

Amended accounts

Charity No: 1133145

Company No: 06960313

HELP ON YOUR DOORSTEP

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

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Help on Your Doorstep
For the year ended 31 March 2018

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Help on Your Doorstep
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Legal and administrative details

Board of Trustees

Andy Murphy (Stood down as Treasurer and appointed Chair on 5 September, 2017)
Frances Carter (Stood down as Chair and appointed Vice Chair on 5 September, 2017)
Phil Kelly
Matthew Humphrey MBE

(All appointed as Trustees on 13 July, 2009)

Don Kehoe (Appointed 21 October 2010, appointed Treasurer on 5 September, 2017)
Colin Adams MBE (Appointed 9 December, 2010)
Sorrel Brookes (Appointed 2 March, 2017)
Nicola Steuer (Appointed 2 March, 2017)

Senior management

Ken Kanu - Executive Director, Company Secretary
Denise Ward - Operations Manager

Company number

06960313

Registered charity number (England and Wales)

1133145

Registered Office

13 Elliott's Place ,
London
N1 8HX

Bankers

Co-operative Bank
P.O.Box 250
Delf House
Skelmersdale
WN8 6WT

Auditors

Goldwins Limited
75 Maygrove Road
West Hampstead
London NW6 2EG

Help on Your Doorstep
For the Year Ended 31 March 2018

Trustees' report 2018

The Trustees are pleased to present their Report and Accounts for Help on Your Doorstep (the "Charity") for the year ended 31 March 2018...

Structure, governance and management

Help on Your Doorstep was founded and incorporated in 2009. Help on Your Doorstep is governed by the Board of Trustees who are appointed as prescribed by the Articles of Association dated 1st July 2009. The Board of Trustees, who are also directors of the charity for the purposes of the Companies Act have the sole and entire responsibility for the management of the business of Help on Your Doorstep. The company is limited by guarantee and members are required to contribute £10 in the event of a winding up.

Trustees are recruited in a variety of ways involving exploration of the field of potential candidates, including open recruitment and recommendation from existing Trustees and partner organisations. Potential Trustees are scrutinised by the Chair and Company Secretary before being proposed as a Trustee. All new Trustees are provided with an induction to Help on Your Doorstep. Board of Trustee meetings are held four times a year. One of these meetings is used to review performance over the past year, including Board performance, and agree key objectives for the coming year.

The day-to-day running of Help on Your Doorstep and the exercise of executive responsibility is delegated to the Director.

What we do

Every benevolent organisation wants their charitable resources to support those most in need. Every year thousands of hours are spent in outreach, attempting to find those in our neighbourhoods who are hidden from community services. It can be heart-breaking for outreach workers to discover someone living with severe hardship or chronic health conditions; who they can't help because their particular organisation is only funded to provide specific help, such as supporting them to return to work.

The Help on Your Doorstep's Connect service turns that model on its head, so that when our staff encounter problems while knocking on doors in our area, we have a trusted relationship with 120+ partners or providers that we can refer to. When we find a new need that is not being addressed by our partners, we can search out someone to meet that need or advocate for new services.

It is so much more effective and rewarding to support community members when they can be empowered to address their own problems rather attempting to put back the pieces when things have gone badly wrong and are much more distressing. It is often said that it is better to have a fence at the top of the cliff rather than an ambulance at the bottom. Sadly, Help on Your Doorstep too often come across struggling families at the bottom of the cliff.

Over the last ten years we have built strong relationships with our partners whilst persistently and regularly engaging in community outreach to develop a trusted reputation with residents. We are genuinely independent and place the client at the centre of our work. This is vital to

Help on Your Doorstep

For the Year Ended 31 March 2018

the success of the Connect service as many people find it difficult to be frank about their finances or health with the housing team of their landlord.

The referral is just the start of our relationship with our clients. We use technology to ensure relevant information is shared with partner services securely and remind clients of meetings that have been set up for them. Subsequently we track whether problems have been solved and client satisfaction levels with the referral that we make. This means that we can provide aggregated satisfaction information and general feedback to our partners.

Seven years ago we developed our first Good Neighbour Schemes in Islington. This was prompted by the recognition that the high levels of isolation that our team encountered within the community were best addressed by the community itself rather than formal services. Good Neighbours Schemes work with local people to create opportunities for neighbours and other residents to come together and build stronger bonds through shared activities.

The schemes, built on the passion, knowledge and relationships that local people have, allow residents to form genuine friendships, give something to their community as volunteers and provide a wide range of activities that enhance wellbeing.

Public benefit

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

The objective of Help on Your Doorstep is the prevention and relief of poverty in deprived areas by providing a proactive outreach service that connects residents with the local services that they want and need.

