the Trustees aim to maintain unrestricted free reserves at a level equivalent to approximately three months of unrestricted charitable expenditure, in addition to reasonable closure costs of about three months, to allow for appropriate service cessation considering the vulnerability of our client group.

As of 31st December 2024, the unrestricted funds balance was £211,071 with £136,081 specifically allocated for shutdown costs.

PLANS FOR FUTURE PERIODS

Utilising our experience and knowledge accumulated over the past 19 years, we are confident in our ability to navigate the upcoming year with the unwavering support of our staff, Trustees, members, volunteers, and the public. Despite the anticipated challenges and demands, this report showcases our dedication to Our Vision, Our Values, and Our Mission, which collectively serve as the bedrock of our success.

While the local authority funding obtained in 2023 has provided some financial support, maintaining long-term financial sustainability must remain a key focus as we move into 2025. The COVID-19 pandemic brought increased attention to the consequences of loneliness and isolation, heightening competition within our sector and worsening the loneliness situation. To address this, we are committed to strengthening and growing our partnerships with like-minded organisations to secure additional funding and deliver essential services to older individuals in North East Lincolnshire.

Stakeholder consultation has always been a crucial part of our decision-making process, enabling Trustees and staff to make well-informed choices. In 2024, we will continue prioritising communication with stakeholders to ensure our services are effective, invaluable, and aligned with our aims and objectives:

- Older people will report a reduction in loneliness and isolation.
- Older people will report their health and wellbeing has improved.
- Older people will report an increase in their social interactions and community involvement.
- Older people will report better access to services and information.
- Older people will report Friendship at Home helped them to regain/remain independent.
- Older people from minority groups will feel more included.
- Patients will report Friendship at Home enabled them to resettlement after discharge.
- Volunteers will report increased confidence by volunteering with Friendship at Home.
- Volunteers will report gaining new skills by volunteering.

As we look ahead to 2025, we are eager to introduce two innovative projects:

- The GUGDGM project seeks to prevent deconditioning during hospital stays by working alongside physiotherapy teams to provide physical and social activities on the wards. Drawing on nearly two decades of experience working with older adults, we have observed the detrimental effects of prolonged hospital stays on mental and physical well-being of our older people. Consequently, we are committed to contributing to this initiative, as it aligns closely with Friendship at Home's core values. We anticipate that the GUGDGM project will also complement our Home from Hospital service, offering patients continuity of support and enabling staff to more effectively assess needs and build trust within the hospital setting.

The Benefits of Therapy Dogs for Older Adults

- Therapy dogs play a meaningful role in enhancing the overall well-being of older adults, offering support that spans emotional, cognitive, physical, and social areas of health. Emotionally and psychologically, therapy dogs help ease feelings of loneliness and isolation. This is particularly important for older individuals living alone, where social contact may be limited. The companionship that therapy dogs provide offers comfort and a sense of connection. In addition to companionship, interacting with dogs has been linked to improved mood and a reduction in symptoms of depression. Cognitive stimulation is another important benefit of therapy dog interaction. For many older adults, especially those living with dementia or Alzheimer's disease, therapy dogs can encourage conversation and help spark memory recall. The routine of engaging with a therapy dog can provide meaningful mental activity and help keep the mind engaged. Physically, time spent with therapy dogs can offer significant health advantages. Physical contact with a dog has been shown to help lower blood pressure and heart rate, contributing to improved cardiovascular health. For those who are physically able, therapy dogs can also encourage gentle forms of exercise such as walking or playing, supporting mobility and promoting physical activity in a way that feels natural and enjoyable.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Friendship at Home is a Charitable Incorporated Organisation and governed by its Constitution. It is registered as a CIO with the Charity Commission. The Constitution was updated in 2014 and amended in 2022 to include 'working with people under 60 that may be isolated'.

The Board of Trustees meet at least 4 times per year and are responsible for governing the affairs of the charity.

The Board agree the broad strategy and direction of the charity to ensure the organisation fulfils its objectives. The CEO reports on all areas of risks, financial and non-financial, that could threaten the viability, reputation or operational efficiency of the organisation. It takes overall responsibility for ensuring that the financial, legal and contractual obligations of the charity are met and that there are satisfactory systems and controls in place to ensure quality, continuous improvements and regular engagement for stakeholders.

The CEO and Chair maintain regular contact in order to discuss strategy and communications and to ensure the Board is fully advised of any major achievements, incidents or risk issues.

