

Charity Number: 1185942



HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

TRUSTEES' ANNUAL REPORT & UNAUDITED FINANCIAL STATEMENTS

31 DECEMBER 2022

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**TRUSTEES' ANNUAL REPORT
for the year ended 31 December 2022**

The trustees present their report and the financial statements of HANDS (Help A Neighbour in Distress Scheme) for the year to 31 December 2022.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the financial statements and comply with the Charities Act 2011, the governing document of the charity, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES**Charitable objectives**

HANDS' charitable objective is "to relieve, with the aid of local volunteers, persons in need of practical help and support in Twickenham and St Margaret's in the London Borough of Richmond Upon Thames".

Relationships with related parties and representation on other bodies

The charity has assumed the activities, assets and liabilities of a previously registered unincorporated charity of the same name (charity no 1033694) with effect from 1 January 2021. The unincorporated charity which still exists pending completion of certain legal matters, has been dormant throughout the period.

ACHIEVEMENTS AND PERFORMANCE**Charitable activities and events**

The year started slowly whilst Covid-19 restrictions remained in force. When they were lifted in February, we started reinstating activities that had had to be curtailed for nearly two years.

The fortnightly Shopping Bus to Tesco's started again at the end of March and by the end of the year, we had run 18 fortnightly shopping bus trips. We continued providing clients with "one to one" shopping services and by the end of the year our volunteers had helped clients with over 1,100 "one to one shops".

Despite the challenges of the long hot summer with soaring temperatures, the fine weather meant we were able to arrange two of our very popular River Thames cruises for clients.

Friendly Thursday teas were reinstated in October and some of our traditional Christmas activities in December. We took nine clients to the Turk's Head Christmas event and eight to the St Stephen's Christmas Lunch on Christmas Day.

Transport to appointments was resumed from early on and we experienced, and continue to do so, a high demand for this service. HANDS helped with more than 360 transport requests.

Our volunteers also helped with a number of other tasks such as gardening and the like (about 70 in number).

Our befriending service has seen an increase in demand for its services. We had about 30 clients accessing our telephone befriending service when volunteers would call them on a weekly basis. As the covid restrictions were eased we resumed face to face befriending visits. The trustees believe there will be an ever-increasing demand for this sort of activity.

The trustees believe HANDS continues to make a significant positive impact on lives and well-being of its clients.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

**TRUSTEES' ANNUAL REPORT
for the year ended 31 December 2022**

Public benefit

The trustees are satisfied that the charity continues to benefit the public through its activities targeted to achieve its charitable objectives.

FINANCIAL REVIEW

Financial results of activities and events

The Statement of Financial Activity ("SOFA") for this year shows a deficit of £21,700. The previous year showed a deficit of £13,500.

HANDS has no source of permanent income and is wholly reliant on income from voluntary donations £7,000 (with no gift aid) (2021 - £11,000 & £850 gift aid), grants £1,800 (2021 - £3,800), interest £1,400 (2021 - £2,000). Our total income for the year from these sources was £10,200 which was down on the £16,900 reported for 2021.

We also received and recognised as income just under £7,700 (2021 - £25,000) from our clients for shopping undertaken by the volunteers where we reimburse volunteers for the monetary value of shop and look to collect the same from our clients. The net impact on charity reserves from this source of income is zero. We do not recognise as income the monetary value of the many shops organised by HANDS where the volunteer is reimbursed by the client directly.

Our expenses remain semi-fixed in nature and so do not vary significantly from year to year. Support and governance costs to run and support the office totalled £30,000 (2021 - £30,000). This includes payroll costs of £17,000 for both years and rent of £6,900 (2021 £7,250), office costs (telephone, IT, printing postage & stationery etc.) of £4,000 (2021 - £4,000), professional fees for payroll and legal services £1,400 (2021 - £1,000) and insurances £680 (2021 - £820).

More was spent on charitable activities this year as the covid-affected services were resumed; £2,000 was spent on the shopping bus services and outings in the year (2021 - £30), £7,700 (2021 - £25,000) on reimbursing our volunteers for client shops (see above). We are fortunate that our volunteers continue to give their time and talents free of charge.