Help on Your Doorstep has developed its strategic plans to ensure that it provides public benefit and achieves its objectives as set out in Help on Your Doorstep's governing document. The benefit that Help on Your Doorstep brings to the public is delivered in the following ways:

- Delivering outreach services in parts of Islington with high levels of deprivation aimed at helping local residents to access advice and support services, which will improve their wellbeing and life chances.
- Delivering Good Neighbours Initiatives, which supports local people who may experience barriers to community participation and facilitate opportunities for them to volunteer in their own local neighbourhood.
- Working with communities to deliver activities that enhance health and wellbeing.
- Administering grants to individuals to alleviate financial hardship and to improve wellbeing and life chances.
- Undertaking community research to ensure that the communities that we work with are able to influence the services that they receive.
- Sharing our intelligence gained from outreach and referral activity with others to help shape service provision and policy in order to improve the wellbeing and life chances of residents living in deprived neighbourhoods.

Help on Your Doorstep

For the Year Ended 31 March 2018

Mission, values and objectives

Our Mission

We aim to make a difference to health and well being in the communities we serve by empowering individuals to overcome the barriers they face and improve their lives. We shall do this through pro-active engagement with local people, professional provision of information, advice and guidance and in partnership with local service providers.

Our Values

- **Professional:** in the way that we deliver our services.
- **Empowering:** in our approach to working with individuals.
- **Rooted in the communities that we serve:** So that we are informed and responsive.
- **Quality:** underpins our provision of information, advice and referrals.
- **Equally accessible:** through being approachable and non judgemental.
- **Informed:** As a result of our commitment to the continuous review of the needs of communities

Our Strategic Objectives

- Deliver services that reach and support those who need help most
- Deliver and promote services with a preventative focus
- Deliver and promote services that empower residents and improve their confidence, skills and resilience
- Support the development of strong communities
- Develop and sustain a skilled and well supported workforce
- Achieve ongoing financial stability and optimise our use of resources

Principal activities

The principal activities of Help on Your Doorstep during the year were:

- Undertaking outreach and resident engagement in neighbourhoods of Islington with high levels of disadvantage. The service uses a model of systematic door knocking geared towards identifying and empowering people with support needs including those who are vulnerable and disengaged.
- Providing direct support to improve the wellbeing of Islington residents from six community bases across the Borough. Clients were able to access support via self-referral or referrals from other agencies.
- Delivering support sessions from six GP surgeries in Islington. This service, funded by Islington Clinical Commissioning Group and Cloudesley, enables GPs and other practice staff to refer patients with non-medical support issues to help on your doorstep staff so that they can be supported directly or referred on to one of our 120 referral partners for advice and support.
- Referral of clients to social welfare services and the provision of follow up support to ensure that referrals are 'resolved'. Services to which clients are referred to include those that provide support and advice on issues such as debt, financial hardship, unemployment, welfare benefits issues housing problems and health issues.

Help on Your Doorstep

For the Year Ended 31 March 2018

- Service promotion on behalf of advice and support agencies to improve their penetration into 'harder to reach' communities.
- Hosting and managing advice appointment bookings for Islington Law Centre and Citizens Advice Islington for residents in need of specialist or generalist advice on Welfare benefits, housing and debt issues.
- Supporting other local organisations through the sharing of local intelligence, partnership working and addressing local priorities.
- Delivering Good Neighbour Schemes in Islington neighbourhoods. In 2017/18 Good Neighbour Schemes in Andover Estate, Bemerton Estate, New River Green Estate and in estates in the South Barnsbury area. The schemes engaged and supported local people into local volunteering activities, community participation and local activities that enhance community health and wellbeing.
- Addressing financial hardship experienced by individuals through the management of individual grants funds on behalf of Cloudesley's Charity and referrals into Islington's Local Welfare Fund, the Resident Support Scheme
- Conducting community research on behalf of other organisations. Building on our strong relationships and knowledge of communities, community research enables us to consult local people on what they need and want from services and communicate this back to those services.

Achievements

Connect outreach and referral service:

The communities that we work with have been challenged from multiple directions over the last 12 months. Changes to the benefit system have left many struggling; social housing shortages have meant that the numbers of households in overcrowded or unsuitable housing continues to rise and issues such as poor mental health, isolation and unemployment continue to affect the wellbeing and prospects of Islington residents. Many of those dealing with these challenges on a day to day basis do not know where to get the support that would help them overcome them. Throughout the year, our Connect teams went door to door in the areas with the highest levels of deprivation in Islington in order to reach people and find out about the issues they were facing and support them to deal with them.

