



***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

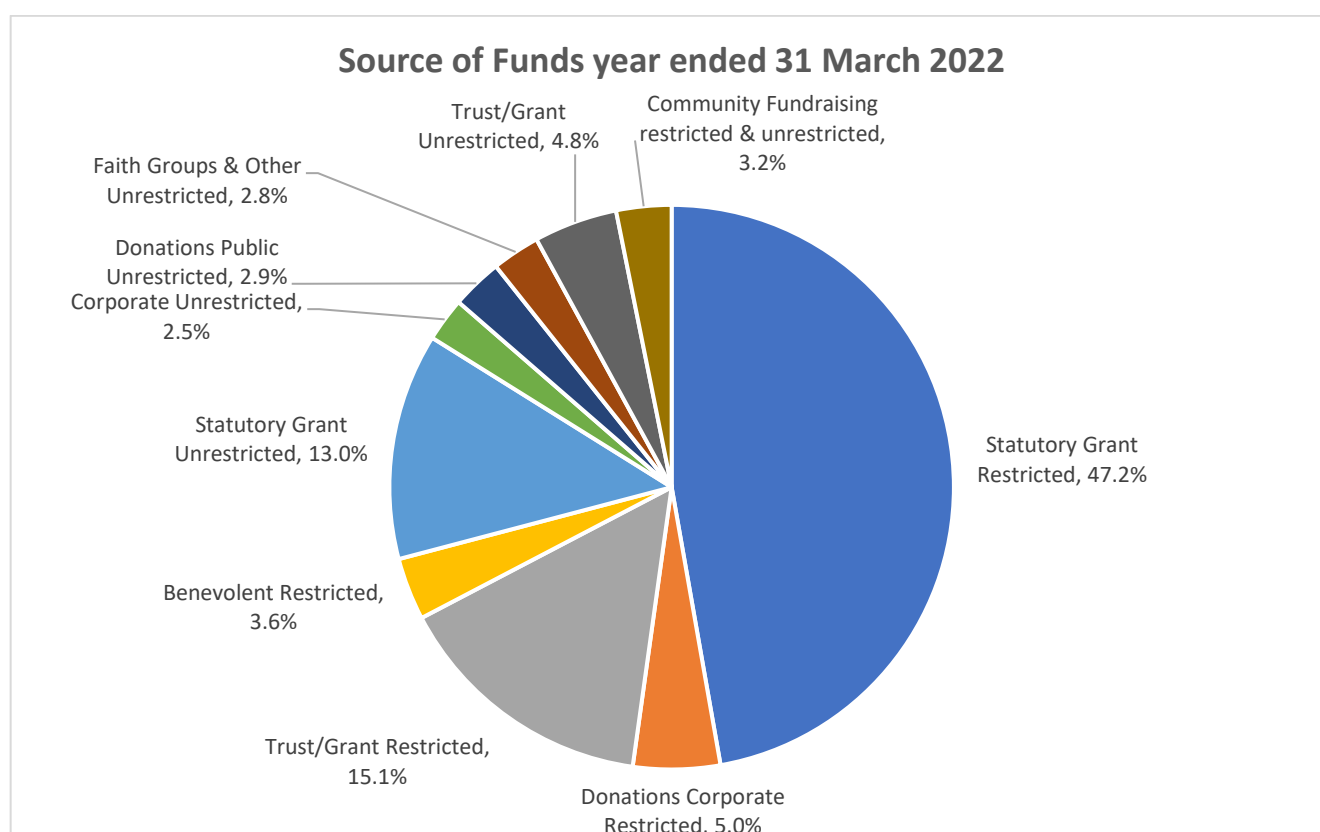
The Charity has adopted a policy of building and maintaining reserves sufficient to cover between 4-6 months of operating costs to secure the continued provision of services despite the unpredictability of funding streams, changing eligibility criteria and statutory funding. Having been successful in 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

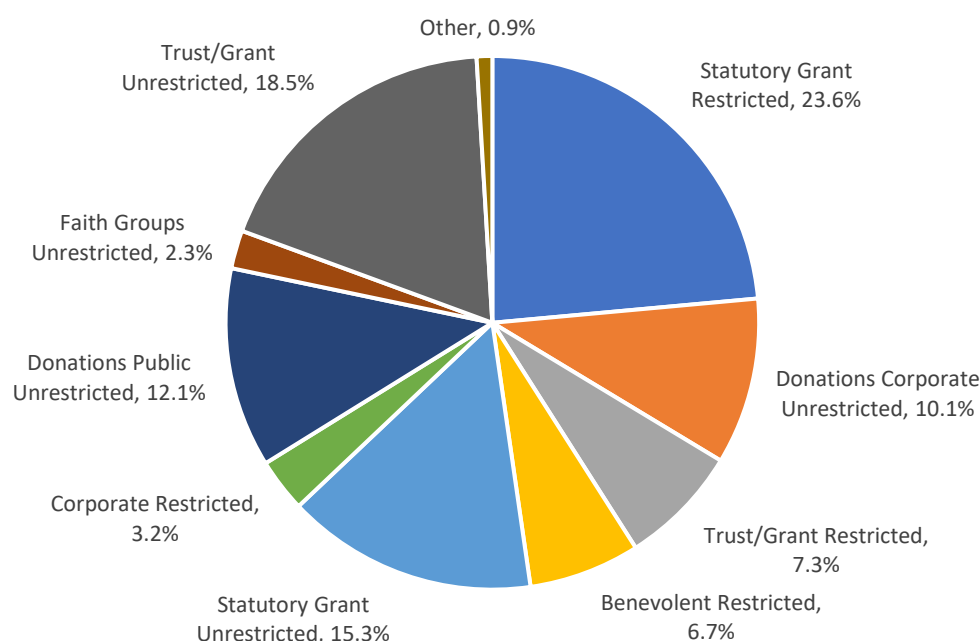
The Charity is a non-profit making organisation. The financial activities for the year and the balance sheet as at 31 March 2022 are as shown in the financial statements on pages 17 to 29.

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
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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	<u>190,577</u>	<u>122,888</u>

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