Our reserves, held in the form of bank deposits, fell to £216,000 from £238,000 reflecting the decision of the trustees to finance activities from reserves in lieu of any form of regular income and fundraising activities.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**TRUSTEES' ANNUAL REPORT
for the year ended 31 December 2022**

Reserves policy

The trustees have reviewed the charity's policy on Reserves.

The charity's policy is to use its accumulated reserves to secure and fund its charitable activities for the benefit of both current clients and future clients in the short to medium term (1-5 years) in the absence of any form of regular income. The trustees also consider it essential that the reserves are used to ensure HANDS retains a staffed office and visible presence in Twickenham town centre. As our current budget indicates it costs somewhere between £25,000 and £30,000 net of budgeted income per annum to fulfil these objectives, approximately £150,000 of our reserves is allocated to achieving this. Funds surplus to this amount may be used at the discretion of the trustees to further support its on-going charitable activities and to develop new ones.

Investments policy

The trustees are empowered to deposit or invest funds as permitted by the Trustee Act 2000. In practice, the trustees hold the free reserves of the charity in bank deposit accounts.

The trustees are satisfied with the performance of the charity's investment assets for the period under review.

STRUCTURE, GOVERNANCE AND MANAGEMENT**Organisational structure**

The charity is incorporated as a Charitable Incorporated Organisation and is governed in accordance with its registered Memorandum & Articles of Association.

Method of recruitment, appointment, election, induction and training of trustees and officers**Recruitment**

The trustees periodically consider the appropriate mix of skills and experience needed on the board to manage the charity and look to maintain this mix as and when a vacancy arises.

Appointment and election

The Memorandum & Articles Association requires there must be at least four and no more than eight charity trustees at any one time. Individuals are appointed by the trustees who are in office at the time of appointment.

A charity trustee is appointed for an initial term of three years. A trustee who has served for three consecutive terms of office may not be reappointed for a fourth consecutive term. Any trustee so retiring is eligible to be reappointed after an interval of at least one year.

Co-opted trustees

The trustees may co-opt up to two further persons of special knowledge or experience to act as co-opted trustees for "a period of time", as mutually agreed, but not exceeding 12 months from the date of first appointment. Co-opted trustees may be reappointed by the trustees at the expiry of the agreed period of appointment. Such trustees will not be deemed a member of the CIO for the purpose of clause 16 of the Memorandum & Articles (Membership of the CIO).

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**TRUSTEES' ANNUAL REPORT
for the year ended 31 December 2022**

Officers - president

The trustees may, from time to time, appoint a person to fill the office of President. The president is not a charity trustee or co-opted trustee. The president is entitled to attend and speak at meetings of the trustees but does not have the right to vote.

Induction and training

The role and responsibilities of a trustee are explained to all new trustees by the existing trustees upon appointment. Thereafter, all individual trustees are given the opportunity and are actively encouraged to go on courses at any time to suit their needs.

Risk and corporate governance matters

The trustees meet on a regular basis about once every six weeks. The trustees are responsible for maintaining controls to safeguard the position of the charity. The trustees identify the major risks to which it might be exposed and the systems and procedures that are practical in the circumstances to mitigate the risks identified. A review of these risks is carried out regularly.

The significant risks identified include:

- Safeguarding failure: any failure could have a significant reputational and financial impact on the work of the charity. The charity's volunteers are issued with the charity's policy statement on Safeguarding. Insurance is held to mitigate any financial claim.
- Data Protection; safeguarding access and privacy of data when using a virtual office environment.
- Income: the charity has no permanent source of regular income and relies on voluntary donations and grants to finance its work. Reserves are set aside to secure the financial stability of the charity in accordance with the charity's stated reserve policy.
- Expenditure: expenditure is regularly monitored to ensure it remains within the budgetary constraints set each year having regard to the charity's available income and uncommitted reserves. Payments are made by cheque or the bank's on-line platform and signed or authorised in accordance with the terms of the bank mandate in force at the time. All transactions require two signatures or authorisations. No cash payments are made.
- Operational risk: the day-to-day activities of the charity are dependent on there being an "office presence" including the ability to work remotely, staffed by our remunerated charity coordinator and designated "desk" volunteers to manage and organise the daily requests for help from our clients received during our published hours of operation and an availability of enough volunteers to fulfil the requests being made. A detailed daily task list is maintained by the office and clients are informed whether or not their request can be fulfilled and which volunteer has been allocated to help them. As day to day operations rely on a very small team of people, we ensure that we balance our services and tasks with the capacity and availability of the team. Regular appeals are made to increase the pool of volunteers helping HANDS.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**TRUSTEES' ANNUAL REPORT
for the year ended 31 December 2022****Trustees' responsibilities in the preparation of financial statements**