Our Connect services helped 1,455 Islington residents over the 12 month period. 1,218 of these residents were referred to our network partner services whose support included specialist legal advice, self-management support for those with long term health conditions, employability coaching, urgent help for those in financial hardship, family support, health advocacy and much more. Our staff made 2,369 supported referrals to 95 services in 17/18. Each of these referrals was tracked and monitored to ensure that the client received the services they needed. 3 months after each referral was made we followed up with the client to find out whether the outcome they sought had been achieved.

In addition to our referrals, 560 residents received additional direct support such as advocacy, help with forms, information and advice and other practical support from our 5 community based offices. 773 hours of additional direct support was recorded over the one year period.

Help on Your Doorstep For the Year Ended 31 March 2018

71% of the clients that were helped stated that our referrals and direct support resulted in an improvement in their circumstances after 3 months. A further 22% told us, at the 3 months stage, that although their issue had not been fully resolved, they were getting ongoing support from the agency that we referred them to.

Over the year we were told by our clients that:

- 269 referrals had resulted in the person feeling that they had 'gained confidence'
- 405 referrals had led to the person feeling 'less isolated and more connected than before'
- 447 referrals had resulted in the person becoming more able to 'manage their affairs'

The main presenting issues that the Connect teams supported people to positive outcomes with over the year were:

Presenting issue	Number of Referrals resulting in improvement
Financial hardship	477
Welfare benefits	509
Housing	169
Health	91
Debt	103
Employment support	72
Disability /mobility	45
Managing fuel costs	59

GP practice outreach:

Over the year we developed key partnerships to increase our reach to those who most need our services and to improve their access to the support that they that they need. One of the most significant developments has been our increasing presence in GP surgeries. In 2017/18 Connect grew its weekly /fortnightly sessions in Islington GP surgeries from 3 to 6 (Andover Medical Centre, Goodinge Health Centre, Hanley Primary Care Centre, Killick Street Health Centre, Northern Health Centre, River Place Health Centre). Our GP practice outreach enable doctors, nurses and other practice staff to refer patients with non-medical support issues to us so that we can provide Connect support to them. The development of this aspect of our work has been made possible by funding from the Islington Clinical Commissioning Group and Cloudesley.

Advice partnerships

Another developing partnership has been our strategic and operational collaboration with organisations concerned with the provision of advice in social welfare areas of law (welfare benefits, debt and housing) to Islington residents on low incomes. Help on Your Doorstep has worked with funders including the Local Authority, Cloudesley and Cripplegate and advice providers including Islington Law Centre, Citizens Advice Islington, Islington people's Rights and Islington BAMER Advice Alliance. The strategic focus of our partnership work has been preparation for Universal Credit 'full service', the development of a more integrated, efficient and accessible borough-wide advice offer and improving the capture and analysis of data on the profile and scale of need. The collaborative work that we have been part of has contributed to Islington having one of the better free advice offers in London for those most affected by 'welfare reform'.

Help on Your Doorstep For the Year Ended 31 March 2018

The Connect service has been instrumental in the delivery of advice in the community. The Connect offices hosted welfare benefits and debt advice sessions delivered by Islington Law Centre and Citizens Advice Islington. As part of this arrangement Connect staff assessed the needs of clients with welfare benefits, housing and debt issues and booked them into appropriate sessions, managed inward referrals from other agencies and provided initial and ongoing support and advocacy where required. Help on Your Doorstep hosts 45 advice sessions in our offices and manages the access for local people.

Good Neighbour Schemes

Help on Your Doorstep ran four Good Neighbours in Islington in 2017/18. The schemes, which are led by local residents, aim to tackle isolation, strengthen communities' connections and improve health and wellbeing. 775 residents from Andover, New River Green, Priory Green and Bemerton estates got involved in a wide range of group activities that supported these objectives. The activities were chosen by residents and co-ordinated and run by our community development team with the support of local volunteers.

Over the 12 month period our community development team facilitated a number of weekly activities that brought communities together and enabled them to connect, give, be active, keep learning and take notice. Some of these activities were:

- 166 coffee mornings /afternoons
- 56 exercise classes (Zumba, yoga, balance classes)
- 63 kids football events
- 53 mindfulness meditation classes
- 41 arts and crafts groups
- 28 lunch clubs
- 19 games afternoons
- 9 film screenings

In addition a number of seasonal events were organised to for the residents living in the four geographic communities we deliver Good Neighbours Schemes in, including community fun days, trips to the seaside, health and wellbeing days and Christmas events.

64 residents supported the community development team as volunteers. Our volunteers participated in a number of ways, including planning and managing regular activities and events, supporting outreach activities, supporting the participation of vulnerable residents, office and admin tasks. Volunteering with the Good Neighbours Schemes has been shown to be a great way for residents to contribute to the community they live in whilst gaining new skills and new friends.

