

THE HOPE HUB

England & Wales · Charity number 1176452

Details

Status Registered

Legal form CIO

Registered 2017-12-22

Register [View on the Charity Commission register](#)

Contact

Address The Hope Hub
Knoll Road
Camberley
GU15 3SY

Phone 01276 581174

Email mags.mercer@thehopehub.org.uk

Website www.thehopehub.org.uk

Activities

Objects: FOR THE PUBLIC BENEFIT, THE RELIEF AND ASSISTANCE OF PEOPLE IN NEED IN THE BOROUGH OF SURREY HEATH AND SURROUNDING AREAS, WHETHER BY REASON OF BEING HOMELESS OR AT RISK OF HOMELESSNESS, UNEMPLOYMENT, MENTAL OR PHYSICAL ILL HEALTH, SUBSTANCE ABUSE OR DEPENDENCY, POVERTY, DEBT OR ANY OTHER DISADVANTAGE, INCLUDING BY, BUT NOT LIMITED TO, PROVIDING FACILITIES, INFORMATION, GUIDANCE OR OTHER SERVICES TO REDUCE SOCIAL ISOLATION AND LONELINESS, IMPROVE HEALTH AND WELL-BEING AND ENABLE INDEPENDENT LIVING.

Activities: Crisis Support:- Hot meals, Laundry, Shower & Emergency items, Clothing, Healthcare & Housing support, Outreach.Empowerment Services:- Case Worker/1:1, Benefit Support & Advocacy, Mental Health 1:1 Support, Direct Access & referral to specialist servs, Money Mgmt, Job Club, Debt Advice, Addiction Suppt, Assist in retention of accom'n, Volunteering Suppt/Train'g, Prep for Work.Em Accom Service

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services
- **What:** The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** IN THE BOROUGH OF SURREY HEATH AND SURROUNDING AREAS
- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£596,316	£519,086	£611,190	12
2024-03-31	£540,841	£467,856	£533,953	20
2023-03-31	£434,663	£401,997	-	-
2022-03-31	£501,734	£267,604	£428,303	8
2021-03-31	£299,290	£195,504	-	-

Trustees

Name	Role	Appointed
Rev Christopher Richardson	Chair	2020-04-03
ANDREW BOOTH		2017-12-15
David John Reed		2017-12-15
Michael Manisty		2024-09-19
Trudy Rankin		2021-04-01

THE HOPE HUB

England & Wales - Charity number 1176452

Accounts



***Working to PREVENT & END
homelessness
in Surrey Heath & surrounding areas***

**REPORT AND FINANCIAL STATEMENTS
For the period 1 April 2024 to 31 March 2025**

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Legal and Administrative Information

Charity Name:	The Hope Hub
Charity Registration Number:	1176452
Registered and Operating Address:	Rear of Library, Knoll Road, Camberley, Surrey GU15 3SY
Trustees:	Rev Christopher Richardson Mr Andrew Booth Mr David Reed Mrs Trudy Rankin Mr Michael Manisty (appointed 19 September 2024)
Chief Executive:	Mags Mercer
Independent Examiner:	Jill Kingscott FCA
Main Banks:	CAF Bank Ltd 25 Kings Hill Avenue, Kings Hill West Malling, Kent ME19 4JQ Co-operative Bank Plc PO Box 250, Delf House Southway, Skelmersdale. WN8 6WT

REPORT OF THE TRUSTEES

The Trustees present their report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with The Hope Hub Constitution document, the Charities Act 2011 and the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Objectives and Aims of the Charity

The Hope Hub (referred to here as the Charity or THH) is a Charitable Incorporated Organisation (CIO). Constituted in December 2017 following an independent consultation commissioned by the Local Authority that recognised the need to establish a charity for the relief of poverty and specifically to support vulnerable individuals (18+) who are homeless, at risk of becoming homeless, suffering with addiction(s), poor mental health, unemployment and/or social isolation. The CIO was formed by the Churches Together in Camberley (CTC) to deliver a person-centred approach and to support each individual, positively empowering them towards independent living.

Aims

The charitable aims of the charity are to provide **HOPE** through a

H = Holistic range of services by qualified and trained staff and volunteers

O = Open access for all who need our services within the Borough and surrounding areas

P = Person Centred with a strengths-based approach, working with each person

E = Empowering each person to move towards independent living

The charity strives to achieve these aims by providing a **SERVICES PATHWAY** comprising **Crisis Support and Empowerment Services including Outreach and a 6 bedroom Emergency Accommodation Service (EAS)**:

Crisis Support

- Drop In with breakfast/refreshments/hot nutritious meal
- Laundry facilities
- Shower & emergency items
- Clothing
- Healthcare access
- Recreational Activities
- Emergency Food Support
- Outreach Support
- 6 bed Emergency Accommodation Service (from Jan 2022)

Empowerment Services

- Case worker with 1:1 support
- Assistance with finding accommodation and securing furniture
- Assistance with maintaining accommodation
- Assistance/mediation with families
- Benefit Support, Advocacy & Intervention
- Benevolent Funding (where available)
- Mental Health Worker with 1:1 support (planned)
- Direct Access and referral to specialist services
- Money Management and 1:1 Debt Advice/Management
- Addiction(s) Support, Health Workshops
- Employment Support
- Volunteering Support
- Training & Preparation for Employment
- Living Well Project (weekly workshops for Clients supported into accommodation)

Public Benefit Statement

The Charity serves the public benefit by helping to reduce anti-social behaviour, crime and demand on statutory services such as hospitals, health services, local authorities and police. This is achieved through the provision of intense support to individuals via our SERVICES PATHWAY, delivering direct cost savings benefit to the public purse.

The Charity also provides a service to the general public through its website, social media, open days and other events by raising awareness and providing information/awareness and education about the local and national housing climate.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The governing document of the Charity is The Hope Hub Constitution which was signed and registered on 22 December 2017.

Trustee Selection

The Charity is a faith-based charity and the Trustees serve for a period of three years after which they are eligible for re-appointment. New Trustees are appointed by resolution of the Board. The Board advertises for new Trustees with appropriate skills through local churches and the Voluntary Support North Surrey network and other appropriate media.

Organisational structure

The Hope Hub is a CIO (Charitable Incorporated Organisation). The Board of Trustees determines the policies of the Charity and may be involved in staff selection, particularly for a management post or as requested by the Chief Executive.

The Trustees during the year were:

Rev Chris Richardson (Chair)
Andrew Booth
David Reed
Trudy Rankin FCA (Treasurer)
Michael Manisty (appointed 19th Sept 2024)

Except where noted otherwise, all the above trustees served throughout the period and up to the date of signature of the financial statements.

The Board delegates to the Chief Executive management responsibility to carry out the development and day to day management functions of the Charity.

The Charity is not part of a wider network and is reliant on the support of Surrey Heath Borough Council, Surrey, and all the funders and supporters to fulfil its objectives. During the year the Charity has provided the full SERVICES PATHWAY operating from 3,000 sq. ft. premises owned by Surrey Heath Borough Council in Camberley, Surrey. 269 service users (2024: 246) have accessed services 10,746 times (2024 10,601). In addition, over the year we have temporarily housed 35 people at our 6 bedroom Emergency Accommodation Service (EAS) (2024: 24 people) in partnership with Surrey Heath Borough Council. Please refer to Impact Overview (pages 9-15) for more information.

The Charity is a member of Homeless Link and the NCVO (National Council for Voluntary Organisations). The Chief Executive is a qualified member of the Institute of Fundraising and a qualified Chartered Manager through the Chartered Management Institute.

Risk Management Statement

The Trustees follow a programme of risk management as part of the Charity's continuous improvement strategy. THH has adopted a Risk Management Policy delegating day to day operations and management thereof to the Chief Executive and a quarterly review is held at each meeting with the Board of Trustees. All the charities' policies are reviewed at least annually.

Health and Safety

THH has health and safety management policies in place intended to ensure the charity operates safely and in full compliance with the relevant health and safety legislation. Health and Safety and training of staff and volunteers is reviewed at each quarterly meeting with the Board of Trustees. All insurances are up to date and appropriate policies are displayed within the building. Periodic health and safety inspections may be carried out by the Authorities and recorded accordingly.

Reserves Policy

The Trustees regularly review The Hope Hub's reserves having regard to the need to:

- Fund the working capital required for provision of the developing range of services
- Meet contractual obligations
- Meet the Charity's obligations as a good employer
- Protect and maintain assets
- Allow flexibility to respond to unexpected opportunities and challenges
- Fund strategic plans

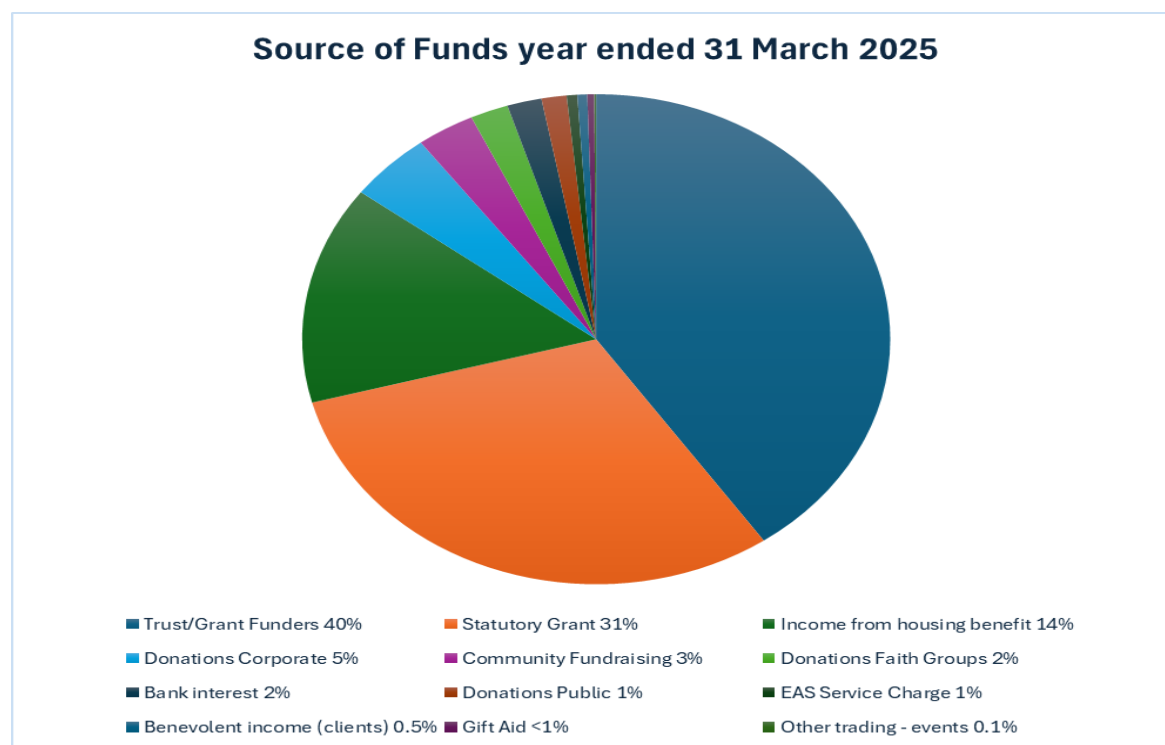
The Charity has adopted a policy of building and maintaining reserves sufficient to cover between 4-6 months of the operating costs of the Charity's services in order to secure their continued provision despite the unpredictability of funding streams, changing eligibility criteria and statutory funding. It currently costs around £43k per month to run the services. At the 31 March 2025, as shown in notes 9 and 10 to the financial statements the balance of the Designated Operating Reserve was £185,000 representing just over 4 months cover of operating costs (31 March 2024: £116,622). The Trustees have agreed since the year end to increase the reserve to £215,000 to provide 5 months cover. The Reserve is kept in separate interest bearing bank accounts, ring-fencing these funds to provide a cushion against variations in income, whether seasonal or driven by events.

REVIEW OF FINANCIAL POSITION

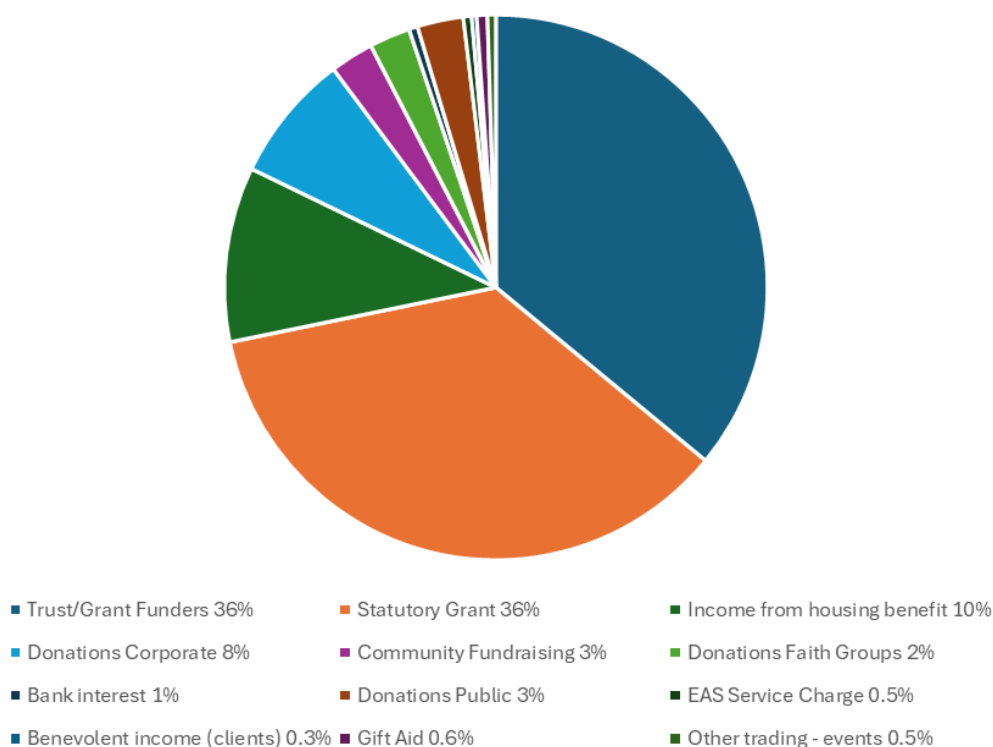
The Charity is a non-profit making organisation. The financial activities for the year and the balance sheet as at 31 March 2025 are as shown in the financial statements on pages 19 to 31.

The Hope Hub was successful in securing a healthy mix of funding during the year and has continued to operate good stewardship over expenditure. In the year ended 31 March 2025, income of £596,316 was secured (2024: £540,841). The Hope Hub is grateful for, and reliant upon the continued support of Surrey Heath Borough Council, Surrey County Council and a wide range of partners including Trust and Grant Funders, Statutory bodies, Community and Faith Groups, Businesses, and other Donors including members of the general public. All income is used for the purposes for which it is given.

The charts below illustrate the funding mix during the year and in the prior year and are based on the analysis of income on page 23.



Sources of Funds year ended 31 March 2024



Total expenditure for the period ended 31 March 2025 was £518,459 excluding depreciation (2024: £463,136) which represents the operating costs of delivering the various services and projects offered by the charity during the year. THH operates from premises provided by Surrey Heath Borough Council with no ongoing rent. The Charity is responsible for internal maintenance, decoration and all utilities.

Inflationary and other pressures in the economy continued to impact our running costs during the year in line with other charities and businesses. These pressures may also impact the ability of funders to donate in the year ahead, including statutory partners such as Surrey Heath Borough Council (SHBC) and Surrey County Council (SCC). The charity's funding may also be impacted by the Local Government Reorganisation taking place over the next two years, coming into effect fully from April 2027. It is for good reason that the Charity has a cushion against such uncertainties and variations in funding through its Designated Operating Reserve of 4-5 months of operating costs, in line with good governance and our policy as described under the Reserves Policy section above

Net income after depreciation for the year ended 31 March 2025 was slightly higher than the prior year at £77,230 (2024: £72,985).

The total funds carried forward at 31 March 2025 were £611,182 (2024: £533,953). £210,326 (2024: £238,723) was held in the Unrestricted General Fund for continued delivery of services in the next financial year and £133,536 was held in Restricted Funds (2024: £178,608) meaning that they are restricted to purposes specified by the donor. The remaining £267,320 was held in Designated Funds. As discussed on page 6, £185,000 of the Designated Funds at the end of the year were in the Designated Operating Reserve and the remaining £82,320 is in a Fund designated by the Trustees for a Social Enterprise initiative to commence in the next two years. The full list of restricted and designated funds can be found in Note 10 Movement of Funds Detail on page 29 and 30.

RESPONSIBILITIES OF THE TRUSTEES

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom General Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity 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 Statement of Recommended Practice (SORP)
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This Trustees' Report on pages 4 to 7 has been approved by the Board of Trustees:



Rev Christopher Richardson

Chair of Trustees

Date: 11 October 2025

IMPACT OVERVIEW by Chief Executive, Mags Mercer

Performance overall during the financial year ending 31 March 2025 was sound for The Hope Hub and team performance again, outstanding. Every year however, demand for our services increases together with the complexity of needs and 75% of all Service Users are struggling with mental health challenges. The impact remains further exacerbated by the ongoing increases in cost of living and general lack of affordable and/or move on accommodation for people of no fixed abode. Additionally, there are many who are also vulnerably/unsuitably housed. Statutory services remain strained and we find ourselves needing to deliver more as each year passes.

The theme of witnessing mental health deterioration for the vulnerable often combined with food and fuel poverty, unemployment and homelessness is increasingly visible. The Hope Hub continues to support anyone aged 18+ who needs our holistic and empowering services.



We are pleased to have successfully retained our Volunteer base and have benefited from maintaining the **liV Investing in Volunteers** UK quality standard for good practice in Volunteer Management. We have also maintained our **Disability Confident** employer status.



Through a range of funding projects, we have further developed our **Living Well** portfolio of Workshops seeking input and involvement with our Service Users. We have delivered a range of air fryer, one pot and steamer Cookery Workshops across the Borough with terrific outcomes as we seek to educate, inform and enable as well as Budgeting and Money Management, Creative Arts, Feel Well Workshops, Tenancy and Health and Wellbeing Workshops. Our **Training and Employment services** continued to empower people to progress and access the digital support needed. We were also a Warm Hub and Welcome space from Tuesday-Friday for anyone in the Community providing a warm meal, workshops and fuel vouchers through statutory partnerships.



We gave out a **record 776 food parcels** sourced entirely through the amazing Community, supermarkets churches, foodbanks and responses to our social media requests. Additionally, we sourced, cooked and served a **record 6,320 meals** from our Day Service and Emergency Accommodation Service and hold a 5 star food hygiene rating.

During the period **April 2024-Mar 2025**, we supported **269 Service Users** and our **services were accessed 10,746 times**, an average of 40 times each. Although the number of people of ethnic minority was 25, their total service access was 1,340 times, an average of 54 times each.

Of the 269 Service Users, 171 were male, 93 female, 5 LGBTQ, 25 Ethnic Minority Services Users were aged between 18 – 81.

DAY SERVICES:

- Services Accessed : 10,746 times : Average 40 times per person
- Visits : 2,488 : 776 food parcels given out
- Sourced food and prepared meals : Served 6,320
- Supported 90/102 people of No Fixed Abode into accommodation
- Outreached 540 times
- 12 Benevolent grants secured for individuals who would not be able to afford a rent deposit and/or first months' rent.
- Supported 14 people into employment
- Delivered 473 Living Well Workshops & Activities
- Delivered 222 debt management sessions in partnership with Frontline debt advice (debt greater than £3K)
- Mentored 180 Course Completers on IT / Digital Upskilling, training and a qualification
- 141 CV/Employment Support sessions delivered

THH was
a Warm
&
Welcome
Hub

Nov '24-
Mar '25

Emergency Accommodation Service (EAS):

- 35 Tenants stayed at the EAS during the period
- Residing 252 weeks in total
- 25/33 successful move on's to permanent, safe accommodation (2 remaining as at 31-3-25)
- 2 Benevolent grants secured (eligibility criteria met)
- 1,266 Evening Meals prepared and served
- EAS opened for SWEP between October 2024-March 2025
- Service is manned 16 hours/day by THH Staff.



Changing Futures Programme (Bridge the Gap (BtG) partnership with Surrey County Council))

- Enabled us to employ 3 Outreach Workers (2 FTE) to provide intense support to identified Service Users with multiple disadvantages.
- 14 Services Users were on the BtG programme during the year.
- 15 Service Users were also on the Surrey Adult Matters (SAM) scheme supported by the team.
- Outreach Service is provided 5.5 days / week (Mon-Sat)



We continue to operate from a strengths based, trauma informed approach with our Service Users, many of whom are complex and have multiple disadvantages. We work with ex-offenders/those on probation, struggling with poor mental health and those with addiction(s). Our comprehensive Services Pathway provides a CRISIS drop- in service and EMPOWERMENT gives each person 1:1 case work support and access to our full range of LIVING WELL workshops, training and employment/volunteering coaching. We also continue to benefit from partnership with Frontline debt advice as they support our Service Users with debts typically greater than £3,000, usually operating from our 3,000 sq ft day services building.

Community Donations

We thank the MANY who have donated food and emergency items to us allowing us to give to those in need. Regular donations from Sainsburys, Cooks, Lightwater, Our Lady Queen of Heaven church. Hart & Crowthorne Foodbanks & Community Donations enabled us to cook healthy and nutritious meals. **We served a total of 6,320 meals and gave out/delivered a further 776 food parcels.**

We couldn't do it without the amazing Community Support.



Support and recognition of our work has thankfully again been strong and we were successful in securing funding through statutory partnerships and trust/grant funders throughout the year. Additionally, corporate support and volunteering has increased as has local community, business support and individual donors and funding for our valued Cookery Workshops. It is so encouraging

for the staff and volunteer team who work under pressure most of the time to witness the incredible backing and support from our partners, funders and across the community.

Our Service Users tell us:

From Unemployment and debt to finance resolution and a new job!

"Thank you so much for sorting out my finances and enabling me to have hope in the future." **Male, 20's**

"Having the help and support when I was highly stressed has been incredibly helpful."

Thank you everyone."

Homeless vulnerable female needing safe accommodation.

"Since coming to The Hope Hub, I am more confident; I have started working and improved my cleaning and digital skills. Thank you for the opportunity".

Female Service User

"I didn't have anyone to talk or offload to. The Hope Hub has provided a safe space to come and talk and has helped me massively achieve my goals. I also enjoy the food, company and how they look after everyone at Christmas. It is an amazing place."

Male, Service User for 6 years now achieved qualifications, training, stayed at our Emergency Accommodation and re-connected with some family members.

Male Ex-offender 30

Celebrating Staff, Service User and Volunteer Successes

Part of our culture is to always try and celebrate good news when our Service Users and Volunteers achieve a qualification, complete a training module in digital skills, budgeting, coaching, affordable cookery, get a home or secure a volunteering placement or employment. Certificates are regularly awarded to our course completers.



Pics L to R: EAS House Staff receive Certificates of Commitment, Service User pass a qualification to help them work, Service Users secure certificates for learning, upskilling or course completion. Service User receives certificate for supporting peers with cooking workshop & creative arts



Through key funding, from July-March, we were able to deliver a range of Cookery courses across the Borough including the popular steamer workshops, one pot cooking and air fryer workshops' with a total of 43 attendees. Other Living Well workshops included Creative Art, Money Management and a range of Tenancy support and wellbeing workshops including anger

awareness and coping strategies. These are fundamental to help individuals learn new skills as they move towards independence.



Christmas Festivities



For the 7th consecutive year, we asked the Local Community, Churches and Corporates to get behind us so we can gift the vulnerable people we support with relevant gift(s), festive meals and above all, put our homeless individuals into safe accommodation for 10 or 11 nights whilst statutory services close. Thank you to everyone.

Our Local Authority also gave some support to those with a connection to the area and we are grateful for that. It is always a big effort and a big ask from supporters but once again, after a momentous staff and volunteer effort, we were able to make the Christmas and New Year period as pleasant as possible for those without a roof over their heads.



L to R Pics: Christmas fundraiser & shoppers gift tree, Busy volunteers-preparing festive meal, SU visits 'Santa's Grotto' where gifts galore can be chosen, festive event & carefully wrapped gifts by volunteers labelled for our service users with some of our staff team. Food parcels for 10 days were also gifted and those vulnerably housed gifted with a beautiful hamper.

Valuing Productive Partnerships

Considerable strategic input is provided to all our partners and funders and we greatly value being able to participate with qualitative and relevant information helping to shape the services and statutory support that is needed by our Service Users. We work with all statutory bodies and agencies in the Borough and surrounding areas from hospitals, GP's, NHS/CCG, Probation, Local and County Authorities, Police, OPCC, Citizens Advice, Community groups, Addiction agencies and foodbanks/services acting as an intermediary with the Authorities on complex multi-agency cases.

Additionally, the Emergency Accommodation Service is a partnership project with Surrey Heath Borough Council and part funded by claiming Housing Benefit for tenants.

Valuing Volunteers & maintaining our Investing in Volunteers Award (liV)



THH would not be able to deliver the range of services without our ever increasing valued volunteer team and a staff team who go beyond the call of duty and regularly volunteer to support Service Users, attend community and other events at evenings and weekends. By the end of the period our volunteers and staff members averaged a combined total of **80 volunteer hours per week 51 weeks a year**. This represents a significant donation and when calculated at the current UK Living Wage, shows a social return on investment (SROI) of circa £49,817 per annum. If calculated at a professional rate however, it would be a considerably higher SROI.

It was a joy for the CEO to be presented with 3 awards from Voluntary Support North Surrey on behalf of all our Volunteer Team and 2 named individuals. Nov '24



Corporate Support

We were delighted to work with **Skanska**, who organised a unique and engaging construction site day for our Service Users and provided much-appreciated food donations. This hands-on experience was both inspiring and enjoyable for those who attended.

Our first ever **Hope Hub 'Variety Show' at Camberley Theatre** received generous sponsorship from



L to R: Skanska Work Experience Day. Nat West Volunteers. Corporate donations. Christmas Giving Tree at Craft Coop

Atrium Dental, Bayfields Opticians Camberley, and 360 Law, helping us deliver a vibrant and inclusive evening community event. We also received meaningful food and toiletry donations and support from **Specsavers, Alcon, Building 3 at Watchmoor Park, and NatWest**. Additionally, **Craft Coop** kindly supported us during the festive season by hosting a Christmas Giving Tree in their store, helping us to collect donations and spread joy at a time of year that can be especially difficult for many. We are also very grateful Genesis Biotech who selected us to receive a generous donation in November.

Through our **Service User Forum**, we actively encourage Service Users to shape our services so we adapt and ensure we are only delivering services that are really needed. We value those **with lived experience** and several participated in Changing Futures and Peer/co-production support events. The Changing Futures logo was just one example of co-production created at The Hope Hub and adopted for Surrey.



Social Media Presence

We have increased our presence on Linked In, facebook and instagram and continue to re-fresh our website. We remain active across the Community and are often invited to attend local events to fundraise and/or raise awareness about our work. Our quarterly e-News continues via mailchimp and is well received by partners, funders and supporters. All staff and key volunteers have been trained in safeguarding and fire safety in case of an emergency. The charity policies have all been updated in line with review dates and shared with the staff and volunteer team. Records of training are held centrally.

Staff Team

At the end of March 2024, 20 people worked at the charity but mostly paid part time although most give voluntarily of their time too. Paid employment was equivalent to FTE 11 people as at 31-3-25. The split of the 20 staff between night and day services was 14 permanent members of staff working on Day services, 5 permanent staff plus 6 adhoc cover staff (1 FTE) working equivalent per annum.

The EAS is open 7 days/week all year round for 16 hours / day covering 112 hours / week, 5,824 hours / year with a staff team of 2 full time members, 3 part time and 6 cover workers for holidays and sickness cover. Part time is calculated by paid hours worked less than 35 hours / week.

Living Well Workshop Examples

Energy Workshop in the Day Service



Creative Arts – above & below



Planting herbs to assist with cooking skills



Some participants on our popular Steamer Cooking Workshops



Development Plans for Year 2025-26

- We will continue to operate from a **strengths based, trauma informed** approach with Service Users and our frontline team regularly receive additional training in this area. Ongoing training and staff qualifications are kept up to date and we remain an accredited Licensed Outcome Star centre. Two Empowerment Case Workers have secured their L3 Accreditation with Homeless Link/Chartered Institute of Housing.
- Strengthen our management team and adapting our structure to best support delivery of our frontline DAY and EAS-night services.
- Participate and be actively involved with **local and county councils as LGR** (Local Government Reorganisation) begins to take shape and come into effect fully from April 2027.

- In partnership with Surrey County Council, through **the Changing Futures programme**, continue to deliver this vital programme to Service Users with multiple disadvantage and complex needs and be part of an Alliance/CIC with other partners to help securing funding beyond March 2026 for this vital programme.
- Continue to deliver our extensive DAY Services and develop and adapt as legislation and needs change remaining an agile, outcome focussed charity.
- Deliver a **new 2 year funded 'Energy Advice' project**. Existing staff will be professionally trained to achieve their L3 Energy Advisor Accreditation to support anyone in the Borough with utility and energy efficiency.
- Deliver a **new funded 5 year 18-30 Wellbeing Project** in partnership with Rentstart, Guildford Action and Oakleaf focussing on helping young people to stay safe particularly around 'suicide prevention'.
- Maintain our **IT and Digital projects** seeking to appropriately **develop our training and employment services**.
- Maintain our successful **Emergency Accommodation Service** (partnership project with Surrey Heath Borough Council) and support our short term tenants within a 6-8 week timeframe to secure a safe, permanent home. Additionally, work hard to maintain the property well (in line with our lease).
- Continue to provide **Outreach Services** across the Borough in line with statutory partnerships.
- Subject to funding, develop, adapt and deliver additional **Living Well workshops from the DAY Service, in the wards of high deprivation and from the EAS house including a Gardening project**.
- We continue to seek to forge links with **Landlords as part of our Endeavour Project** although there is a downturn in availability and costs are rising. This is an area of focussed effort we would like to address.
- Seek to secure funding to continue to be able to deliver and adapt our **Affordable Cooking Project**. These workshops allow Service Users to gain vital skills, eat more healthily on a budget and be supported to gain their L2 Food & Safety Hygiene qualification. A series of one pot cooking, steamer workshops, air fryers and healthy living events will be delivered.
- Over the next two years, we will aim to open a **Social enterprise / Skills Centre / Food Pantry** as a pathway to employment for vulnerable Service Users who have been, or are at risk of becoming homeless. We will also be exploring how we might secure additional accommodation for vulnerable / hard to house individuals.
- Continue to invest in our Staff with professional and relevant training.
- Carry out some needed renovation to our heavily used kitchen at our Day Service.
- Maintain our Accreditations, Outcome Star, Investing in Volunteers, Disability Confident and work towards a Safeguarding Award.

We look ahead once again being thankful for the year that has past and all that has been achieved by our Service Users, amazing staff team and volunteers and the various funders that enable us to operate. We know each day will continue to bring new and different challenges, situations and people to support but we are spurred on by the incredibly motivated and committed team, funders and supporters, our volunteers and the lives of the individuals we see turned around.