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

The law applicable to charities in England & 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 to apply them consistently
- observe the methods and principles in the Charities SORP
- make judgements and accounting estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and 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 Governing Document. 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.

REFERENCE AND ADMINISTRATIVE DETAILS

Mrs Maureen Payan MBE **President**

Trustees:

Mrs Jean Hunter **Chairperson**

Mr Maurice Austin **Treasurer**

Mrs Penny Dolan

Mrs Maggie Pope

Mrs Clara Stevenson

Ms Lorraine Bedborough **Secretary**

Mr Paddy Fitzpatrick

Mr Christopher Webborn Appointed 1/9/2022

All the trustees served throughout the period unless indicated otherwise.

The charity is a charitable incorporated organisation (CIO) registered under the charity number 1185942.

The principal address of the charity is 1st Floor, Public Library, Garfield Road, Twickenham TW1 3JT. Its email address is handscaregroup@handscaregroup.org.uk. The telephone number is 020 8891 3346. The office is open from 9.30am to 12.30pm Monday – Friday (except bank & public holidays).

Charity Coordinator

The co-ordinator is Teresa Williamson.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

**TRUSTEES' ANNUAL REPORT (including directors' report)
for the year ended 31 December 2022**

EXEMPTIONS FROM DISCLOSURE

No exemptions from the disclosure requirements applicable to a small charity have been taken in the preparation of this trustees' annual report.

The trustees' report was approved by the trustees on 28 September 2023, and was signed for and on behalf of the trustees by:

A handwritten signature in black ink, appearing to read 'Maurice Austin', with a stylized flourish at the end.

Maurice Austin Treasurer

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 December 2022

		Unrestricted funds 2022 £	Unrestricted funds 2021 £
	Notes		
INCOME FROM:			
Donations and grants	2	8,848	14,909
Investments	3	1,377	1,981
Charitable activities	4	8,021	25,527
TOTAL		18,246	42,417
EXPENDITURE ON:			
Charitable activities	5	(39,990)	(55,936)
NET MOVEMENT IN FUNDS		(21,744)	(13,519)
RECONCILIATION OF FUNDS:			
Total funds brought forward at 1 January 2022		238,163	251,682
TOTAL FUNDS CARRIED FORWARD AT 31 December 2022	9	216,419 =====	238,163 =====

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 December 2021

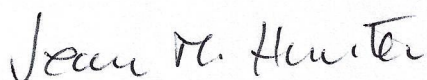
		Unrestricted funds 2021 £	Unrestricted funds 2020 £
	Notes		
INCOME FROM:			
Special donation – fund transfer	2	-	257,086
Other Donations and grants	2	14,909	19,259
Investments	3	1,981	2,547
Charitable activities	4	25,527	31,832
TOTAL		42,417	310,724
EXPENDITURE ON:			
Charitable activities	5	(55,936)	(59,042)
NET MOVEMENT IN FUNDS		(13,519)	251,682
RECONCILIATION OF FUNDS:			
Total funds brought forward at 1 January 2021		251,682	-
TOTAL FUNDS CARRIED FORWARD AT 31 December 2021	9	238,163 =====	251,682 =====