Day-to-day decision-making is delegated to the CEO who delegates specific responsibilities to senior managers/project leaders as appropriate. The Board receive regular quality, performance and finance reports from the manager.

The Board of Trustees meet at least 4 times per year and are responsible for governing the affairs of the charity.

The Board agrees with the broad strategy and direction of the charity to ensure the organisation fulfils its objectives. The CEO reports on all areas of risks, financial and non-financial, that could threaten the viability, reputation or operational efficiency of the organisation. It takes overall responsibility for ensuring that the financial, legal and contractual obligations of the charity are met and that there are satisfactory systems and controls in place to ensure quality, continuous improvements and regular engagement for stakeholders.

The CEO and Chair maintain regular contact to discuss strategy and communications and to ensure the Board is fully advised of any major achievements, incidents or risk issues.

Day-to-day decision-making is delegated to the CEO who delegates specific responsibilities to

senior managers/project leaders as appropriate. The Board receive regular quality, performance and finance reports from the manager.

Eligibility-Membership of the CIO is open to anyone who is interested in furthering its purposes, and who, by applying for membership, has indicated his or her agreement to become a member and acceptance of the duty of members set out in the Constitution.

Trustee candidates are selected through a rigorous process involving advertising/using NEL Sector Support Services, interview, DBS and references.

The Chair and Trustees are elected at the charity's AGM and serve for three years from the date of their election and are eligible for re-election. All Trustees give their time voluntarily and receive no benefits from the charity. Following the appointment of Trustees, they attend an induction meeting with the Chair where they are briefed on their legal obligations under charity and company law and constitution, the decision-making process and recent financial performance of the charity. Opportunities are provided for them to meet with staff members to familiarise themselves with the day-to-day operation of the Charity. Trustees are encouraged to attend appropriate external training events where these will facilitate their role. The Board can co-opt during the year to ensure the Board has a full range of skills and experience to fulfil trustee responsibilities and organisational requirements.

The Trustees are responsible for preparing the Trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

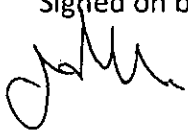
Company law requires the trustees to prepare financial statements for which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, for the charitable company for that period. In preparing 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 charity 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 charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Signed on behalf of the board

A handwritten signature in black ink, appearing to read 'J. Rigby', written over the printed name.

J. Rigby Trustee
25 September 2025

Independent Examiner's Report to the trustees of Friendship at Home

I report to the charity trustees on my examination of the financial statements of Friendship at Home for the year ended 31 December 2024.

Responsibilities and basis of report

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

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

Independent examiner's statement

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

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

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



Andrew Smith FCCA
AG Smith & Co Ltd
Chartered Certified Accountants
Unit 8 Laceby Business Park
Grimsby
N E Lincolnshire
DN37 7DP
25 September 2025

Friendship at Home
Statement of Financial Activities
for the year ended 31 December 2024

		Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
	Notes				
Income and endowments					
from:					
Donations and legacies	4	11,736	-	11,736	6,092
Charitable activities	5	44,395	321,917	366,312	245,462
Other trading activities	6	2,480	-	2,480	92
Investments	7	2,637	-	2,637	2,093
Total		61,248	321,917	383,165	253,739
Expenditure on:					
Raising funds	8	27	-	27	155
Charitable activities	9	46,956	200,984	247,940	202,316
Other	11	8,755	90,159	98,914	74,995
Total		55,738	291,143	346,881	277,466
Net gains on investments		-	-	-	-
Net income/(expenditure)	12	5,510	30,774	36,284	(23,727)
Transfers between funds		5,574	(5,574)	-	-
Net income/(expenditure) before other gains/(losses)		11,084	25,200	36,284	(23,727)
Other gains and losses					
Net movement in funds		11,084	25,200	36,284	(23,727)
Reconciliation of funds:					
Total funds brought forward		199,987	108,691	308,678	274,595
Total funds carried forward		211,071	133,891	344,962	250,868

Friendship at Home
Summary Income and Expenditure Account
for the year ended 31 December 2024

	2024	2023
	£	£
Income	380,528	251,646
Interest and investment income	2,637	2,093
Gross income for the year	<u>383,165</u>	<u>253,739</u>
Expenditure	346,881	277,466
Total expenditure for the year	<u>346,881</u>	<u>277,466</u>
Net income/(expenditure) before tax for the year	36,284	(23,727)
Net income /(expenditure)for the year	<u>36,284</u>	<u>(23,727)</u>