A survey of participants and volunteers in the Good Neighbours Schemes showed that:

- 67% of people felt 'much more positive' about their neighbourhood and 30% felt a 'bit more' positive.
- 62% had 'much more' of a connection with their neighbours and 30% felt that they had a 'bit more' of a connection.
- 47% said that they had learned new skills.
- 41% said that they had given time or shared skills.
- 83% felt that their physical or mental health had improved as a result of taking part in Good Neighbours Scheme activities.

Help on Your Doorstep For the Year Ended 31 March 2018

Community research

Help on Your Doorstep deliver community research projects to help ensure that the views of people who are often marginalised influence the design and delivery of the services that they use.

Help on your Doorstep undertook community research for three organisations in 2017/18: the Clinical Commissioning Group, surveying experiences and views of community health services; Cripplegate Foundation, surveying experiences and views of clients who used specialist welfare benefits advice services and Barnsbury Housing Association, surveying tenants' experiences and views of community development services. Recommendations based on our findings were submitted to each of the funding organisations.

Reserves

At the end of the year Help on Your Doorstep achieved a surplus of £7,086 across all funds (2017: £17,642). The total funds carried forward were £50,754 (2017: £43,668) of which £32,254 (2017: £28,150) was restricted funds.

The current reserves policy, approved by the Trustees, is to build up and maintain free reserves of at least one month's average expenditure, up to a maximum of £100,000. This is to mitigate the risk of insolvency and provide a fund for future infrastructure replacement and business growth activities. Free reserves are defined as that part of the charity's unrestricted funds that is freely available to spend on any of the charity's purposes. This excludes restricted income funds, tangible fixed assets and amounts designated for essential future spending.

At the end of the year free reserves amounted to £6,704 (2017: £11,871). This is lower than the amount at the end of 17/18 due to our investment in a number of business change activities that will strengthen the organisation's financial position in future years.

The Trustees' expectation is that reserves can only feasibly be increased through a combination of:

- Active fundraising from donors;
- Applying a "full-cost-recovery-plus" approach to pricing of tenders; and
- In the future, developing traded services such as the provision of consultancy, that are consistent with our charitable aims

The Trustees are aware of the risks that low reserves present in terms of being able to respond quickly to unforeseen events, such as cuts in external funding. Therefore, the Trustees continue to develop and review contingency plans that can be implemented in the event of funding reductions, to quickly reduce expenditure and safeguard the financial position of the organisation.

Principal risks and uncertainties

The Board Finance and Risk Committee is responsible for ensuring that organisational risks are satisfactorily identified and managed and confirms this to the full Board of Trustees. Help on Your Doorstep maintains a formal risk-management process in accordance with guidance

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For the Year Ended 31 March 2018

from the Charity Commission. An organisational risk register is updated and reviewed on a quarterly basis by the Finance and Risk Committee in order to determine whether all material risks have been adequately identified and assessed and whether appropriate mitigating actions are in place and are effective.

"In addition to the risk related to reserves, the principle risks that we have identified as having a serious potential impact on our performance, future prospects and reputation are:

<u>Risk</u>	<u>Mitigating actions</u>
Funding reductions or failure to replace grants that reach the end of their term leading to insufficient resources to meet obligations	<p>Rolling contingency planning for grants due to end in the next 18 months</p> <p>Effective relationship management with existing funders in order to understand their medium and longer term intentions and challenges</p> <p>Diversification of income streams and increased contract delivery</p>
Serious injury or fatality as a result of violence towards staff	<p>Robust health and safety procedures for lone working and door knocking</p> <p>Risk assessments and incident reporting procedures</p> <p>Personal safety training for all staff</p> <p>Tracking and monitoring devices in use</p>
Contract/project delivery failure resulting in the recovery of funds by funders/commissioners	<p>Project management and effective monitoring approach to service delivery</p>

Remuneration policy for key management personnel

The Finance and Risk Committee has the responsibility of considering the remuneration of the Executive Director as well determining the pay policy for all staff and the basis for any annual increases in pay. The committee, which is made up of the Treasurer, the Chair and at least one other trustee, makes recommendations to the full board for approval. The Board and the Finance and Risk Committee operate within the powers and constitutional arrangements as set out in the Articles of Association and Committee terms of reference.

When making recommendations, the Committee will draw on relevant internal and external information regarding staff remuneration. Staff remuneration does not include any share

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For the Year Ended 31 March 2018

options or long-term incentive schemes. The pension provisions for the Executive Director team are on the same terms as other employees.