ACKNOWLEDGEMENTS - Rev Chris Richardson, Chair of Trustees

The Trustees would like to record their appreciation and thanks to the staff and volunteers who have worked so hard to support the vulnerable Service Users we support. In addition, the Trustees once again acknowledge and thank Mags Mercer, Chief Executive, for her continued dedication and stewardship of The Hope Hub together with all the staff team and volunteers. We thank the Community at large who support the work of The Hope Hub, often behind the scenes and, without whom, we would not be able to deliver such a diverse range of services. Lastly, we remain ever thankful of course to our statutory partners, funders, churches, community groups, businesses and supporters acknowledged below:

Funders, Partners and Supporters in FY24-25 include:

Trust/Grant Funders: (alphabetical order)

Albert Hunt Trust
Catalyst
Chobham Poor Fund
Community Foundation for Surrey (CFSy)
Frimley Fuel Allotment Crisis fund (FFA and Cooking Project Award)
Garfield Weston
Lloyds Bank Foundation
Mrs Smith & Mount Trust
Nationwide Community Fund
The National Lottery (TNL)
The National Lottery (TNL) – Digital Empowerment & IT Infrastructure project

Statutory Funding:

Surrey County Council - Changing Futures/Bridge the Gap Service Delivery (SyCC)
Surrey County Council – Food Strategy Delivery (Living Well) & Warm Welcome Grant
Surrey Heath Borough Council – Revenue grant, Warm Hub & Happy Healthy Living grants (SHBC)
NHS/ICB (Integrated Care Board)
Office of Police & Crime Commissioner (OPCC)
SHBC Councillor grant x 1

Housing Benefit funding is received for Tenants to support the running costs of the Emergency Accommodation Service and is recorded as income.

Faith Groups:

Brook Church, Bagshot
Frimley Baptist Church
Frimley Green Methodist Church
Lady Queen of Heaven Church, Frimley
St John's Church, Hartley Wintney
St Tarcisius, Camberley

Benevolent Funding:

Frimley Fuel Allotments (FFA benevolent)
Surrey Heath Borough Council (SHBC)

Corporate Funding Support:

Genesis Biotech
Leeds Building Society
Skipton Building Society
The Bower Group

Community Groups:

Armed Forces Group
Camberley Gardeners

Curry Club
Queenwood Golf Club
Camberley Theatre – Variety Show
Windle Valley Runners
Windlesham Pram Race
Women's Institute, Hartley Wintney

Other:

BESOM – for the Christmas Hampers to give out

Various donations across the Community and businesses

Various fundraising events by individuals including local brownie/cub/cadet groups, schools and students

Continual stream of donations of dried food, emergency items from individuals, groups and churches

Social Media and online donations via Just Giving, Benevity Cause, Golden Giving, Easy Fundraising & SH Lottery.

Individual donors and regular givers and ALL who contributed and donated via through our Winter campaign. This helped to increase our funds to cover Christmas costs and make it a memorable event for Service Users.

Gift Aid – HMRC



Nat West Volunteers support with food sorting and packing



Camberley Curry Club-fundraiser event



Surrey Police Cadets

Sleep out to raise funds for The Hope Hub on a cold January night (2025)



Councillor Visit at the Christmas Fayre in Camberley

Independent Examiner's Report to The Trustees of The Hope Hub

I report to the Trustees on my examination of the financial statements of The Hope Hub ("the Charity") for the year ended 31 March 2025.

Responsibilities and basis of report

As the Trustees of the Charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which give me cause to believe that in any material respect:

- 1) accounting records were not kept in accordance with section 130 of the Act; or
- 2) the financial statements do not accord with those records; or
- 3) the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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.



Jill Kingscott FCA

Woodhurst,
Horsham Lane
Ewhurst
Surrey GU6 7SW

Date: 11 November 2025

THE HOPE HUB

Statement of Financial Activities year ended 31 March 2025

		Unrestricted General Fund year ended 31/3/25 £	Unrestricted Designated Funds year ended 31/3/25 £	Restricted Fund - Benevolent year ended 31/3/25 £	Other Restricted Funds year ended 31/3/25 £	Total Funds year ended 31/3/25 £	Total Funds year ended 31/3/24 £
Notes							
Incoming resources							
		162,189	-	10,865	321,966	495,020	476,512
Donations and legacies							
Income from EAS *		89,387	-	-	-	89,387	58,833
Other trading activities		594	-	-	-	594	2,662
Interest income		11,315	-	-	-	11,315	2,834
Total Income	2	263,485	-	10,865	321,966	596,316	540,841
Resources expended							
		330	-	-	78	408	6,506
Raising funds							
Charitable activities		193,247	-	11,973	312,831	518,051	456,629
Total Expenditure	3	193,577	-	11,973	312,909	518,459	463,136
Net income before depreciation		69,908	-	1,108	9,057	77,857	77,705
Depreciation & Amortisation	5&6	627	-	-	-	627	4,720
Net income after depreciation		69,281	-	1,108	9,057	77,230	72,985
Transfers between funds		(97,677)	150,698	-	(53,021)	-	-
Net movement in funds	-	28,396	150,698	1,108	43,964	77,230	72,985
Reconciliation of funds:							
Total funds brought forward	9 & 10	238,722	116,622	8,733	169,875	533,952	460,968
Total funds carried forward	9 & 10	210,326	267,320	7,625	125,911	611,182	533,953

*EAS- Emergency Accommodation Service

The statement of financial activities includes gains and losses in the year.

The notes on pages 21 to 32 form part of these financial statements.

THE HOPE HUB

Balance Sheet as at 31 March 2025

	Notes	Unrestricted General Fund at 31/3/25 £	Unrestricted Designated Funds at 31/3/25 £	Restricted Benevolent Funds at 31/3/25 £	Other Restricted Funds at 31/3/25 £	Total Funds at 31/3/25 £	Total Funds at 31/3/24 £
Fixed assets							
Intangible assets	5	-	-	-	-	-	-
Tangible assets	6	1,879	-	-	-	1,879	2,507
Total fixed assets		1,879	-	-	-	1,879	2,507
Current assets							
Debtors	7	6,748	-	-	24,056	30,804	3,585
Cash		218,506	267,320	7,625	107,855	601,306	586,705
Total current assets		225,254	267,320	7,625	131,911	632,110	590,290
Creditors due within one year	8	16,808	-	-	6,000	22,808	58,844
Net current assets		208,447	267,320	7,625	125,911	609,303	531,446
Net Assets		210,326	267,320	7,625	125,911	611,182	533,953
Funds of the Charity							
Restricted Funds	9/10			7,625	125,911	133,536	178,608
Unrestricted Funds	9/10	210,326	267,320			477,646	355,345
Total Funds		210,326	267,320	7,625	125,911	611,182	533,953

The notes on pages 21 to 32 form part of these financial statements.

Approved by the Board of Trustees on 11 October 2025



Rev Christopher Richardson
Chair of the Trustees

Notes to the Financial Statements

1) Accounting Policies

a) Basis of preparation

These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value.

The financial statements have been prepared in accordance with:

- The Statement of Recommended Practice (SORP): Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014
- and with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)
- and with the Charities Act 2011
- and with UK generally Accepted Practice as it applies from 1 January 2015.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin not to prepare a Statement of Cash Flows.

The charity constitutes a public benefit entity as defined by FRS 102.

b) Going Concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees have adopted the going concern basis of accounting in preparing the financial statements.

c) Charitable Funds

The Charity has the following types of funds which require separate disclosure:

- **Unrestricted Funds** – This fund is expendable at the discretion of the Trustees in the furtherance of the objects of the Charity.
- **Designated Funds** are part of the Unrestricted Funds which the Trustees have earmarked for a particular use, without restricting or committing the funds legally. The Designated Operating Reserve Fund represents 4-6 months of operating costs which have been designated by the Trustees to provide a cushion against variations in income and expenditure and to secure the continued provision of services.
- **Restricted Funds** – These funds can only be used for the purpose for which the funds were given. Restrictions arise when specified by the donor or when a specific purpose is identified in appeal literature.

d) Tax Status

As a registered charity, the charitable activities of this organisation are exempt from corporation tax.

e) Incoming Resources

Income is included in the Statement of Financial Activities when the charity becomes entitled to the resources, and it is more likely than not that the Trustees will receive the resources, and the monetary value can be measured with sufficient reliability.

There has been no offsetting of assets and liabilities, or income and expenses, unless required by the FRS 102 SORP or FRS 102.

Grants and donations are only included in the SoFA when the general income recognition criteria are met.

In the case of performance related grants, income is only recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met.

The charity has received local government grants in the reporting period.

Gifts in kind, such as clothing and food, are made for the benefit of clients. As these have no material benefit to the Charity they are not valued under incoming resources.

The value of any volunteer help received is not included in the accounts but is described in the Chief Executive's Report.

Gift Aid receivable is included in income where there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor has specified otherwise.

f) Resources Expended

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

g) Tangible Fixed Assets for use by the Charity

The acquisition of minor capital items below £1,000 are charged to the Statement of Financial Activities in the year of purchase. Capital items over £1,000 and with a useful life of more than one year are capitalised and depreciated on a straight-line basis over their useful lives in accordance with the following:

Computer Hardware:	3 years
Kitchen Equipment:	5 years
Furniture, Fixtures & Fittings:	5 years
Furniture, Fixtures & Fittings Emergency Accommodation Service:	2 years

Tangible assets over £1,000 purchased using restricted funds are expensed against the relevant fund in the year and the asset is transferred to the unrestricted general fund.

h) Intangible Fixed Assets for use by the Charity

The charity has intangible fixed assets, that is, non-monetary assets that do not have physical substance but are identifiable and are controlled by the charity through custody or legal rights. Such assets costing over £1,000 and with a useful life of more than one year are amortised on a straight line basis over their useful lives in accordance with the following: CRM software: 5 years

Intangible assets over £1,000 purchased using restricted funds are expensed against the relevant fund in the year and the asset is transferred to the unrestricted general fund.

i) Cash and cash equivalents

Cash includes cash in hand and deposits held at call with banks.

j) Debtors

Debtors including trade debtors, amounts the charity has paid in advance (prepayments), and amounts receivable from HMRC in relation to Gift Aid recoverable, are measured on initial recognition at settlement amount. Subsequently, they are measured in accordance with the cash or other consideration expected to be received.

k) Creditors due within one year

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Other creditors include amounts payable for Employer's NI on staff salaries. Creditors are measured at settlement amounts less any trade discounts.

2. Analysis of Income

Year ended 31 March 2025

	Unrestricted General Fund 2025 £	Unrestricted Designated Funds 2025 £	Restricted Benevolent * Funds 2025 £	Other Restricted Funds 2025 £	Total Income 2025 £	Total Income 2024 £
Donations and legacies						
Community Fundraising	19,055	-	-	-	19,055	14,015
Donations Corporate	3,730	-	-	23,623	27,353	41,199
Donations Faith Groups	12,477	-	-	-	12,477	13,168
Donations Public	8,210	-	-	-	8,210	14,816
Gift Aid	2,288	-	-	-	2,288	3,472
Statutory Grant	-	-	-	181,805	181,805	193,771
Trust/Grant Funders	116,429	-	7,650	116,538	240,617	194,471
Benevolent income (clients)	-	-	3,215	-	3,215	1,600
Total donations and legacies	162,189	-	10,865	321,966	495,020	476,512
Income from Housing Benefit	85,900	-	-	-	85,900	56,159
Service Charge Income	3,487	-	-	-	3,487	2,674
Total income from Emergency Accommodation Service (EAS)	89,387	-	-	-	89,387	58,833
Other trading income - events	594	-	-	-	594	2,662
Bank interest	11,315	-	-	-	11,315	2,834
Total Income	263,485	-	10,865	321,966	596,316	540,841

* Funding given to provide for individual service user's specific needs

3. Analysis of Expenditure Year ended 31 March 2025

	Unrestricted General Fund 2025 £	Unrestricted Designated Funds 2025 £	Restricted Benevolent * Funds 2025 £	Other Restricted Funds 2025 £	Total Expenditure 2025 £	Total Expenditure 2024 £
Fundraising Consultant	-	-	-	-	-	-
Fundraising event costs	330	-	-	78	408	6,506
Total expenditure on raising funds	330	-	-	78	408	6,506
Staff salaries and pensions (see note 4)	160,408	-	-	279,800	440,208	379,370
Staff recruitment, travel, & training	2,892	-	-	3,804	6,696	9,893
Volunteer training & expenses	428	-	76	-	504	22
Client benevolent accommodation & emergency provisions	1,346	-	10,193	4,507	16,046	10,270
Client training, coaching and welfare	2,909	-	1,429	8,419	12,757	18,112
Telephones & Data Lines	4,165	-	-	964	5,129	4,592
Office & general admin	8,349	-	275	1,389	10,013	7,022
Insurance	1,185	-	-	790	1,975	1,854
IT costs	1,480	-	-	-	1,480	1,368
Website and social media	-	-	-	-	-	-
Utilities	4,394	-	-	8,357	12,751	14,484
New premises set up and other small capital items	700	-	-	1,526	2,226	4,460
Repairs and maintenance	4,055	-	-	3,275	7,330	3,735
Legal Fees	-	-	-	-	-	-
Consultancy	936	-	-	-	936	1,448
Total expenditure on charitable activities	193,247	-	11,973	312,831	518,051	456,629
Total expenditure before depreciation	193,577	-	11,973	312,909	518,459	463,136

4. Staff Costs

	2025 £	2024 £
Salaries and wages	397,716	345,001
Social security costs	28,273	22,243
Pension costs	14,219	12,126
Total Staff Costs	440,208	379,370

No employees received emoluments including benefits in kind but excluding employer pension contributions for the reporting period of more than £60,000.

Pension contributions are made for eligible employees to a defined contribution pension scheme.

Most of the employees are part time and the average number of employees during the year ended 31 March 2025 was 11.5 Full Time Equivalent (2024: 11 FTE).

At the end of March 2024, 20 people worked at the charity but most are part time giving a Full Time Equivalent of 11 people (31 March 2023: 11 FTE). The split of the 20 staff between night and day services was 14 permanent members of staff working on Day services, 5 permanent staff plus 6 adhoc cover staff (1 FTE) working at the EAS (night service).

Staff regularly provide additional hours on a voluntary basis and direct the work of volunteers. The Chief Executive has estimated the value of the volunteer hours during the year to be approximately £49,817 if valued at the living wage (£46,700 in 2024), but in terms of professional services provided by those volunteers the value would be much higher.

Payroll Administration and Service User Training courses were provided by external parties during the year and their cost is therefore analysed under the relevant expenditure category in note 3 rather than being included in Staff Costs.

Trustees are unpaid and do not receive any out-of-pocket expenses other than the reimbursement of any costs incurred on behalf of the Charity.

5. Intangible Fixed Assets

Unrestricted General Fund

	Day services Computer Software	Total
	£	£
Cost at 1 April 2024	6,103	6,103
Additions during the year	-	-
Cost at 31 March 2024	6,103	6,103
Cumulative Amortisation at 1 April 2024	6,103	6,103
Amortisation	-	-
Cumulative amortisation at 31 March 2025	6,103	6,103
Net book value at 31 March 2024	-	-
Net book value at 31 March 2025	-	-

6. Tangible Fixed Assets

All Unrestricted General Fund

	Emergency Night Accommodation Furniture, Fixtures and Fittings	Day Services Furniture, Fixtures and Fittings	Day Services Computer equipment	Total Tangible Fixed Assets
	£	£	£	£
Cost at 31 March 2024	3,332	8,993	6,047	18,372
Additions during the year	0	0	0	0
Cost at 31 March 2025	3,332	8,993	6,047	18,372
Cumulative depreciation at 1 April 2024	3,332	6,487	6,047	15,866
Depreciation	-	627	-	627
Cumulative depreciation at 31 March 2025	3,332	7,114	6,047	16,493
Net book value at 31 March 2024	-	2,506	-	2,506
Net book value at 31 March 2025	0	1,879	0	1,879

7. Debtors falling due within one year

	Unrestricted General Fund at 31/3/25	Unrestricted Designated Funds at 31/3/25	Restricted Benevolent Funds at 31/3/25	Other Restricted Funds at 31/3/25	Total Funds at 31/3/25	Total Funds at 31/3/24
	£	£	£	£	£	£
Debtors and prepayments	6,748	-	-	24,056	30,804	3,585
Total Debtors	6,748	-	-	24,056	30,804	3,585

8. Creditors falling due within one year

	Unrestricted General Fund at 31/3/25	Unrestricted Designated Funds at 31/3/25	Restricted Benevolent Funds at 31/3/25	Other Restricted Funds at 31/3/25	Total Funds at 31/3/25	Total funds as at 31/3/24
	£	£	£	£	£	£
Trade creditors and accrued expenses	6,241	-	-	-	6,241	6,102
Pensions payable	2,209	-	-	-	2,209	2,045
Deferred Income	-	-	-	6,000	6,000	42,600
PAYE/NI payable	8,358	-	-	-	8,358	8,096
Total Creditors	16,808	-	-	6,000	22,808	58,844

9. Movement of Funds – Overview

	Unrestricted funds year ended 31/3/25 £	Unrestricted Designated Funds year ended 31/3/25 £	Restricted Funds - Benevolent year ended 31/3/25 £	Other Restricted Funds year ended 31/3/25 £	Total Funds year ended 31/3/25 £	Total Funds year ended 31/3/24 £
Day Services						
Total Income	164,097	-	10,865	301,365	476,327	431,182
Total Expenditure	96,445	-	11,972	289,626	398,043	(345,796)
Net Income	67,652	-	1,107	11,739	78,284	85,385
Depreciation/Amortisation	627	-	-	-	627	(4,720)
Transfers	(97,677)	82,320	-	(53,021)	(68,378)	(10,000)
Funds b/fwd	237,984	-	8,732	65,709	312,425	241,760
Funds c/fwd	207,332	82,320	7,625	24,427	321,704	312,425

Night Services

Total Income	99,387	-	-	20,600	119,987	107,155
Total Expenditure	97,131	-	-	23,283	120,414	(117,339)
Net Income	2,256	-	-	(2,683)	(427)	(10,184)
Depreciation/Amortisation	-	-	-	-	-	-
Transfers	-	-	-	-	-	-
Funds b/fwd	739	-	-	104,166	104,905	115,090
Funds c/fwd	2,995	-	-	101,483	104,478	104,906

Operating Reserve (Day and Night)

Total Income	-	-	-	-	-	2,504
Total Expenditure	-	-	-	-	-	-
Net Income	-	-	-	-	-	2,504
Depn/ Amortisation	-	-	-	-	-	-
Transfers	-	68,378	-	-	68,378	10,000
Funds b/fwd	-	116,622	-	-	116,622	104,118
Funds c/fwd	-	185,000	-	-	185,000	116,622

Total

Total Income	263,483	-	10,865	321,966	596,314	540,841
Total Expenditure	193,576	-	11,972	312,909	518,457	(463,136)
Net Income	69,907	-	(1,107)	9,057	77,857	77,705
Depn/Amortisation	627	-	-	-	627	(4,720)
Transfers	(97,677)	150,698	-	(53,021)	-	-
Total Funds b/fwd	238,723	116,622	8,732	169,875	533,952	460,968
Total Funds c/fwd	210,326	267,320	7,625	125,911	611,182	533,953

10. Movement of Funds - Detail including Restricted Fund Names

10(a) Day Services

	B/fwd 1/4/24 £	Income £	Expenditure before depn £	Net Income before depn £	Dep'n & Amort'n £	Transfers £	C/fwd at 31/3/25 £
Unrestricted - Day	237,984	164,097	96,445	67,652	627	(97,677)	207,332
Designated Social Enterprise Fund	-	-	-	-	-	82,320	82,320
Benevolent Other	874	1,000	1,874	(874)	-	-	-
FFA Benevolent Fund	4,996	5,400	4,800	600	-	-	5,596
FFA Crisis Fund	1,811	2,250	2,911	(661)	-	-	1,150
Mytchett Ministries	315	-	42	(42)	-	-	273
SHBC Benevolent	-	2,215	2,215	-	-	-	-
TLC Trust Fund	171	-	110	(110)	-	-	61
SHsports cncl-Bike	435	-	20	(20)	-	-	415
SSC Fund	-	-	-	-	-	-	-
TNL Benevolent	130	-	-	-	-	-	130
Restricted Benevolent Funds - Day Services	8,732	10,865	11,972	(1,107)	-	-	7,625
Catalyst MH Worker	-	26,785	26,785	-	-	-	-
CF.SY.Changing Futures Lived Experiences	-	100,650	100,650	-	-	-	-
NHS Frimley ICB	-	25,000	25,000	-	-	-	-
John Lewis/Waitrose	701	-	-	-	-	(701)	-
Nationwide DS Manager	10,000	30,000	40,000	(10,000)	-	-	-
Social Enterprise	52,320	-	-	-	-	(52,320)	0
Screwfix	2,687	-	2,567	(2,567)	-	-	120
CFSY - Emp Spt 24-25	-	12,000	11,999	1	-	-	1
FFA-AFC 24-25	-	4,105	4,105	-	-	-	-
Garfield Weston 24-25	-	15,000	15,000	-	-	-	-
Genesys Biotech Legacy Project 24/25	-	10,000	-	10,000	-	-	10,000
Leeds -Digital 24/25	-	800	495	305	-	-	305

continued on next page

10(a) Day Services continued

	B/fwd 1/4/24 £	Income £	Expenditure before depn £	Net Income before depn £	Dep'n & Amort'n £	Transfers £	C/fwd at 31/3/25 £
SHBC Councillor Grant	-	500	500	-	-	-	-
SHBC Rev Grant	-	10,000	10,000	-	-	-	-
SHBC Winter costs	-	1,200	1,200	-	-	-	-
SHBC- Cook 24-25	-	453	453	-	-	-	-
SWEP 2025	-	4,502	4,502	-	-	-	-
SYCC 24-25	-	3,000	3,000	-	-	-	-
SYCC Household Support fund	-	1,000	1,000	-	-	-	-
SYCC-HE 24-25	-	500	500	-	-	-	-
TNL	-	55,870	41,870	14,000	-	-	14,000
Other Restricted Funds - Day Services	65,708	301,365	289,626	11,739	-	(53,021)	24,426
Total Funds Day Services	312,424	476,327	398,043	78,284	627	- 68,378	321,703

10 (b) Night Services

	B/fwd 1/4/24 £	Income £	Expenditure before depn £	Net Income before depn £	Dep'n & Amort'n £	Transfers £	C/fwd at 31/3/25 £
Unrestricted - Night	739	99,387	97,131	2,256	-	-	2,995
SHBC-EAS Pump Prime **	102,484	-	2,683	(2,683)	-	-	99,801
EAS Garden Project	1,682	-	-	-	-	-	1,682
TNL	-	10,600	10,600	-	-	-	-
Office Police & Crime Commissioners	-	10,000	10,000	-	-	-	-
Other Restricted Funds - Night Services	104,166	20,600	23,283	(2,683)	-	-	101,483
Total Funds - Night Services	104,905	119,987	120,414	(427)	-	-	104,478

** SHBC-EAS Pump Prime is a Fund which was provided by Surrey Heath Borough Council when the Emergency Accommodation Service commenced to provide a reserve to cover any shortfall between the cost of providing the service and the income received from housing benefit and service charge income paid by users of the service.

10 (c) Designated Operating Reserve for Day and Night Services

	B/fwd 1/4/24 £	Income £	Expenditure before depn £	Net Income before depn £	Dep'n & Amort'n £	Transfers £	C/fwd at 31/3/25 £
Designated Operating Reserve	116,622	-	-	-	-	68,378	185,000

Grand Total Funds Day & Night Services

Total Funds	533,953	596,314	518,457	77,857	627	-	611,182
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Full names of donors are included in acknowledgements on page 16

11. Related Party Transactions

There were no related party transactions during the period.

The Charity is not part of a wider network although it is reliant on the support of Surrey Heath Borough Council and all the funders and supporters to fulfil its objectives.

12. Analysis of Balance Sheet by Type of Fund

	Unrestricted funds at 31/3/25	Unrestricted Designated Funds at 31/3/25	Restricted Fund Benevolent at 31/3/25	Other Restricted Funds at 31/3/25	Total funds at 31/3/25	Total funds at 31/3/24
	£	£	£	£	£	£
Day Services						
Fixed Assets	1,879	-	-	-	1,879	2,507
Debtors	1,230	-	-	24,056	25,286	-
Cash	221,029	82,320	7,625	6,371	317,345	367,915
Creditors under one year	(16,808)	-	-	(6,000)	(22,808)	(57,997)
Total Net Assets	207,331	82,320	7,625	24,427	321,703	312,425
Total Funds	207,331	82,320	7,625	24,427	321,703	312,425

Night Services

Fixed Assets	-	-	-	-	-	-
Debtors	5,518	-	-	-	5,518	3,585
Cash	(2,523)	-	-	101,484	98,961	102,168
Creditors under one year	-	-	-	-	-	(847)
Total Net Assets	2,995	-	-	101,484	104,479	104,906
Total Funds	2,995	-	-	101,484	104,479	104,906

Operating Reserve

Fixed Assets	-	-	-	-	-	-
Debtors	-	-	-	-	-	-
Cash	-	185,000	-	-	185,000	116,622
Creditors under one year	-	-	-	-	-	-
Total Net Assets	-	185,000	-	-	185,000	116,622
Total Funds	-	185,000	-	-	185,000	116,622

Total

Fixed Assets	1,879	-	-	-	1,879	2,507
Debtors	6,748	-	-	24,056	30,804	3,585
Cash	218,506	267,320	7,625	107,855	601,306	586,705
Creditors under one year	(16,808)	-	-	(6,000)	(22,808)	(58,844)
Total Net Assets	210,326	267,320	7,625	125,911	611,182	533,953
Total Funds	210,326	267,320	7,625	125,911	611,182	533,953

THE HOPE HUB

England & Wales - Charity number 1176452

Accounts



***Working to PREVENT & END
homelessness
in Surrey Heath & surrounding areas***

**REPORT AND FINANCIAL STATEMENTS
For the period 1 April 2023 to 31 March 2024**

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Legal and Administrative Information

Charity Name:	The Hope Hub
Charity Registration Number:	1176452
Registered Address:	St Mary's Church and Centre Park Road, Camberley, Surrey GU15 2SR
Operating Address:	Rear of Library, Knoll Road, Camberley, Surrey GU15 3SY
Trustees:	Rev Christopher Richardson Mr Andrew Booth Mr David Reed Mrs Trudy Rankin Mr Michael Manisty (appointed 19 September 2024)
Chief Executive:	Mags Mercer
Independent Examiner:	Jill Kingscott FCA
Bank:	CAF Bank Ltd 25 Kings Hill Avenue, Kings Hill West Malling, Kent ME19 4JQ Co-operative Bank Plc PO Box 250, Delf House Southway, Skelmersdale. WN8 6WT

REPORT OF THE TRUSTEES

The Trustees present their report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with The Hope Hub Constitution document, the Charities Act 2011 and the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Objectives and Aims of the Charity

The Hope Hub (referred to here as the Charity or THH) is a Charitable Incorporated Organisation (CIO). Constituted in December 2017 following an independent consultation commissioned by the Local Authority that recognised the need to establish a charity for the relief of poverty and specifically to support vulnerable individuals (18+) who are homeless, at risk of becoming homeless, suffering with addiction(s), poor mental health, unemployment and/or social isolation. The CIO was formed by the Churches Together in Camberley (CTC) to deliver a person-centred approach and to support each individual, positively empowering them towards independent living.

Aims

The charitable aims of the charity are to provide **HOPE** through a

H = Holistic range of services by qualified and trained staff and volunteers

O = Open access for all who need our services within the Borough and surrounding areas

P = Person Centred with a strengths-based approach, working with each person

E = Empowering each person to move towards independent living

The charity strives to achieve these aims by providing a **SERVICES PATHWAY** comprising **Crisis Support and Empowerment Services including Outreach and a 6 bedroom Emergency Accommodation Service (EAS)**:

Crisis Support

- Drop In with breakfast/refreshments/hot nutritious meal
- Laundry facilities
- Shower & emergency items
- Clothing
- Healthcare access
- Recreational Activities
- Emergency Food Support
- Outreach Support
- 6 bed Emergency Accommodation Service (from Jan 2022)

Empowerment Services

- Case worker with 1:1 support
- Assistance with finding accommodation and securing furniture
- Assistance with maintaining accommodation
- Assistance/mediation with families
- Benefit Support, Advocacy & Intervention
- Benevolent Funding (where available)
- Mental Health Worker with 1:1 support (planned)
- Direct Access and referral to specialist services
- Money Management and 1:1 Debt Advice/Management
- Addiction(s) Support, Health Workshops
- Employment Support
- Volunteering Support
- Training & Preparation for Employment
- Living Well Project (weekly workshops for Clients supported into accommodation)

Public Benefit Statement

The Charity serves the public benefit by helping to reduce anti-social behaviour, crime and demand on statutory services such as hospitals, health services, local authorities and police. This is achieved through the provision of intense support to individuals via our SERVICES PATHWAY, delivering direct cost savings benefit to the public purse.

The Charity also provides a service to the general public through its website, social media, open days and other events by raising awareness and providing information/awareness and education about the local and national housing climate.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The governing document of the Charity is The Hope Hub Constitution which was signed and registered on 22 December 2017.

Trustee Selection

The Charity is a faith-based charity and the Trustees serve for a period of three years after which they are eligible for re-appointment. New Trustees are appointed by resolution of the Board. The Board advertises for new Trustees with appropriate skills through local churches and the Voluntary Support North Surrey network and other appropriate media.

Organisational structure

The Hope Hub is a CIO (Charitable Incorporated Organisation). The Board of Trustees determines the policies of the Charity and may be involved in staff selection, particularly for a management post or as requested by the Chief Executive.

The Trustees during the year were:

Rev Chris Richardson (Chair)
Andrew Booth
David Reed
Trudy Rankin FCA (Treasurer)
Michael Manisty (appointed 19th Sept 2024)

Except where noted otherwise, all the above trustees served throughout the period and up to the date of signature of the financial statements.

The Board delegates to the Chief Executive management responsibility to carry out the development and day to day management functions of the Charity.

The Charity is not part of a wider network and is reliant on the support of Surrey Heath Borough Council, Surrey, and all the funders and supporters to fulfil its objectives. During the year the Charity has provided the full SERVICES PATHWAY operating from 3,000 sq. ft. premises owned by Surrey Heath Borough Council in Camberley, Surrey. 246 service users (2023: 212) have accessed services 10,601 times (2023 8,800). In addition, we have housed 24 people at our 6 bedroom Emergency Accommodation Service (EAS) in partnership with Surrey Heath Borough Council. Please refer to Impact Overview (pages 9-15) for more information.

The Charity is a member of Homeless Link and the NCVO (National Council for Voluntary Organisations). The Chief Executive is a qualified member of the Institute of Fundraising and a qualified Chartered Manager through the Chartered Management Institute.

Risk Management Statement

The Trustees follow a programme of risk management as part of the Charity's continuous improvement strategy. THH has adopted a Risk Management Policy delegating day to day operations and management thereof to the Chief Executive and a quarterly review is held at each meeting with the Board of Trustees. All the charities' policies have a review date when they are reviewed, updated and re-presented to the Board of Trustees.

Health and Safety

THH has health and safety management policies in place intended to ensure the charity operates safely and in full compliance with the relevant health and safety legislation. Health and Safety and training of staff and volunteers is reviewed at each quarterly meeting with the Board of Trustees. All insurances are up to date and displayed within the building. Periodic health and safety inspections may be carried out by the Authorities and recorded accordingly.

Reserves Policy

The Trustees regularly review The Hope Hub's reserves having regard to the need to:

- Fund the working capital required for provision of the developing range of services
- Meet contractual obligations
- Meet the Charity's obligations as a good employer
- Protect and maintain assets
- Allow flexibility to respond to unexpected opportunities and challenges
- Fund strategic plans

Surrey Heath Borough Council provided a "Pump Prime Fund" for The Emergency Accommodation Service when the service commenced and this provides a reserve for the Night Services should the cost of the services not be covered by income during the year. The balance on this Fund at the 31 March 2024 was £102,484 (2023: £114,231).