Friendship at Home
Balance Sheet
at 31 December 2024

Company No. CE002812	Notes	2024 £	2023 £
Current assets			
Debtors	14	1,996	7,238
Cash at bank and in hand		346,051	305,923
		<u>348,047</u>	<u>313,161</u>
Creditors: Amount falling due within one year	15	(3,085)	(4,483)
Net current assets		344,962	308,678
Total assets less current liabilities		344,962	308,678
Net assets excluding pension asset or liability		344,962	308,678
Total net assets		<u>344,962</u>	<u>308,678</u>
The funds of the charity			
Restricted funds	16		
Restricted income funds		133,891	108,691
		<u>133,891</u>	<u>108,691</u>
Unrestricted funds	16		
General funds		74,990	81,487
Designated funds		136,081	118,500
		<u>211,071</u>	<u>199,987</u>
Reserves	16		
Total funds		<u>344,962</u>	<u>308,678</u>

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

For the year ended 31 December 2024 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

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

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 25 September 2025

And signed on its behalf by:

J. Rigby
Trustee



25 September 2025

for the year ended 31 December 2024

1 Accounting policies

Basis of preparation

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)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.

Friendship at Home
Notes to the Accounts

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Trade and other debtors

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

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other 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.

Leased assets

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.

In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Friendship at Home
Notes to the Accounts

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital. The Charity constitutes a public benefit entity as defined by FRS 102.

3 Statement of Financial Activities - prior year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Income and endowments from:			
Donations and legacies	6,092	-	6,092
Charitable activities	44,040	201,422	245,462
Other trading activities	92	-	92
Investments	2,093	-	2,093
Total	52,317	201,422	253,739
Expenditure on:			
Raising funds	155	-	155
Charitable activities	40,066	162,250	202,316
Other	8,871	66,124	74,995
Total	49,092	228,374	277,466
Net income	3,225	(26,952)	(23,727)
Transfers between funds	224	(224)	-
Net income before other gains/(losses)	3,449	(27,176)	(23,727)
Other gains and losses:			
Net movement in funds	3,449	(27,176)	(23,727)
Reconciliation of funds:			
Total funds brought forward	196,538	135,867	332,405
Total funds carried forward	199,987	108,691	308,678

4 Income from donations and legacies

	Unrestricted	Total 2024	Total 2023
	£	£	£
Donations	11,736	11,736	6,092
	<u>11,736</u>	<u>11,736</u>	<u>6,092</u>

5 Income from charitable activities

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Charitable activities	43,896	-	43,896	40,790
Grants	499	166,897	167,396	127,172
Contracts	-	155,020	155,020	77,500
	<u>44,395</u>	<u>321,917</u>	<u>366,312</u>	<u>245,462</u>

6 Income from other trading activities

	Unrestricted	Total 2024	Total 2023
	£	£	£
Fundraising activities	2,480	2,480	92
	<u>2,480</u>	<u>2,480</u>	<u>92</u>

7 Income from investments

	Unrestricted	Total 2024	Total 2023
	£	£	£
Interest on cash deposits	2,637	2,637	2,093
	<u>2,637</u>	<u>2,637</u>	<u>2,093</u>

8 Expenditure on raising funds

	Unrestricted	Total 2024	Total 2023
	£	£	£
<i>Fundraising trading costs</i>			
Fundraising activities	27	27	155
	<u>27</u>	<u>27</u>	<u>155</u>

9 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
<i>Expenditure on charitable activities</i>				
Employment costs	41,734	110,111	151,845	130,201
Resources	677	56,670	57,347	28,710
Premises expenses	275	2,084	2,359	18,747
Other expenses	-	24,147	24,147	20,636
Grants made	-	7,650	7,650	-
<i>Governance costs</i>				
Accountancy	4,270	322	4,592	4,022
	<u>46,956</u>	<u>200,984</u>	<u>247,940</u>	<u>202,316</u>

10 Analysis of grants

Activity or programme	Grants to Institutions	Total 2024	Total 2023
	£	£	£
Staying Well in Winter	7,650	7,650	-
	<u>7,650</u>	<u>7,650</u>	<u>-</u>

Activity or programme	Grant funding of activities	Total 2024	Total 2023
	£	£	£
Staying Well in Winter	7,650	7,650	-
	<u>7,650</u>	<u>7,650</u>	<u>-</u>

11 Other expenditure

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Employee costs	-	79,597	79,597	66,124
Premises costs	81	4,235	4,316	-
General administrative costs	7,802	6,327	14,129	7,708
Legal and professional costs	872	-	872	1,163
	<u>8,755</u>	<u>90,159</u>	<u>98,914</u>	<u>74,995</u>

12 Net income/(expenditure) before transfers

	2024	2023
	£	£
This is stated after charging:		
Independent Examiner's fee	1,022	914
Other fees paid to the auditor or independent examiner	1,973	1,706

13 Staff costs

	2024	2023
Salaries and wages	207,785	180,629
Social security costs	11,418	8,169
Pension costs	12,245	11,105
	<u>231,448</u>	<u>199,903</u>

No employee received emoluments in excess of £60,000.