Trustees' Responsibilities

The trustees (who are also directors of Help on Your Doorstep for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 SORP;
- make judgements and 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report was approved by the Board of Trustees and signed on its behalf by:


Andy Murphy
Chair

6/12/18

Independent Auditor's Report to the Members of Help on Your Doorstep

Opinion

We have audited the financial statements of Help on Your Doorstep (the 'Charity') for the year ended 31 March 2018 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2018 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities]. This description forms part of our auditor's report.

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton

Anthony Epton (Senior Statutory Auditor)
for and on behalf of Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

12 December 2018

Help on Your Doorstep

Statement of financial activities (incorporating an Income and Expenditure Account) For the year ended 31 March 2018

	Note	Unrestricted Funds £	Restricted Funds £	2018 Total £	2017 Total £
Income from:					
Donations and legacies	2	147,081	-	147,081	125,910
Charitable activities	3				
Connect services		230,852	84,819	315,671	302,268
Community participation and wellbeing		112,398	112,312	224,710	147,091
Community research projects		27,000	-	27,000	45,000
Promoting the service model		25,000	7,602	32,602	67,698
Investment income	4	-	-	-	48
Total income		542,331	204,733	747,064	688,015
Expenditure on:					
Raising funds		3,423	-	3,423	860
Charitable activities	5				
Connect services		339,632	71,574	411,206	392,265
Community participation and wellbeing		115,578	114,590	230,168	152,316
Community research projects		27,815	-	27,815	31,891
Promoting the service model		52,901	14,465	67,366	93,041
Total expenditure		539,349	200,629	739,978	670,373
Net movement in funds	6	2,982	4,104	7,086	17,642
Reconciliation of funds					
Total funds brought forward		15,518	28,150	43,668	26,026
Total funds carried forward	16	18,500	32,254	50,754	43,668

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. The attached notes form part of these financial statements.

Help on Your Doorstep

Balance sheet As at 31 March 2018

	Note	2018 £	£	2017 £	£
Fixed assets					
Tangible fixed assets	11		11,796		3,647
Current assets					
Debtors	12	24,492		31,722	
Cash at bank and in hand		<u>164,627</u>		<u>150,253</u>	
		189,119		181,975	
Creditors: amounts due within 1 year	13	<u>(150,161)</u>		<u>(141,954)</u>	
Net current assets			<u>38,958</u>		<u>40,021</u>
Net assets	15		<u>50,754</u>		<u>43,668</u>
Funds	16				
Restricted funds			32,254		28,150
Unrestricted Funds					
Designated funds			11,796		3,647
General funds			<u>6,704</u>		<u>11,871</u>
Total Funds			<u>50,754</u>		<u>43,668</u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 and were approved and signed on behalf of the Board of Trustees by:


Andy Murphy
Chair

Company number 06960313

The notes to the accounts form part of these financial statements

Help on Your Doorstep

Statement of cash flows For the year ended 31 March 2018

	Note	2018 £	2017 £
Cash flows from operating activities			
Net cash provided by operating activities	17	29,333	84,269
Cash flows from investing activities:			
Interest/ rent/ dividends from investments		-	48
(Purchase) of fixed assets		<u>(14,959)</u>	<u>(5,471)</u>
Cash provided by investing activities		<u>(14,959)</u>	<u>(5,423)</u>
Change in cash and cash equivalents in the year		14,374	78,846
Cash and cash equivalents at the beginning of the year		<u>150,253</u>	<u>71,407</u>
Cash and cash equivalents at the end of the year	18	<u><u>164,627</u></u>	<u><u>150,253</u></u>

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2018

1 Accounting Policies

a Basis of preparation of financial statements

The financial statements have been prepared 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 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

c Income

Income, including income from government and other grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Grants are credited to income when they are receivable unless they are for activities relating specifically to a specific future period, in which case they are deferred to that period. Income received under contracts for services is recognised in the financial statements in proportion to the percentage of completion of the contract.

d Donations of gifts, services and facilities

Donated professional services and facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

e Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

f Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects undertaken by the charity.

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2018

1 Accounting Policies (continued)

g Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services and other activities undertaken to further the purposes of the charity and their associated support costs. Where costs cannot be directly attributed, they have been allocated to activities on a basis consistent with their use of resources.

Costs of premises and administration are allocated on a per capita basis as follows:

Raising funds	0.1%
Connect services	59.2%
Community participation and wellbeing	29.6%
Community research projects	3.8%
Promoting the service model	4.3%
Governance and support costs	3.0%

h Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs comprise the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

Connect services	60.9%
Community participation and wellbeing	30.7%
Community research projects	3.9%
Promoting the service model	4.5%

i Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j Tangible fixed assets and depreciation

Items of equipment are capitalised where the purchase price exceeds £400. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer & office equipment	33% straight line
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Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2018

1 Accounting Policies (continued)

k Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

l Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

m Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

n Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

o Pensions

The charitable company offers employees an auto enrolment pension scheme to which they make contributions unless they choose to opt out. The pension cost charge represents contributions payable by the charitable company to the scheme. The charitable company has no liability under the scheme other than for the payment of those contributions.

