



*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.

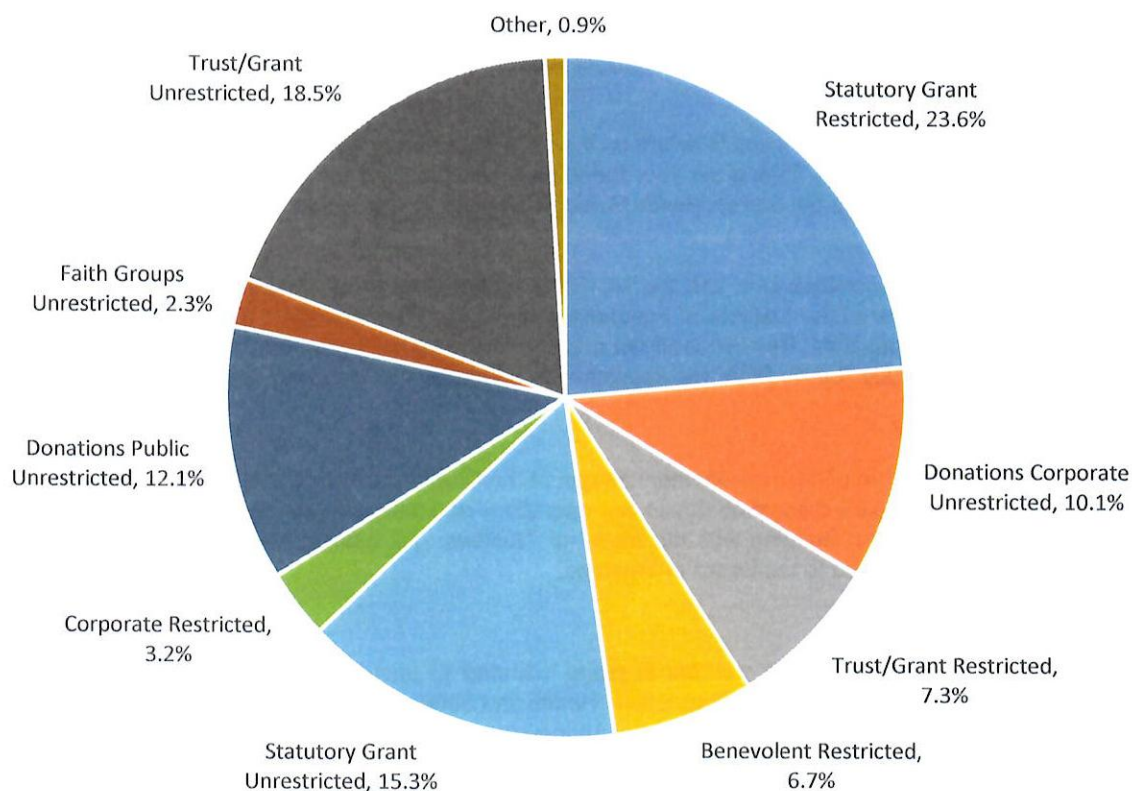
REVIEW OF FINANCIAL POSITION

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
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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.