Total employee benefits received by key management personnel	63,165	50,410
--	--------	--------

The average monthly number of full time equivalent employees during the year was as follows:

	2024	2023
	Number	Number
Charitable activities	8	7
Administration	1	1
	<u>9</u>	<u>8</u>

The average monthly number of employees (headcount) during the year was as follows:

	2024	2023
	Number	Number
Charitable activities	9	9
Administration	2	2
	<u>11</u>	<u>11</u>

14 Debtors

	2024	2023
	£	£
Trade debtors	12	6,687
Prepayments and accrued income	1,984	551
	<u>1,996</u>	<u>7,238</u>

15 Creditors:

amounts falling due within one year

	2024	2023
	£	£
Trade creditors	131	733
Other creditors	1,217	1,125
Accruals	1,737	2,625
	<u>3,085</u>	<u>4,483</u>

16 Movement in funds

	At 1 January 2024	Incoming resources (including other gains/losses) £	Resources expended £	Gross transfers £	At 31 December 2024 £
Restricted funds:					
Restricted income funds:					
Lottery	1,118	-	-	(1,118)	-
Million Pound Challenge	25,349	40,000	(44,823)	-	20,526
NELC Main Service	7,076	75,000	(82,402)	-	(326)
Humber and North Yorkshire					
HCP - Hospital Discharge	26,272	80,020	(56,486)	-	49,806
NELC - Over 75's	14,834	40,500	(11,156)	-	44,178
Abbeyfields	29,586	-	(29,586)	-	-
Sports England	4,456	-	-	(4,456)	-
NHY VCSE Vaccination					
Capacity	-	4,346	(856)	-	3,490
ICB/NELC Staying Well in					
Winter	-	76,631	(65,265)	-	11,366
Power of Music Fund	-	3,000	(344)	-	2,656
Humber Gateway Fund RWE	-	2,420	(225)	-	2,195
Total	108,691	321,917	(291,143)	(5,574)	133,891
Unrestricted funds:					
General funds	81,487	61,248	(55,738)	(12,007)	74,990
Designated funds:					
Shutdown Costs	118,500	-	-	17,581	136,081
Total	118,500	-	-	17,581	136,081
Total funds	308,678	383,165	(346,881)	-	344,962

Purposes and restrictions in relation to the funds:

Restricted funds:

Lottery	Grant to provide befriending and volunteer service.
Million Pound Challenge	Grant to provide short-term reintegration support.
NELC Main Service	Funding to provide social activities/befriending support/information and advice to existing and new members.
Humber and North Yorkshire	Funding to support patients being discharged from hospital.
HCP - Hospital Discharge	
NELC - Over 75's	Funding to provide a holistic wellbeing check service.
Abbeyfields	Grant to provide Befriending service.
Sports England	Grant to provide exercise activities.

Friendship at Home

Notes to the Accounts

NHY VCSE Vaccination Capacity	Grant to support people to keep well over the winter period and promote the importance of vaccination including COVID/flu.
ICB/NELC Staying Well in Winter	Grant to provide focused interventions that can help to prevent the need for urgent and emergency care.
Power of Music Fund	Grant to continue a weekly choir session for people with Dementia.
Humber Gateway Fund RWE	Grant to provide an additional weekly choir session for people with Dementia.

Designated funds:

Shutdown Costs	Costs set aside to shut down should funding be insufficient to continue.
----------------	--

17 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Net current assets	211,072	133,890	344,962
	<u>211,072</u>	<u>133,890</u>	<u>344,962</u>

18 Commitments

Operating lease commitments

Annual commitments under non-cancellable operating leases are as follows:

	2024	2024	2023	2023
	Land and buildings	Other	Land and buildings	Other
	£	£	£	£
Operating leases with expiry date:				
Within one year	-	-	-	1,089
	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,089</u>

Pension commitments

The company operates and defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amount to £12,101 (2021: £9,769).