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2018

2 Income from donations and legacies

	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Cripplegate Foundation	56,000	-	56,000	56,000
Islington Giving	55,000	-	55,000	40,000
29th May 1961 Charitable Trust	4,000	-	4,000	4,000
J & M Douglas	6,250	-	6,250	-
Rockliffe	2,500	-	2,500	-
M & H Maunsell Charity	500	-	500	-
Waitrose	365	-	365	-
Allan Charitable Trust	-	-	-	500
Gifts in kind	22,000	-	22,000	22,000
Department of Work and Pensions	-	-	-	3,020
Other donations	466	-	466	390
Total donations and legacies 2018	147,081	-	147,081	125,910
Total donations and legacies 2017	125,910	-		

The gifts in kind relate to office spaces received from three organisations (Cripplegate Foundation, Homes for Islington and the Peabody Trust) free of charge. These are based on estimates provided by these organisations as to how much the spaces would cost if available commercially.

3 Income from charitable activities

	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Connect services				
Connect centres (LB Islington)	230,852	-	230,852	214,500
Finsbury Park Connect (Cloudesley)	-	33,500	33,500	27,638
Canonbury Connect (Rayne Foundation)	-	10,000	10,000	10,000
Proactive Wellbeing (Cloudesley)	-	33,000	33,000	-
Welfare grants (Cloudesley)	-	8,319	8,319	10,130
Archway Connect (Tudor Trust)	-	-	-	40,000
Total Connect services 2018	230,852	84,819	315,671	302,268
Total Connect services 2017	214,500	87,768		

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2018

3 Income from charitable activities (continued)

	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Community participation and wellbeing				
Canonbury good neighbour scheme				
--LB Islington	-	32,558	32,558	31,661
--LBI & TRA Western Isles	-	500	500	-
Kings Cross GNS (Islington giving & Peabody Trust)	-	37,254	37,254	29,678
New River Green community wellbeing (Islington CCG)	25,000	-	25,000	25,000
Andover community wellbeing (IHASS)	36,853	-	36,853	25,000
Caledonian community wellbeing				
--LB Islington	49,847	-	49,847	15,346
--Islington Giving	-	30,000	30,000	15,000
Team leader (Ajahma Charitable Trust)	-	12,000	12,000	-
Smoking cessation (Whittington Hospital)	-	-	-	4,995
Fees for classes and activities	698	-	698	411
Total community 2018	112,398	112,312	224,710	147,091
Total community 2017	70,752	76,339		
Community research projects				
Community research (Islington CCG)	21,000	-	21,000	24,000
Tenant engagement (Barnsbury Housing Association)	6,000	-	6,000	6,000
Three advice projects reiew (Cripplegate)	-	-	-	15,000
Total research 2018	27,000	-	27,000	45,000
Total research 2017	45,000	-		
Developing and promoting the service model				
Sustainability development (BIG)	-	7,602	7,602	67,698
Business development (LB Islington)	25,000	-	25,000	-
Total service model promotion 2018	25,000	7,602	32,602	67,698
Total service model promotion 2017	-	67,698		
Total income from charitable activities 2018	395,250	204,733	599,983	562,057
Total income from charitable activities 2017	330,252	231,805		

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2018

4 Income from investments

	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Bank interest	-	-	-	48
Total income from investments 2018	-	-	-	48
Total income from investments 2017	48	-		

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2018

5 Analysis of expenditure

	Raising funds £	Connect services £	Community participation & wellbeing	Community research projects	Promoting the service	Governance £	Support costs	2018 Total £	2017 Total £
Salaries and employers' NI	-	316,945	159,960	22,493	46,449	930	16,654	563,431	520,783
Other staff costs and recruitment	107	4,283	2,739	195	8,033	17	1,603	16,977	23,404
Freelance and agency staff	-	8,539	4,275	551	623	44	388	14,420	12,380
Volunteers	-	601	526	21	25	2	15	1,190	1,986
Premises and equipment	-	19,683	9,151	17	3,671	1	2,549	35,072	30,857
Depreciation	-	-	-	-	-	-	6,810	6,810	2,476
Office costs	260	22,912	10,168	1,155	2,084	103	1,381	38,063	35,761
Project costs	3,056	8,957	32,744	2,036	4,926	13	111	51,843	30,906
Grants to individuals	-	8,249	-	-	-	-	-	8,249	8,131
Audit and compliance	-	-	-	-	-	3,923	-	3,923	3,689
	3,423	390,169	219,563	26,468	65,811	5,033	29,511	739,978	670,373
Support costs	-	17,972	9,060	1,151	1,328	-	(29,511)	-	-
Governance costs	-	3,065	1,545	196	227	(5,033)	-	-	-
Total expenditure 2018	3,423	411,206	230,168	27,815	67,366	-	-	739,978	670,373
Unrestricted expenditure 2017	860	305,900	79,799	31,891	33,379	-	-	-	-
Restricted expenditure 2017	-	86,365	72,517	-	59,662	-	-	-	-
Total expenditure 2017	860	392,265	152,316	31,891	93,041	-	-	-	-

