

Charity Number: 1185942



HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

TRUSTEES' ANNUAL REPORT & UNAUDITED FINANCIAL STATEMENTS

31 DECEMBER 2024

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**TRUSTEES' ANNUAL REPORT
for the year ended 31 December 2024**

The trustees present their report and the financial statements of Hands (Help A Neighbour in Distress Scheme) for the year to 31 December 2024.

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 2020. The unincorporated charity was dormant throughout the period.

ACHIEVEMENTS AND PERFORMANCE**Charitable activities and events**

2024 has been a significant year for the charity and operationally we have continued to provide much needed support and help to our clients, especially older people and those who are isolated or housebound in the Twickenham and St Margarets areas in the London Borough of Richmond upon Thames.

Our dedicated team of local volunteers has given in excess of 2,000 hours to help 130+ clients with over 1,000 tasks ranging from transport services (338), shopping services (638), IT support (24) and small DIY jobs (eg garden tidying). Alongside these activities, Hands provide a bi-weekly accompanied shopping bus service – the 26 trips enabled 208 client-shops and provided the shoppers the chance to socialise amongst themselves and with the team of volunteers over tea & coffee.

Befriending continues to be an important service offered by Hands. This year 21 Befriender volunteers made over 560 contacts, including 420 home visits and other valuable interactions such as phone calls, help with shopping and small DIY tasks. Our Befriending lead made 620 client contacts and 19 home visits during 2024.

In addition, Hands offered a programme of social events throughout 2024 including informal Coffee Mornings, Afternoon Teas with interesting talks and boat trips on the River Thames. Our Christmas activities included an Afternoon Tea with Christmas Carols, distribution of 50+ gift boxes donated by a local nursery and Scout group, plus Hands clients were invited to attend Christmas lunches provided by other local charities.

The feedback from our clients has always been very positive. They report that Hands makes a difference to them, their lives and social well-being and to their families too. None of this would have been possible without our steadfast cohort of volunteers. The Trustees thank them all for their unstinting efforts.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**TRUSTEES' ANNUAL REPORT
for the year ended 31 December 2024**

The office has seen several changes in the year. As part of the strategic review on the future of Hands undertaken in 2022/23, the Trustees decided to employ another member of staff to work alongside the office volunteers and the Co-ordinator to manage all that was being asked of Hands now and, importantly, its expanded offerings in the future. Rhiannon Cruise-Cooper was appointed to the position of Administrator in April 24.

Theresa Williams, the then Coordinator, resigned in July 2024 so the portfolio of services was managed by Rhiannon and a core team of four Office volunteers. The Trustees would like to thank the team for keeping Hands operating during this time. In September 2024, a new Coordinator, Tracey Merrett, joined the team and quickly picked up the challenges facing Hands and has brought new insight into Hands' role in the community and what it can offer.

2024 also saw Hands investing in upgrading the office technology, telephony and IT systems identified by the strategic review as being fundamental to provide resilience and allow Hands to increase its' client offerings. A new CRM system (Lamplight) was chosen to host and manage activities, volunteer and client data moving forward. Following a complete review of Hands client and volunteer data in 2024, the system was successfully implemented on 1 Jan 2025 with 120 client and 50 volunteer records. The charity can now look to provide more targeted services to its existing clients and we aim to increase its cohort of volunteers to around 100 by the end of 2025 and, with this additional resource, take on around another 60 clients.

There have been changes amongst the Trustees too. Jean Hunter and Maggie Pope stood down after many years' service to the charity and its predecessor. Maureen Payan our President and founder of the charity in 1977 also stood down. New Trustees have been appointed in their place. The present body of Trustees are keen to ensure that the underlying ethos developed over many years by Maureen and others should not be lost. Indeed, it is embodied in the out-turn of the strategic review.

The Trustees have now received the long-awaited financial legacy kindly made by a former Hands volunteer. Legal advice has been sought about how the funds may be spent and/or invested. Various working parties have been set up to provide input and guidance into the decision-making process. The Trustees hope to conclude this in 2025 and in conjunction with the conclusions of the earlier strategic review, develop plans as to how Hands is to operate and be funded in the future to achieve its stated charitable objectives. In the meantime, the funds have been invested in a variety of short & medium-term cash deposits with the charity benefitting from the extra investment income generated.