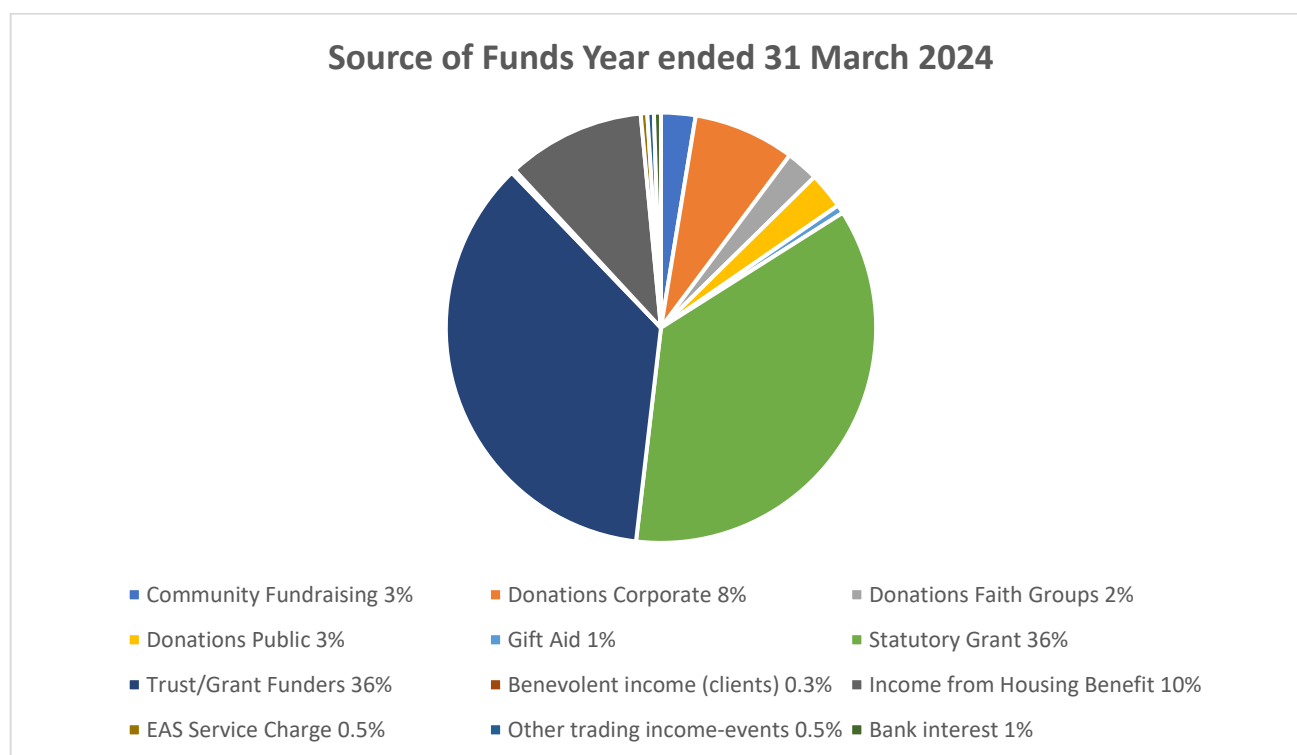
The Charity has adopted a policy of building and maintaining reserves sufficient to cover between 4-6 months of the operating costs of the Day Service in order to secure the continued provision of these services despite the unpredictability of funding streams, changing eligibility criteria and statutory funding. At the 31 March 2024, the balance of the Designated Operating Reserve was £116,622 (31 March 2023: £104,118) and has been increased since the year end to £185,000. The Reserve is kept in a separate bank account, ring-fencing these funds to provide a cushion against variations in income, whether seasonal or driven by events.

REVIEW OF FINANCIAL POSITION

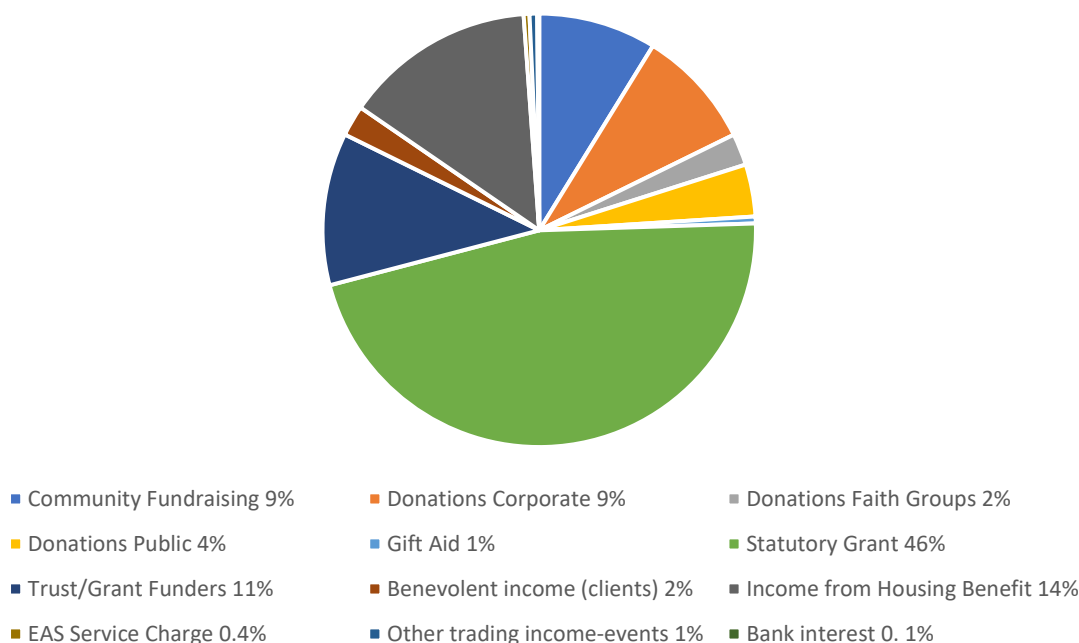
The Charity is a non-profit making organisation. The financial activities for the year and the balance sheet as at 31 March 2024 are as shown in the financial statements on pages 19 to 31.

The Hope Hub was successful in securing a healthy mix of funding during the year and has continued to operate good stewardship over expenditure. In the year ended 31 March 2024, income of £540,841 was secured (2023: £434,662). The Hope Hub is grateful for, and reliant upon the continued support of Surrey Heath Borough Council, Surrey County Council and a wide range of partners including Trust and Grant Funders, Statutory bodies, Community and Faith Groups, Businesses, and other Donors including members of the general public. All income is used for the purposes for which it is given.

The charts below illustrate the funding mix during the year and in the prior year and are based on the analysis of income on page 23:



Source of funds Year ended 31 March 2023



Total expenditure for the period ended 31 March 2024 was £467,856 including depreciation (2023: £401,997) which represents the operating costs of delivering the various services and projects offered by the charity during the year. THH operates from premises provided by Surrey Heath Borough Council with no ongoing rent. The Charity is responsible for internal maintenance, decoration and all utilities.

Net income for the year ended 31 March 2024 was £72,985 (2023: £32,665).

The total funds carried forward at 31 March 2024 were £533,953 (2023: £460,968). Of the total funds, £178,608 were held in Restricted Funds (2023: £152,495) meaning that they are restricted to purposes specified by the donor, £116,622 (2023: £104,118) was held in a Designated Operating Reserve and the remaining £238,723 (2023: £204,355) was held in the Unrestricted General Fund for continued delivery of services in the next financial year.

Inflationary and other pressures in the economy continued to impact our running costs during the year, with particular pressure from utility costs and salaries. These pressures may also impact the ability of funders to donate in the year ahead, including statutory partners such as Surrey Heath Borough Council and Surrey County Council. However, the Charity has a Designated Operating Reserve of 4-5 months of operating costs in line with good governance and our policy as described under the Reserves Policy section above. This provides a cushion against variations in funding.

RESPONSIBILITIES OF THE TRUSTEES

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom General Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity 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 Statement of Recommended Practice (SORP)
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This Trustees' Report on pages 4 to 7 has been approved by the Board of Trustees:



Rev Christopher Richardson

Chair of Trustees

Date: 18th November 2024

IMPACT OVERVIEW by Chief Executive, Mags Mercer

The Hope Hub had a positive year and service team delivery was outstanding. However, Service User need was at its highest ever level in the year ending 31 March 2024 and complexity of need also increased with 75 out of every 100 people we support struggling with mental health challenges. This has been exacerbated since the pandemic, economic downturn/cost of living crisis and general lack of affordable and move on accommodation for people of no fixed abode OR, those who are vulnerably/unsuitably housed. Statutory services are usually strained and we find ourselves needing to deliver more as each year passes. The theme of witnessing mental health deterioration for the vulnerable often combined with food and fuel poverty, unemployment and homelessness is increasingly visible. The Hope Hub continues to support anyone aged 18+ who needs our holistic and empowering services.



We are pleased to have successfully re-built our Volunteer base, recruited a part time Volunteer Coach (with funding) and secured the liV **Investing in Volunteers** UK quality standard for good practice in Volunteer Management. We have also maintained our **Disability Confident** employer status.



Through a range of funding projects, we have been able to maintain our **Living Well portfolio** of Workshops seeking input and involvement with our Service Users. Affordable Cookery across the Borough, Budgeting and Money Management, Creative Art, Feel Well Workshops, Health for Life, Healthy January campaign and Anger Awareness and coping strategies. Our **Training and Employment services** continued to be a welcome service and need. We were also a Warm Hub and Welcome space from Tuesday-Friday for those in need, providing a warm meal, workshops and fuel vouchers through statutory partnerships.



We gave out a record 775 food parcels sourced entirely through the amazing Community, supermarkets, churches, foodbanks and responses to our social media requests. Additionally, we sourced, cooked and served 4,123 meals from our Day Service and Emergency Accommodation Service and secured a 5 star food hygiene rating from an unannounced inspection.

During the period **April 2023-Mar 2024**, we supported **246 Service Users** and our **services were accessed 10,601 times**, an average of 43 times each. Although the number of people of ethnic minority was 25, their total service access was 2,330 times averaging 93 times each.

Of the 246 Service Users, 164 were male, 78 female, 4 LGBTQ, 25 Ethnic Minority Services Users were aged between 18 – 81.

DAY SERVICES:

- Services Accessed : 10,601 times : Average 43 times per person
- Visits : 1,963 : 775 food parcels given out
- Sourced food and prepared meals : Served 4,123
- Supported 67/78 people of No Fixed Abode into accommodation
- Outreached 383 times
- 17 Benevolent grants secured for individuals who would not be able to afford a rent deposit and/or first months' rent.
- Supported 16 people into employment
- Delivered 158 Living Well Workshops & Activities
- Delivered 58 debt management sessions in partnership with Frontline debt advice (debt greater than £3K)
- Mentored 92 Course Completers on IT / Digital Upskilling, training and a qualification
- 309 CV/Employment Support sessions delivered

THH was
a Warm
&
Welcome
Hub
Nov '23-
Mar '24

Emergency Accommodation Service (EAS):

- 24 Tenants stayed at the EAS during the period
- Residing 150 weeks in total
- 20/24 successful move on's to permanent, safe accommodation
- 2 Benevolent grants secured (eligibility criteria met)
- 726 Evening Meals prepared and served
- EAS opened for SWEP between October 2023-March 2024
- Service is manned 16 hours/day by THH Staff.



Changing Futures Programme (Bridge the Gap (BtG) partnership with Surrey County Council)

- Enabled us to employ 3 Outreach Workers (2 FTE) to provide intense support to identified Service Users with multiple disadvantages.
- 14 Services Users were on the BtG programme during the year.
- 15 Service Users were also on the Surrey Adult Matters (SAM) scheme supported by the team.
- Outreach Service is provided 5.5 days / week (Mon-Sat)



We continue to operate from a strengths based, trauma informed approach with our Service Users, many of whom are complex and have multiple disadvantages. We work with ex-offenders/those on probation, struggling with poor mental health and those with addiction(s). Our comprehensive Services Pathway provides a CRISIS drop- in service and EMPOWERMENT gives each person 1:1 case work support and access to our full range of LIVING WELL workshops, training and employment/volunteering coaching. We also continue to benefit from partnership with Frontline debt advice as they support our Service Users with debts typically greater than £3,000, usually operating from our 3,000 sq ft day services building.



We thank the MANY who have donated food and emergency items to us allowing us to give to those in need. Regular donations from Sainsburys, Waitrose, Cooks, Lightwater, St John's Hartley Wintney & Our Lady Queen of Heaven churches. Hart & Crowthorne Foodbanks & Community Donations enabled us to cook healthy and nutritious meals. We served a total of 4,123 meals and gave out/delivered a further 775 food parcels.



Pics L to R: Local Scouts & Brownies collect items for THH, Sleeping Bags donated,

Bottom left: a large community donation so we can provide food parcels



Support and recognition of our work has thankfully again been strong and we were successful in securing funding through statutory partnerships and trust/grant funders throughout the year. Additionally, corporate support and volunteering has increased as has local community, business support and individual donors. It is so encouraging for the staff and volunteer team who work under pressure most of the time to witness the incredible backing and support from our partners, funders and across the community.

Our Service Users tell us:

"Thank you for all the help and support The Hope Hub has done for me. If you had not stepped in when you did, I don't think I would be here now!"

Male, 50's

"Thanks so much for sorting out my finances and enabling me to have hope in the future. I feel I can move forward now."

**Unemployed & at risk of becoming homeless (homeless prevention).
(Anonymous)**

"Having the help and support when I was so highly stressed has been incredibly helpful. Everyone at The Hope Hub is amazing."

Thank you.

Female, needing safe housing

Celebrating Service User and Volunteer Successes

Part of our culture is to always try and celebrate good news when our Service Users and Volunteers

"Thank you for being there when I came out of HMP and the ongoing support without stigma. You all gave me the support and help I needed at the hardest point of my life. You kept me going when I was homeless and I am now settled and doing well. Thank You Team Hope Hub!"

Male ex offender

achieve a qualification, complete a training module in digital skills, budgeting, coaching, affordable cookery, get a home or secure a volunteering placement or employment. Certificates are regularly awarded to all course completers.

Living Well Workshops



Pics L to R: Volunteer Forum, Service User successes, Overpage: MP visits THH with Lloyds Bank Director & Foundation, One Pot cooking



Through key funding, we have been able to deliver a range of Cookery courses across the Borough including 'one pot cooking' classes with 60 attendees over 6 courses. We delivered a number of other Healthy eating/cooking events over the winter period too. Other Living Well workshops included Creative Art, Basic Budgeting and a range of Tenancy support and wellbeing workshops including anger awareness and coping



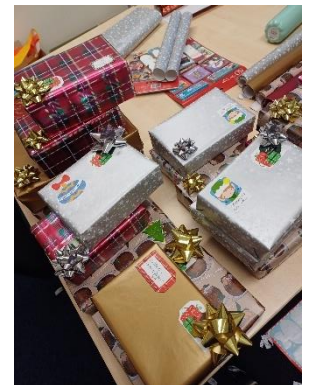
strategies. These are fundamental to help individuals learn new skills as they move towards independence.

Christmas Festivities



The Local Community supported us with gifts, vouchers, food & monetary donations. Being part of The Big Give campaign meant that donations were doubled for a week and allowed us, together with generous giving from Waitrose plc to place all homeless

people into a hotel for the period statutory services were closed and provide them with food for the period for the 6th consecutive year. We held a number of festive events and the Mayor of Surrey Heath joined us for one of our festive events.



L to R Pics: Christmas fundraiser & shoppers gift tree, Busy volunteers-preparing festive meal, Mayor & SU with CEO visit 'Santa's Grotto' where gifts galore can be chosen, festive event & carefully wrapped gifts by volunteers labelled for our service users

Valuing Productive Partnerships

Considerable strategic input is provided to all our partners and funders and we greatly value being able to participate with qualitative and relevant information helping to shape the services and statutory support that is needed by our Service Users. We work with all statutory bodies and agencies in the Borough and surrounding areas from hospitals, GP's, NHS/CCG, Probation, Local and County Authorities, Police, OPCC, Citizens Advice, Community groups, Addiction agencies and foodbanks/services acting as an intermediary with the Authorities on complex multi-agency cases. Additionally, the Emergency Accommodation Service is a partnership project with Surrey Heath Borough Council and part funded by claiming Housing Benefit for tenants.

Valuing Volunteers & achieving our Investing in Volunteers Award (liV)

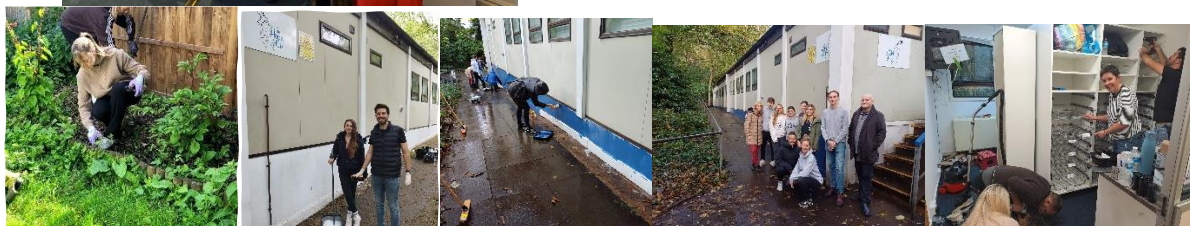


THH would not be able to deliver the range of services without our ever increasing valued volunteer team and a staff team who go beyond the call of duty and regularly volunteer to support Service Users, attend community and other events at evenings and weekends. By the end of the period our volunteers and staff members averaged a combined total of **80 volunteer hours per week 51 weeks a year**. This represents a significant donation and when calculated

at the current UK Living Wage, shows a social return on investment (SROI) of circa £46,700 per annum. If calculated at a professional rate however, it would be a considerably higher SROI.



Corporate support was also positive during the year and **Fourwalls Marketing Agency Group** selected The Hope Hub as their charity of the year and donated considerable hours at the Day Service and EAS cleaning, painting and gardening. Additionally, they raised funds to completely fit out a new 'fit for purpose' store room at our Day Service. Their energy and commitment was infectious and we were delighted to nominate, and, they were subsequently awarded by The Mayor, the '**Corporate Volunteer Award**' through Voluntary Support North Surrey (VSNS).



Through our **Service User Forum**, we actively encourage Service Users to shape our services so we adapt and ensure we are only delivering services that are really needed. We value those **with lived experience** and several participated in Changing Futures and Peer/co-production support events. The Changing Futures logo is just one example of co-production created at The Hope Hub and adopted for Surrey.



Social Media Presence

We have increased our presence on facebook, instagram and X (previously twitter) and continue to re-fresh our website. We remain active across the Community and are often invited to attend local events to fundraise and/or raise awareness about our work. Our quarterly e-News continues via mailchimp and is well received by

partners, funders and supporters. All staff and key volunteers have been trained in safeguarding and fire safety in case of an emergency. The charity policies have all been updated in line with review dates and shared with the staff and volunteer team. Records of training are held centrally.

At the end of March 2024, 20 people worked at the charity but most are part time giving a Full Time Equivalent of 11 people. The split of the 20 staff between night and day services was 14 permanent members of staff working on Day services, 5 permanent staff plus 5 adhoc cover staff (1 FTE) working at the EAS (night service). The full time member of staff who manages the EAS service also works on day services.



Pics L to R: Mayor & CEO invited to open new BnM store in Camberley where 2 Service Users were supported into employment, Some members of Team Hope Hub, CEO pitching at funder event, Community fundraising & Awareness events, Odd Fellows Society present their fundraising cheque

Development Plans for Year 2024-25

- We will continue to operate from a **strengths based, trauma informed** approach with Service Users and our frontline team regularly receive additional training in this area. Ongoing training and staff qualifications are kept up to date and we remain an accredited Licensed Outcome Star centre. Two Empowerment Case Workers are being sponsored to secure their L3 Accreditation with Homeless Link/Chartered Institute of Housing.
- Strengthen our management team and adapting our structure to best support delivery of our frontline DAY and EAS-night services.
- In partnership with Surrey County Council, through **the Changing Futures programme**, continue to deliver this vital programme to Service Users with multiple disadvantage and complex needs.
- Continue to deliver our extensive DAY Services and develop and adapt as legislation and needs change remaining an agile, outcome focussed charity.
- Support Surrey CC and the Alliance Partners in efforts to secure ongoing funding beyond 31-3-25 to deliver the Changing Futures Programme following a one year continuation.
- Maintain our **IT and Digital projects** seeking to appropriately **develop our training and employment services**.
- Maintain our successful **Emergency Accommodation Service** (partnership project with Surrey Heath Borough Council) and support our short term tenants within a 6-8 week timeframe to secure a safe, permanent home. Additionally, work hard to maintain the property well (in line with our lease).
- Continue to provide **Outreach Services** across the Borough in line with statutory partnerships.
- Subject to funding, develop, adapt and deliver additional **Living Well workshops from the DAY Service, in the wards of high deprivation and from the EAS house including a Gardening project**.
- We continue to seek to forge links with **Landlords as part of our Endeavour Project** although there is a downturn in availability and costs are rising. This is an area of focussed effort we would like to address.
- Continue to adapt our **Affordable Cooking Project** according to funding, allowing Service Users to gain vital skills, eat more healthily on a budget and gain their L2 Food & Safety Hygiene qualification. A series of one pot cooking, steamer workshops and healthy living events will be delivered.
- Over the next two years, we plan to explore the viability of establishing a **Skills Centre/Social enterprise** as a pathway to employment for vulnerable Service Users who have been, or are at risk of becoming homeless. We will also be exploring how we might secure additional accommodation for vulnerable / hard to house individuals.
- Maintain our Accreditations, Outcome Star, Investing in Volunteers, Disability Confident and work towards a Safeguarding Award.

We look ahead being thankful for the year that has past and all that has been achieved by our Service Users, amazing staff team and volunteers and the various funders that enable us to operate. We know each day brings fresh and different challenges, situations and people to support but we are spurred on by the incredibly motivated and committed team, funders and supporters, our volunteers and the lives of the individuals we see turned around.

ACKNOWLEDGEMENTS - Rev Chris Richardson, Chair of Trustees

The Trustees would like to record their appreciation and thanks to the staff and volunteers who have worked so hard to support the vulnerable Service Users we support. In addition, the Trustees once again acknowledge and thank Mags Mercer, Chief Executive, for her continued dedication and stewardship of The Hope Hub together with all the staff team and volunteers. We thank the Community at large who support the work of The Hope Hub, often behind the scenes and, without whom, we would not be able to deliver such a diverse range of services. Lastly, we remain ever thankful of course to our statutory partners, funders, churches, community groups, businesses and supporters acknowledged below:

Funders, Partners and Supporters in FY23-24 include:

Trust/Grant Funders: (alphabetical order)

Bennelong Foundation
Catalyst
Chobham Poor Fund
Community Foundation for Surrey (CFSy)
Frimley Fuel Allotment Crisis fund (FFA)
Nationwide Community Fund
The National Lottery (TNL)
The National Lottery (TNL) – Cost of Living Grant – Winter period
Timpany Charitable Trust

Statutory Funding:

Surrey County Council - Changing Futures/Bridge the Gap Service Delivery (SyCC)
Surrey County Council – Food Strategy Delivery (Living Well) & Warm Welcome Grant
Surrey Heath Borough Council – Revenue grant, Warm Hub & Happy Healthy Living grants (SHBC)
NHS/ICB (Integrated Care Board)
Office of Police & Crime Commissioner (OPCC)
SHBC Councillor grant x 1
Sy CC – Council Lead grant x 1

Housing Benefit funding is received for Tenants to support the running costs of the Emergency Accommodation Service and is recorded as income.

Faith Groups:

Frimley Baptist Church
Frimley Green Methodist Church
Highcross Church
St Peter's Church, Yateley
Lady Queen of Heaven Church, Frimley
Mytchett Ministries
St John's Church, Hartley Wintney (participated in Big Give Campaign) & Hartley Wintney W.I.
Oddfellows Society, Concord District/Highcross Church

Benevolent Funding:

Frimley Fuel Allotments (FFA benevolent)
Surrey Heath Borough Council (SHBC)

Corporate Funding Support:

Asda Foundation
Co-op Store (Old Dean, Camberley)
EPart Cons Ltd
Genesis Biotech
Infographics Ltd
Integrity (via Big Give Campaign)
J Haslam
360 Law Group

Skipp I
Warbutons
Waitrose/John Lewis plc
Trades Kenson SJ

Community Groups:

Armed Forces Group
Camberley Gardeners
Curry Club
Golf Club Event
Oddfellows Choir Group
Wish Group

Other:

Various donations across the Community and businesses

Various fundraising events by individuals including local brownie/cub/cadet groups, schools and students

Continual stream of donations of dried food, emergency items from individuals, groups and churches

Social Media and online donations via Just Giving, Benevity Cause, Golden Giving, Easy Fundraising & SH Lottery.

Individual donors and regular givers and ALL who contributed and donated via The Big Give Christmas campaign. This helped to increase our funds to cover Christmas costs and make it a memorable event for Service Users.

Gift Aid – HMRC



Independent Examiner's Report to The Trustees of The Hope Hub

I report to the Trustees on my examination of the financial statements of The Hope Hub ("the Charity") for the year ended 31 March 2024.

Responsibilities and basis of report

As the Trustees of the Charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which give me cause to believe that in any material respect:

- 1) accounting records were not kept in accordance with section 130 of the Act; or
- 2) the financial statements do not accord with those records; or
- 3) the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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.



Jill Kingscott FCA

Woodhurst,

Horsham Lane

Ewhurst

Surrey GU6 7SW

Date: 18th November 2024

THE HOPE HUB

Statement of Financial Activities year ended 31 March 2024

		Unrestricted	Unrestricted	Restricted	Other	Total Funds	Total Funds
		General	Designated	Fund -	Restricted		
		Fund year	Operating	Benevolent	Funds year	year ended	year ended
Notes		ended	Reserve	year ended	ended	31/3/24	31/3/23
		31/3/24	Fund year	31/3/24	31/3/24	£	£
		£	ended	£	£		
			31/3/24				
			£				
Incoming resources							
Donations and legacies		144,048	-	16,047	316,417	476,512	367,651
Income from EAS*		58,833	-	-	-	58,833	63,883
Other trading activities		2,662	-	-	-	2,662	2,484
Interest income		330	2,504	-	-	2,834	644
Total Income	2	205,873	2,504	16,047	316,417	540,841	434,662
Resources expended							
Raising funds		6,254	-	-	252	6,506	8,912
Charitable activities		150,531	-	11,960	294,138	456,629	388,441
Depreciation & Amortisation		4,720	-	-	-	4,720	4,645
Total Expenditure	3	161,505	-	11,960	294,390	467,856	401,998
Net income/(expenditure)		44,367	2,504	4,087	22,026	72,985	32,665
Transfers between funds	-	10,000	10,000	-	-	-	-
Net movement in funds		34,367	12,504	4,087	22,026	72,985	32,665
Reconciliation of funds:							
Total funds brought forward	9 & 10	204,355	104,118	4,646	147,849	460,968	428,303
Total funds carried forward	9 & 10	238,722	116,622	8,733	169,875	533,953	460,968

*EAS- Emergency Accommodation Service

The statement of financial activities includes gains and losses in the year.

The notes on pages 21 to 31 form part of these financial statements.

THE HOPE HUB

Balance Sheet as at 31 March 2024

		Unrestricted	Unrestricted Designated	Restricted	Other	Total	Total
	Notes	General Fund at 31/3/24 £	Operating Reserve Fund at 31/3/24 £	Benevolent Funds at 31/3/24 £	Restricted Funds at 31/3/24 £	Funds at 31/3/24 £	Funds at 31/3/23 £
Fixed assets							
Intangible assets	5	-	-	-	-	-	1,219
Tangible assets	6	2,507	-	-	-	2,507	2,874
Total fixed assets		2,507	-	-	-	2,507	4,093
Current assets							
Debtors	7	3,585	-	-	-	3,585	819
Cash		249,128	116,622	9,733	211,222	586,705	501,620
Total current assets		252,713	116,622	9,733	211,222	590,290	502,439
Creditors due within one year	8	- 16,497	- -	1,000 -	41,347 -	58,844 -	45,565
Net current assets		236,216	116,622	8,733	169,875	531,446	456,874
Net Assets		238,723	116,622	8,733	169,875	533,953	460,968
Funds of the Charity							
Restricted Funds	9/10	-	-	8,733	169,875	178,608	152,495
Unrestricted Funds	9/10	238,723	116,622			355,345	308,473
Total Funds		238,723	116,622	8,733	169,875	533,953	460,968

The notes on pages 21 to 31 form part of these financial statements.

Approved by the Board of Trustees on 18th November 2024.



Rev Christopher Richardson
Chair of the Trustees

Notes to the Financial Statements

1) Accounting Policies

a) Basis of preparation

These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value.

The financial statements have been prepared in accordance with:

- The Statement of Recommended Practice (SORP): Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014
- and with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)
- and with the Charities Act 2011
- and with UK generally Accepted Practice as it applies from 1 January 2015.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin not to prepare a Statement of Cash Flows.

The charity constitutes a public benefit entity as defined by FRS 102.

b) Going Concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees have adopted the going concern basis of accounting in preparing the financial statements.

c) Charitable Funds

The Charity has the following types of funds which require separate disclosure:

- **Unrestricted Funds** – This fund is expendable at the discretion of the Trustees in the furtherance of the objects of the Charity.
- **Designated Funds** are part of the Unrestricted Funds which the Trustees have earmarked for a particular use, without restricting or committing the funds legally. The Designated Operating Reserve Fund represents 4-6 months of operating costs which have been designated by the Trustees to provide a cushion against variations in income and expenditure and to secure the continued provision of services.
- **Restricted Funds** – These funds can only be used for the purpose for which the funds were given. Restrictions arise when specified by the donor or when a specific purpose is identified in appeal literature.

d) Tax Status

As a registered charity, the charitable activities of this organisation are exempt from corporation tax.

e) Incoming Resources

Income is included in the Statement of Financial Activities when the charity becomes entitled to the resources, and it is more likely than not that the Trustees will receive the resources, and the monetary value can be measured with sufficient reliability.

There has been no offsetting of assets and liabilities, or income and expenses, unless required by the FRS 102 SORP or FRS 102.

Grants and donations are only included in the SoFA when the general income recognition criteria are met.

In the case of performance related grants, income is only recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met.

The charity has received local government grants in the reporting period.

Gifts in kind, such as clothing and food, are made for the benefit of clients. As these have no material benefit to the Charity they are not valued under incoming resources.

The value of any volunteer help received is not included in the accounts but is described in the Chief Executive's Report.