Of the total expenditure, £539,349 was unrestricted (2017: £451,829) and £200,629 was restricted (2017: £218,544).

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2018

6 Net income for the year

This is stated after charging :

	2018	2017
	£	£
Depreciation	6,810	2,476
Auditors' remuneration:		
▪ Audit fees	3,600	3,500
	<u>3,600</u>	<u>3,500</u>

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2018	2017
	£	£
Salaries	512,304	474,173
Employers' National Insurance	45,541	41,848
Employer's pension contributions	5,586	4,762
	<u>563,431</u>	<u>520,783</u>

No employee earned greater than £60,000 during the year (2017: nil).

The total employee benefits including employer pension and NI contributions of the key management personnel were £67,561 (2017: £66,381).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2017: £nil). No trustee was reimbursed expenses during the year (2017: £136) and none received payment for professional or other services supplied to the charity (2017: £nil).

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 20 (2017: 18).

The average weekly number of employees (full-time equivalent) during the year was as follows:

	2018	2017
	No.	No.
Connect services	9.7	9.6
Community participation and wellbeing	4.8	3.4
Community research projects	0.6	0.7
Promoting the service	0.7	1.1
Governance and support	0.5	0.2
	<u>16.3</u>	<u>15.0</u>

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2018

9 Related party transactions

Two trustees hold prominent positions in the grantor organisations. One trustee was the Governor of Cripplegate Foundation and one trustee was an Islington Clinical Commissioning Governing Body member.

Transactions with these organisations can be seen in notes 2 & 3.

10 Taxation

The society is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11 Tangible fixed assets

	Computer Equipment	Leasehold improvements	Total
Cost			
At 1 April 2017	32,417	-	32,417
Additions in Year	1,230	13,729	14,959
At 31 March 2018	<u>33,647</u>	<u>13,729</u>	<u>47,376</u>
Depreciation			
At 1 April 2017	28,770	-	28,770
Charge for Year	2,234	4,576	6,810
At 31 March 2018	<u>31,004</u>	<u>4,576</u>	<u>35,580</u>
Net Book Value			
At 31 March 2018	<u>2,643</u>	<u>9,153</u>	<u>11,796</u>
At 31 March 2017	<u>3,647</u>	-	<u>3,647</u>

All tangible fixed assets are used to fulfil the charity's objects.

12 Debtors

	2018 £	2017 £
Grants receivable	3,530	5,788
Trade debtors	3,553	6,000
Other debtors	5,152	4,477
Prepayments	<u>12,257</u>	<u>15,457</u>
	<u>24,492</u>	<u>31,722</u>

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2018

13 Creditors : amounts due within 1 year

	2018	2017
	£	£
Taxation and Social Security	12,394	14,026
Trade creditors	5,817	20,649
Other creditors	647	30,215
Accruals	7,100	3,500
Deferred income	124,203	73,564
	<u>150,161</u>	<u>141,954</u>

14 Deferred income

	2018	2017
	£	£
As at April 2017	73,564	38,674
Released to income from charitable activities during the year	(73,564)	(38,674)
Deferred during the year	124,203	73,564
	<u>124,203</u>	<u>73,564</u>

15 Analysis of net assets between funds

	General unrestricted	Designated	Restricted	Total funds
	£	£	£	£
Tangible Fixed Assets	-	11,796	-	11,796
Current Assets	148,107	-	41,012	189,119
Liabilities	(141,403)	-	(8,758)	(150,161)
Net assets at 31 March 2018	<u>6,704</u>	<u>11,796</u>	<u>32,254</u>	<u>50,754</u>