Hands is now going from strength to strength and we are looking forward to expanding our services and team of volunteers to support more clients in 2025.

Public benefit

The trustees have had due regard to the guidance issued by the Charity Commission on public benefit when setting their objectives and activities. They are satisfied that Hands continues to benefit the public through its activities which are targeted to achieve its charitable objectives.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**TRUSTEES' ANNUAL REPORT
for the year ended 31 December 2024**

FINANCIAL REVIEW**Financial results of activities and events**

Following receipt of the legacy mentioned in previous years' financial statements as a contingent asset in the 2nd half of this financial year, this year's Statement of Financial Activity ("SOFA") shows a significant surplus of £1,518,000 compared to the deficit of £26,000 reported for 2023. The legacy was substantially more than had been expected.

Hands has no source of permanent income and is wholly reliant on income from voluntary donations £5,300 (2023 - £5,800), grants £2,600 (2023 - £1,800), legacy income £1,550,600 (2023 £ nil) and interest £25,600 (2023 - £2,100). The legacies received in the period and the much higher level of interest earned from its investment means that our total income for the year from these sources was £1,585,000 compared to £9,700 for the previous year.

We also received and recognised as income just under £4,400 (2023 - £6,800) from our clients for shopping undertaken by the volunteers where the charity reimburses volunteers for the monetary value of the shop and look to collect the same from its 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.

The level of charitable expenditure for the year was significantly higher at £72,000 compared to £43,000 for 2023 as the improvement in the charity's financial position explained above allowed the trustees to bring forward and implement some of the conclusions of the strategic review. £8,400 (2023 - £11,000) was spent directly on client services including £4,000 (2023 - £4,200) spent on the cost of hiring the shopping bus and client refreshments, funding outings and trips on the River Thames and £4,400 (2023 - £6,800) reimbursing our volunteers for client shops. £63,800 (2023 - £32,400) was spent on direct support and governance costs as explained below. Expenditure was lower than the previous year because of a lack of operational capacity for a significant part of the year.

Direct support costs spent delivering our services were £58,180 (2023 - £32,300). These comprise payroll costs of £27,000 (2023 - £17,000), rent £7,000 (2023 - £6,900), bank & finance costs £2,100 (2023 - £60), office costs (telephone, IT, printing postage & stationery etc.) £20,800 (2023 - £6,600), professional fees for payroll and legal services £540 (2023 - £500) and office insurances £700 (2023 - £680). The increase in payroll costs reflects the trustees' decision to employ an additional member of staff. The much higher office costs include around £11,000 of one-off expenditure on the CRM system, telephony and IT upgrades and £2,000 on rebranding and building a website to ensure the charity has the resilience and capacity to meet its charitable objectives in the years ahead. Governance costs include for the first time the cost of a professional independent examination of the charity's accounts (£3,600), legal fees £1,860 for advice sought by the trustees on the implications of the legacy and its use by the charity and £160 (2023 £140) on trustee liability insurance cover.

Reserves, held in the form of bank deposits at the year end, increased from £190,000 to £1,710,000.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

TRUSTEES' ANNUAL REPORT for the year ended 31 December 2024

Reserves policy

Following receipt of the long-awaited legacy during the year, the trustees have embarked on a detailed review of the charity's premises requirements, operations and its reserves and investments to recognise the significant impact the receipt of the legacy has on all these areas. Until this exercise is completed, the legacy receipt of £1.5m has been transferred to a designated fund and, consequently, is not to be taken into account in determining the free reserves of the charity at the present time.

The trustees wish to continue their existing policy of holding up to 5 years' worth of reserves to secure the operational integrity of the charity in the absence of any form of regular income, to retain a staffed office and to keep a visible presence in the centre of Twickenham. Based on our current expenditure budget for 2025, a proportionate share of interest income and allowing for inflation over the 5-year period, a reserves fund of around £325,000 would be required. As our present reserves of approximately £190,000 which represent about 3 years' worth of operational funding, discussions about the legacy fund will be key in achieving this ambition and to identifying the future free reserves that would then be available to develop the work of the charity.

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 CIO Foundation Constitution.

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 CIO Foundation Constitution requires there must be at least four and no more than eight charity trustees at any one time. Individuals are appointed by the trustees.