Gift Aid receivable is included in income where there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor has specified otherwise.

f) Resources Expended

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

g) Tangible Fixed Assets for use by the Charity

The acquisition of minor capital items below £1,000 are charged to the Statement of Financial Activities in the year of purchase. Capital items over £1,000 and with a useful life of more than one year are capitalised and depreciated on a straight-line basis over their useful lives in accordance with the following:

Computer Hardware:	3 years
Kitchen Equipment:	5 years
Furniture, Fixtures & Fittings:	5 years
Furniture, Fixtures & Fittings Emergency Accommodation Service:	2 years

Tangible assets over £1,000 purchased using restricted funds are expensed against the relevant fund in the year and the asset is transferred to the unrestricted general fund.

h) Intangible Fixed Assets for use by the Charity

The charity has intangible fixed assets, that is, non-monetary assets that do not have physical substance but are identifiable and are controlled by the charity through custody or legal rights. Such assets costing over £1,000 and with a useful life of more than one year are amortised on a straight line basis over their useful lives in accordance with the following: CRM software: 5 years

Intangible assets over £1,000 purchased using restricted funds are expensed against the relevant fund in the year and the asset is transferred to the unrestricted general fund.

i) Cash and cash equivalents

Cash includes cash in hand and deposits held at call with banks.

j) Debtors

Debtors including trade debtors, amounts the charity has paid in advance (prepayments), and amounts receivable from HMRC in relation to Gift Aid recoverable, are measured on initial recognition at settlement amount. Subsequently, they are measured in accordance with the cash or other consideration expected to be received.

k) Creditors due within one year

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Other creditors include amounts payable for Employer's NI on staff salaries. Creditors are measured at settlement amounts less any trade discounts.

2. Analysis of Income

Year ended 31 March 2024

	Unrestricted General Fund 2024 £	Unrestricted Designated Operating Reserve Fund 2024 £	Restricted Benevolent * Funds 2024 £	Other Restricted Funds 2024 £	Total Income 2024 £	Total Income 2023 £
Donations and legacies						
Community Fundraising	14,015	-	-	-	14,015	38,242
Donations Corporate	9,499	-	-	31,700	41,199	38,825
Donations Faith Groups	13,168	-	-	-	13,168	10,271
Donations Public	14,816	-	-	-	14,816	16,901
Gift Aid	3,472	-	-	-	3,472	2,226
Statutory Grant	22,500	-	2,077	169,194	193,771	201,794
Trust/Grant Funders	66,578	-	12,370	115,523	194,471	49,425
Benevolent income (clients)	0	-	1,600	-	1,600	9,967
Total donations and legacies	144,048	0	16,047	316,417	476,512	367,651
Income from Housing Benefit	56,159	-	-	-	56,159	61,993
Service Charge Income	2,674	-	-	-	2,674	1,890
Total income from Emergency Accommodation Service (EAS)	58,833	0	0	0	58,833	63,883
Other trading income - events	2,662	-	-	-	2,662	2,484
Bank interest	330	2,504	-	-	2,834	644
Total Income	205,873	2,504	16,047	316,417	540,841	434,662

* Funding given to provide for individual service user's specific needs

3. Analysis of Expenditure Year ended 31 March 2024

	Unrestricted General Fund 2024 £	Unrestricted Designated Operating Reserve Fund 2024 £	Restricted Benevolent * Funds 2024 £	Other Restricted Funds 2024 £	Total Expenditure 2024 £	Total Expenditure 2023 £
Fundraising Consultant	-	-	-	-	-	7,757
Fundraising event costs	6,254	-	-	252	6,506	1,155
Total expenditure on raising funds	6,254	-	-	252	6,506	8,912
Staff salaries and pensions (see note 4)	114,929	-	-	264,441	379,370	315,332
Staff recruitment, travel, & training	6,702	-	10	3,181	9,893	4,333
Volunteer training & expenses	-	-	-	22	22	2,785
Client benevolent accommodation & emergency provisions	-	-	9,778	491	10,270	11,557
Client training, coaching and welfare	9,186	-	1,822	7,103	18,112	17,424
Telephones & Data Lines	3,884	-	-	707	4,592	4,732
Office & general admin	4,810	-	350	1,862	7,022	6,479
Insurance	1,113	-	-	742	1,854	1,679
IT costs	1,098	-	-	270	1,368	1,746
Website and social media	-	-	-	-	-	405
Utilities	1,350	-	-	13,134	14,484	12,057
New premises set up and other small capital items	2,813	-	-	1,646	4,460	5,017
Repairs and maintenance	3,196	-	-	539	3,735	3,452
Legal Fees	-	-	-	-	-	-
Consultancy	1,448	-	-	-	1,448	1,440
Total expenditure on charitable activities	150,531	-	11,960	294,138	456,629	388,440
Depreciation and Amortisation	4,720	-	-	-	4,720	4,645
Total other expenditure	4,720	-	-	-	4,720	4,645
Total Expenditure	161,505	-	11,960	294,390	467,856	401,997
Net income	44,367	2,504	4,087	22,026	72,985	32,666

Fundraising is now done in house by a staff member

4. Staff Costs

	2024	2023
	£	£
Salaries and wages	345,001	287,657
Social security costs	22,243	17,929
Pension costs	12,126	9,746
Total Staff Costs	379,370	315,332

No employees received emoluments including benefits in kind but excluding employer pension contributions for the reporting period of more than £60,000.

Pension contributions are made for eligible employees to a defined contribution pension scheme.

Most of the employees are part time and the average number of employees during the year ended 31 March 2024 was 11 Full Time Equivalent (2023: 10 FTE).

At the end of March 2024, 20 people worked at the charity but most are part time giving a Full Time Equivalent of 11 people (31 March 2023: 11 FTE) . The split of the 20 staff between night and day services was 14 permanent members of staff working on Day services, 5 permanent staff plus 5 adhoc cover staff (1 FTE) working at the EAS (night service). The full time member of staff who manages the EAS service also works on day services.

Staff regularly provide additional hours on a voluntary basis and direct the work of volunteers. The Chief Executive has estimated the value of the volunteer hours during the year to be approximately £46,700 if valued at the living wage (£43k in 2023), but in terms of professional services provided by those volunteers the value would be much higher.

Payroll Administration and Service User Training courses were provided by external parties during the year and their cost is therefore analysed under the relevant expenditure category in note 3 rather than being included in Staff Costs.

Trustees are unpaid and do not receive any out-of-pocket expenses other than the reimbursement of any costs incurred on behalf of the Charity.

5. Intangible Fixed Assets

Unrestricted General Fund

	Day services Computer Software £	Total £
Cost at 1 April 2023	6,103	6,103
Additions during the year	-	-
Cost at 31 March 2024	6,103	6,103
Cumulative Amortisation at 1 April 2023	4,884	4,884
Amortisation	1,219	1,219
Cumulative amortisation at 31 March 20	6,103	6,103
Net book value at 31 March 2023	1,219	1,219
Net book value at 31 March 2024	-	-

6. Tangible Fixed Assets

All Unrestricted General Fund

	Emergency Night Accommodation Furniture, Fixtures and Fittings £	Day Services Furniture, Fixtures and Fittings £	Day Services Computer equipment £	Total Tangible Fixed Assets £
Cost at 31 March 2023	3,332	5,860	6,047	15,239
Additions during the year	-	3,133	-	3,133
Cost at 31 March 2024	3,332	8,993	6047	18,372
Cumulative depreciation at 1 April 2023	1,805	4,513	6047	12,365
Depreciation	1,527	1,974	-	3,501
Cumulative depreciation at 31 March 2024	3332	6,487	6047	15,866
Net book value at 31 March 2023	1,527	1,347	-	2,874
Net book value at 31 March 2024	-	2,506	-	2,506

7. Debtors falling due within one year

	Unrestricted General Fund at 31/3/24	Unrestricted Designated Operating Reserve Fund at 31/3/24	Restricted Benevolent Funds at 31/3/24	Other Restricted Funds at 31/3/24	Total Funds at 31/3/24	Total Funds at 31/3/23
	£	£	£	£	£	£
Debtors and prepayments	3,585	-	-	-	3,585	819
Gift Aid Recoverable	-	-	-	-	-	-
Total Debtors	3,585	-	-	-	3,585	819

8. Creditors falling due within one year

	Unrestricted General Fund at 31/3/24	Unrestricted Designated Operating Reserve Fund at 31/3/24	Restricted Benevolent Funds at 31/3/24	Other Restricted Funds at 31/3/24	Total Funds at 31/3/24	Total funds as at 31/3/23
	£	£	£	£	£	£
Trade creditors and accrued	5,256	-	-	847	6,102	3645
Pensions payable	2,045	-	-	-	2,045	1920
Deferred Income	1,100	-	1,000	40,500	42,600	40000
PAYE/NI payable	8,096	-	-	-	8,096	-
Total Creditors	16,497	-	1,000	41,347	58,844	45,565

9. Movement of Funds – Overview

	Unrestricted funds year ended 31/3/24	Unrestricted Designated Operating Reserve Fund y/e 31/3/24	Restricted Fund - Benevolent year ended 31/3/24	Other Restricted Funds year ended 31/3/24	Total Funds year ended 31/3/24	Total Funds year ended 31/3/23
	£	£	£	£	£	£
Day Services						
Total Income	146,710	-	16,047	268,424	431,182	340,156
Total Expenditure	-	-	11,960	233,809	345,796	278,579
Net Income	46,683	-	4,087	34,615	85,385	61,577
Depreciation/Amortisation	-	-	-	-	4,720	2,979
Transfers	-	-	-	-	10,000	14,000
Funds b/fwd	206,021	-	4,646	31,093	241,760	197,162
Funds c/fwd	237,984	-	8,733	65,708	312,425	241,760
Night Services						
Total Income	59,163	-	-	47,993	107,155	94,390
Total Expenditure	-	-	-	60,581	117,339	- 118,775
Net Income	2,405	-	-	12,589	10,184	-
Depreciation/Amortisation	-	-	-	-	-	1,666
Transfers	-	-	-	-	-	-
Funds b/fwd	-	-	-	116,756	115,090	141,141
Funds c/fwd	739	-	-	104,167	104,906	115,090
Operating Reserve						
Total Income	-	2,504	-	-	2,504	118
Total Expenditure	-	-	-	-	-	-
Net Income	-	2,504	-	-	2,504	118
Depn/ Amortisation	-	-	-	-	-	-
Transfers	-	10,000	-	-	10,000	14,000
Funds b/fwd	-	104,118	-	-	104,118	90,000
Funds c/fwd	-	12,504	-	-	12,504	104,118
Total						
Total Income	205,873	2,504	16,047	316,417	540,841	434,664
Total Expenditure	-	-	11,960	294,390	463,136	- 397,354
Net Income	49,088	2,504	4,087	22,026	77,705	37,310
Depn/Amortisation	-	-	-	-	4,720	4,645
Transfers	-	10,000	-	-	-	-
Total Funds b/fwd	204,355	104,118	4,646	147,849	460,968	428,303
Total Funds c/fwd	238,723	116,622	8,733	169,875	533,953	460,968

10. Movement of Funds - Detail including Restricted Fund Names

10(a) Day Services

	B/fwd 1/4/23	Total Income	Total Expend- iture before depn	Dep'n & Amort'n	Net Income in y/e 31/3/24	Other Transfers	C/fwd at 31/3/24
	£	£	£	£	£	£	£
Unrestricted - Day	206,021	146,710 -	100,027 -	4,720	41,963 -	10,000	237,984
Benevolent Other	35	3,100 -	2,261	-	839	-	874
FFA Benevolent Fund	665	8,070 -	3,739	-	4,331	-	4,996
FFA Crisis Fund	1,788	1,000 -	977	-	23	-	1,811
Mytchett Ministries	466	- -	151	-	151	-	315
SHBC Benevolent	-	2,077 -	2,077	-	0	-	0
TLC Trust Fund	478	- -	307	-	307	-	171
SHsports cncl-Bike	435	-	-	-	-	-	435
SSC Fund	778	- -	778	-	778	-	-
TNL Benevolent	-	1,800 -	1,670	-	130	-	130
Restricted Benevolent Funds - Day Services	4,645	16,047 -	11,960	-	4,087	-	8,732
Catalyst MH Worker	-	25,000 -	25,000	-	-	-	-
CF.SY.Case worker	-	10,000 -	10,000	-	-	-	-
SyCC-Changing Futures Lived Experience	5,000	91,071 -	96,071	-	5,000	-	-
John Lewis/Waitrose	211	700 -	210	-	490	-	701
Nationwide DS Manager	-	30,000 -	20,000	-	10,000	-	10,000
NHS/CCG	-	25,000 -	25,000	-	-	-	-
Novacyt - Social Enterprise	23,028	30,000 -	708	-	29,292	-	52,320
Screwfix	2,809	- -	122	-	122	-	2,687
SHBC Councillor Grant	-	500 -	500	-	-	-	-
SHBC Warm Hub March 23-24	-	6,648 -	6,648	-	-	-	-
SYCC. AFC 23	-	5,976 -	5,976	-	-	-	-
The Wisley Foundation- Affordable cookery	45	- -	45	-	45	-	-
TNL	-	43,530 -	43,530	-	-	-	-
Other Restricted Funds - Day Services	31,093	268,424 -	233,809	-	34,615	-	65,708
Total Funds - Day Services	241,760	431,182 -	345,797 -	4,720	80,665 -	10,000	312,424

10. Movement of Funds - Detail including Restricted Fund Names (continued)

10 (b) Night Services

	C/fwd at 31/3/23	Total Income	Total Expend- iture before depn	Dep'n & Amort'n	Net Income in y/e 31/3/24	Other Transfers	Total at 31/03/24
Unrestricted - Night	- 1,666	59,163	- 56,758	-	2,405	-	739
SHBC-EAS Pump Prime	114,231	- -	11,747	- -	11,747	-	102,484
EAS Garden Project	1,792	- -	110	- -	110	-	1,682
John Lewis	-	1,000	- 1,000	-	-	-	-
TLC Trust Fund	200	- -	200	- -	200	-	-
SWEP	52	- -	52	- -	52	-	-
TNL	-	32,993	- 32,993	-	-	-	-
TNL Cost of Living	-	4,000	- 4,000	-	-	-	-
SHBC - Cllr Grant EAS Office Police & Crime Commissioners	480	- -	480	- -	480	-	-
Other Restricted Funds - Night Services	116,755	47,993	- 60,581	- -	12,589	-	104,166
Total Funds - Night Services	115,089	107,155	- 117,339	- -	10,184	-	104,905
10 (c) Designated Operating Reserve	104,118	2,504	-	-	2,504	10,000	116,622
Grand Total Funds Day & Night Services	460,968	540,841	- 463,136	- 4,720	72,985	-	533,953

Full names of donors are included in acknowledgements on page 14

11. Related Party Transactions

There were no related party transactions during the period.

The Charity is not part of a wider network although it is reliant on the support of Surrey Heath Borough Council and all the funders and supporters to fulfil its objectives.

12. Analysis of Balance Sheet by Type of Fund

	Unrestricted funds at 31/3/24	Unrestricted Designated Operating reserve at 31/3/24	Restricted Fund Benevolent at 31/3/24	Other Restricted Funds at 31/3/24	Total funds at 31/3/24	Total funds at 31/3/23
Day Services	£	£	£	£	£	£
Fixed Assets	2,507	-	-	-	2,507	2,566
Debtors	-	-	-	-	-	-
Cash	251,974	-	9,733	106,208	367,915	284,759
Creditors under one year	- 16,497	-	1,000	40,500	57,997	- 45,565
Total Net Assets	237,984	-	8,733	65,708	312,425	241,760
Total Funds	237,984	-	8,733	65,708	312,425	241,760
Night Services						
Fixed Assets	-	-	-	-	-	1,527
Debtors	3,585	-	-	-	3,585	819
Cash	- 2,846	-	-	105,014	102,168	112,744
Creditors under one year	-	-	-	847	847	-
Total Net Assets	739	-	-	104,167	104,906	115,090
Total Funds	739	-	-	104,167	104,906	115,090
Operating Reserve						
Fixed Assets	-	-	-	-	-	-
Debtors	-	-	-	-	-	-
Cash	-	116,622	-	-	116,622	104,118
Creditors under one year	-	-	-	-	-	-
Total Net Assets	-	116,622	-	-	116,622	104,118
Total Funds	-	116,622	-	-	116,622	104,118
Total						
Fixed Assets	2,507	-	-	-	2,507	4,093
Debtors	3,585	-	-	-	3,585	819
Cash	249,128	116,622	9,733	211,222	586,708	501,621
Creditors under one year	- 16,497	-	1,000	41,347	58,844	- 45,565
Total Net Assets	238,723	116,622	8,733	169,875	533,956	460,968
Total Funds	238,723	116,622	8,733	169,875	533,956	460,968

THE HOPE HUB

England & Wales - Charity number 1176452

Accounts



***Working to PREVENT & END
homelessness
in Surrey Heath & surrounding areas***

**REPORT AND FINANCIAL STATEMENTS
For the period 1 April 2022 to 31 March 2023**

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Legal and Administrative Information

Charity Name:	The Hope Hub
Charity Registration Number:	1176452
Registered Address:	St Mary's Church and Centre Park Road, Camberley, Surrey GU15 2SR
Operating Address:	Rear of Library, Knoll Road, Camberley, Surrey GU15 3SY
Trustees:	Rev Christopher Richardson Mr Andrew Booth Mr David Reed Mrs Trudy Rankin Rev Glyn Thomas (resigned 30 April 2022)
Chief Executive:	Mags Mercer
Independent Examiner:	Jill Kingscott FCA
Bank:	CAF Bank Ltd 25 Kings Hill Avenue, Kings Hill West Malling, Kent ME19 4JQ Co-operative Bank Plc PO Box 250, Delf House Southway, Skelmersdale. WN8 6WT

REPORT OF THE TRUSTEES

The Trustees present their report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with The Hope Hub Constitution document, the Charities Act 2011 and the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Objectives and Aims of the Charity

The Hope Hub (referred to here as the Charity or THH) is a Charitable Incorporated Organisation (CIO). Constituted in December 2017 following an independent consultation commissioned by the Local Authority that recognised the need to establish a charity for the relief of poverty and specifically to support vulnerable individuals (18+) who are homeless, at risk of becoming homeless, suffering with addiction(s), poor mental health, unemployment and/or social isolation. The CIO was formed by the Churches Together in Camberley (CTC) to deliver a person-centred approach and to support each individual, positively empowering them towards independent living.

Aims

The charitable aims of the charity are to provide **HOPE** through a

H = Holistic range of services by qualified and trained staff and volunteers

O = Open access for all who need our services within the Borough and surrounding areas

P = Person Centred with a strengths-based approach, working with each person

E = Empowering each person to move towards independent living

The charity strives to achieve these aims by providing a **SERVICES PATHWAY** comprising **Crisis Support and Empowerment Services including Outreach and a 6 bedroom Emergency Accommodation Service (EAS)**:

Crisis Support

- Drop In with breakfast/refreshments/hot nutritious meal
- Laundry facilities
- Shower & emergency items
- Clothing
- Healthcare access
- Recreational Activities
- Emergency Food Support
- Outreach Support
- 6 bed Emergency Accommodation Service (from Jan 2022)

Empowerment Services

- Case worker with 1:1 support
- Assistance with finding accommodation and securing furniture
- Assistance with maintaining accommodation
- Assistance/mediation with families
- Benefit Support, Advocacy & Intervention
- Benevolent Funding (where available)
- Mental Health Worker with 1:1 support (planned)
- Direct Access and referral to specialist services
- Money Management and 1:1 Debt Advice/Management
- Addiction(s) Support, Health Workshops
- Employment Support
- Volunteering Support
- Training & Preparation for Employment
- Living Well Project (weekly workshops for Clients supported into accommodation)

Public Benefit Statement

The Charity serves the public benefit by helping to reduce anti-social behaviour, crime and demand on statutory services such as hospitals, health services, local authorities and police. This is achieved through the provision of intense support to individuals via our SERVICES PATHWAY, delivering direct cost savings benefit to the public purse.

The Charity also provides a service to the general public through its website, social media, open days and other events by raising awareness and providing information/awareness and education about the local and national housing climate.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The governing document of the Charity is The Hope Hub Constitution which was signed and registered on 22 December 2017.

Trustee Selection

The Charity is a faith-based charity and the Trustees serve for a period of three years after which they are eligible for re-appointment. New Trustees are appointed by resolution of the Board. The Board advertises for new Trustees with appropriate skills through local churches and the Voluntary Support North Surrey network and other appropriate media.

Organisational structure

The Hope Hub is a CIO (Charitable Incorporated Organisation). The Board of Trustees determines the policies of the Charity and may be involved in staff selection, particularly for a management post or as requested by the Chief Executive.

The Trustees during the year were:

Rev Chris Richardson
Andrew Booth
David Reed
Trudy Rankin FCA Treasurer
Rev Glyn Thomas (Resigned 30 April 2022)

Except where noted otherwise, all the above trustees served throughout the period and up to the date of signature of the financial statements.

The Board delegates to the Chief Executive management responsibility to carry out the development and day to day management functions of the Charity.

The Charity is not part of a wider network and is reliant on the support of Surrey Heath Borough Council, Surrey, and all the funders and supporters to fulfil its objectives. During the year the Charity has provided the full SERVICES PATHWAY operating from 3,000 sq. ft. premises owned by Surrey Heath Borough Council in Camberley, Surrey. 212 service users have accessed services 8,800 times. In addition, we have housed 40 people at our 6 bedroom Emergency Accommodation Service (EAS) since opening the service in January 2022 in partnership with Surrey Heath Borough Council. Please refer to Impact Overview (pages 9-13) for more information.

The Charity is a member of Homeless Link and the NCVO (National Council for Voluntary Organisations). The Chief Executive is a qualified member of the Institute of Fundraising and a qualified Chartered Manager through the Chartered Management Institute.

Risk Management Statement

The Trustees follow a programme of risk management as part of the Charity's continuous improvement strategy. THH has adopted a Risk Management Policy delegating day to day operations and management thereof to the Chief Executive and a quarterly review is held at each meeting with the Board of Trustees. All the charities' policies have a review date when they are reviewed, updated and re-presented to the Board of Trustees.

Health and Safety

THH has health and safety management policies in place intended to ensure the charity operates safely and in full compliance with the relevant health and safety legislation. Health and Safety and training of staff and volunteers is reviewed at each quarterly meeting with the Board of Trustees. All insurances are up to date and displayed within the building. Periodic health and safety inspections may be carried out by the Authorities and recorded accordingly.

Reserves Policy

The Trustees regularly review The Hope Hub's reserves having regard to the need to:

- Fund the working capital required for provision of the developing range of services
- Meet contractual obligations
- Meet the Charity's obligations as a good employer
- Protect and maintain assets
- Allow flexibility to respond to unexpected opportunities and challenges
- Fund strategic plans

Surrey Heath Borough Council provided a "Pump Prime Fund" for The Emergency Accommodation Service when the service commenced and this provides a reserve for the Night Services should the cost of the services not be covered by income during the year. The balance on this Fund at the 31 March 2023 was £114,231 (2022: £128,408).

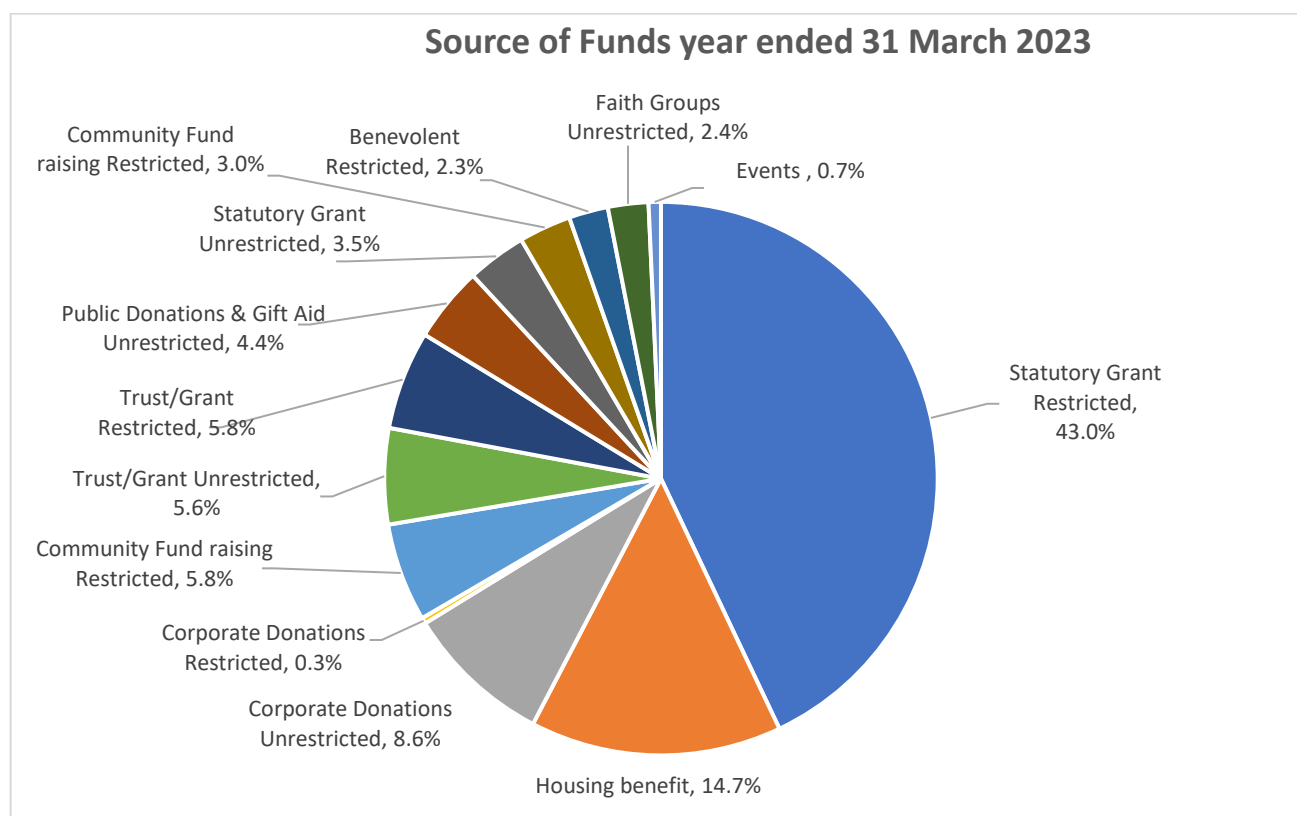
The Charity has adopted a policy of building and maintaining reserves sufficient to cover between 4-6 months of the operating costs of the Day Service in order to secure the continued provision of these services despite the unpredictability of funding streams, changing eligibility criteria and statutory funding. At the 31 March 2023, the balance of the Designated Operating Reserve was £104,118 (31 March 2022: £90,000) and post the year end a further £10,000 has been transferred from Unrestricted Funds to the Designated Operating Reserve. The Reserve is kept in a separate bank account, ring-fencing these funds to provide a cushion against variations in income, whether seasonal or driven by events.

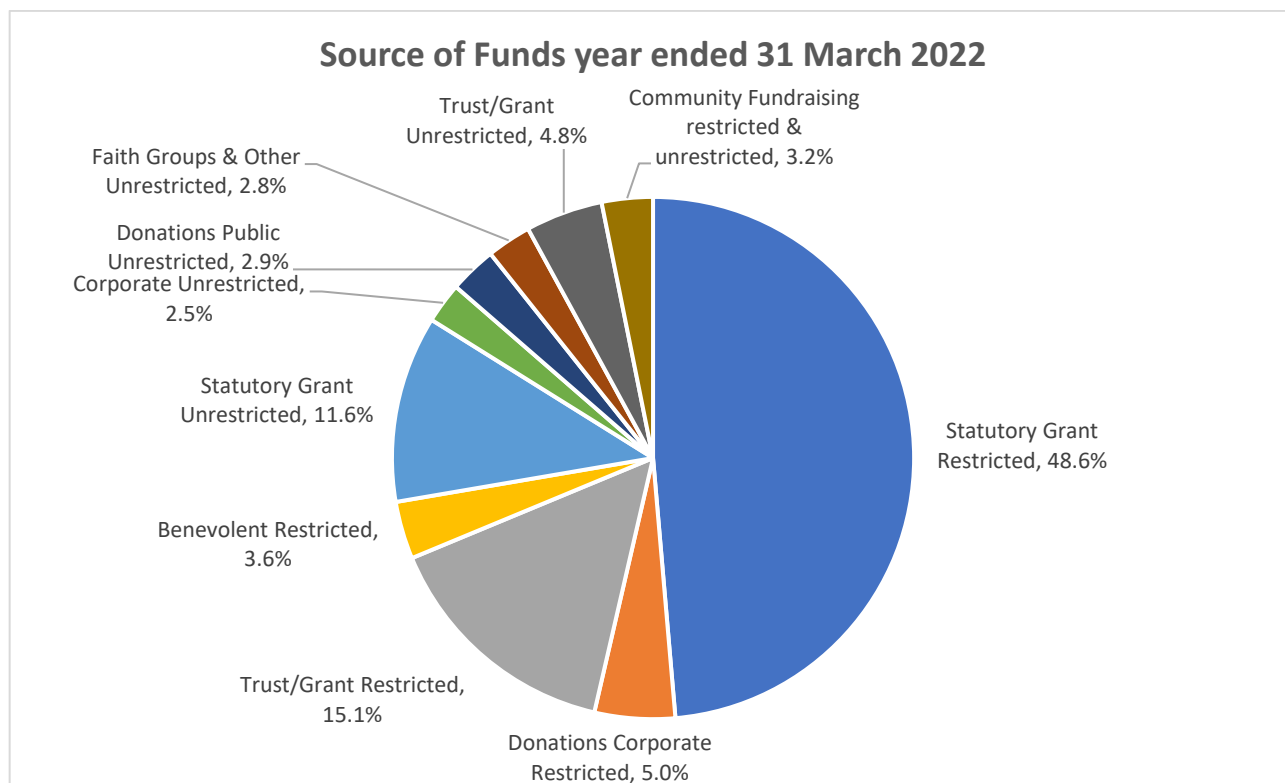
REVIEW OF FINANCIAL POSITION

The Charity is a non-profit making organisation. The financial activities for the year and the balance sheet as at 31 March 2023 are as shown in the financial statements on pages 17 to 29.

The Hope Hub was successful in securing a healthy mix of funding during the year and has continued to operate good stewardship over expenditure. In the year ended 31 March 2023, income of £434,663 was secured (2022: £501,734). The Hope Hub is grateful for, and reliant upon the continued support of Surrey Heath Borough Council, Surrey County Council and a wide range of partners including Trust and Grant Funders, Statutory bodies, Community and Faith Groups, Businesses, and other Donors including members of the general public. All income is used for the purposes for which it is given.

The charts below illustrate the funding mix during the year and in the prior year and are based on the analysis of income on page 21:





Total expenditure for the period ended 31 March 2023 was £401,997 including depreciation (2022: £267,604) which represents the operating costs of delivering the various services and projects offered by the charity during the year. THH operates from premises provided by Surrey Heath Borough Council with no ongoing rent. The Charity is responsible for internal maintenance, decoration and all utilities.

Net income for the year ended 31 March 2023 was £32,665 (2022: £234,131).

The current inflationary pressure in the economy impacted our running costs during the year and this is likely to continue in the year ahead, particularly significant are the high utility bills expected and pressure on salaries. These pressures may also impact the ability of funders to donate in the year ahead. However, the Charity has ended the year with strong reserves which should help us to weather the storm.

The total funds carried forward at 31 March 2023 were £460,968 (2022: £428,303). Of the total funds, £152,495 were held in Restricted Funds (2022: 186,846) meaning that they are restricted to purposes specified by the donor, £104,118 (2022: £90,000) was held in a Designated Operating Reserve as described under the reserves policy section above and the remaining £204,355 (2022: £151,457) was held in the Unrestricted General Fund for continued delivery of services in the next financial year.

