



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

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

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## Legal and Administrative Information

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

## REPORT OF THE TRUSTEES

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

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

### Objectives and Aims of the Charity

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

### Aims

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

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

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

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

**E = Empowering** each person to move towards independent living

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

### Crisis Support

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

### Empowerment Services

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

## Public Benefit Statement

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

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

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governing Document

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

### Trustee Selection

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

### Organisational structure

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

The Trustees during the year were:

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

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

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

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

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

### Risk Management Statement

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

### Health and Safety

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

## Reserves Policy

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

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

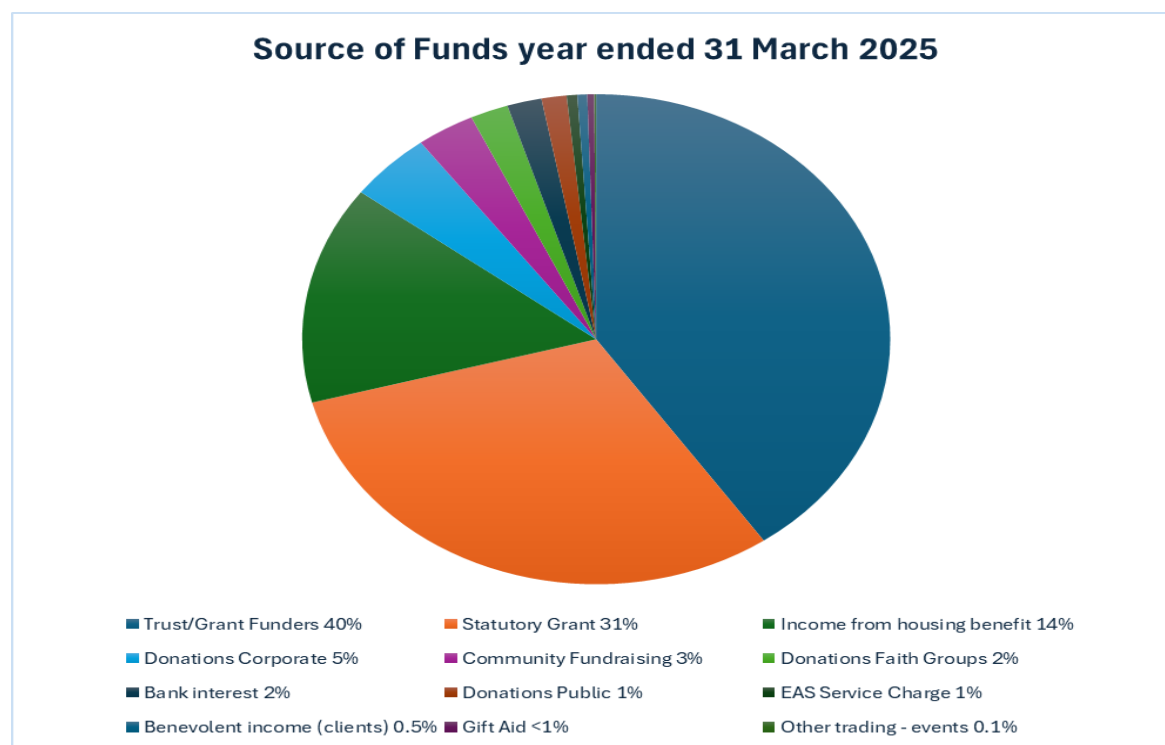
The Charity has adopted a policy of building and maintaining reserves sufficient to cover between 4-6 months of the operating costs of the Charity's services in order to secure their continued provision despite the unpredictability of funding streams, changing eligibility criteria and statutory funding.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

## REVIEW OF FINANCIAL POSITION

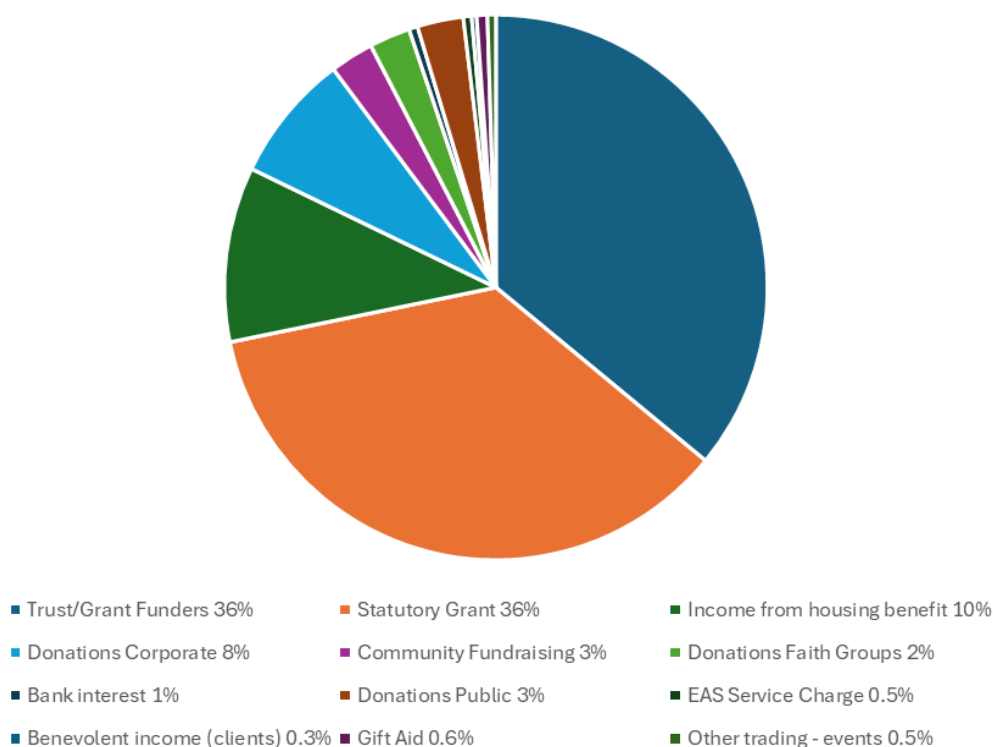
The Charity is a non-profit making organisation. The financial activities for the year and the balance sheet as at 31 March 2025 are as shown in the financial statements on pages 19 to 31.