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.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

TRUSTEES' ANNUAL REPORT for the year ended 31 December 2024

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 CIO Foundation Constitution (Membership of the CIO).

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 to twelve 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 administrator 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 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 2024**

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.

Independent Examiner

The Charity's income level for 2024 would normally require the financial statements to be subject to audit. On 13 February 2025, the Charity Commission granted the charity dispensation from this need under Regulation 34(3)(b) of the Charities (Accounts and Reports) Regulations 2008 and allows for an independent examination to be undertaken in its place. The dispensation only applies for 2024.

Since the year end, the trustees appointed Martin Bailey FCA of Goodman Jones LLP to undertake the independent examination of the financial statements for 2024.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**TRUSTEES' ANNUAL REPORT (including directors' report)
for the year ended 31 December 2024****REFERENCE AND ADMINISTRATIVE DETAILS**

Trustees:

Jean Hunter	Chair	Resigned 11/3/2024
Chris Webborn	Chair	
Maurice Austin	Treasurer	
Clara Stevenson	Secretary	
Lorraine Bedborough	Secretary	Resigned 1/10/2024
Maggie Pope		Resigned 1/10/2024
Tom Blacksell		
Emma Slater		Appointed 18/11/2024

Co-opted trustees:

Tamasin Little	Re-appointed 18/11/2024
Malcolm Johnson	Re-appointed 18/11/2024
Shirley Patton	Appointed 18/11/2024

All the trustees served throughout the period unless indicated otherwise.

Chris Webborn was appointed as Chair when Jean Hunter stood down as being a trustee.
Maureen Payan who was the charity's President stood down from that role on 1 October 2024.

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 info@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 and Administrator

Teresa Williamson resigned as coordinator in July 2024. Tracey Merrett was appointed in her place in September 2024. Rhiannon Cruise-Cooper was recruited as Administrator in April 2024.

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 1 September 2025, and was signed for and on behalf of the trustees by:



Maurice Austin Treasurer

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES
for the year ended 31 December 2024**

The Charity Commission issued a dispensation dated 13 February 2025 allowing Hands to have an independent examination of its financial statements in place of an audit (Regulation 31(f)) for the year ended 31 December 2024. Consequently, I report to the trustees on my examination of the financial statements of Hands ('the charity') for the year ended 31 December 2024. which are set out on pages 10 to 19.

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 2011 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 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit, and consequently, does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently, I express no opinion as to whether the financial statements present a 'true and fair view' and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charity's gross income exceeded £250,000, your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

Your attention is drawn to the fact that the charity has prepared the accounts in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has been withdrawn. I understand that this has been done in order for the accounts to provide a true and fair view in accordance with the Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

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

1. accounting records were not kept in respect of the charity as required by section 130 of the 2011 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 financial statements 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.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES
for the year ended 31 December 2024 – continued**

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.

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the charity's trustees those matters I am required to report to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body for my work or for this report.

Signed: *Martin Bailey*

Name: Martin Bailey FCA

Name of applicable listed body: The Institute of Chartered Accountants in England and Wales

Relevant professional qualification or membership of professional body: Chartered Accountant

ON BEHALF OF GOODMAN JONES LLP

1st Floor, Arthur Stanley House, 40-50 Tottenham Street, London W1T 4RN

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HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 December 2024**

		2024	2023
		Unrestricted	Unrestricted
		funds	funds
	Notes	£	£
INCOME FROM:			
Donations and legacies	2	1,559,454	7,675
Investments	3	25,599	2,126
Charitable activities	4	5,528	7,682
TOTAL		1,590,581	17,483
EXPENDITURE ON:			
Charitable activities	5	(72,160)	(43,555)
NET MOVEMENT IN FUNDS		1,518,421	(26,072)
RECONCILIATION OF FUNDS:			
Total funds brought forward at 1 January 2024		190,347	216,419
TOTAL FUNDS CARRIED FORWARD AT 31 DECEMBER 2024	11	1,708,768	190,347