RESPONSIBILITIES OF THE TRUSTEES

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom General Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity 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 Statement of Recommended Practice (SORP)
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This Trustees' Report on pages 4 to 8 has been approved by the Board of Trustees:



Rev Christopher Richardson

Chair of Trustees

Date: 21st September 2023

IMPACT OVERVIEW by Chief Executive, Mags Mercer

Each year is fast changing, challenging and life transforming for the many, and varied Service Users we deliver our comprehensive range of services for. Since COVID-19 in particular, the theme continues as we witness mental health deterioration for the vulnerable and food, fuel, unemployment and homeless poverty becoming ever more visible. We remain committed to supporting anyone aged 18+ who needs our holistic and empowering services.

During the year, we refreshed our focus and approach to re-build a regular Volunteer base and by the end of March 2023, had successfully secured 20 Volunteers. We also began the comprehensive **Investing in Volunteers (IiV)** UK quality standard for good practice in Volunteer Management programme with a goal to complete it and receive the official award by the end of next year, and we are on track to achieve this. Additionally, we achieved **Disability Confident** employer status.



Through a range of funding projects, we were able to increase our **Living Well** portfolio of Workshops delivering Affordable Cookery across the Borough, Budgeting and Money Management, Creative Art, Feel Well Workshops, Health for Life, Healthy January campaign and Anger Awareness and coping strategies. Our **Training and Employment services** also expanded and 24 Service Users secured employment. (see below)

Food parcels, cooked meals and support with the basic necessities of life remain high on the needs list for our Service Users and we give out 20-30 food parcels a week. We served twice as many meals during the last year at the Day Service than the previous and an additional 1,643 meals at our **Emergency Accommodation Service**. We would not be able to do this without the supermarket donations, church donations, foodbanks and the incredible Community at large who respond so generously to our social media requests.

During the period **April 2022-Mar 2023**, we supported **212 Service Users** and our **services were accessed 8,800 times**, an average of 41.5 times each.

Of the 212 Service Users, 136 were male, 67 female, 2 LGBTQ and 39 BAME. Services Users were aged between 18 – 77.

DAY SERVICES:

- Services Accessed : 8,800 times : Average 41.5 times per person
- Visits : 2,540 : 500 food parcels given out
- Sourced food, food parcels and meals : Served 5,172
- Supported 87 people of No Fixed Abode into accommodation
- Outreached 480 times
- 21 Benevolent grants secured for individuals who would not be able to afford a rent deposit and/or first months' rent.
- Supported 24 people into employment
- Delivered 225 Living Well Workshops & Activities
- Mentored 197 Course Completers on IT / Digital Upskilling, training and a qualification
- 300 CV/Employment Support sessions delivered

Emergency Accommodation Service (EAS):

- 40 Tenants stayed at the EAS since opening (20-1-21)
- Residing 199 weeks in total
- 31 successful move on's to permanent, safe accommodation
- 6 Benevolent grants secured
- 1,643 Evening Meals prepared and served
- EAS opened for SWEF between October 2022-March 2023
- Service is manned 16 hours/day by THH Staff.



Changing Futures Programme (Bridge the Gap (BtG) partnership with Surrey County Council)

- Enabled us to employ 3 Outreach Workers (2 FTE) to provide intense support to identified Service Users with multiple disadvantages.
- 12 Services Users were on the BtG programme during the year.
- 11 Service Users were also on the Surrey Adult Matters (SAM) scheme supported by the team.
- Outreach Service is provided 5.5 days / week (Mon-Sat)



We operate from a strengths based, trauma informed approach with our Service Users, many of whom are complex and have multiple disadvantages. We work with ex offenders/those on probation, struggling with poor mental health and those with addiction(s). Our comprehensive Services Pathway provides a CRISIS drop- in service and EMPOWERMENT gives each person 1:1 case work support and access to our full range of LIVING WELL workshops, training and

THH
was a
Warm
Hub
Dec
'22-
Mar '23

employment/volunteering coaching. We also continue to benefit from partnership with Frontline debt advice as they support our Service Users with debts typically greater than £3,000, usually operating from our 3,000 sq ft day services building.



We thank the MANY who have donated food and emergency items to us allowing us to give to those in need. Regular donations from Sainsburys, Waitrose, Coops, Lightwater, St John's Hartley Wintney & Our Lady Queen of Heaven churches, Hart & Crowthorne Foodbanks & Community Donations enabled us to cook healthy and nutritious meals. We served a total of 5,172 meals and gave/delivered a further 500 food parcels with recipes designed for the contents.



Support and recognition of our work has thankfully again been strong and we were successful in securing funding through statutory partnerships and trust/grant funders throughout the year. Additionally, corporate support and volunteering has increased as has local community, business support and individual donors. It is so encouraging for the staff and volunteer team who work under pressure most of the time to witness the incredible backing and support from our partners, funders and across the community.

Our Service Users tell us:

"Thanks for the immense support I received from ALL members of The Hope Hub I engaged with and especially the EAS staff that helped and supported me whilst staying at the house."

Male, 30's

"Thank you everyone at The Hope Hub. I couldn't have turned my life around without your help, support and encouragement".

Homeless to housed & moving towards becoming work ready.
Male 40's

Coming to the Affordable Cookery course has boosted my self-confidence. I've got a L2 qualification to show I am work ready and can go back to work in Catering.

Female, 40's

"I am over the moon! Can't believe it!. I was homeless, I am now housed and supported into employment within 10 days. Thank You Team Hope Hub!"
Male 30's



Celebrating Service User and Volunteer Successes

Part of our culture is to celebrate good news when our Service Users and Volunteers achieve a qualification, complete a training module in digital skills, budgeting, coaching, affordable cookery, get a home or secure a volunteering placement or employment. Certificates are regularly awarded to all course completers.



Living Well Workshops



Through key funding, we have been able to deliver Affordable Cookery courses across the Borough, run a Happy Healthy Event in January, deliver Creative Art, Basic Budgeting and a range of Tenancy support and wellbeing workshops including anger awareness and coping strategies. These are fundamental to help individuals learn new skills as they move towards independence.



Christmas Bonanza!



We received terrific Corporate support this Christmas and again were able, through this amazing community to be generous to Service Users at Christmas in December 2022 with clothing gifts, voucher/gift cards and food parcels. Through benevolent funding and statutory support, we were able to place all homeless people into a hotel for the period statutory services were closed and provide them with food for the period for the 5th consecutive year. We held a number of festive events and the Mayor of Surrey Heath joined us for one of our festive events.





We sadly lost two Service Users during the year in difficult circumstances and staff attended funerals and met with family members. We held separate 'Remembering Name' events at our Day Service so friends, family and staff team could come and share their own memories and reflections.

Valuing Productive Partnerships

Considerable strategic input is provided to all our partners and funders and we greatly value being able to participate with qualitative and relevant information helping to shape the services and statutory support that is needed by our Service Users. We work with all statutory bodies and agencies in the Borough and surrounding areas from hospitals, GP's, NHS/CCG, Probation, Local and County Authorities, Police, OPCC, Citizens Advice, Community groups, Addiction agencies and foodbanks/services acting as an intermediary with the Authorities on complex multi-agency cases. Additionally, the Emergency Accommodation Service is a partnership project with Surrey Heath Borough Council and part funded by claiming Housing Benefit for tenants.

Valuing Volunteers & working towards our Investing in Volunteers Award (IiV)



THH would not be able to deliver the range of services without our ever increasing valued volunteer team and a staff team who go beyond the call of duty and regularly volunteer to support Service Users, attend community and other events at evenings and weekends. By the end of the period our volunteers and staff members averaged a combined total of **80 volunteers hours per week**. This represents a significant donation and when calculated at the current UK Living Wage, represents a social return on investment (SROI) of circa £43,000 per annum but when calculated at the professional rate for the services provided, it represents considerably more.

Through our **Service User Forum**, we actively encourage Service Users to shape our services so we adapt and ensure we are only delivering services that are really needed. We value those **with lived experience** and several participated in Changing Futures and Peer support events including the design of the Changing Futures logo which was voted for by all partners in Surrey Changing Futures.



We have increased our presence on facebook and twitter and had a re-fresh of our website through funding from a corporate donor which we will continue to enhance going forward. We remain active at local events as shown by the photos on page 13). Our quarterly e-News continues via mailchimp and is well received by partners, funders and supporters. All staff and key volunteers have been trained in safeguarding and fire safety in case of an emergency. The charity policies have all been updated in line with review dates and shared with the staff and volunteer team. Records of training are held centrally.

At the end of March 2023, 19 people worked at the charity but most were part time giving a Full Time Equivalent of 11 people. The split of the 19 staff between night and day services was 9 permanent members of staff working on Day services, 5 permanent staff and 5 adhoc cover staff working at the EAS (night service). The full time member of staff who supervises the EAS service also works on day services. In addition, one permanent vacancy was available at our Day service at the end of the period.

During the year, the Mayor of Surrey Heath BC awarded THH for their efforts and service delivery throughout the pandemic. Separately, Camberley Heroes also recognised leadership of the charity. We welcomed a visit from His Honour Christopher Critchlow to the Day Service and at the end of his year as High Sheriff of Surrey, received a leadership award. This was a welcome boost to the fantastic team efforts.

Triple Award Year for The Hope Hub: *LtoR: Mayor of Surrey Heath for our work throughout the pandemic. Two Leadership Awards received from Camberley Heroes & High Sheriff of Surrey*



Development Plans for Financial Year 2023-24

- It is essential we continue to operate from a **strengths based, trauma informed** approach with Service Users and our frontline team regularly receive additional training in this area. Ongoing training and staff qualifications are kept up to date and we remain an accredited Licensed Outcome Star centre.
- Strengthen our management team and adapting our structure to best support delivery of our frontline DAY and EAS-night services.
- In partnership with Surrey County Council, through **the Changing Futures programme**, continue to deliver this vital programme to Service Users with multiple disadvantage and complex needs.
- Continue to deliver our extensive DAY Services and develop and adapt as legislation and needs change remaining an agile, outcome focussed charity.
- Support Surrey CC and the Alliance Partners in efforts to secure ongoing funding beyond 31-3-24 to deliver the Changing Futures Programme.
- Maintain our **IT and Digital projects** seeking to appropriately **develop our training and employment services**.
- Maintain our successful **Emergency Accommodation Service** (partnership project with Surrey Heath Borough Council) and support our short term tenants within a 6-8 week timeframe to secure a safe, permanent home. Additionally, work hard to maintain the property well (in line with our lease).
- Continue to provide **Outreach Services** across the Borough in line with statutory partnerships.
- Subject to funding, develop, adapt and deliver additional **Living Well workshops from the DAY Service, in the wards of high deprivation and from the EAS house including a Gardening project**.
- We continue to seek to forge links with **Landlords as part of our Endeavour Project** although there is a downturn in availability and costs are rising. This is an area of focussed effort we would like to address.
- Adapt our **Affordable Cooking Project** according to funding, allowing Service Users to gain vital skills, eat more healthily on a budget and gain their L2 Food & Safety Hygiene qualification.
- Over the next two years, we plan to explore the viability of establishing a **Skills Centre/Social Enterprise** as a pathway to employment for vulnerable Service Users who have been, or are at risk of becoming homeless.
- Complete the Accreditation process to qualify for the UK quality standard for good practice in Investing in Volunteers (IiV)

We look ahead being thankful for the year that has past and all that has been achieved by our Service Users, amazing staff team and volunteers and the various funders that enable us to operate. We know each day brings fresh and different challenges, situations and people to support but we are spurred on by the incredibly motivated and committed team, funders and supporters, our volunteers and the lives of the individuals we see turned around.

ACKNOWLEDGEMENTS - Rev Chris Richardson, Chair of Trustees

The Trustees would like to record their appreciation and thanks to the staff and volunteers who have worked so hard to support the vulnerable Service Users we support. In addition, the Trustees once again wholeheartedly thank Mags Mercer, Chief Executive, for her continued dedication and stewardship of The Hope Hub. We acknowledge and thank the Community at large who support the work of The Hope Hub, often behind the scenes and, without whom, we would not be able to deliver such a diverse range of services. Lastly, we remain ever thankful of course to our statutory partners, funders, churches, community groups, businesses and supporters acknowledged below:

Funders, Partners and Supporters in FY22-23 include:

Trust/Grant Funders: (alphabetical order)

Catalyst
Chobham Poor Fund
Coop & Funeral Community Fund
Community Foundation for Surrey (CFSy)
Frimley Fuel Allotment Crisis fund (FFA)
Garfield Weston Foundation
Giving Force Foundation
Help the Homeless
John Ray Charity
Lloyds Bank Foundation
Mrs Smith & Mount Trust
The Wisley Foundation
The National Lottery (TNL)

Statutory Funding:

Surrey County Council – Bridge the Gap Pilot (SyCC)
Surrey County Council - Changing Futures (SyCC)
Surrey Heath Borough Council – Revenue grant, Warm Hub & Happy Healthy Living grants (SHBC)
NHS/Clinical Commissioning Group
Office of Police & Crime Commissioner (OPCC)
County Councillor grants x 3

Housing Benefit funding is received for Tenants to support the running costs of the Emergency Accommodation Service and is recorded as income.

Faith Groups:

Frimley Baptist Church
Frimley Green Methodist Church
Highcross Church
Lady Queen of Heaven Church, Frimley
Mytchett Baptist Church
Mytchett Ministries
St Michael's Church, Camberley
St John's Church, Hartley Wintney and Naomi's Watch group
The Brook Church, Bagshot

Benevolent Funding:

Frimley Fuel Allotments (FFA benevolent)
Surrey Heath Borough Council (SHBC)
Hope at Home

Legacy Gift:

Mrs Betty Marshall

Corporate Funding:

Asda Foundation
Co-op Store (Old Dean, Camberley)
Genesis Biotech
Herrington Carmichael
J Haslam

Vodafone
S C Johnson
Trades Kenson SJ
Vickery Estate Agents
Waitrose plc

Community Groups:

Camberley Gardeners
Corrina Lodge (cycling)
Gordon's School – First Give
Golf Club Event
Brownies

Other:

Various donations across the Community and businesses
Various fundraising events by individuals including schools and students
Continual stream of donations of dried food, emergency items from individuals, groups and churches
Social Media and online donations via Just Giving, Benevity Cause, Golden Giving, Easy Fundraising & SH Lottery.
Individual donors and regular givers
Gift Aid – HMRC



Independent Examiner's Report to The Trustees of The Hope Hub

I report to the Trustees on my examination of the financial statements of The Hope Hub ("the Charity") for the year ended 31 March 2023.

Responsibilities and basis of report

As the Trustees of the Charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which give me cause to believe that in any material respect:

- 1) accounting records were not kept in accordance with section 130 of the Act; or
- 2) the financial statements do not accord with those records; or
- 3) the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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.



Jill Kingscott FCA

Woodhurst,

Horsham Lane

Ewhurst

Surrey GU6 7SW

Date: 21 September 2023

THE HOPE HUB

Balance Sheet as at 31 March 2023

	Notes	Unrestricted General Fund at 31/3/23 £	Unrestricted Designated Operating Reserve Fund at 31/3/23 £	Restricted Benevolent Funds at 31/3/23 £	Restricted Funds at 31/3/23 £	Total Funds at 31/3/23 £	Total Funds at 31/3/22 £
Fixed assets							
Intangible assets	5	1,219	-	-	-	1,219	2,440
Tangible assets	6	2,874	-	-	-	2,874	6,298
Total fixed assets		4,093	-	-	-	4,093	8,739
Current assets							
Debtors	7	819	-	-	-	819	9,139
Cash		245,007	104,118	4,646	147,849	501,620	412,152
Total current assets		245,827	104,118	4,646	147,849	502,439	421,291
Creditors: amounts falling due within one year	8	45,565	-	-	-	45,565	1,727
Net current assets		200,261	104,118	4,646	147,849	456,874	419,564
Net Assets		204,355	104,118	4,646	147,849	460,968	428,303
Funds of the Charity							
Restricted Funds	9/10	-		4,646	147,849	152,495	186,845
Unrestricted Funds	9/10	204,355	104,118	-	-	308,473	241,457
Total Funds		204,355	104,118	4,646	147,849	460,968	428,303

The notes on pages 19 to 29 form part of these financial statements.

Approved by the Board of Trustees on 21st September 2023.



Rev Christopher Richardson
Chair of the Trustees

Notes to the Financial Statements

1) Accounting Policies

a) Basis of preparation

These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value.

The financial statements have been prepared in accordance with:

- The Statement of Recommended Practice (SORP): Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014
- and with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)
- and with the Charities Act 2011
- and with UK generally Accepted Practice as it applies from 1 January 2015.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin not to prepare a Statement of Cash Flows.

The charity constitutes a public benefit entity as defined by FRS 102.

b) Going Concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees have adopted the going concern basis of accounting in preparing the financial statements.

c) Charitable Funds

The Charity has the following types of funds which require separate disclosure:

- **Unrestricted Funds** – This fund is expendable at the discretion of the Trustees in the furtherance of the objects of the Charity.
- **Designated Funds** are part of the Unrestricted Funds which the Trustees have earmarked for a particular use, without restricting or committing the funds legally. The Designated Operating Reserve Fund represents 4-6 months of operating costs which have been designated by the Trustees to provide a cushion against variations in income and expenditure and to secure the continued provision of services.
- **Restricted Funds** – These funds can only be used for the purpose for which the funds were given. Restrictions arise when specified by the donor or when a specific purpose is identified in appeal literature.

d) Tax Status

As a registered charity, the charitable activities of this organisation are exempt from corporation tax.

e) Incoming Resources

Income is included in the Statement of Financial Activities when the charity becomes entitled to the resources, and it is more likely than not that the Trustees will receive the resources, and the monetary value can be measured with sufficient reliability.

There has been no offsetting of assets and liabilities, or income and expenses, unless required by the FRS 102 SORP or FRS 102.

Grants and donations are only included in the SoFA when the general income recognition criteria are met.

In the case of performance related grants, income is only recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met.

The charity has received local government grants in the reporting period.

Gifts in kind, such as clothing and food, are made for the benefit of clients. As these have no material benefit to the Charity they are not valued under incoming resources.

The value of any volunteer help received is not included in the accounts but is described in the Chief Executive's Report.

Gift Aid receivable is included in income where there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor has specified otherwise.

f) Resources Expended

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

g) Tangible Fixed Assets for use by the Charity

The acquisition of minor capital items below £1,000 are charged to the Statement of Financial Activities in the year of purchase. Capital items over £1,000 and with a useful life of more than one year are capitalised and depreciated on a straight-line basis over their useful lives in accordance with the following:

Computer Hardware:	3 years
Kitchen Equipment:	5 years
Furniture, Fixtures & Fittings:	5 years
Furniture, Fixtures & Fittings Emergency Accommodation Service:	2 years

Tangible assets over £1,000 purchased using restricted funds are expensed against the relevant fund in the year and the asset is transferred to the unrestricted general fund.

h) Intangible Fixed Assets for use by the Charity

The charity has intangible fixed assets, that is, non-monetary assets that do not have physical substance but are identifiable and are controlled by the charity through custody or legal rights. Such assets costing over £1,000 and with a useful life of more than one year are amortised on a straight line basis over their useful lives in accordance with the following: CRM software: 5 years

Intangible assets over £1,000 purchased using restricted funds are expensed against the relevant fund in the year and the asset is transferred to the unrestricted general fund.

i) Cash and cash equivalents

Cash includes cash in hand and deposits held at call with banks.

j) Debtors

Debtors including trade debtors, amounts the charity has paid in advance (prepayments), and amounts receivable from HMRC in relation to Gift Aid recoverable, are measured on initial recognition at settlement amount. Subsequently, they are measured in accordance with the cash or other consideration expected to be received.

k) Creditors due within one year

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Other creditors include amounts payable for Employer's NI on staff salaries. Creditors are measured at settlement amounts less any trade discounts.

2. Analysis of Income

Year ended 31 March 2023

	Unrestricted Funds 2023 £	Unrestricted Designated Operating Reserve Fund 2023 £	Restricted Funds - Benevolent 2023 £	Other Restricted Funds 2023 £	Total Income 2023 £	Total Income 2022 £
Donations and legacies						
Community Fundraising	13,242	-	-	25,000	38,242	15,862
Donations Corporate	37,325	-	-	1,500	38,825	37,576
Donations Faith Groups	10,271	-	-	-	10,271	6,914
Donations Public	16,901	-	-	-	16,901	14,643
Gift Aid	2,226	-	-	-	2,226	2,536
Statutory Grant	15,071	-	500	186,223	201,794	307,526
Trust/Grant Funders	24,349	-	1,900	23,176	49,425	104,808
Benevolent income (clients)	-	-	9,967	-	9,967	7,652
Total donations and legacies	119,386	-	12,367	235,899	367,651	497,517
Income from Housing Benefit	61,993	-	-	-	61,993	-
Service Charge Income	1,890	-	-	-	1,890	-
Total income from Emergency Accommodation Service (EAS)	63,883	-	-	-	63,883	-
Other trading income - events	2,484	-	-	-	2,484	4,217
Bank interest	526	118	-	-	644	-
Total Income	186,279	118	12,367	235,899	434,663	501,734

* Funding given to provide for individual service user's specific needs

3. Analysis of Expenditure

Year ended 31 March 2023

	Unrestricted Funds 2023 £	Designated Operating Reserve Fund 2023 £	Restricted Funds - Benevolent 2023 £	Other Restricted Funds 2023 £	Total Expenditure 2023 £	Total Expenditure 2022 £
Fundraising Co-ordinator	7,757	-	-	-	7,757	6,443
Fundraising event costs	1,155	-	-	-	1,155	1,428
Total expenditure on raising funds	8,912	-	-	-	8,912	7,871
Staff salaries and pensions	95,362	-	-	219,970	315,332	190,577
Staff recruitment, travel, & training	832	-	-	3,501	4,333	2,681
Volunteer training & expenses	1,065	-	-	1,720	2,785	196
Client benevolent accommodation & emergency provisions	-	-	10,300	1,257	11,557	6,927
Client training, coaching and welfare	0	-	2,649	14,775	17,424	18,957
Telephones & Data Lines	690	-	-	4,042	4,732	3,294
Office & general admin	3,080	-	122	3,277	6,479	6,471
Insurance	1,008	-	-	672	1,679	1,214
IT costs	705	-	-	1,042	1,746	814
Website and social media	-	-	-	405	405	1,053
Utilities	1,886	-	-	10,172	12,057	4,785
New premises set up and other small capital items	402	-	-	4,615	5,017	12,474
Repairs and maintenance	558.9	-	-	2,893	3,452	1,225
Legal Fees	-	-	-	-	-	1,429
Consultancy	236	-	-	1,204	1,440	3,090
Total expenditure on charitable activities	105,824.83	-	13,071	269,545	388,440	255,185
Depreciation and Amortisation	4,645	-	-	-	4,645	4,548
Total other expenditure	4,645	-	-	-	4,645	4,548
Total Expenditure	119,381	-	13,071	269,545	401,997	267,604
Net income	66,898	118	-704	-33,646	32,666	234,131

4. Staff Costs

	2023	2022
	£	£
Salaries and wages	287,657	175,667
Social security costs	17,929	9,196
Pension costs (defined contribution scheme)	9,746	5,714
Total Staff Costs	315,332	190,577

No employees received emoluments including benefits in kind but excluding employer pension contributions for the reporting period of more than £60,000.

Pension contributions are made for eligible employees to a defined contribution pension scheme.

Most of the employees are part time and the average number of employees during the year ended 31 March 2023 was 10 Full Time Equivalent (2022: 8 FTE).

At 31 March 2023 the Full Time Equivalent number of employees was 11 (8 FTE employees at 31 March 2022).

Staff regularly provide additional hours on a voluntary basis and direct the work of volunteers. The Chief Executive has estimated the value of the volunteer hours during the year to be approximately £43k if valued at the living wage (£27k in 2022), but in terms of professional services provided by those volunteers the value would be much higher.

Payroll Administration, Community fund-raising and Service User Training courses were provided by external parties during the year and their cost is therefore analysed under the relevant expenditure category in note 3 rather than being included in Staff Costs.

Trustees are unpaid and do not receive any out-of-pocket expenses other than the reimbursement of any costs incurred on behalf of the Charity.

5. Intangible Fixed Assets

	Day services Computer Software £	Total £
Cost at 1 April 2022	6,103	6,103
Additions during the year	-	-
Cost at 31 March 2023	6,103	6,103
Cumulative Amortisation at 1 April 2022	3,663	3,663
Amortisation	1,221	1,221
Cumulative amortisation at 31 March 2023	4,884	4,884
Net book value at 31 March 2022	2,440	2,440
Net book value at 31 March 2023	1,219	1,219

6. Tangible Fixed Assets

	Emergency Night Accommodation Furniture, Fixtures and Fittings £	Day Services Furniture, Fixtures and Fittings £	Day Services Computer equipment £	Total Tangible Fixed Assets £
Cost at 31 March 2022	3332	5860	6,047	15,239
Additions during the year	-	-	-	-
Cost at 31 March 2023	3,332	5,860	6,047	15,239
Cumulative depreciation at 1 April 2022	139	3341	5,461	8,941
Depreciation	1,666	1,172	586	3,424
Cumulative depreciation at 31 March 2023	1,805	4,513	6,047	12,365
Net book value at 31 March 2022	3193	2519	586	6,298
Net book value at 31 March 2023	1,527	1,347	-	2,874

7. Debtors falling due within one year

	Unrestricted General Fund at 31/3/23	Unrestricted Designated Operating Reserve Fund at 31/3/23	Other Restricted Funds at 31/3/23	Total Funds at 31/3/23	Total Funds at 31/3/22
	£	£	£	£	£
Debtors and prepayments	819	-	-	819	4,430
Gift Aid Recoverable	-	-	-	-	4709
Total Debtors	819	-	-	819	9,139

8. Creditors falling due within one year

	Unrestricted General Fund at 31/3/23	Designated Operating Reserve Fund at 31/3/23	Other Restricted Funds at 31/3/23	Total Funds at 31/3/23	Total Funds at 31/3/22
	£	£	£	£	£
Trade creditors and accrued expenses	3,645	-	-	3,645	863
Pensions payable	1,920	-	-	1,920	864
Deferred Income	40,000	-	-	40,000	0
Total Creditors	45,565	-	-	45,565	1,727

9. Movement of Funds – Overview

	Unrestricted Funds year ended 31/3/23 £	Unrestricted Designated Operating Reserve Fund y/e 31/3/23 £	Restricted Fund - Benevolent year ended 31/3/23 £	Other Restricted Funds year ended 31/3/23 £	Total Funds year ended 31/3/23 £	Total Funds year ended 31/3/22 £
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Day Services

Total Income	114,869	-	12,367	212,920	340,156	322,044
Total Expenditure	32,616	-	13,072	232,891	278,579	224,507
Net Income	82,253	-	705	19,971	61,577	97,537
Depreciation/Amortisation	2,979	-	-	-	2,979	4,548
Transfers	- 14,000	-	-	-	14,000	-
Funds b/fwd	140,747	-	5,351	51,064	197,162	104,172
Funds c/fwd	206,021	-	4,646	31,093	241,760	197,161

Night Services

Total Income	71,410	-	-	22,980	94,390	179,690
Total Expenditure	82,120	-	-	36,655	118,775	38,549
Net Income	- 10,710	-	-	13,675	24,385	141,141
Depreciation/Amortisation	1,666	-	-	-	1,666	-
Transfers	-	-	-	-	-	-
Funds b/fwd	10,710	-	-	130,431	141,141	-
Funds c/fwd	1,666	-	-	116,756	115,090	141,141

Operating Reserve

Total Income	-	118	-	-	118	-
Total Expenditure	-	-	-	-	-	-
Net Income	-	118	-	-	118	-
Depn/ Amortisation	-	-	-	-	-	-
Transfers	-	14,000	-	-	14,000	-
Funds b/fwd	-	90,000	-	-	90,000	90,000
Funds c/fwd	-	104,118	-	-	104,118	90,000

Total

Total Income	186,279	118	12,367	235,900	434,664	501,734
Total Expenditure	114,736	-	13,072	269,546	397,354	263,056
Net Income	71,543	118	705	33,646	37,310	238,678
Depn/Amortisation	4,645	-	-	-	4,645	4,548
Transfers	- 14,000	14,000	-	-	-	-
Total Funds b/fwd	151,457	90,000	5,351	181,495	428,303	194,172
Total Funds c/fwd	204,355	104,118	4,646	147,849	460,968	428,303

10. Movement of Funds - Detail including Restricted Fund Names

10(a) Day Services

	B/fwd 1/4/22	Total Income	Total Expend-iture	Net Income in y/e 31/3/23	Dep'n & Amort'n	Other Transfers	C/fwd at 31/3/23
Unrestricted - Day	140,747	114,869	32,616	82,253	2,979	- 14,000	206,021
Benevolent Other	135	144	244	- 100	-	-	35
FFA Benevolent Fund	1,503	5,163	6,001	- 838	-	-	665
FFA Crisis Fund	182	2,400	794	1,606	-	-	1,788
Mytchett Ministries	-	2,000	1,534	466	-	-	466
SHBC Benevolent	-	2,660	2,660	-	-	-	-
TLC Trust Fund	595	-	117	- 117	-	-	478
SHsports cncl-Bike	435	-	-	-	-	-	435
SSC Fund	2,500	-	1,722	- 1,722	-	-	778
Restricted Benevolent Funds - Day Services	5,351	12,367	13,072	- 705	-	-	4,646
Catalyst MH Worker	-	25,000	25,000	-	-	-	-
CFSy/SyCC Living Well	3,482	5,000	8,482	- 3,482	-	-	-
Lloyds Bank Foundation	22,395	-	22,395	- 22,395	-	-	-
CFSy-budgeting and affordable cookery courses	-	10,000	10,000	-	-	-	-
SyCC-Changing Futures Lived Experience	-	80,019	75,019	5,000	-	-	5,000
John Lewis/Waitrose	-	1,500	1,289	211	-	-	211
NHS-CCG MHCW	3	25,000	24,997	3	-	-	-
Novacyt - Social Enterprise	23,995	-	967	- 967	-	-	23,028
Screwfix	2,976	-	167	- 167	-	-	2,809
Wisley Foundation-Affordable cookery	-	4,676	4,631	45	-	-	45
SHBC Brexit CIF	1,064	-	1,064	- 1,064	-	-	0
SHBC Councillor Grant	-	890	890	-	-	-	-
SHBC Revenue Grant	-	31,500	31,500	-	-	-	-
Surrey CC-Bridge the gap	4,782	5,842	1,060	4,782	-	-	0
SCC Fund	1,937	-	1,937	- 1,937	-	-	0
SHBC - Healthy 23	-	500	500	-	-	-	-
The National Lottery	-	22,993	22,993	-	-	-	-
Other Restricted Funds - Day Services	51,064	212,920	232,891	- 19,971	-	-	31,093
Total Funds - Day Services	197,162	340,156	278,579	61,577	2,979	- 14,000	241,760

10. Movement of Funds - Detail including Restricted Fund Names (continued)

10 (b) Night Services

	C/fwd at 31/3/22	Total Income	Total Expend- iture	Net Income in y/e 31/3/23	Dep'n & Amort'n	Other Transfers	C/fwd at 31/3/23
Unrestricted - Night	10,710	71,410	82,120	10,710	1,666	-	1,666
SHBC-EAS Pump Prime	128,408	-	14,177	14,177	-	-	114,231
EAS Garden Project	1,822	-	30	30	-	-	1,792
TLC Trust Fund	200	-	-	-	-	-	200
SWEP	-	500	448	52	-	-	52
TNL	-	10,000	10,000	-	-	-	-
SHBC - Cllr Grant EAS	-	480	-	480	-	-	480
Help the Homeless Office Police & Crime Commissioners	-	2,000	2,000	-	-	-	-
	-	10,000	10,000	-	-	-	-
Other Restricted Funds - Night Services	130,431	22,980	36,655	13,675	-	-	116,756
Total Funds - Night Services	141,141	94,390	118,775	24,385	1,666	-	115,090
10 (c) Designated Operating Reserve	90,000	118	-	118	-	14,000	104,118
Grand Total Funds Day & Night Services	428,303	434,664	397,354	37,310	4,645	-	460,968

Full names of donors are included in acknowledgements on page 14

11. Related Party Transactions

There were no related party transactions during the period.