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

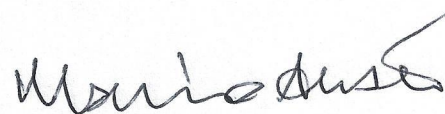
BALANCE SHEET
as at 31 December 2022

	Notes	2022 £	2021 £
CURRENT ASSETS			
Cash at bank and in hand		214,129	235,717
Debtors	7	2,290	2,446
LIABILITIES			
Creditors: Amounts falling due within one year	8	-	-
Total assets less current liabilities		<u>216,419</u>	<u>238,163</u>
TOTAL NET ASSETS		<u>216,419</u> =====	<u>238,163</u> =====
FUNDS OF THE CHARITY			
Unrestricted income funds			
General Fund	9	216,419	238,163
TOTAL FUNDS	10	<u>216,419</u> =====	<u>238,163</u> =====

The financial statements on pages 7 to 15 were approved by the trustees and authorised for issue on 28 September 2023 and are signed on their behalf by



Jean Hunter - Chairperson



Maurice Austin - Treasurer

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 December 2022**

1. ACCOUNTING POLICIES**Basis of accounting**

These financial statements have been prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and under the historical cost convention.

The charity is a public benefit entity within the definitions of FRS 102.

The financial statements have also been prepared in accordance with the accounting policies set out in more detail below and comply with the Charities Act 2011, the governing document of the charity, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), referred to as the Charities SORP (FRS 102).

Going concern

The trustees have reviewed the financial forecasts for the charity and have considered its anticipated income and expenditure commitments for a period of at least twelve months from the date of approval of these financial statements. The trustees believe that the charity has adequate resources to continue in operational existence for at least the next twelve months and meet its liabilities and obligations during that period as they fall due. For that reason, the trustees continue to adopt the going concern basis in preparing the financial statements.

Income

Donations, grants and other similar types of voluntary income are brought into account when receivable. Donated income is included gross of any attributable tax recoverable, where relevant.

Amounts received from clients to reimburse the charity for shopping undertaken by its volunteers is treated as income of the charity where the charity reimburses the volunteer for the shopping in anticipation of receiving the income from the client. It is brought into account on a receivable basis. Shopping organised by the charity where the client is responsible for reimbursing the volunteer is not treated as charity income.

Legacies are included as income when receipt is probable and its value to the charity can be measured with reasonable certainty. Probable is when probate has been granted and any conditions attached to the legacy preventing distribution have been discharged by the estate's administrators.

Investment income comprises deposit account interest. It is recognised as income when it is received.

Volunteer help: the value of any volunteer help is not included in the accounts but is described in the Trustees Annual Report.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**NOTES TO THE FINANCIAL STATEMENTS (Continued)**
for the year ended 31 December 2022**1. ACCOUNTING POLICIES (continued)****Expenditure**

Expenditure is allocated to the charity's principal activity where the costs can be identified as being directly related to that activity. Costs that cannot be identified in this way are categorised as either support costs or governance costs. Any costs that cannot be specifically categorised are allocated in proportions based upon a suitable ratio applicable to the nature of the cost involved.

Financial assets and liabilities

The charity's debtors and creditors that meet the definition of either a financial asset or a financial liability are initially recognised at the transaction value and thereafter are stated at amortised cost using the effective interest method.

Fund accounting

The General Fund comprises the accumulated surpluses of unrestricted income over expenditure and is used in furtherance of the general objective of the charity.

Designated funds are a particular form of unrestricted funds consisting of amounts, which have been allocated or designated for specific purposes by the trustees. The use of designated funds remains at the discretion of the trustees. There were no designated funds held at the balance sheet date.

Restricted funds are funds subject to specific conditions imposed by donors. The purpose and use of the restricted funds are set out in the notes to the financial statements. Amounts unspent at the year-end are carried forward in the balance sheet. There were no restricted funds held at the balance sheet date.