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 December 2023**

		2023	2022
		Unrestricted	Unrestricted
		funds	funds
	Notes	£	£
INCOME FROM:			
Donations and grants	2	7,675	8,848
Investments	3	2,126	1,377
Charitable activities	4	7,682	8,021
TOTAL		17,483	18,246
EXPENDITURE ON:			
Charitable activities	5	(43,555)	(39,990)
NET MOVEMENT IN FUNDS		(26,072)	(21,744)
RECONCILIATION OF FUNDS:			
Total funds brought forward at 1 January 2023		216,419	238,163
TOTAL FUNDS CARRIED			
FORWARD AT 31 DECEMBER 2023	11	190,347	216,419

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**BALANCE SHEET****as at 31 December 2024**

	Notes	2024 £	2023 £
FIXED ASSETS			
Investments	9	83,000	-
Total fixed assets		83,000	-
CURRENT ASSETS			
Debtors	8	14,561	2,044
Investments	9	680,000	-
Cash at bank	9	938,176	188,303
Total current assets		1,632,737	190,347
LIABILITIES			
Creditors: Amounts falling due within one year	10	(6,969)	-
Net current assets		1,625,768	-
Total assets less current liabilities		1,708,768	190,347
TOTAL NET ASSETS		<u>1,708,768</u>	<u>190,347</u>
FUNDS OF THE CHARITY			
Unrestricted funds			
General Fund	11	1,708,768	190,347
TOTAL FUNDS	12	<u>1,708,768</u>	<u>190,347</u>

The financial statements on pages 10 to 19 were approved by the trustees and authorised for issue on 1 September 2025 and are signed on their behalf by



Chris Webborne - Chair



Maurice Austin - Treasurer

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**STATEMENT OF CASH FLOWS
for the year ended 31 December 2024**

	Notes	2024	2023
Cash flows from operating activities:			
Net cash provided by/(used in) operating activities	13	<u>1,497,091</u>	<u>(27,952)</u>
Cash flows from investing activities:			
Interest from investments		15,782	2,126
Purchase of investments		(763,000)	-
Cash provided by/(used in) investing activities		<u>(747,218)</u>	<u>2,126</u>
Change in cash & cash equivalents in the period		749,873	(25,826)
Cash & cash equivalents at 1 January 2024		<u>188,303</u>	<u>214,129</u>
Cash & cash equivalents at 31 December 2024	14	<u><u>938,176</u></u>	<u><u>188,303</u></u>

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 December 2024****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). They have also been prepared in Sterling, the functional currency of the charity, and have been rounded to the nearest £.

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. Interest on instant and easy access accounts is recognised as income when it is received. Interest on fixed term deposit accounts is recognised over the term of the investment period.

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

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. Any costs that cannot be specifically categorised are allocated in proportions based upon a suitable ratio applicable to the nature of the cost involved. All expenditure is inclusive of irrecoverable VAT.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**NOTES TO THE FINANCIAL STATEMENTS (Continued)**
for the year ended 31 December 2024**1. ACCOUNTING POLICIES (continued)****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.

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.

Judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions.

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The trustees have not identified any estimates and assumptions that are considered to have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

2 DONATIONS AND LEGACIES – Unrestricted funds

	Total	Total
	2024	2023
	£	£
Donations from individuals and organisations	5,386	5,875
Legacies	1,550,621	-
Gift aid tax recoverable	765	-
Grants receivable	2,682	1,800
	<u>1,559,454</u>	<u>7,675</u>

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**NOTES TO THE FINANCIAL STATEMENTS (Continued)**
for the year ended 31 December 2024

3	INCOME FROM INVESTMENTS – Unrestricted funds			Total	Total
				2024	2023
				£	£
	Interest Receivable			25,599	2,126
				25,599	2,126
4	INCOME FROM CHARITABLE ACTIVITIES – Unrestricted funds			Total	Total
				2024	2023
				£	£
	Client Shopping service			4,379	6,727
	Other charitable activities			1,149	955
				5,528	7,682
5	CHARITABLE EXPENDITURE – Unrestricted funds			Total	Total
				2024	2023
				£	£
	Charitable activities				
	Client shopping reimbursements			4,379	6,810
	Other charitable activities			3,980	4,256
				8,359	11,066
	Support and governance costs (see note 6)			63,801	32,489
				72,160	43,555
6	SUPPORT AND GOVERNANCE COSTS	Support costs	Governance costs	Total	Total
		£	£	2024	2023
				£	£
	Bank charges	2125	-	2,125	60
	Insurance	700	160	860	815
	Professional fees	540	1,860	2,400	528
	Independent examination fees	-	3,600	3,600	-
	Rent	7,000	-	7,000	6,866
	Salary costs	26,952	-	26,952	17,553
	Office costs	20,864	-	20,864	6,667
		58,181	5,620	63,801	32,489