The Charity is not part of a wider network although it is reliant on the support of Surrey Heath Borough Council and all the funders and supporters to fulfil its objectives.

12. Analysis of Balance Sheet by Type of Fund

	Unrestricted Funds at 31/3/23	Unrestricted Designated Operating Reserve at 31/3/23	Restricted Fund Benevolent at 31/3/23	Other Restricted Funds at 31/3/23	Total Funds at 31/3/23	Total Funds at 31/3/22
Day Services	£	£	£	£	£	£
Fixed Assets	2,566	-	-	-	2,566	5,546
Debtors	-	-	-	-	-	4,709
Cash	249,020	-	4,646	31,093	284,759	188,634
Creditors under one year	- 45,565	-	-	-	45,565	- 1,727
Total Net Assets	206,021	-	4,646	31,093	241,760	197,162
Total Funds	206,021	-	4,646	31,093	241,760	197,162

Night Services

Fixed Assets	1,527	-	-	-	1,527	3,193
Debtors	819	-	-	-	819	4,430
Cash	- 4,012	-	-	116,756	112,744	133,517
Creditors under one year	-	-	-	-	-	-
Total Net Assets	- 1,666	-	-	116,756	115,090	141,140
Total Funds	- 1,666	-	-	116,756	115,090	141,140

Operating Reserve

Fixed Assets	-	-	-	-	-	-
Debtors	-	-	-	-	-	-
Cash	-	104,118	-	-	104,118	90,000
Creditors under one year	-	-	-	-	-	-
Total Net Assets	-	104,118	-	-	104,118	90,000
Total Funds	-	104,118	-	-	104,118	90,000

Total

Fixed Assets	4,093	-	-	-	4,093	8,739
Debtors	819	-	-	-	819	9,139
Cash	245,008	104,118	4,646	147,849	501,621	412,151
Creditors under one year	- 45,565	-	-	-	45,565	- 1,727
Total Net Assets	204,355	104,118	4,646	147,849	460,968	428,303
Total Funds	204,355	104,118	4,646	147,849	460,968	428,303

THE HOPE HUB

England & Wales - Charity number 1176452

Accounts



***Working to PREVENT & END
homelessness
in Surrey Heath & surrounding areas***

**TRUSTEE'S REPORT AND FINANCIAL STATEMENTS
For the year ended 31 March 2022**

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Legal and Administrative Information

Charity Name:	The Hope Hub
Charity Registration Number:	1176452
Registered and Operating Address:	Rear of Library, Knoll Road, Camberley, Surrey GU15 3SY
Trustees:	Rev Christopher Richardson (Chair from 1 Nov 2021) Mrs Karen Kendall (Chair until resigned 1 Nov 2021) Mr Andrew Booth Mr David Reed Rev Glyn Thomas (resigned 30 April 2022) Mrs Trudy Rankin (Treasurer) (Appointed 1 April 2021)
Chief Executive:	Mags Mercer
Independent Examiner:	Jill Kingscott FCA
Bank:	CAF Bank Ltd 25 Kings Hill Avenue, Kings Hill West Malling, Kent ME19 4JQ

REPORT OF THE TRUSTEES

The Trustees present their report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with The Hope Hub Constitution document, the Charities Act 2011 and the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Objectives and Aims of the Charity

The Hope Hub (referred to here as the Charity or THH) is a Charitable Incorporated Organisation (CIO). Constituted in December 2017 following an independent consultation commissioned by the Local Authority that recognised the need to establish a charity for the relief of poverty and specifically to support vulnerable individuals (18+) who are homeless, at risk of becoming homeless, suffering with addiction(s), poor mental health, unemployment and/or social isolation. The CIO was formed by the Churches Together in Camberley (CTC) to deliver a person-centred approach and to support each individual, positively empowering them towards independent living.

Aims

The charitable aims of the charity are to provide **HOPE** through a

H = Holistic range of services by qualified and trained staff and volunteers

O = Open access for all who need our services within the Borough and surrounding areas

P = Person Centred with a strengths-based approach, working with each person

E = Empowering each person to move towards independent living

The charity strives to achieve the aims by providing a **SERVICES PATHWAY** comprising **Crisis Support and Empowerment Services**:

Crisis Support

- Drop In with breakfast/refreshments/hot nutritious meal
- Laundry facilities
- Shower & emergency items
- Clothing
- Healthcare access
- Recreational Activities
- Emergency Food Support
- 6 bed Emergency Accommodation Service (from Jan 2022)

Empowerment Services

- Case worker with 1:1 support
- Assistance with finding accommodation and securing furniture
- Assistance with maintaining accommodation
- Assistance/mediation with families
- Benefit Support, Advocacy & Intervention
- Benevolent Funding (where available)
- Mental Health Worker with 1:1 support (planned)
- Direct Access and referral to specialist services
- Money Management and 1:1 Debt Advice/Management
- Addiction(s) Support, Health Workshops
- Employment Support
- Volunteering Support
- Training & Preparation for Employment
- Living Well Project (weekly workshops for Clients supported into accommodation)

Public Benefit Statement

The Charity serves the public benefit by helping to reduce anti-social behaviour, crime and demand on statutory services such as hospitals, health services, local authorities and police. This is achieved through the provision of intense support to individuals via our SERVICES PATHWAY, delivering direct cost savings benefit to the public purse.

The Charity also provides a service to the general public through its website, social media, open days and other events by raising awareness and providing information/awareness and education about the local and national housing climate.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The governing document of the Charity is The Hope Hub Constitution which was signed and registered on 22 December 2017.

Trustee Selection

The Charity is a faith-based charity and the Trustees serve for a period of three years after which they are eligible for re-appointment. New Trustees are appointed by resolution of the Board from suitable members who have the relevant skills. The Board advertises for new Trustees in local churches and through the Voluntary Support North Surrey network and other appropriate media.

Organisational structure

The Hope Hub is a CIO (Charitable Incorporated Organisation). The Board of Trustees determines the policies of the Charity and may be involved in staff selection, particularly for a management post or as requested by the Chief Executive.

The Trustees during the year were:

Rev Chris Richardson (appointed Chair on 1 November 2021)

Karen Kendall (Chair until resigned 1 November 2021)

Andrew Booth

David Reed

Rev Glyn Thomas (Resigned 30 April 2022)

Trudy Rankin FCA Treasurer (Appointed 1 April 2021)

Except where noted otherwise, all the above trustees served throughout the period and up to the date of signature of the financial statements.

The Board delegates to the Chief Executive management responsibility to carry out the development and day to day management functions of the Charity. The Board is very grateful to Karen Kendall and Glyn Thomas who served diligently as Trustees from the inception of the Charity in 2017, with Karen performing the duty of Chair throughout that period. Their wisdom, knowledge and encouragement has been much appreciated and in both cases they faithfully served terms longer than initially committed.

The Charity is not part of a wider network and is reliant on the support of Surrey Heath Borough Council and all the funders and supporters to fulfil its objectives. During the year the Charity has provided the full SERVICES PATHWAY operating from 3,000 sq. ft. premises owned by Surrey Heath Borough Council in Camberley, Surrey. 225 service users have accessed services 10,108 times. In addition, In January 2022, a new 6 bedroom Emergency Accommodation Service (EAS) in partnership with Surrey Heath Borough Council was successfully opened. Please refer to Impact Overview (pages 9-11) for more information.

The Charity is a member of Homeless Link and the NCVO (National Council for Voluntary Organisations). The Chief Executive is a qualified member of the Institute of Fundraising and a qualified Chartered Manager through the Chartered Management Institute.

Risk Management Statement

The Trustees follow a programme of risk management as part of the Charity's continuous improvement strategy. THH has adopted a Risk Management Policy delegating day to day operations and management thereof to the Chief Executive and a quarterly review is held at each meeting with the Board of Trustees. All policies have a review date when they are reviewed, updated and re-presented to the Board of Trustees.

Health and Safety

THH has health and safety management policies in place intended to ensure the charity operates safely and in full compliance with the relevant health and safety legislation. Health and Safety and training of staff and volunteers is reviewed at each quarterly meeting with the Board of Trustees. All insurances are up to date and displayed within the building. Periodic health and safety inspections may be carried out by the Authorities and recorded accordingly.

Reserves Policy

The Trustees regularly review The Hope Hub's reserves having regard to the need to:

- Fund the working capital required for provision of the developing range of services
- Meet contractual obligations
- Meet the Charity's obligations as a good employer
- Protect and maintain assets
- Allow flexibility to respond to unexpected opportunities and challenges
- Fund strategic plans

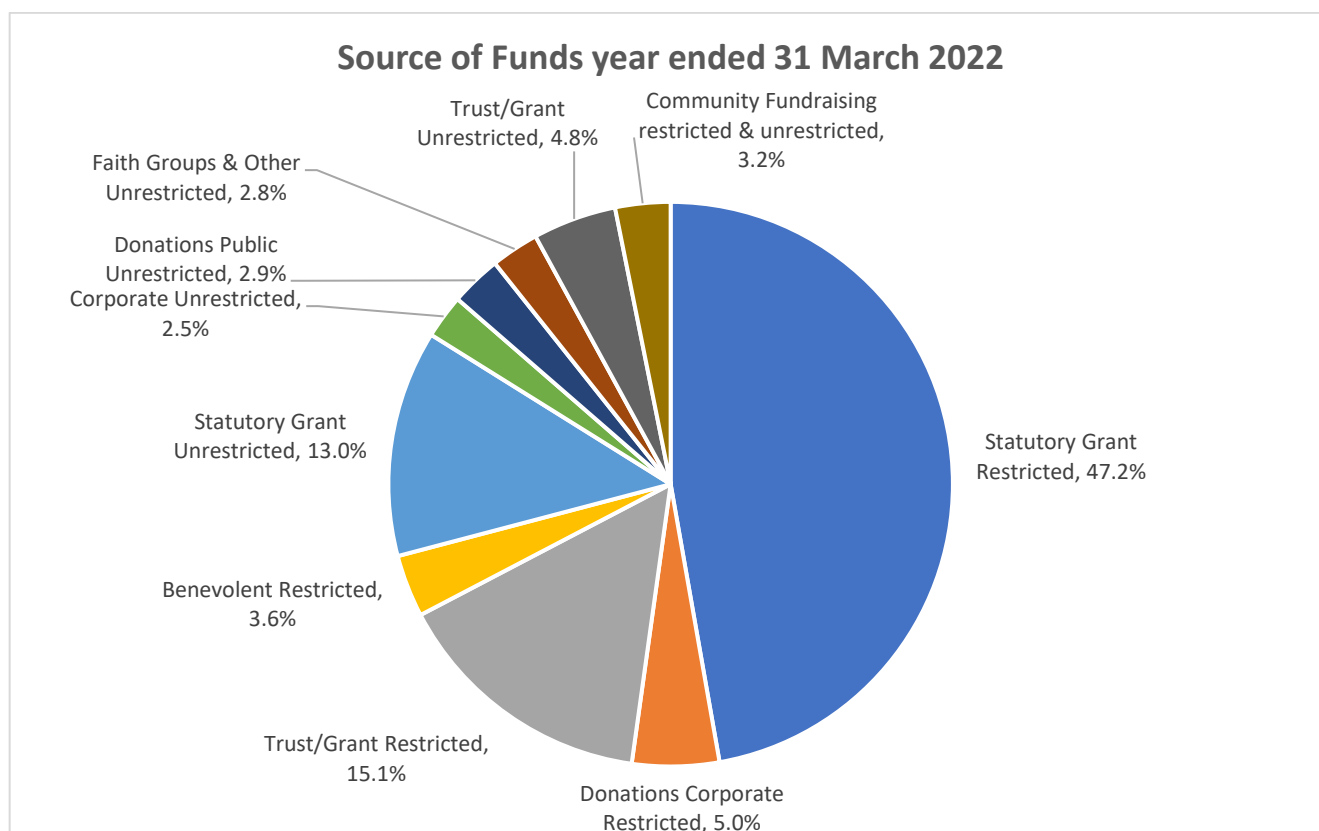
The Charity has adopted a policy of building and maintaining reserves sufficient to cover between 4-6 months of operating costs to secure the continued provision of services despite the unpredictability of funding streams, changing eligibility criteria and statutory funding. Having been successful in building up such funds over the last three years, in March 2021 the Trustees transferred £90,000 cash at bank to a Designated Operating Reserve Fund, ring-fencing these funds to provide a cushion against variations in income, whether seasonal or driven by events. Post the year end, on 29 September 2022, the Trustees have transferred an additional £14,000 to be transferred to the Designated Operating Reserve Fund bringing the total reserve to £104,000.

REVIEW OF FINANCIAL POSITION

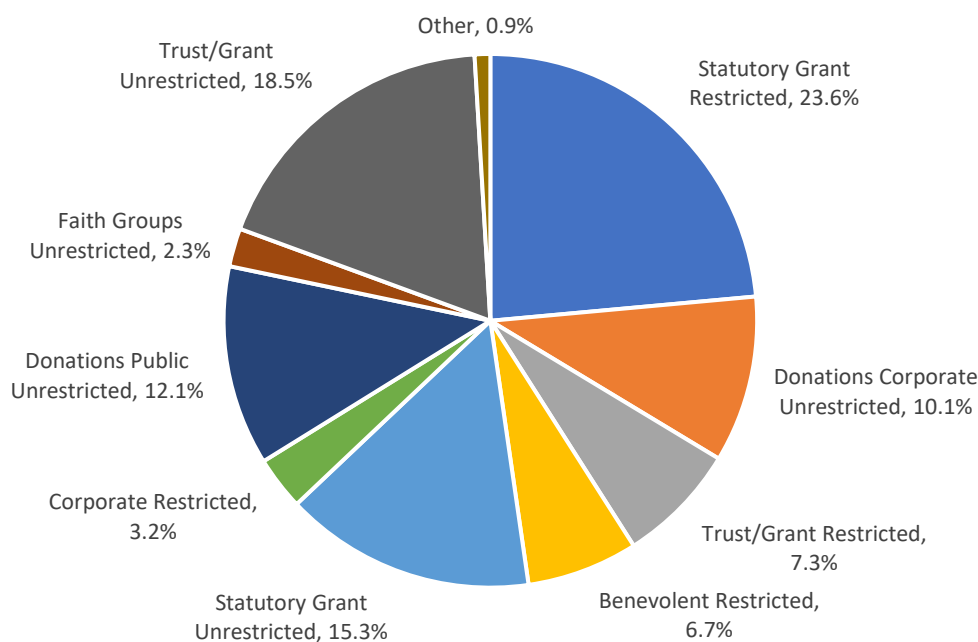
The Charity is a non-profit making organisation. The financial activities for the year and the balance sheet as at 31 March 2022 are as shown in the financial statements on pages 17 to 29.

The Hope Hub was successful in securing a healthy mix of funding during the year and has continued to operate good stewardship over expenditure. In the year ended 31 March 2022, income of £501,734 (2021: £299,290) was secured. The Hope Hub is grateful for, and reliant upon the continued support of Surrey Heath Borough Council, Surrey County Council and a wide range of partners including Trust and Grant Funders, Statutory bodies, Community and Faith Groups, Businesses, and other Donors including members of the general public. All income is used for the purposes for which it is given.

The charts below illustrate the funding mix during the year and in the prior year and are based on the analysis of income on page 21:



Source of Funds year ended 31 March 2021



Total expenditure for the period ended 31 March 2022 was £267,604 (2021: £195,504) which represents the operating costs of delivering the various services, projects and growth during the year. THH operates from premises provided by Surrey Heath Borough Council with no ongoing rent. The Charity is responsible for internal maintenance, decoration and all utilities.

Net income for the year ended 31 March 2022 was £234,131 (2021: £103,786).

We recognised the need to build up reserves in 2020 as we faced the uncertainties of the aftermath of the Covid-19 pandemic and the squeeze on donations to charities. The current inflationary pressure in the world economy, largely as a result of increases in energy costs due to the war in Ukraine, may also impact the ability of funders to donate in the year ahead and at the same time the Charity is likely to see an increase in its running costs in the year ahead, particularly its utility bills. Although the future is uncertain, the Charity has ended the year with strong reserves which should help us to weather the storm. The total reserves carried forward at 31 March 2022 were £428,303 (2021: £194,172). £193,963 (2021: £22,992) of the reserves were held in Restricted Funds meaning that they are restricted to purposes specified by the donor, £90,000 (2021: £90,000) was held in a Designated Operating Reserve Fund as described under the reserves policy section above and the remaining £144,340 (2021: £81,181) was held in the Unrestricted General Fund. £135,601 of the General Fund at 31 March 2022 (2021: £71,225) can be considered as "Free Reserves" for continued project delivery in the next financial year, being total unrestricted reserves excluding designated funds, fixed assets and long term liabilities.

RESPONSIBILITIES OF THE TRUSTEES

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom General Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity 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 Statement of Recommended Practice (SORP)
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This Trustees' Report on pages 4 to 8 has been approved by the Board of Trustees:



Rev Christopher Richardson

Chair of Trustees

Date: 29 September 2022

IMPACT OVERVIEW by Chief Executive, Mags Mercer

Another busy year for all the team and volunteers with some transformational outcomes for Service Users and others finding themselves challenged, stuck and living in seemingly permanent crisis. We are there for everyone who needs our help aged 18+ and support an increasing number of people year on year.

Further, we have seen anxiety increase and individual mental health deteriorate amongst our Service Users quite significantly. Our services are needed more than ever post the pandemic and we fully re-opened following guidance welcoming Service Users in both our CRISIS and EMPOWERMENT areas inside and outside (under our gazebo) and through extensive outreach across the Borough.

The fresh cohort of volunteers that were available during the pandemic have largely returned to their pre-COVID employment location(s) so we are busy recruiting new ones now that everything has opened up again. The food parcels have remained an area of need and we continue to give out circa 30 food parcels a week. Donations are reducing as the impact of the economic downturn affects many households so we are becoming increasingly reliant on supermarkets and foodbanks sharing any excess with us.

During the period **April 2021-Mar 2022**, we saw another increase in Service Users with 225 people needing support and our **services accessed 10,108 times**.

Of the 225 Clients, 140 were male, 84 female, 1 LGBTQ and 37 BAME. Services Users were aged between 18 – 77.

- **Services Accessed : 10,108 times : Average 45 times per person**
- **Client Visits to THH (Covid) : 1,086 : Served 1,706 Meals/refreshments**
- **Sourced food parcels and meal provision: 2,583**
- **Supported 70/102 people of No Fixed Abode into accommodation**
- **Outreached 586 times**
- **15 Benevolent grants secured for individuals who would not be able to afford a rent deposit and/or first months' rent.**
- **Supported 21 people into employment**
- **Mentored 212 Course Completers on IT / Digital Upskilling, training and a qualification**

We operate from a strengths based, trauma informed approach with our Service Users, many of whom are complex and have multiple disadvantages. Our comprehensive Services Pathway provides a CRISIS drop- in service and EMPOWERMENT gives each person 1:1 case work support and access to our full range of LIVING WELL workshops, training and employment/volunteering coaching. We also continue to benefit from partnership with Frontline debt advice as they support our Service Users with debts typically greater than £3,000, usually operating from our day services building.



We thank the MANY who have donated food and emergency items to us allowing us to give to those in need. Regular donations from Sainsburys, Waitrose, Coops, Lightwater, St John's Church Hartley Wintney, Hart & Crowthorne Foodbanks & Community Donations enabled us to source, pack and give out or deliver 2,583 food parcels.



Support and recognition of our work has been strong and we have been successful in securing funding through statutory partnerships and trust/grant funders throughout the year. Additionally, corporate support has increased as has local community, business support and individual donors. It is so encouraging the staff and volunteer team who are working under pressure most of the time can witness the incredible backing from all our partners and across the community.

Our Service Users tell us:

"It's really scary when you have no roof over your head, no job and don't know what to do. All of you at The Hope Hub have been so kind and helped me change my life around. Now I can look forward again with hope".
Male, 40's

"The Hope Hub have supported me since January 2021 when I had lost my job, was homeless and drinking myself into oblivion. They are literally the best thing that happened to me. I was going to commit suicide, they gave me hope and a reason to carry on. I have huge respect for everyone at The Hope Hub. I wouldn't be here if they had given up on me". **Male 40's**

"At last. I have got my 1st ever qualification – Yay! Thank you Hope Hub. You're the best. Now I can get a job!"
Female, 30's working with our Training & Employment Coach



During the year we welcomed a visit from HM Lord Lieutenant of Surrey, Michael More-Molyneux (pictured 2nd L to R) and he was able to meet with some Volunteers (pictured left) to present Thank You Certificates and to Service Users present course completion Certifications and L2 food and safety hygiene qualifications. He showed a genuine interest in both Volunteers and Service Users. His visit was much appreciated by all at another time of uncertainty for many, and a team motivator as they see the impact of their hard work being recognised.



Camberley Town Centre once again thankfully elected to support The Hope Hub and encourage shoppers to take a gift tag off the Christmas Tree and purchase the item on it for The Hope Hub to give out to service users. We were able, through this amazing community project and the generosity of local businesses and volunteers, to again be generous to Service Users at Christmas in Dec 2021 with clothing gifts, voucher/gift cards and food parcels. A local pub once again, graciously cooked and delivered a beautiful meal on Christmas Day to our most vulnerable Service Users for the 3rd year running. We held a number of events and were able to secure benevolent funding to put rough sleepers into a local hotel for the period all statutory services were closed for the 4th consecutive year.



Christmas is always a busy and challenging time of year, particularly for Service Users. Once again, the community rallied and we were able to be generous and give out really useful Christmas gifts and food parcels to people who are homeless, unemployed and in poverty.

Projects delivered in FY21-22 include:

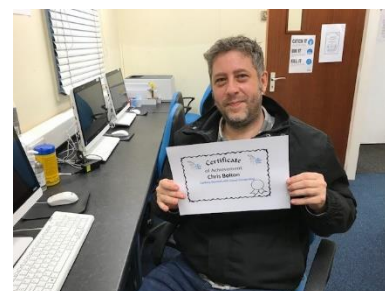
Digital Lifeline provided IT equipment, training and ongoing mentoring to the most vulnerably housed Service Users. This helped them up skill, be able to connect online with family and assist them to secure best price for utility costs



IT Connect permitted newly housed Service Users to be loaned IT equipment and train at The Hope Hub or remotely with us.

As a Learn My Way/Make it Click centre, Service Users are able to access a range of modules to assist them to upskill and for some, achieve their 1st ever qualification.

Bridge the Gap pilot with Surrey County Council has been a successful project supporting those with multiple disadvantage and often entrenched homelessness. This has led to The Hope Hub being one of the delivery partners within the new Changing Futures programme for the next 2 years.



Affordable Cookery Course delivery was a new successful initiative and we delivered 5 courses over 5 weeks to 25 learners who participated in cooking healthy meals on a tight budget. Learners were also actively encouraged to take their L2 Food Safety and Hygiene certificate with mentoring from our Training and Employment Coach. This proved to be valuable for those seeking to gain employment in the hospitality sector. For some, this was their very first qualification and a joy to witness. 100% of learners completed the course and would recommend it to someone else.



A range of **Living Well Workshops** from basic budgeting, understanding Tenancies, Feel Well, Creative Art, Walking for Health and IT Workshops empowered Service Users to learn, interact well with others and improve their lifestyles and choices.

Through our **Service User Forum**, we actively encourage Service Users to shape our services so we adapt and ensure we are only delivering services that are really needed. We value those **with lived experience** and ask them for feedback to shape our services for the future. This is a quarterly event.

A comprehensive **Volunteer Review** was also undertaken as there was such a shift change in the availability of volunteers due to people returning to the workplace and no longer available to volunteer at The Hope Hub. We were ably assisted by the Volunteer Manager of our local Hospital (Frimley Park) in putting together a survey and feedback.



New Emergency Accommodation Service opened

We were thrilled to be able to open an Emergency Accommodation Service (EAS) in January 2022 after 2.5 years of effort working in partnership with Surrey Heath Borough Council. We now manage a six bedroom house in Camberley that gives local people a short term tenancy with us. This provides a homely environment that is staffed 16 hours each day, 365 days a year. During the day, the EAS tenants engage at our Day Services in Camberley who work to support each tenant to upskill, secure their Universal Credit, Housing Benefit and a permanent move on.

All tenants of the house are also actively encouraged to engage with our Living Well workshops such as Affordable Cookery, Budgeting and move towards volunteering, training and/or employment.



Valuing Volunteers



THH would not be able to deliver the range of services without our ever increasing valued volunteer team and a staff team who go beyond the call of duty and regularly volunteer to support Service Users, attend community and other events at evenings and weekends. During the period our volunteers and staff members averaged a combined total of 55 volunteers hours per week. This represents a significant donation and when calculated at the current UK Living Wage, represents a social return on investment (SROI) of circa £27,170 per annum but when calculated at the professional rate for the services provided, it represents considerably more.

A number of Service Users also regularly volunteer especially (as part of preparing for work) and benefit from it. We enjoy giving references for Service Users and Volunteers to their new employers and stay in touch wherever possible whilst allowing each person to flourish.

Through social media, we have increased our presence on facebook, twitter and had a re-fresh of our website through funding from a corporate which we will continue to enhance going forward. We remain active at local events (pictured right). Our quarterly e-News continues via mailchimp and is well received by partners, funders and supporters. All staff and key volunteers have been trained in safeguarding and fire safety in case of an emergency. The charity policies have all been updated in line with review dates and shared with the staff and volunteer team. Records of training are held centrally.



Development Plans for Financial Year 2022-23

- We operate from a **strengths based, trauma informed** approach with Service Users and all the frontline team have received additional training in this area. Ongoing training is put in place with staff team as needed.
- In partnership with Surrey County Council, through **the Changing Futures programme**, we are able to recruit two new full time posts for Bridge the Gap Outreach Workers for 2 years. This extends the times we are available to outreach and support the most complex service users.
- We will maintain our **IT CONNECT project** and continue to seek to appropriately **develop our training and employment services**.
- Having successfully opened the **Emergency Accommodation Service** in line with our planned strategy, we aim to support our short term tenants within a 6-8 week timeframe to secure a safe, permanent home and we work hard to maintain the property well (in line with our lease).
- We will continue to provide **Outreach Services** across the Borough in line with statutory partnerships.
- We will resume our **Pop Up Empowerment Service** in wards where there is known poverty and/or high density of social housing post COVID-19 in accordance with Government guidelines.
- We continue to seek to forge links with **Landlords as part of our Endeavour Project** although there is a downturn in availability.
- We are able to continue to run our **Affordable Cooking Project** through funding, allowing Service Users to gain vital skills, eat more healthily on a budget and gain their L2 Food & Safety Hygiene qualification.
- Over the next two years, we plan to explore the viability of establishing a **Skills Centre/Social Enterprise** as a pathway to employment for vulnerable Service Users who have been, or are at risk of becoming homeless.

Another busy year ahead with a professional, forward thinking and committed team of staff and volunteers. We look forward to another stimulating year to benefit the wide-ranging needs of all those we serve.

ACKNOWLEDGEMENTS - Rev Chris Richardson, Chair of Trustees

The Trustees would like to record their appreciation and thanks to Mrs Karen Kendall who retired as Chair of the Trustees on 1 November 2021 and to Rev Glyn Thomas who retired as a trustee on 30 April 2022. In addition, the Trustees once again wholeheartedly thank Mags Mercer, Chief Executive, for her continued dedication and stewardship of The Hope Hub. We also thank all the staff team and the volunteers who contribute enormously to day to day operations. We acknowledge and thank the Community at large who support the work of The Hope Hub, often behind the scenes and, without whom, we would not be able to deliver such a diverse range of services. Lastly, we remain ever thankful of course to our statutory partners, funders, churches, community groups, businesses and supporters acknowledged below:

Funders, Partners and Supporters in FY21-22 include:

Trust/Grant Funders: (alphabetical order)

Arnold Clark Trust
Awards For All
Catalyst
Chobham Poor Fund
Coop & Funeral Community Fund
Community Foundation for Surrey
Good Things Foundation
Lloyds Bank Foundation
Henry Smith County Grants (via Community Foundation for Surrey)
Mrs Smith & Mount Trust
Postcode Society Trust
The Wisley Foundation
True Living Foundation

Deferred Income Grants for use in FY21-22

CCG/Innovation Fund (Affordable Cookery)
Community Foundation Surrey/Sy CC-Public Health & Wellbeing Fund/Living Well

Statutory Funding:

Surrey County Council – Bridge the Gap
Surrey County Council – Public Health grant
Surrey Heath Borough Council – Revenue grant and COVID Recovery IT Project
Surrey Heath Borough Council – Housing – MH CW grant
Surrey Heath Borough Council – Emergency Accommodation Service (EAS)
NHS/Clinical Commissioning Group
Police & Crime Commissioner
Windlesham Parish Council
Surrey Heath Borough Council – Mayors' Charity of the year (2020 received 2021)
County Councillor grants x 2

Faith Groups:

Camberley Baptist Church
Frimley Baptist Church
Frimley Green Methodist Church
Highcross Church
Lady Queen of Heaven Church, Frimley
Mytchett Baptist Church
St Michael's Church, Camberley
St John's Church, Hartley Wintney and Naomi's Watch group
St Peter's Church, Yateley
The Brook Church, Bagshot

Benevolent Funding:

Frimley Fuel Allotments
Surrey Heath Borough Council
Surrey Heath Sports Council
The Hope Trust

Corporate Funding:

BIZ Awards, Collectively Camberley
Integrity Project Solutions
Jenoptik Traffic Solutions
J Haslam
Novacyt
S C Johnson
Trades Kenson SJ
Vickery Estate Agents
Waitrose plc

Community Groups:

Camberley Gardeners
Corrina Lodge (cycling)
Golf Club Event

Waitrose Community Matters : Bagshot

Other:

Christmas gifts for Service Users from ADP and Camberley Shoppers through the 'Giving Tree'
Various donations across the Community and small businesses
Various fundraising events by individuals including schools and students
Continual stream of donations of dried food, emergency items from individuals, groups and churches
Social Media and online donations via Just Giving, Golden Giving, Easy Fundraising & SH Lottery.
Individual donors and regular givers
Gift Aid – HMRC



Independent Examiner's Report to The Trustees of The Hope Hub

I report to the Trustees on my examination of the financial statements of The Hope Hub ("the Charity") for the year ended 31 March 2022.

Responsibilities and basis of report

As the Trustees of the Charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which give me cause to believe that in any material respect:

- 1) accounting records were not kept in accordance with section 130 of the Act; or
- 2) the financial statements do not accord with those records; or
- 3) the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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.