2. DONATIONS AND GRANTS – Unrestricted funds	Total 2022 £	Total 2021 £
Donations from individuals and organisations	7,048	10,225
Gift aid tax recoverable	-	843
Grants receivable	1,800	3,841
	<hr/> 8,848	<hr/> 14,909
	=====	=====

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
for the year ended 31 December 2022

3.	INCOME FROM INVESTMENTS – Unrestricted funds			Total 2022	Total 2021
				£	£
	Interest Receivable			1,377	1,981
				<u>1,377</u>	<u>1,981</u>
				=====	=====
4.	INCOME FROM CHARITABLE ACTIVITIES – Unrestricted funds			Total 2022	Total 2021
				£	£
	Client Shopping service			7,681	25,527
	Other charitable activities			340	-
				<u>8,021</u>	<u>25,527</u>
				=====	=====
5.	CHARITABLE EXPENDITURE – Unrestricted funds			Total 2022	Total 2021
				£	£
	Charitable activities				
	Client shopping reimbursements			7,684	25,592
	Other charitable activities			2,060	32
				<u>9,744</u>	<u>25,624</u>
	Support and governance costs (see note 6)			30,246	30,312
				<u>39,990</u>	<u>55,936</u>
				=====	=====
6.	SUPPORT AND GOVERNANCE COSTS	Support costs	Governance costs	Total 2022	Total 2021
		£	£	£	£
	Bank charges	87	-	87	374
	Insurance	592	92	684	823
	Professional fees	1,416	-	1,416	1,014
	Rent	6,895	-	6,895	7,247
	Salary costs	17,093	-	17,093	16,835
	Office costs	4,071	-	4,071	4,019
		<u>30,154</u>	<u>92</u>	<u>30,246</u>	<u>30,312</u>
		=====	=====	=====	=====

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**NOTES TO THE FINANCIAL STATEMENTS (Continued)**
for the year ended 31 December 2022

7. DEBTORS	2022	2021
	£	£

Amounts falling due within one year:

Shopping accounts	300	441
Prepayments	1,990	2,005
	<u>2,290</u>	<u>2,446</u>
	=====	=====

8. CREDITORS	2022	2021
	£	£

Amounts falling due within one year:

Accruals	-	-
	<u>-</u>	<u>-</u>
	=====	=====

9. THE FUNDS OF THE CHARITY

	1 January 2022	Income	Expenditure	31 December 2022
	£	£	£	£
Unrestricted income funds:				
General Fund	238,163	18,246	(39,990)	216,419
	=====	=====	=====	=====

	1 January 2021	Income	Expenditure	31 December 2021
	£	£	£	£
Unrestricted income funds:				
General Fund	251,682	42,417	(55,936)	238,163
	=====	=====	=====	=====

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
for the year ended 31 December 2022

10. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Net current assets £	Total £
At 31 December 2022:		
Unrestricted income funds:		
General Fund	216,419	216,419
NET ASSETS	<u>216,419</u> =====	<u>216,419</u> =====
	Net current assets £	Total £
At 31 December 2021:		
Unrestricted income funds:		
General Fund	238,163	238,163
NET ASSETS	<u>238,163</u> =====	<u>238,163</u> =====

11. RELATED PARTY TRANSACTIONS

Trustees were reimbursed for expenditure they paid for personally on behalf of the charity as follows:

J Hunter	£31 for client shopping
P Dolan	£17 for client shopping
M Pope	£126 for office expenses relating to Befriending services
M Austin	£960 for purchase of office computer

Others

R Austin (Spouse of a trustee) was reimbursed £242 for client shopping and office expenses she had paid for personally on the charity's behalf.

There were no other related party transactions to be disclosed for the current period.

12. OPERATING LEASE COMMITMENTS

The minimum lease payment due from 1 January 2023 is £3,500.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**NOTES TO THE FINANCIAL STATEMENTS (Continued)**
for the year ended 31 December 2022

13. CONTINGENT ASSET

As previously reported, the trustees were advised in November 2020 that the charity had been named as a beneficiary in a Will giving the charity a house valued for estate purposes at £950,000. Conditions attaching to the legacy prevented the estate's administrators from being able to transfer the benefit of the legacy to the charity for a minimum period of 2 years after the grant of probate (obtained April 2021). The estate's administrators have recently advised that they could not secure the benefit of the legacy in April 2023 and that it is now expected to happen at the end of 2023. The trustees have indicated that they would wish the administrators to sell the property once they have vacant possession and to remit the net proceeds of its sale to the charity.

In view of the ongoing uncertainty as to the timing and the value of legacy, it is appropriate the charity continues to recognise it as a contingent asset.