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

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



### Sources of Funds year ended 31 March 2024



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

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

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

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

## RESPONSIBILITIES OF THE TRUSTEES

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

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period.

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities Statement of Recommended Practice (SORP)
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

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



**Rev Christopher Richardson**

**Chair of Trustees**

**Date: 11 October 2025**



## IMPACT OVERVIEW by Chief Executive, Mags Mercer

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

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



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



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



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

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

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

### DAY SERVICES:

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

THH was  
a Warm  
&  
Welcome  
Hub  
  
Nov '24-  
Mar '25

### Emergency Accommodation Service (EAS):

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



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

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



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

## Community Donations

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

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



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

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

### Our Service Users tell us:

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

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

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

*Thank you everyone."*

**Homeless vulnerable female needing safe accommodation.**

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

**Female Service User**

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

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

**Male Ex-offender 30**

### Celebrating Staff, Service User and Volunteer Successes

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



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





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

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



## Christmas Festivities



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

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



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

## Valuing Productive Partnerships

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

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

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



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

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



### Corporate Support

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

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



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

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

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





## Social Media Presence

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

## Staff Team

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

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

## Living Well Workshop Examples

Energy Workshop in the Day Service



Creative Arts – above & below



Planting herbs to assist with cooking skills



Some participants on our popular Steamer Cooking Workshops



## Development Plans for Year 2025-26

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

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

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

## **ACKNOWLEDGEMENTS - Rev Chris Richardson, Chair of Trustees**

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

### **Funders, Partners and Supporters in FY24-25 include:**

#### **Trust/Grant Funders:** (alphabetical order)

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

#### **Statutory Funding:**

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

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

#### **Faith Groups:**

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

#### **Benevolent Funding:**

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

#### **Corporate Funding Support:**

Genesis Biotech  
Leeds Building Society  
Skipton Building Society  
The Bower Group

#### **Community Groups:**

Armed Forces Group  
Camberley Gardeners



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

**Other:**

BESOM – for the Christmas Hampers to give out

Various donations across the Community and businesses

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

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

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

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

Gift Aid – HMRC



Nat West Volunteers support with food sorting and packing



Camberley Curry Club-fundraiser event



Surrey Police Cadets

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



Councillor Visit at the Christmas Fayre in Camberley

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

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

### Responsibilities and basis of report

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

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

### Independent Examiner's statement

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

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

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

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



**Jill Kingscott FCA**

Woodhurst,  
Horsham Lane  
Ewhurst  
Surrey GU6 7SW

**Date: 11 November 2025**

## THE HOPE HUB

### Statement of Financial Activities year ended 31 March 2025

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

\*EAS- Emergency Accommodation Service

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

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

## THE HOPE HUB

### Balance Sheet as at 31 March 2025

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

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

Approved by the Board of Trustees on 11 October 2025



**Rev Christopher Richardson**  
Chair of the Trustees

## Notes to the Financial Statements

### 1) Accounting Policies

#### a) Basis of preparation

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

The financial statements have been prepared in accordance with:

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

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

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

#### b) Going Concern

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

#### c) Charitable Funds

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

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

#### d) Tax Status

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

#### e) Incoming Resources

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

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

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

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

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

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

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

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

**f) Resources Expended**

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

**g) Tangible Fixed Assets for use by the Charity**

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

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

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

**h) Intangible Fixed Assets for use by the Charity**

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

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

**i) Cash and cash equivalents**

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

**j) Debtors**

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

**k) Creditors due within one year**

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

## 2. Analysis of Income

### Year ended 31 March 2025

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

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

### 3. Analysis of Expenditure Year ended 31 March 2025

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



## 4. Staff Costs

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

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

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

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

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

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

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

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

## 5. Intangible Fixed Assets

### Unrestricted General Fund

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

## 6. Tangible Fixed Assets

### All Unrestricted General Fund

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

## 7. Debtors falling due within one year

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

## 8. Creditors falling due within one year

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

## 9. Movement of Funds – Overview

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

## Night Services

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

## Operating Reserve (Day and Night)

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

## Total

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

## 10. Movement of Funds - Detail including Restricted Fund Names

### 10(a) Day Services

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

continued on next page

## 10(a) Day Services continued

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

## 10 (b) Night Services

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

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

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

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

## Grand Total Funds Day & Night Services

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

## 11. Related Party Transactions

There were no related party transactions during the period.

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

## 12. Analysis of Balance Sheet by Type of Fund

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

### Night Services

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

### Operating Reserve

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

### Total

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