Jill Kingscott FCA

Woodhurst,
Horsham Lane
Ewhurst
Surrey GU6 7SW

Date: 29 September 2022

THE HOPE HUB

Statement of Financial Activities year ended 31 March 2022

	Notes	Unrestricted funds year ended 31/3/22 £	Unrestricted Designated Operating Reserve Fund year ended 31/3/22 £	Restricted Fund - Benevolent year ended 31/3/22 £	Other Restricted Funds year ended 31/3/22 £	Total funds year ended 31/3/22 £	Total funds year ended 31/3/21 £
Incoming resources							
Donations and legacies		138,784	-	11,350	347,383	497,517	299,290
Other trading activities		4,217	-	-	-	4,217	-
Total Income	2	143,001	-	11,350	347,383	501,734	299,290
Resources expended							
Raising funds		7,871	-	-	-	7,871	7,356
Charitable activities		63,065	-	7,023	185,097	255,185	183,739
Depreciation and amortisation		4,548	-	-	-	4,548	4,409
Total Expenditure	3	75,484	-	7,023	185,097	267,604	195,504
Net income		67,516	-	4,328	162,287	234,131	103,786
Transfers between funds		2,761	-	-	(2,761)	-	-
Net movement in funds		70,277		4,328	159,526	234,131	103,786
Reconciliation of funds:							
Total funds brought forward	9 & 10	81,180	90,000	1,023	21,969	194,172	90,386
Total funds carried forward	9 & 10	151,457	90,000	5,351	181,495	428,303	194,172

The statement of financial activities includes gains and losses in the year.

The notes on pages 19 to 29 form part of these financial statements.

THE HOPE HUB Balance Sheet as at 31 March 2022

	Notes	Unrestricted General Fund at 31/3/22 £	Unrestricted Designated Operating Reserve Fund at 31/3/22 £	Restricted Benevolent Funds at 31/3/22 £	Restricted Funds at 31/3/22 £	Total Funds at 31/3/22 £	Total Funds at 31/3/21 £
Fixed assets							
Intangible assets	5	2,440	-	-	-	2,440	3,661
Tangible assets	6	6,298	-	-	-	6,298	6,293
Total fixed assets		8,739	-	-	-	8,739	9,955
Current assets							
Debtors	7	9,139	-	-	-	9,139	3,726
Cash		135,306	90,000	5,351	181,495	412,152	213,430
Total current assets		144,446	90,000	5,351	181,495	421,291	217,156
Creditors: amounts falling due within one year	8	1,727	-	-	-	1,727	32,939
Net current assets		142,718	90,000	5,351	181,495	419,564	184,217
Net Assets		151,457	90,000	5,351	181,495	428,303	194,172
Funds of the Charity							
Restricted Funds	12	-		5,351	181,495	186,846	112,992
Unrestricted Funds	12	151,457	90,000	-	-	241,457	81,180
Total Funds		151,457	90,000	5,351	181,495	428,303	194,172

The notes on pages 19 to 29 form part of these financial statements.

Approved by the Board of Trustees on 29 September 2022.



Rev Christopher Richardson
Chair of the Trustees

Notes to the Financial Statements

1) Accounting Policies

a) Basis of preparation

These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value.

The financial statements have been prepared in accordance with:

- The Statement of Recommended Practice (SORP): Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014
- and with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)
- and with the Charities Act 2011
- and with UK generally Accepted Practice as it applies from 1 January 2015.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin not to prepare a Statement of Cash Flows.

The charity constitutes a public benefit entity as defined by FRS 102.

b) Going Concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees have adopted the going concern basis of accounting in preparing the financial statements.

c) Charitable Funds

The Charity has the following types of funds which require separate disclosure:

- **Unrestricted Funds** – This fund is expendable at the discretion of the Trustees in the furtherance of the objects of the Charity.
- **Designated Funds** are part of the Unrestricted Funds which the Trustees have earmarked for a particular use, without restricting or committing the funds legally. The Designated Operating Reserve Fund represents 4-6 months of operating costs which have been designated by the Trustees to provide a cushion against variations in income and expenditure and to secure the continued provision of services.
- **Restricted Funds** – These funds can only be used for the purpose for which the funds were given. Restrictions arise when specified by the donor or when a specific purpose is identified in appeal literature.

d) Tax Status

As a registered charity, the charitable activities of this organisation are exempt from corporation tax.

e) Incoming Resources

Income is included in the Statement of Financial Activities when the charity becomes entitled to the resources, and it is more likely than not that the Trustees will receive the resources, and the monetary value can be measured with sufficient reliability.

There has been no offsetting of assets and liabilities, or income and expenses, unless required by the FRS 102 SORP or FRS 102.

Grants and donations are only included in the SoFA when the general income recognition criteria are met.

In the case of performance related grants, income is only recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met.

The charity has received local government grants in the reporting period.

Gifts in kind, such as clothing and food, are made for the benefit of clients. As these have no material benefit to the Charity they are not valued under incoming resources.

The value of any volunteer help received is not included in the accounts but is described in the Chief Executive's Report.

Gift Aid receivable is included in income where there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor has specified otherwise.

f) Resources Expended

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

g) Tangible Fixed Assets for use by the Charity

The acquisition of minor capital items below £750 are charged to the Statement of Financial Activities in the year of purchase. Capital items over £750 and with a useful life of more than one year are capitalised and depreciated on a straight-line basis over their useful lives in accordance with the following:

Computer Hardware:	3 years
Kitchen Equipment:	5 years
Furniture, Fixtures & Fittings:	5 years
Furniture, Fixtures & Fittings Emergency Accommodation Service:	2 years

Tangible assets over £750 purchased using restricted funds are expensed against the relevant fund in the year and the asset is transferred to the unrestricted general fund.

h) Intangible Fixed Assets for use by the Charity

The charity has intangible fixed assets, that is, non monetary assets that do not have physical substance but are identifiable and are controlled by the charity through custody or legal rights. Such assets costing over £750 and with a useful life of more than one year are amortised on a straight line basis over their useful lives in accordance with the following:

CRM software:	5 years
---------------	---------

Intangible assets over £750 purchased using restricted funds are expensed against the relevant fund in the year and the asset is transferred to the unrestricted general fund.

i) Cash and cash equivalents

Cash includes cash in hand and deposits held at call with banks.

j) Debtors

Debtors including trade debtors, amounts the charity has paid in advance (prepayments), and amounts receivable from HMRC in relation to Gift Aid recoverable, are measured on initial recognition at settlement amount. Subsequently, they are measured in accordance with the cash or other consideration expected to be received.

k) Creditors due within one year

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Other creditors include amounts payable for PAYE and Employer's NI on staff salaries. Creditors are measured at settlement amounts less any trade discounts.

2. Analysis of Income

	Unrestricted Funds £	Restricted Funds - Benevolent £	Other Restricted Funds £	Unrestricted Designated Operating Reserve Fund £	Total Income 2022 £	Total Income 2021 £
Donations and legacies						
Community Fundraising	12,862	-	3,000	-	15,862	1,041
Donations Corporate	12,576	-	25,000	-	37,576	39,904
Donations Faith Groups	6,914	-		-	6,914	6,928
Donations Public	14,643	-		-	14,643	36,249
Gift Aid	2,536	-		-	2,536	1,795
Statutory Grant	65,107	5,475	236,944	-	307,526	116,058
Trust/Grant Funders	24,000	4,925	75,883	-	104,808	77,145
Benevolent income (clients)	145	950	6,557	-	7,652	20,170
Total donations and legacies	138,784	11,350	347,383	-	497,517	299,290
Income from events	4,217		-	-	4,217	-
Total Income	143,001	11,350	347,383	-	501,734	299,290

3. Analysis of Expenditure

	Unrestricted Funds	Restricted Funds - Benevolent	Other Restricted Funds	Unrestricted Designated Operating Reserve Fund	Total Expenditure 2022	Total Expenditure 2021
	£	£	£	£	£	£
Fundraising Co-ordinator	6,443	-	-	-	6,443	6,672
Fundraising event costs	1,428	-	-	-	1,428	685
Total expenditure on raising funds	7,871	-	-	-	7,871	7,356
Staff salaries and pensions	48,041	-	142,536	-	190,577	122,888
Staff recruitment, travel, & training	698	34	1,949	-	2,681	1,466
Volunteer expenses & DBS checks	73	-	123	-	196	191
Client benevolent accommodation & emergency provisions	0	6,045	881	-	6,927	24,244
Client training, coaching and welfare	0	809	18,149	-	18,957	-
Telephones & Data Lines	3,543	-	249	-	3,294	2,475
Office & general admin including Covid PPE	2,544	63	2,853	-	5,461	11,912
Insurance	1,214	-	-	-	1,214	314
Accountancy, Payroll & Bank Admin	1,010	-	-	-	1,010	1,948
IT costs	792	-	22	-	814	11,535
Website and social media	48	-	1,005	-	1,053	-
Utilities	3,396	-	1,389	-	4,785	3,172
New premises set up and other small capital items	868	65	11,541	-	12,474	-
Repairs and maintenance	-	6	1,219	-	1,225	1,116
Legal Fees	-	-	1,429	-	1,429	-
Consultancy	840	-	2,250	-	3,090	2,479
Total expenditure on charitable activities	63,065	7,023	185,097	-	255,185	183,739
Depreciation and Amortisation	4,548	-	-	-	4,548	4,409
Total other expenditure	4,548	-	-	-	4,548	4,409
Total Expenditure	75,484	7,023	185,097	-	267,604	195,504

4. Staff Costs

	2022	2021
	£	£
Salaries and wages	175,667	115,358
Social security costs	9,196	4,410
Pension costs (defined contribution scheme)	5,714	3,120
Total Staff Costs	190,577	122,888

Pension contributions are made for eligible employees to a defined contribution pension scheme. Contributions made during the year are expensed against the unrestricted general fund.

The average number of employees during the year was 8 Full Time Equivalent (2021: 3.4 FTE).

At the year end there were 15 employees. Three employees are full time and the remaining 12 part time with the Full Time Equivalent being 8 people at 31 March 2022 (4.63 FTE employees at 31 March 2021). However, all current staff regularly provide additional hours on a voluntary basis and direct the work of volunteers. The Chief Executive has estimated the value of the volunteer hours during the year to be approximately £27k if valued at the living wage (£28k in previous year), but in terms of professional services provided by those volunteers the value would be much higher.

No employees received emoluments, including benefits in kind but excluding employer pension contributions, for the year ended 31 March 2022 of more than £60,000.

Accounting and payroll Services, community fund-raising and consultancy on projects were services provided by external parties during the year and are therefore not included in the staff costs table above but are shown as separate categories in the Analysis of Expenditure in note 3.

Trustees are unpaid and do not receive any out-of-pocket expenses other than the reimbursement of any costs incurred on behalf of the Charity.

5. Intangible Fixed Assets

	Computer Software £	Total £
Cost at 1 April 2021	6,103	6,103
Additions during the year	-	-
Cost at 31 March 2022	6,103	6,103
Cumulative Amortisation at 1 April 2021	2,442	2,442
Amortisation	1,221	1,221
Cumulative amortisation at 31 March 2022	3,663	3,663
Net book value at 31 March 2021	3,661	3,661
Net book value at 31 March 2022	2,440	2,440

6. Tangible Fixed Assets

	Emergency Night Accommodation Furniture, Fixtures and Fittings £	Day Centre Furniture, Fixtures and Fittings £	Computer equipment £	Total Tangible Fixed Assets £
Cost at 31 March 2021	0	5860	6,047	11,907
Additions	3,332	-	-	3,332
Cost at 31 March 2022	3,332	5,860	6,047	15,239
Cumulative depreciation at 1 April 2021	0	2169	3,445	5,614
Depreciation	139	1,172	2,016	3,327
Cumulative depreciation at 31 March 2022	139	3,341	5,461	8,941
Net book value at 31 March 2021	0	3691	2602	6,293
Net book value at 31 March 2022	3,193	2,519	586	6,298

7. Debtors falling due within one year

	Unrestricted General Fund at 31/3/22	Unrestricted Designated Operating Reserve Fund at 31/3/22	Other Restricted Funds at 31/3/22	Total funds at 31/3/22	Total funds at 31/3/21
	£	£	£	£	£
Debtors and prepayments	4,430	-	-	4,430	1,553
Gift Aid Recoverable	4,709	-	-	4,709	2173
Total Debtors	9,139	-	-	9,139	3,726

8. Creditors falling due within one year

	Unrestricted General Fund at 31/3/22	Unrestricted Designated Operating Reserve Fund at 31/3/22	Other Restricted Funds at 31/3/22	Total funds at 31/3/22	Total funds at 31/3/21
	£	£	£	£	£
Trade creditors and accrued expenses	863	-	-	863	841
Deferred income	-	-	-	-	31150
Pensions payable	864	-	-	864	948
Total Creditors	1,727	-	-	1,727	32,939

9. Movement of Funds - Overview

	Unrestricted funds year ended 31/3/22 £	Unrestricted Designated Operating Reserve Fund y/e 31/3/22 £	Restricted Fund - Benevolent year ended 31/3/22 £	Other Restricted Funds year ended 31/3/22 £	Total funds year ended 31/3/22 £	Total funds year ended 31/3/21 £
Day Services						
Total Income	134,861	-	11,350	175,833	322,044	299,290
Total Expenditure	74,723	-	7,023	147,309	229,055	195,504
Net Income	60,138	-	4,328	28,524	92,990	103,786
Transfers	- 572	-	-	572	-	-
Funds b/fwd	81,180	-	1,023	21,969	104,172	90,386
Funds c/fwd	140,747	-	5,351	51,064	197,162	194,172
Night Services						
Total Income	8,140	-	-	171,550	179,690	-
Total Expenditure	762	-	-	37,787	38,549	-
Net Income	7,378	-	-	133,763	141,141	-
Transfers	3,332	-	-	3,332	-	-
Funds b/fwd	-	-	-	-	-	-
Funds c/fwd	10,710	-	-	130,431	141,141	-
Operating Reserve						
Total Income	-	-	-	-	-	-
Total Expenditure	-	-	-	-	-	-
Net Income	-	-	-	-	-	-
Transfers	-	-	-	-	-	-
Funds b/fwd	-	90,000	-	-	90,000	-
Funds c/fwd	-	90,000	-	-	90,000	-
Total						
Total Income	143,001	-	11,350	347,383	501,734	299,290
Total Expenditure	75,485	-	7,023	185,097	267,604	195,504
Net Income	67,516	-	4,328	162,287	234,131	103,786
Transfers	2,761	-	-	2,761	-	-
Total Funds b/fwd	81,180	90,000	1,023	21,969	194,172	90,386
Total Funds c/fwd	151,457	90,000	5,351	181,495	428,303	194,172

10. Movement of Funds – Detail, including analysis between Day and Night Services

Day Services	B/fwd 1/4/21	Total Income	Total Expend-iture	Net Income/ (Expenditure) in y/e 31/3/22	Transfer fixed assets (1)	Other Transfers	C/fwd at 31/3/22
Unrestricted Fund - Day	81,180	134,861	74,723	60,138	-	(572)	140,747
Benevolent Other	-	664	528	135	-		135
FFA Benevolent Fund	906	4,525	3,928	597	-	-	1,503
FFA Crisis Fund	92	500	410	90	-	-	182
Hope Trust	25	-	25	(25)	-	-	-
SHBC Benevolent	-	1,961	1,961	-	-	-	-
SHsports cncl-Bike	-	500	65	435	-	-	435
TLC Trust Fund	-	700	105	595	-	-	595
SSC Fund	-	2,500	-	2,500	-	-	2,500
Restricted Benevolent Funds - Day Services	1,023	11,350	7,023	4,328	-	-	5,351
Catalyst MH Worker	-	14,583	14,583	-	-	-	-
CF SY OPS RES	-	8,500	8,500	-	-	-	-
CF SY OPS UR	-	1,500	1,967	(467)	-	467	-
CF SY/ Henry Smith	-	10,000	10,000	-	-	-	-
CF SY/SY CC Living Well	-	24,000	20,518	3,482	-	-	3,482
Chobham Poor Fund	-	1,000	1,000	-	-	-	-
CRM	1,077	-	1,077	(1,077)	-	-	-
County Councillor Grant	-	1,000	1000	-	-	-	-
Good Things FDTN Learn My Way	-	1,000	1,000	-	-	-	-
Lloyds Bank Foundation	-	30,000	7,605	22,395	-	-	22,395
NHS-Affordable Cookery	-	5,000	5,000	-	-	-	-
NHS-CCG MHCW	-	12,500	12,503	(3)	-	-	(3)
Novacyt	-	25,000	1,005	23,995	-	-	23,995
Office of Police and Crime Commissioners	-	8,000	8,000	-	-	-	-
Screwfix	3,484	-	508	(508)	-	-	2,976
SHBC Brexit CIF	3,582	-	2,518	(2,518)	-	-	1,064
SHBC Covid Recovery/IT	-	5,000	5,105	(105)	-	105	-
SHBC Rev Grant	-	16,750	16,750	-	-	-	-
Surrey CC-Bridge the gap	13,826	-	18,608	(18,608)	-	-	4,782
SCC Fund	-	12,000	10,063	1,937	-	-	1,937
Other Restricted Funds - Day Services	21,969	175,833	147,309	28,524	-	572	51,064
Total Funds - Day Services	104,172	322,044	229,055	92,990	-	-	197,162

10. Movement of Funds – Detail, including analysis between Day and Night Services Continued

Night Services	B/fwd 1/4/21	Total Income	Total Expend-iture	Net Income in y/e 31/3/22	Transfer fixed assets (Note 1)	Other Transfers	C/fwd at 31/3/22
Unrestricted Fund - Night	-	8,140	762	7,378	3,332	-	10,710
SHBC-EAS Pump Prime	-	147,000	15,260	131,740	3,332	-	128,408
EAS Garden Project	-	2,000	178	1,822	-	-	1,822
EAS-Lottery-AWA	-	10,000	10,000	-	-	-	-
SHBC Benevolent	-	2,250	2,250	-	-	-	-
TLC Trust Fund	-	300	100	200	-	-	200
SYCC Covid 19 Recover Grant	-	10,000	10,000	-	-	-	-
Other Restricted Funds - Night Services	-	171,550	37,787	133,763	3,332	-	130,431
Total Funds - Night Services	-	179,690	38,549	141,141	-	-	141,141
Designated Operating Reserve	90,000	-	-	-	-	-	90,000
Grand Total Funds Day & Night Services	194,172	501,734	267,604	234,131	-	-	428,303

Note 1: Transfer of fixed assets purchased during the year from restricted funds to the general unrestricted fund

Note 2: On 22 September 2022 the Trustees approved an increase in the Unrestricted Designated Operating Reserve of £14,000 bringing the total Operating Reserve to £104,000. On the same date, the Trustees also transferred £8,150 to a designated reserve for a future Social Enterprise.

11. Related Party Transactions

There were no related party transactions during the period.

The Charity is not part of a wider network although it is reliant on the support of Surrey Heath Borough Council and all the funders and supporters to fulfil its objectives.

12. Analysis of Balance Sheet by Type of Fund including analysis between Day and Night Services

	Unrestricted funds at 31/3/22	Unrestricted Designated Operating reserve at 31/3/22	Restricted Fund Benevolent at 31/3/22	Other Restricted Funds at 31/3/22	Total funds at 31/3/22	Total funds at 31/3/21
	£	£	£	£	£	£
Day Services						
Fixed Assets	5,546	-	-	-	5,546	9,955
Debtors	4,709	-	-	-	4,709	3,726
Cash	132,219	-	5,351	51,064	188,634	123,430
Creditors under one year	(1,727)	-	-	-	(1,727)	(32,939)
Total Net Assets	140,747	-	5,351	51,064	197,162	104,172
Total Funds	140,747	-	5,351	51,064	197,162	104,172

Night Services

Fixed Assets	3,193	-	-	-	3,193	-
Debtors	4,430	-	-	-	4,430	-
Cash	3,087	-	-	130,431	133,517	-
Creditors under one year	-	-	-	-	-	-
Total Net Assets	10,710	-	-	130,431	141,141	-
Total Funds	10,710	-	-	130,431	141,141	-

Operating Reserve

Fixed Assets	-	-	-	-	-	-
Debtors	-	-	-	-	-	-
Cash	-	90,000	-	-	90,000	90,000
Creditors under one year	-	-	-	-	-	-
Total Net Assets	-	90,000	-	-	90,000	90,000
Total Funds	-	90,000	-	-	90,000	90,000

Total

Fixed Assets	8,739	-	-	-	8,739	9,955
Debtors	9,139	-	-	-	9,139	3,726
Cash	135,306	90,000	5,351	181,495	412,151	213,430
Creditors under one year	(1,727)	-	-	-	(1,727)	(32,939)
Total Net Assets	151,457	90,000	5,351	181,495	428,303	194,172
Total Funds	151,457	90,000	5,351	181,495	428,303	194,172

THE HOPE HUB

England & Wales - Charity number 1176452

Accounts



*Working to PREVENT & END
homelessness
in Surrey Heath & surrounding areas*

REPORT AND FINANCIAL STATEMENTS
For the period 1 April 2020 to 31 March 2021

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Legal and Administrative Information

Charity Name:	The Hope Hub
Charity Registration Number:	1176452
Registered Address:	St Mary's Church and Centre Park Road, Camberley, Surrey GU15 2SR
Operating Address:	Rear of Library, Knoll Road, Camberley, Surrey GU15 3SY
Trustees:	Mrs Karen Kendall (Chair) Mr Andrew Booth Rev Bruce Nicole (resigned 1 April 2021) Mr David Reed Rev Glyn Thomas Rev Christopher Richardson Mrs Trudy Rankin (from 1 April 2021)
Chief Executive:	Mags Mercer
Independent Examiner:	Jill Kingscott FCA
Bank:	CAF Bank Ltd 25 Kings Hill Avenue, Kings Hill West Malling, Kent ME19 4JQ

REPORT OF THE TRUSTEES

The Trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with The Hope Hub Constitution document, the Charities Act 2011 and the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Objectives and Aims of the Charity

The Hope Hub (referred to here as the Charity or THH) is a Charitable Incorporated Organisation (CIO). Constituted in December 2017 following an independent consultation commissioned by the Local Authority that recognised the need to establish a charity for the relief of poverty and specifically to support vulnerable individuals (18+) who are homeless, at risk of becoming homeless, suffering with addiction(s), poor mental health, unemployment and/or social isolation. The CIO was formed by the Churches Together in Camberley (CTC) to deliver a person-centred approach and to support each individual, positively empowering them towards independent living.

Aims

The charitable aims of the charity are to provide **HOPE** through a

H = Holistic range of services by qualified and trained staff and volunteers

O = Open access for all who need our services within the Borough and surrounding areas

P = Person Centred with a strengths-based approach, working with each person

E = Empowering each person to move towards independent living

The charity strives to achieve the aims by providing a **SERVICES PATHWAY** comprising **Crisis Support and Empowerment Services**:

Crisis Support

- Drop In with breakfast/refreshments/hot nutritious meal
- Laundry facilities
- Shower & emergency items
- Clothing
- Healthcare access
- Recreational Activities
- Emergency Food Support

Empowerment Services

- Case worker with 1:1 support
- Assistance with finding accommodation and securing furniture
- Assistance with maintaining accommodation
- Assistance/mediation with families
- Benefit Support, Advocacy & Intervention
- Benevolent Funding (where available)
- Mental Health Worker with 1:1 support (planned)
- Direct Access and referral to specialist services
- Money Management and 1:1 Debt Advice/Management
- Addiction(s) Support, Health Workshops
- Employment Support
- Volunteering Support
- Training & Preparation for Employment
- Living Well Project (weekly workshops for Clients supported into accommodation)

Public Benefit Statement

The Charity serves the public benefit by helping to reduce anti-social behaviour, crime and demand on statutory services such as hospitals, health services, local authorities and police. This is achieved through the provision of intense support to individuals via our SERVICES PATHWAY, delivering direct cost savings benefit to the public purse.

The Charity also provides a service to the general public through its website, social media, open days and other events by raising awareness and providing information/awareness and education about the local and national housing climate.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The governing document of the Charity is The Hope Hub Constitution which was signed and registered on 22 December 2017.

Trustee Selection

The Charity is a faith-based charity and the Trustees serve for a period of three years after which they are eligible for re-appointment. New Trustees are appointed by resolution of the Board from suitable members who have the relevant skills. The Board advertises for new Trustees in local churches and through the Voluntary Support North Surrey network and other appropriate media.

Organisational structure

The Hope Hub is a CIO (Charitable Incorporated Organisation). The Board of Trustees determines the policies of the Charity and may be involved in staff selection, particularly for a management post or as requested by the Chief Executive.

The Trustees are:

Karen Kendall (Chair)
Andrew Booth
Rev Bruce Nicole - resigned 1 April 2021
David Reed
Rev Glyn Thomas
Rev Chris Richardson
Trudy Rankin (Honorary Treasurer) - appointed 1 April 2021

Except where noted otherwise, all the above trustees served throughout the period and up to the date of signature of the financial statements.

The Board delegates to the Chief Executive management responsibility to carry out the development and day to day management functions of the Charity.

The Charity is not part of a wider network and is reliant on the support of Surrey Heath Borough Council and all the funders and supporters to fulfil its objectives. During the year the Charity has provided the full SERVICES PATHWAY operating from 3,000 sq. ft. premises owned by Surrey Heath Borough Council in Camberley, Surrey. 216 service users have accessed services 9,733 times.

The Charity is a member of Homeless Link and the NCVO (National Council for Voluntary Organisations). The Chief Executive is a qualified member of the Institute of Fundraising and a qualified Chartered Manager through the Chartered Management Institute. On 1 April 2021, Rev Bruce Nicole resigned following his 3 year term and we thank him for his faithful service. On the same date, Trudy Rankin FCA was appointed as a Trustee and Honorary Treasurer.

Risk Management Statement

The Trustees follow a programme of risk management as part of the Charity's continuous improvement strategy. THH has adopted a Risk Management Policy delegating day to day operations and management thereof to the Chief Executive and a quarterly review is held at each meeting with the Board of Trustees. All policies have a review date when they are reviewed, updated and re-presented to the Board of Trustees.

Health and Safety

THH has health and safety management policies in place intended to ensure the charity operates safely and in full compliance with the relevant health and safety legislation. Health and Safety and training of staff and volunteers is reviewed at each quarterly meeting with the Board of Trustees. All insurances are up to date and displayed within the building. Periodic health and safety inspections may be carried out by the Authorities and recorded accordingly.

Reserves Policy

The Trustees regularly review The Hope Hub's reserves having regard to the need to:

- Fund the working capital required for provision of the developing range of services
- Meet contractual obligations
- Meet the Charity's obligations as a good employer
- Protect and maintain assets
- Allow flexibility to respond to unexpected opportunities and challenges
- Fund strategic plans

The Charity has adopted a policy of building and maintaining reserves sufficient to cover between 4-6 months of operating costs to secure the continued provision of services despite the unpredictability of funding streams, changing eligibility criteria and statutory funding. Having been successful in building up such funds over the last three years, in March 2021 the Trustees transferred £90,000 cash at bank to a Designated Operating Reserve Fund, ring-fencing these funds to provide a cushion against variations in income, whether seasonal or driven by events.

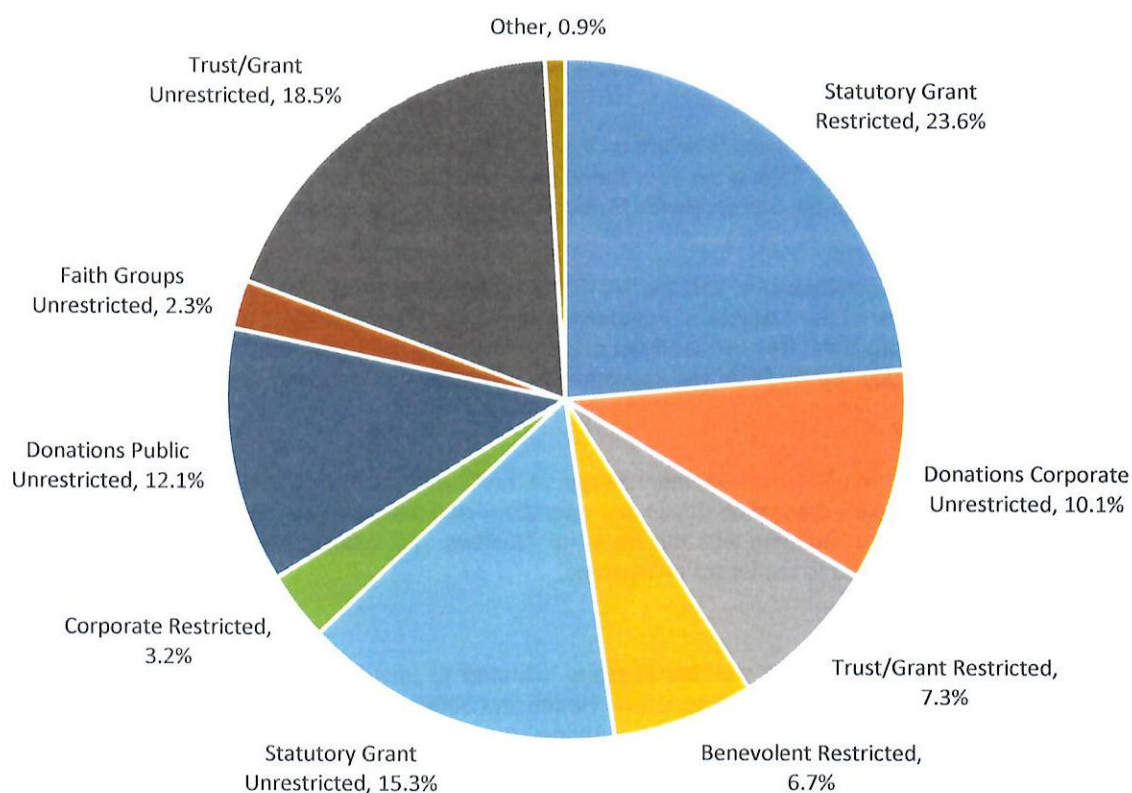
REVIEW OF FINANCIAL POSITION

The Charity is a non-profit making organisation. The financial activities for the year and the balance sheet as at 31 March 2021 are as shown in the financial statements on pages 16 to 25.

The Hope Hub was successful in securing a healthy mix of funding during the year and has continued to operate good stewardship over expenditure. In the year ended 31 March 2021, income of £299,290 (2020: £167,978) was generated. The Hope Hub is grateful for, and reliant upon the continued support of Surrey Heath Borough Council, Surrey County Council and a wide range of partners: Trust and Grant Funders, Statutory bodies, Community and Faith Groups, Businesses, and other Donors including members of the general public. All income is used for the purposes for which it was given. During the year, due to the Covid-19 pandemic, many funders removed the restrictions on the use of grants. This was extremely helpful and gave the charity the freedom to continue to adapt and provide the services vulnerable people in the Community needed at a time of national crisis.

The analysis of income can be found on page 20, the chart below illustrates the funding mix:

Source of Funds year ended 31 March 2021



Total expenditure for the period ended 31 March 2021 was £195,504 (2020: £126,792) which represents the operating costs of delivering the various services, projects and growth during the year. THH operates from premises provided by Surrey Heath Borough Council with no ongoing rent. The majority of the fit out was funded by the Local Authority and the remainder by trust/grant funders. The Charity is responsible for internal maintenance, decoration and all utilities.

Net income for the year ended 31 March 2021 was £103,786 (2020: £41,186).

We recognise that the consequences of the Covid-19 pandemic are likely to cause a squeeze on donations to charities over the coming years but the impact of this on The Hope Hub is highly uncertain at this present time. For this reason, we are particularly grateful that the Charity ended the year with strong reserves. The total reserves carried forward at 31 March 2021 were £194,172 (2020: £90,386). £22,992 (2020: £23,960) of the reserves are held in Restricted Funds meaning that they are restricted to purposes specified by the donor, £90,000 (2020: £0) is held in a Designated Operating Reserve Fund as described under the reserves policy section above and the remaining £81,181 (2020: £66,426) is held in the Unrestricted General Fund. £71,225 of the General Fund at 31 March 2021 can be considered as "Free Reserves" for continued project delivery in the next financial year, being total unrestricted reserves excluding designated funds, fixed assets and long term liabilities.