	2024	2023
	£	£
The pension cost charge to the company amounted to:	<u>12,245</u>	<u>11,105</u>
Unpaid contributions due to the fund are included in other creditors and amounted to:	<u>1,217</u>	<u>1,125</u>

19 Related party disclosures

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

Friendship at Home
Detailed Statement of Financial Activities
for the year ended 31 December 2024

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2024	2024	2024	2023
	£	£	£	£
Income and endowments from:				
Donations and legacies				
Donations	11,736	-	11,736	6,092
	<u>11,736</u>	<u>-</u>	<u>11,736</u>	<u>6,092</u>
Charitable activities				
Charitable activities	43,896	-	43,896	40,790
Grants	499	166,897	167,396	127,172
Contracts	-	155,020	155,020	77,500
	<u>44,395</u>	<u>321,917</u>	<u>366,312</u>	<u>245,462</u>
Other trading activities				
Fundraising activities	2,480	-	2,480	92
	<u>2,480</u>	<u>-</u>	<u>2,480</u>	<u>92</u>
Investments				
Interest on cash deposits	2,637	-	2,637	2,093
	<u>2,637</u>	<u>-</u>	<u>2,637</u>	<u>2,093</u>
Total income and endowments	61,248	321,917	383,165	253,739
Expenditure on:				
Costs of other trading activities				
Fundraising activities	27	-	27	155
	<u>27</u>	<u>-</u>	<u>27</u>	<u>155</u>
Total of expenditure on raising funds	27	-	27	155
Charitable activities				
Employment costs	41,734	110,111	151,845	130,201
Resources	677	56,670	57,347	28,710
Premises expenses	275	2,084	2,359	18,747
Other expenses	-	24,147	24,147	20,636
Grants made	-	7,650	7,650	-
	<u>42,686</u>	<u>200,662</u>	<u>243,348</u>	<u>198,294</u>
Governance costs				
Accountancy	4,270	322	4,592	4,022
	<u>4,270</u>	<u>322</u>	<u>4,592</u>	<u>4,022</u>
Total of expenditure on charitable activities	46,956	200,984	247,940	202,316
Employee costs				
Salaries/wages	-	79,597	79,597	66,124
	<u>-</u>	<u>79,597</u>	<u>79,597</u>	<u>66,124</u>
Premises costs				

Friendship at Home

Detailed Statement of Financial Activities

Rent	-	2,119	2,119	-
Rates	-	94	94	-
Light, heat and power	-	832	832	-
Premises cleaning	69	1,028	1,097	-
Premises repairs and maintenance	12	162	174	-
	<u>81</u>	<u>4,235</u>	<u>4,316</u>	<u>-</u>
General administrative costs, including depreciation and amortisation				
Bank charges	366	-	366	397
General insurances	237	-	237	181
Information and publications	116	4	120	90
Postage and couriers	835	250	1,085	1,313
Software, IT support and related costs	4,194	1,517	5,711	3,285
Stationery and printing	1,625	383	2,008	2,361
Subscriptions	175	-	175	72
Sundry expenses	206	2,636	2,842	3
Telephone, fax and broadband	48	1,537	1,585	6
	<u>7,802</u>	<u>6,327</u>	<u>14,129</u>	<u>7,708</u>
Legal and professional costs				
Consultancy fees	872	-	872	1,163
	<u>872</u>	<u>-</u>	<u>872</u>	<u>1,163</u>
Total of expenditure of other costs	<u>8,755</u>	<u>90,159</u>	<u>98,914</u>	<u>74,995</u>
Total expenditure	<u>55,738</u>	<u>291,143</u>	<u>346,881</u>	<u>277,466</u>
Net gains on investments	-	-	-	-
	<u>5,510</u>	<u>30,774</u>	<u>36,284</u>	<u>(23,727)</u>
Net income/(expenditure)				
Transfers between funds	5,574	(5,574)	-	-
	<u>11,084</u>	<u>25,200</u>	<u>36,284</u>	<u>(23,727)</u>
Net income/(expenditure) before other gains/(losses)				
Other Gains	-	-	-	-
	<u>11,084</u>	<u>25,200</u>	<u>36,284</u>	<u>(23,727)</u>
Net movement in funds				
Reconciliation of funds:				
Total funds brought forward	199,987	108,691	308,678	274,595
Total funds carried forward	<u>211,071</u>	<u>133,891</u>	<u>344,962</u>	<u>250,868</u>