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
for the year ended 31 December 2024

7 STAFF COSTS - Unrestricted funds	2024	2023
	£	£
Wages and salaries	26,470	17,141
Social security cost	-	-
Defined benefit pension contribution	482	412
	<u>26,952</u>	<u>17,553</u>
 Average monthly number of employees	 <u>2</u>	 <u>1</u>

No employee earned more than £60,000 in either period.

None of the trustees, who are considered to be the key management personnel of the charity, received any remuneration in either period.

8 DEBTORS	2024	2023
	£	£
Amounts falling due within one year:		
Prepayments & accrued income	13,220	1,975
Other debtors	1,341	69
	<u>14,561</u>	<u>2,044</u>

9 CASH AT BANK	2024	2023
	£	£
Funds available on demand	938,176	188,303
Funds held at bank on term deposit accounts:-		
As current asset investments maturing within 12 months	680,000	-
As fixed asset investment maturing after 12 months	83,000	-
	<u>1,701,176</u>	<u>188,303</u>

10 CREDITORS	2024	2023
	£	£
Amounts falling due within one year:		
Accruals	6,500	-
Other creditors	469	-
	<u>6,969</u>	<u>-</u>

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
for the year ended 31 December 2024

11 THE FUNDS OF THE CHARITY

	01-Jan				31-Dec
	2024	Income	Expenditure	Transfer between funds	2024
	£	£	£	£	£
Unrestricted Funds					
Designated:					
Legacy fund	-	-	-	1,538,760	1,538,760
Undesignated funds					
General Fund	190,347	1,590,581	(72,159)	(1,538,760)	170,008
	190,347	1,590,581	(72,159)	-	1,708,768

	01-Jan				31-Dec
	2023	Income	Expenditure	Transfer between funds	2023
	£	£	£	£	£
Unrestricted income					
General Fund	216,419	17,483	(43,555)	-	190,347

12 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Fixed assets	Net current assets	Total
	£	£	£
At 31 December 2024:			
Unrestricted funds:			
Designated funds			
Legacy fund	83,000	1,455,760	1,538,760
Unrestricted funds:			
General Fund	-	170,008	170,008
NET ASSETS	83,000	1,625,768	1,708,768

	Fixed assets	Net current assets	Total
	£	£	£
At 31 December 2023:			
Unrestricted funds:			
General Fund	-	190,347	190,347
NET ASSETS	-	190,347	190,347

NOTES TO THE FINANCIAL STATEMENTS (Continued)
for the year ended 31 December 2024

13	RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES	2024	2023
		£	£
	Net income/(expenditure) for the reporting period	1,518,421	(26,072)
	Adjustments for:		
	Interest from investments	(15,782)	(2,126)
	(Increase)/decrease in debtors	(12,516)	246
	Increase/(decrease) in creditors	6,968	-
	Net cash provided by/(used in) operating activities	<u>1,497,091</u>	<u>(27,952)</u>

14	ANALYSIS OF CASH & CASH EQUIVALENTS	2024	2023
		£	£
	Cash in hand (note 9)	938,176	188,303
	Total cash & cash equivalents	<u>938,176</u>	<u>188,303</u>

15 **RELATED PARTY TRANSACTIONS**

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

M Pope	£131 (2023 - £247) for befriending service expenses
M Austin	£1,314 (2023 - £1,950) for office and payroll costs
T Little	£1,951 (2023 - £329) for client shopping services
C Webborn	£475 (2023 - £670) for office expenses

Others

R Austin, a spouse of a trustee, was reimbursed £49 (2023 - £243) for outing and office expenses she had paid for personally on the charity's behalf.

Rick Stevenson Design Ltd, a company connected with a trustee, was paid £1,960 (2023 - £330) for design and artwork services.

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

16 **OPERATING LEASE COMMITMENTS**

The minimum lease payment due from 1 January 2024 is £3,500 (2023 - £3,500).