RESPONSIBILITIES OF THE TRUSTEES

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom General Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity 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 Statement of Recommended Practice (SORP)
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This Trustees' Report on pages 4 to 7 has been approved by the Board of Trustees:



Karen Kendall

Chair of Trustees

Date: 27 October 2021

Impact Overview by Chief Executive, Mags Mercer

The past financial year proved to be a non-stop rollercoaster which was both surreal and motivating, challenging and disheartening, in no particular order, from day to day as the team worked tirelessly to support the most vulnerable in society. At the onset of the first Covid 19 Pandemic Lockdown (March 2020), we supported in just a few days, 30 people into emergency accommodation with the 'Everyone In' Government initiative. Some people thrived, and others found it incredibly difficult living with 4 walls and just a kettle or microwave to cook with and limited/no funds and little/no technology to connect them to the outside world for months.

We recognised some Service Users would find Lockdown incredibly difficult and took the immediate decision to remain open but work safely throughout. We reduced face to face meetings to Tuesdays and Fridays, meeting outside our building in a new gazebo provided by funding during the year and introduced home working (facilitated through grant funding) on the other days. During the year, as Lockdown eased, we progressively re-opened, then reduced it down again in line with government guidance. We are currently open 3 days a week to Service Users for drop in and face to face appointments with home working on other days. We will increase face to face support as soon as is practical and safe to do so following latest government guidance.

We released all volunteers to keep them safe and sought a fresh cohort who were able to physically assist with sourcing, preparing and packing circa 48 food parcels that we delivered once or twice a week throughout the first Lockdown to everyone in emergency accommodation and other vulnerable Service Users we support. We have maintained this service on a collection and limited delivery basis to those in need, largely sourced through donations from supermarkets, church groups and restricted grants, and will continue to do so. We also assisted quite a few families in need who called on our services.



Example of a Community donation tub collected weekly by a nearby church.

Regular donations from Surrey Heath Prepared, Waitrose, Morrisons, St John's Church Hartley Wintney, Foodbanks & Community Donations enabled us to deliver fresh food parcels together with a grant from The Wisley Foundation.



Our Volunteer Cooks prepared healthy meals as part of our weekly deliveries.



Staff prepared mental health activity books & quizzes as part of the food parcel packs including reading books enjoyed by many.

HRH Countess of Wessex during a private visit in April 2020 helping us to pack and distribute 48 food parcels and Easter eggs.

During the year we have been purposefully agile supporting:

216 Service Users between the ages of 18 – 81 of which, 143 were Male, 73 Female and 0 Transgender. Within these numbers were 35 BAME Service Users and 5 Service Users with no recourse to public funds (NRPF). Many have complex needs and in the year our **services were accessed 9,733 times**, representing an average of 45 times each. Demand for services has increased considerably over the period with services being accessed 3,633 times more than the previous year. The average costs per service/visit was £20. Of the 216 Service Users we have supported, 91 have been assisted into safe accommodation and we secured 33 benevolent grants for our Service Users to fund a rent deposit/1st month's rent. With our IT and Training services, we mentored 63 people to secure course completions and 29 people were supported into employment. We have provided an outreach service across Surrey Heath Borough 365 times, served 1,578 meals outside, sourced, packed and supplied 1,114 food parcels and supported Service Users face to face 943 times. Through home working on allocated days, we have carried out a further 5,801 1:1 intervention support sessions with Service Users.

In April 2020 we welcomed a private visit from HRH Countess of Wessex who helped pack and deliver food parcels and Easter eggs to vulnerable people in the Community, much to their delight. We also enjoyed a visit from The Mayor, Cllr Pat Tedder and Supporters across the Community who dropped off many incredible donations throughout the year. Camberley Town Centre elected to support The Hope Hub by encouraging shoppers to take a gift tag off the Christmas Tree and purchase the item on it for The Hope Hub to give out to service users. Once again, despite COVID, the Community stepped up and we were able to be really generous to Service Users at Christmas 2020 with clothing gifts, voucher/gift cards and food parcels. A nearby pub generously cooked and delivered a beautiful meal on Christmas Day to our most vulnerable Service Users for the 2nd year running.

Support and recognition of our work has been strong and we have been successful in securing funding throughout the year. Additionally, corporate support has increased as has local community and individual donors. It is really encouraging for the staff and volunteer team to witness the incredible backing from the Community at large and amid the pressure and constant pace we have also enjoyed some lighter moments from time to time with the staff and volunteer team.

We introduced e-News to our partners, funders and supporters in April 2020 and from April 2021 have moved to quarterly e-News distribution. Our social media presence has increased and also online donations. Various fundraising events were held across the Community including a socially distanced golf event, online quizzes, raffles, e-bay sales, street community events, crowd funding for vouchers to give to Service Users at Christmas and many more. Demonstration and commitment across the Community has been phenomenal as has support from supermarkets like Waitrose and Morrisons in particular who donate regularly. As needed, we have also been able to call on local foodbanks and Surrey Heath ran a 'Surrey Heath Prepared' service for the first Lockdown to help vulnerable people in the Community and supported our efforts. The Local Authority continues to be a key partner for us and we also partnered with Surrey County Council in an official pilot capacity to run an assertive outreach project (Bridge the Gap) for 2 years. The pilot across Surrey has proven successful and we are hopeful this service will continue.

We were able to recruit two additional part time employees during the year, a Case Worker in September 2020, and a Head of Operations in February 2021. In addition we have been able to fund additional external assistance with projects. All frontline staff were trained in Trauma Informed Case Management. Most frontline staff have been trained to deliver Anger Awareness Workshops for Service Users and received Mental Health Awareness Training. All staff and key volunteers have been trained in safeguarding and fire safety in case of an emergency. Records of training are held centrally.

The charity policies have all been updated in line with review dates and shared with the staff and volunteer team.

Empowerment Services

During the year, the charity continued as a registered '**Learn My Way Centre**' helping to equip people with vital IT/digital skills and we continue to meet our '**Disability Committed**' status. We launched a new funded **IT Connect project** so that recently housed Service Users without access to IT can have a fully equipped laptop for 3 months and be mentored by our Training & Employment Coach to upskill by accessing "Learn My Way", "Make it Click" and other courses to help prepare them for volunteering, training and/or employment. This has proved to be highly successful with 63 course completions and 29 people supported into employment.

We continue to develop our internal CRM system to monitor and capture our interventions and outcomes with Service Users so we can readily evidence our work and report in line with funders' requirements. We also upskilled one of our experienced Senior Case Workers to be the CRM specialist for the charity.

We have introduced and welcomed a range of new Volunteers in the past year. Some have delivered food parcels to vulnerable people, others have coordinated a fundraising event or activity for us in their local community, still more have cooked meals and brought them in so staff were occasionally relieved of cooking (due to COVID limiting the number of people being in the building). In the 2nd Covid "lockdown", volunteers re-decorated our CRISIS area following its use as a dry food store for some months. Other volunteers continue to help us set up and sanitise the IT Connect systems we loan out to Service Users and still others in the Community will turn up with food, cake, deliveries and donations so we are always

able to be generous to the most vulnerable in society. It is heartening to witness this incredible community first-hand and we are continually thankful. We are also thankful for our funders through whom we have been able to successfully secure COVID-19 grants on an unrestricted and restricted basis during the year, enabling us to continue to deliver our vital services agilely and safely, and to respond to increased demand.



L: Two Volunteers receiving 'Community Hero' Certificates.

R: Mayor, Cllr P Tedder pops in to say 'well done and thank you' to the staff and volunteer team at THH.



"So enjoyed volunteering with The Hope Hub throughout COVID doing whatever is needed from cooking, to packing food parcels or delivering and decorating. They are a great team and I feel safe working here because of how they operate".

"I wanted to give something back to the Community and found myself volunteering after responding to a shout out for donations. I was willing to do anything, but they needed a cook, so that's what I have been doing and I absolutely love it and so enjoy my time at The Hope Hub."

Debt Management

Additionally, two Frontline (debt trained) Volunteers provided 105 debt management sessions with Service Users on a 1:1 basis. Highly valued, these volunteers provide an exceptional service for Service Users with higher levels of debt, typically £3,000 plus and work hard behind the scenes to help Service Users in serious financial difficulty unpack all the detail and find a way forward whilst we support the Service User on the housing, universal credit and emergency areas. This is an invaluable partnership valued by staff team and Service Users alike.



Service User getting set up with another IT project to access training and upskill.



Service User receives his brand new laptop through his own saving and a contribution from a donor to help him access employment opportunities and upskill having worked in the aviation industry.



Service User/Volunteer gets help with digital skills. He also helps keep outside tidy for us as we set up each day to meet and support Service Users.



Christmas is always a busy and challenging time of year, particularly for Service Users. The Community at large got behind our work and we were able to be generous and give out really useful Christmas gifts and food parcels to people who are homeless, unemployed and in poverty. To help reduce isolation, our gazebos held a number of events over the period and were always well attended.



Female Service User goes from being homeless to housed over Christmas. We support her to secure employment and a bicycle to be able to travel to work.

THH became a British Red Cross (BRC) Referral Partner for the period and we worked with them to support a number of Service Users who have no recourse to public funds (NRPF). This allowed for each person to receive a limited amount of money on a card for 3 consecutive months whilst we supported them intensely to help progress their situation. This government funded initiative ended nationally at the end of June 2021.

Service User Profile

We continue to stand in the gap for our Service Users and work with everyone who needs our services purposefully empowering them to be the best they can be and to move into accommodation and towards independence through providing training, volunteering and/or assistance to secure employment. We benefit from working closely with Surrey Heath Borough Council and Surrey County Council through our Service Level Agreements and also work with other bodies including the Police, Hospitals, Probation, NHS/CCG, Job Centre, Citizen's Advice, Community/Church groups, Addiction agencies and foodbanks/services. The Hope Hub often acts as an intermediary with the Authorities to get the best outcomes we can for our Service Users and, where relevant, their families.

Many Service Users are complex in nature and take many months of work. Some are multiple ex-offenders, domestic and/or verbally abused sufferers of coercion, struggling with poor mental health and/or addiction(s), facing eviction through debt / unpaid rent and long term unemployment/worklessness. Once housed, Service Users are at risk of being socially isolated and, as most need ongoing support to adjust to independent living, they are encouraged to access our Empowerment Services. THH mediates with other family members as needed and encourages reconciliation including hosting meetings where necessary.

Valuing Volunteers

THH would not be able to deliver the range of services without our ever-increasing, valued volunteer team and staff who go beyond the call of duty and regularly volunteer to support Service Users and attend community and other events at evenings and weekends. Our annual voluntary contribution of 20 volunteers and staff members during the financial year has averaged at 60 hours per week. This is a significant service and when calculated at the current UK Living Wage, this represents a social return on investment (SROI) of circa £27,799 per annum but when calculated at the professional rate for the services provided, it represents considerably more.

A number of Service Users also regularly volunteer (as part of preparing for work) and benefit from it. We enjoy giving references for Service Users and Volunteers to their new employers and stay in touch wherever possible whilst allowing each person to flourish.



Staff team volunteer and give out dried food and toiletries in an area of high deprivation on a Sunday morning donated from across the Community.

3 valued volunteers decorated our CRISIS centre during the 2nd Lockdown whilst we continued to see Services Users outside.

Covid Feedback

"Thank you for always smiling and talking to me when you bring your great food parcels. I particularly love the fresh food and cooked meals or puddings. You are all so very helpful and kind". Male, 60's in temporary accommodation

"The mobile phone you got me means I can log on and stay in touch with Job Centre and not miss a Universal Credit action. It is so hard being sanctioned. Thank you for all your help. I am finding this pandemic really, really hard." Male, 20's in temporary accommodation in another Borough.

"I just loved the yummy curry you cooked and delivered with my food parcel. Thank you. I like the brain teasers too." Male, 50's in permanent accommodation – seeking employment

Development Plans for Financial Year 2021-22

- We operate from a **trauma informed strengths-based** approach with Service Users and all the frontline team have received additional training in this area. Ongoing training will be put in place with the staff team as necessary thereafter.
- In partnership with NHS/CCG and the Local Authority, we have been able to recruit a **Mental Health Case Worker** who joined us in May 2020. This is a necessary and welcome addition to the busy frontline team.
- We have developed our **IT CONNECT project and expanded our employment services** to include remote training for Learn My Way/Make It Click modules and workshop offerings to Service Users who are housed.
- The Charity is working in partnership with the Local Authority to secure an **overnight emergency accommodation/project and will manage this new 7 day service from December 2021.**
- **Surrey Adult Matters** pilot initiative with Surrey County Council and SHBC focussing on the Service Users with the most complex needs and monitoring their progress over a 2 year period is proving successful and has become a permanent programme. We have 5 Service Users on the programme.
- We will continue to provide Outreach Services across the Borough funded by the Police & Crime Commissioner's office and SHBC as part of our Service Level Agreement.
- We will resume our **Pop Up Empowerment Service** in wards where there is known poverty and/or high density of social housing post COVID-19 in accordance with Government guidelines.
- We will continue to develop our successful **Landlord Endeavour Project** seeking to build up the number of private Landlords willing to house vulnerable Service Users in their properties with our assistance.
- We have launched our **Affordable Cooking Project** through funding from NHS/CCG to help Service Users gain vital skills, eat more healthily on a budget and gain their L2 Food & Safety Hygiene qualification.
- We have delivered a new **Digital Lifeline** project to vulnerable people in the Community.
- We will be expanding and delivering a comprehensive **Living Well** portfolio of services and workshops outside, inside and online during the year.
- Over the next two years, we plan to explore the viability of establishing a **Skills Centre/Social Enterprise** as a pathway to employment for long term unemployed and vulnerable Service Users who have been/are at risk or remain homeless.

We have another very full year ahead with a professional, forward thinking and committed team and look forward to another stimulating year to benefit the wide-ranging needs of all those we serve.

ACKNOWLEDGEMENTS - Mrs Karen Kendall, Chair

The Trustees would like to record their appreciation and thanks to Mags Mercer, Chief Executive, for her dedication in assisting us to originally set up the charity and subsequent ongoing stewardship. Team Members, Camilla Spicer, Karen Sampson, Helen Hanby, Linda Palmer, Kim Murray, Carly Mair, Nick Daykin, Paul Amphlett, and Helen Robinshaw, should also be acknowledged and commended. The charity is also reliant upon a growing team of able volunteers who graciously serve and assist. We remain ever thankful to all the statutory partners, funders, churches, community groups, businesses and supporters acknowledged below:

Funders, Partners and Supporters in FY20-21 include:

Trust/Grant Funders: (alphabetical order)

Alzheimers CIO
Chobham Poor Fund
Community Foundation for Surrey/National Emergency Trust
Community Foundation for Surrey
CRISIS
DCMS/Lloyds Bank Foundation
Good Things Foundation (Learn My Way/Make it Click)
Henry Smith County Grants (via Community Foundation for Surrey)
Homeless Link
Lloyds Bank Foundation
Mrs Smith & Mount Trust
The Hope Trust
Shanly Foundation
Timpany Charitable Trust
The Wisley Foundation

Statutory Funding:

Surrey County Council
Surrey Heath Borough Council – 3-year Service Level Agreement (year 2/3)
NHS/Clinical Commissioning Group
Police & Crime Commissioner
Windlesham Parish Council

Faith Groups:

Camberley Baptist Church
Frimley Baptist Church
Frimley Green Methodist Church
Lady Queen of Heaven Church, Frimley
Mytchett Baptist Church
St Michael's Church, Camberley
St John's Church, Hartley Wintney and Naomi's Watch group
St Paul's Church, Camberley
The Brook Church, Bagshot

Benevolent Funding:

Frimley Fuel Allotments
SABP Fund
The Wisley Foundation
Alzheimer CIO
The Hope Trust

Corporate Funding:

Bridges Estate Agents
Coop Store & Funeral Directors
Integrity Project Solutions
Jenoptik Traffic Solutions
Morrisons Foundation
S C Johnson
Screwfix Foundation
Tesco Groundworks
TK Maxx Homesense Foundation
Waitrose plc

ACKNOWLEDGEMENTS continued

Funders, Partners and Supporters in FY20-21 continued from page 13:

Community Groups:

Pine Ridge Golf Club

Waitrose Community Matters : Bagshot, Sunningdale, Yateley

Other:

Christmas gifts for Service Users from ADP and Camberley Shoppers through the 'Giving Tree'

Various donations across the Community and small businesses

Various fundraising events by individuals including schools and students

Continual stream of donations of dried food, emergency items from individuals, groups and churches

Social Media and online donations via Just Giving, Golden Giving, Easy Fundraising & SH Lottery.

Individual donors and regular givers

Gift Aid – HMRC accounted for

Deferred Income Grants for use in FY21-22

CCG/Innovation Fund

Community Foundation Surrey/Sy CC-Public Health & Wellbeing Fund

Independent Examiner's Report to The Trustees of The Hope Hub

I report to the Trustees on my examination of the financial statements of The Hope Hub ("the Charity") for the year ended 31 March 2021.

Responsibilities and basis of report

As the Trustees of the Charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which give me cause to believe that in any material respect:

- 1) accounting records were not kept in accordance with section 130 of the Act; or
- 2) the financial statements do not accord with those records; or
- 3) the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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.



Jill Kingscott FCA

Woodhurst,

Horsham Lane

Ewhurst

Surrey GU6 7SW

Date: 27 October 2021

THE HOPE HUB

Statement of Financial Activities year ended 31 March 2021

	Notes	Unrestricted General Fund year ended 31/3/21 £	Unrestricted Designated Operating Reserve Fund year ended 31/3/21 £	Restricted Funds year ended 31/3/21 £	Total funds year ended 31/3/21 £	Total funds year ended 31/3/20 £
Incoming resources						
Donations and legacies		177,029	-	122,261	299,290	167,220
Other trading activities		-	-	-	-	758
Total Income	2	177,029	-	122,261	299,290	167,978
Resources expended						
Raising funds		7,356	-	-	7,356	10,464
Charitable activities		60,509	-	123,230	183,739	112,931
Depreciation and amortisation		4,409	-	-	4,409	3,397
Total Expenditure	3	72,274	-	123,230	195,504	126,792
Net income/(expenditure)		104,755	-	969	103,786	41,186
Transfers between funds		(90,000)	90,000	-	-	-
Net movement in funds		14,755	90,000	969	103,786	41,186
Reconciliation of funds:						
Total funds brought forward	9	66,426	-	23,960	90,386	49,200
Total funds carried forward	9	81,181	90,000	22,991	194,172	90,386

The statement of financial activities includes gains and losses in the year.

The notes on pages 18 to 25 form part of these financial statements.

THE HOPE HUB

Balance Sheet as at 31 March 2021

	Notes	Unrestricted General Fund at 31/3/21 £	Unrestricted Designated Operating Reserve Fund at 31/3/21 £	Restricted Funds at 31/3/21 £	Total funds at 31/3/21 £	Total funds at 31/3/20 £
Fixed assets						
Intangible assets	5	3,661	-	-	3,661	4,882
Tangible assets	6	6,294	-	-	6,294	9,481
Total fixed assets		9,955	-	-	9,955	14,363
Current assets						
Debtors	7	2,641	-	1,085	3,726	378
Cash		70,373	90,000	53,057	213,430	78,913
Total current assets		73,014	90,000	54,142	217,156	79,291
Creditors: amounts falling due within one year	8	1,789	-	31,150	32,939	3,268
Net current assets		71,225	90,000	22,992	184,217	76,023
Net Assets		81,180	90,000	22,992	194,172	90,386
Funds of the Charity						
Restricted Funds	9	-	90,000	22,992	112,992	23,960
Unrestricted Funds	9	81,180	-	-	81,180	66,426
Total Funds		81,180	90,000	22,992	194,172	90,386

The notes on pages 18 to 25 form part of these financial statements.

Approved by the Board of Trustees on 27 October 2021.



Karen Kendall
Chair of the Trustees

Notes to the Financial Statements

1) Accounting Policies

a) Basis of preparation

These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value.

The financial statements have been prepared in accordance with:

- The Statement of Recommended Practice (SORP): Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014
- and with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)
- and with the Charities Act 2011
- and with UK generally Accepted Practice as it applies from 1 January 2015.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin not to prepare a Statement of Cash Flows.

The charity constitutes a public benefit entity as defined by FRS 102.

b) Going Concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees have adopted the going concern basis of accounting in preparing the financial statements.

c) Charitable Funds

The Charity has the following types of funds which require separate disclosure:

- **Unrestricted Funds** – This fund is expendable at the discretion of the Trustees in the furtherance of the objects of the Charity.
- **Designated Funds** are part of the Unrestricted Funds which the Trustees have earmarked for a particular use, without restricting or committing the funds legally. The Designated Operating Reserve Fund represents 4-6 months of operating costs which have been designated by the Trustees to provide a cushion against variations in income and expenditure and to secure the continued provision of services.
- **Restricted Funds** – These funds can only be used for the purpose for which the funds were given. Restrictions arise when specified by the donor or when a specific purpose is identified in appeal literature.

d) Tax Status

As a registered charity, the charitable activities of this organisation are exempt from corporation tax.

e) Incoming Resources

Income is included in the Statement of Financial Activities when the charity becomes entitled to the resources, and it is more likely than not that the Trustees will receive the resources, and the monetary value can be measured with sufficient reliability.

There has been no offsetting of assets and liabilities, or income and expenses, unless required by the FRS 102 SORP or FRS 102.

Grants and donations are only included in the SoFA when the general income recognition criteria are met.

In the case of performance related grants, income is only recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met.

The charity has received local government grants in the reporting period.

Gifts in kind, such as clothing and food, are made for the benefit of clients. As these have no material benefit to the Charity they are not valued under incoming resources.

The value of any volunteer help received is not included in the accounts but is described in the Chief Executive's Report.

Gift Aid receivable is included in income where there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor has specified otherwise.

f) Resources Expended

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

g) Tangible Fixed Assets for use by the Charity

The acquisition of minor capital items below £500 are charged to the Statement of Financial Activities in the year of purchase. Capital items over £500 and with a useful life of more than one year are capitalised and depreciated on a straight-line basis over their useful lives in accordance with the following:

Computer Hardware:	3 years
Kitchen Equipment:	5 years
Furniture, Fixtures & Fittings:	5 years

Tangible assets over £500 purchased using restricted funds are expensed against the relevant fund in the year and the asset is transferred to the unrestricted general fund.

h) Intangible Fixed Assets for use by the Charity

The charity has intangible fixed assets, that is, non monetary assets that do not have physical substance but are identifiable and are controlled by the charity through custody or legal rights. Such assets costing over £500 and with a useful life of more than one year are amortised on a straight line basis over their useful lives in accordance with the following:

CRM software:	5 years
---------------	---------

Intangible assets over £500 purchased using restricted funds are expensed against the relevant fund in the year and the asset is transferred to the unrestricted general fund.

i) Cash and cash equivalents

Cash includes cash in hand and deposits held at call with banks.

j) Debtors

Debtors including trade debtors, amounts the charity has paid in advance (prepayments), and amounts receivable from HMRC in relation to Gift Aid recoverable, are measured on initial recognition at settlement amount. Subsequently, they are measured in accordance with the cash or other consideration expected to be received.

k) Creditors due within one year

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Other creditors include amounts payable for PAYE and Employer's NI on staff salaries. Creditors are measured at settlement amounts less any trade discounts.

2. Analysis of Income

	Unrestricted funds 2021 £	Unrestricted Designated Operating Reserve Fund 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Donations and legacies					
Community Fundraising	1,041	-	-	1,041	1,650
Donations Corporate	30,214	-	9,690	39,904	26,054
Donations Faith Groups	6,928	-	-	6,928	11,111
Donations Public	36,249	-	-	36,249	14,081
Gift Aid	1,795	-	-	1,795	447
Statutory Grant	45,585	-	70,473	116,058	64,846
Trust/Grant	55,217	-	21,929	77,145	49,031
Benevolent Funding	0	-	20,170	20,170	-
Total donations and legacies	177,029	-	122,261	299,290	167,220
Venue Hire			-	-	758
Total Income	177,029	-	122,261	299,290	167,978

3. Analysis of Expenditure

-

	Unrestricted funds 2021	Unrestricted Designated Operating Reserve Fund 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	£	£	£	£	£
Fundraising Coordinator	6,672	-	-	6,672	8,058
Advertising, direct mail and publicity	685	-	-	685	2,406
Total expenditure on raising funds	7,356	-	-	7,356	10,464
Staff salaries and pensions	39,735	-	83,154	122,888	86,441
Staff training and team building	100	-	603	703	3,804
Staff travel	223	-	540	763	645
Volunteer expenses	107	-	-	107	213
DBS Checks	84	-	-	84	84
Client benevolent accommodation & emergency provisions	951	-	23,293	24,244	8,404
Telephones & Data Lines	2,475	-	-	2,475	1,713
Office costs	4,948	-	4,090	9,038	1,036
Insurance	314	-	-	314	278
Accountancy and payroll administration	1,948	-	-	1,948	952
IT costs	6,535	-	5,000	11,535	1,762
Utilities	3,172	-	-	3,172	2,785
New premises set up	-	-	-	-	3,006
Repairs and maintenance	-	-	1,116	1,116	807
Other administration & covid 19 PPE	(561)	-	3,435	2,874	1,001
Project Co-ordination	479	-	2,000	2,479	-
Total expenditure on charitable activities	60,509	-	123,230	183,739	112,931
Depreciation and Amortisation	4,409	-	-	4,409	3,397
Total other expenditure	4,409	-	-	4,409	3,397
Total Expenditure	72,274	-	123,230	195,504	126,792

4. Staff Costs

	2021	2020
	£	£
Salaries and wages	115,358	80,613
Social security costs	4,410	3,383
Pension costs (defined contribution scheme)	3,120	2,445
Total Staff Costs	122,888	86,441

Pension contributions are made for eligible employees to a defined contribution pension scheme. Contributions made during the year are expensed against the unrestricted general fund.

The average number of employees during the year was 3.4 Full Time Equivalent (2020: 2.2 FTE).

At the year end there were 8 employees. All employees work part time with the Full Time Equivalent being 4.63 people at 31 March 2021 (2.45 FTE employees at 31 March 2020). However, all current staff also regularly provide additional hours on a voluntary basis and direct the work of volunteers. The Chief Executive has estimated that the value of the volunteer hours during the year to be approximately £28k if valued at the living wage, but in terms of professional services provided by those volunteers the value would be much higher.

Accounting and payroll Services, community fund-raising and project coordination were services provided by external parties during the year and are therefore not included in the staff costs table above but are shown as separate categories in the Analysis of Expenditure in note 3.

Trustees are unpaid and do not receive any out-of-pocket expenses other than the reimbursement of any costs incurred on behalf of the Charity.

5. Intangible Fixed Assets

	Computer Software £	Total £
Cost at 1 April 2020	6,103	6,103
Additions during the year	-	-
Cost at 31 March 2021	6,103	6,103
Cumulative Amortisation at 1 April 2019	1,221	1,221
Amortisation	1,221	1,221
Cumulative amortisation at 31 March 2020	2,442	2,442
Net book value at 31 March 2020	4,882	4,882
Net book value at 31 March 2021	3,661	3,661

6. Tangible Fixed Assets

	Furniture, Fixtures and Fittings £	Computer equipment £	Total £
Cost at 31 March 2020	5860	6,047	11,907
Additions	-	-	-
Cost at 31 March 2021	5,860	6,047	11,907
Cumulative depreciation at 1 April 2020	997	1,429	2,426
Depreciation	1,172	2,016	3,188
Cumulative depreciation at 31 March 2021	2,169	3,445	5,614
Net book value at 31 March 2020	4863	4618	9,481
Net book value at 31 March 2021	3,692	2,602	6,294

7. Debtors falling due within one year

	Unrestricted General Fund at 31/3/21 £	Unrestricted Designated Operating Reserve Fund at 31/3/21 £	Restricted Funds at 31/3/21 £	Total funds at 31/3/21 £	Total funds at 31/3/20 £
Debtors and prepayments	468	-	1085	1,553	-
Gift Aid Recoverable	2,173	-	-	2,173	378
Total Debtors	2,641	-	1,085	3,726	378

8. Creditors falling due within one year

	Unrestricted General Fund at 31/3/21 £	Unrestricted Designated Operating Reserve Fund at 31/3/21 £	Restricted Funds at 31/3/21 £	Total funds at 31/3/21 £	Total funds at 31/3/20 £
Trade creditors	841	-	-	841	747
Deferred income	-	-	31,150	31,150	2,150
Pensions payable	948	-	-	948	371
Total Creditors	1,789	-	31,150	32,939	3,268

9. Movement of Funds during the year ended 31 March 2021

	Fund balances b/fwd at 1/4/20 £	Income £	Expenditure £	Funds Transfer £	Fund balances c/fwd at 31/3/21 £
Unrestricted General Fund	66,426	177,029	(72,275)	(90,000)	81,180
Unrestricted Designated Operating Reserve Fund	-	-	-	90,000	90,000
Restricted Funds:					
Awards For All IT Emp	1,614	-	(1,614)	-	(0)
Brexit Community Inv Fund	4,391	-	(809)	-	3,582
FFA Benevolent Fund	1,231	5,045	(5,369)	-	906
FFA Emergency Fund	(108)	750	(550)	-	92
Pop-Up Empower/Lottery	1,512	-	(1,512)	-	-
SHBC MHCW	12,500	-	(12,500)	-	-
SYCC - CRM	1,677	-	(600)	-	1,077
SYCC Living Well	603	-	(603)	-	-
Windlesham Parish Council	540	-	(540)	-	-
Good Things Foundation	-	938	(938)	-	-
The Hope Trust	-	525	(500)	-	25
Benevolent Other	-	500	(500)	-	-
Community Fndtn for Surrey	-	10,300	(10,300)	-	0
SHBC Covid	-	1,923	(1,923)	-	0
Lloyds DCMS	-	15,991	(15,991)	-	(0)
Morrisons	-	4,590	(4,590)	-	-
NHS-CCG MHCW	-	12,500	(12,500)	-	-
OPCC	-	8,000	(8,000)	-	-
Social Enterprise	-	-	-	-	-
Screwfix	-	4,600	(1,116)	-	3,484
SHBC Rev Grant	-	20,278	(20,278)	-	0
Surrey CC-BTG	-	17,472	(3,647)	-	13,825
Tesco Groundworks	-	500	(500)	-	-
Wisley FDTN	-	8,350	(8,350)	-	(0)
WTF Homeless link	-	10,000	(10,000)	-	(0)
Total Restricted Funds	23,960	122,261	(123,229)	-	22,992
Total Funds	90,386	299,290	(195,504)	-	194,172

10. Analysis of Balance Sheet by Type of Fund

	Unrestricted General Fund at 31/3/20 £	Unrestricted Designated Operating Reserve Fund at 31/3/20 £	Restricted Reserves at 31/3/20 £	Total Funds at 31/3/20 £	Total Funds at 31/3/20 £
Fixed Assets	9,955	-	-	9,955	14,363
Debtors	2,641	-	1,085	3,726	378
Cash	70,373	90,000	53,057	213,430	78,913
Creditors under one year	(1,789)	-	(31,150)	(32,939)	(3,268)
	81,180	90,000	22,992	194,172	90,386

11. Related Parties

There were no related party transactions during the period.

The Charity is not part of a wider network although it is reliant on the support of Surrey Heath Borough Council and all the funders and supporters to fulfil its objectives.