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2018

16 Movements in funds

	At 1 Apr 2017 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 Mar 2018 £
Restricted funds					
Finsbury Park Connect (Cloudesley)	-	33,500	(25,125)	-	8,375
Canonbury Connect (Rayne Foundation)	-	10,000	(10,000)	-	-
Proactive Wellbeing (Cloudesley)	-	33,000	(27,633)	-	5,367
Welfare grants (Cloudesley)	11,051	8,319	(8,816)	-	10,554
Canonbury good neighbour scheme					
Islington Giving	66	32,558	(32,599)	-	25
LB Islington & TRA Western Isles	-	500	(500)	-	-
Kings Cross GNS (Islington Giving & Peabody Trust)	170	37,254	(37,491)	-	(67)
Caledonian community wellbeing (Islington Giving)	10,000	30,000	(40,000)	-	-
Community Welfare (Ajahma)	-	12,000	(4,000)	-	8,000
Sustainability development (BIG)	6,863	7,602	(14,465)	-	-
Total restricted funds	28,150	204,733	(200,629)	-	32,254
Unrestricted funds					
<i>Designated funds</i>					
Depreciation fund	3,647	-	(6,810)	14,959	11,796
<i>Total designated funds</i>	3,647	-	(6,810)	14,959	11,796
General funds	11,871	542,331	(532,539)	(14,959)	6,704
Total unrestricted funds	15,518	542,331	(539,349)	-	18,500
Total funds	43,668	747,064	(739,978)	-	50,754

Transfers are made from restricted and unrestricted funds for the full amount of purchases of capital equipment to the depreciation fund. Depreciation of these assets is charged to that fund. The depreciation fund will always be equal to the net book value of the assets.

Purposes of restricted funds

Finsbury Park Connect (Cloudesley)	A grant to contribute to the costs of running the Connect services in Finsbury Park and Canonbury.
Canonbury Connect (Rayne Foundation)	A grant was received to contribute to the cost of running the connect service in Canonbury.
Proactive Wellbeing (Cloudesley)	The Proactive Wellbeing Service aims to improve the health and wellbeing of Islington residents with long term health conditions or disabilities by increasing their engagement in local services and activities.

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2018

Purposes of restricted funds (continued)

Welfare grants (Cloudesley)	Richard Cloudesley have funded the ongoing provision of individual grants to Islington residents with health conditions who are experiencing financial hardship.
Canonbury good neighbour scheme (Islington Giving)	Islington Giving Good Neighbour Scheme awarded a grant to deliver a project in Canonbury to develop local community volunteering opportunities for local people.
Kings Cross GNS (Islington Giving & Peabody Trust)	Funding was received for the development and delivery of a project in Barnsbury and Caledonian wards to support community participation and volunteering for local people.
Community welfare (Ajahma Charitable Trust)	The Ajahma Grant contributes to the cost of the Community Development Team Leader position
Sustainability development (BIG)	Funding was received from the Local Sustainability Fund to support an internal organisational change programme aimed at developing more sustainable ways of working

17 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2018 £	2017 £
Net income for the reporting period (as per the statement of financial activities)	7,086	17,642
Depreciation	6,810	2,476
Interest, rent and dividends from investments	-	(48)
Decrease/(Increase) in debtors	7,230	(20,241)
Increase in creditors	8,207	84,440
Net cash provided by / (used in) operating activities	29,333	84,269

18 Analysis of cash and cash equivalents

	2018 £	2017 £
Cash at bank and in hand	164,627	150,253
	<u>164,627</u>	<u>150,253</u>

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2018

19 Notes from 2017 accounts

a Analysis of assets and liabilities by funds of previous reporting period

	General unrestricte d	Designated £	Restricted £	Total funds £
Tangible Fixed Assets	-	3,647	-	3,647
Current Assets	137,647	-	44,328	181,975
Liabilities	(125,776)	-	(16,178)	(141,954)
Net assets at 31 March 2017	11,871	3,647	28,150	43,668

b Details of movement in funds during the previous reporting period

	At 1 Apr 2016 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 Mar 2017 £
Restricted funds					
Finsbury Park Connect (Cloudesley Canonbury Connect (Rayne Foundation)	-	27,638	(27,638)	-	-
Archway Connect (Tudor Trust)	-	10,000	(10,000)	-	-
Welfare grants (Richard Cloudesley)	9,648	10,130	(8,727)	-	11,051
Canonbury good neighbour scheme	(85)	31,661	(31,510)	-	66
Kings Cross GNS (Islington Giving & Peabody Trust)	7,108	29,678	(36,007)	(609)	170
Caledonian community wellbeing (Islington Giving)	-	15,000	(5,000)	-	10,000
Sustainability development (BIG)	-	67,698	(59,662)	(1,173)	6,863
Total restricted funds	16,671	231,805	(218,544)	(1,782)	28,150
Unrestricted funds					
<i>Designated funds</i>					
Depreciation fund	652	-	(2,476)	5,471	3,647
<i>Total designated funds</i>	652	-	(2,476)	5,471	3,647
General funds	8,703	456,210	(449,353)	(3,689)	11,871
Total unrestricted funds	9,355	456,210	(451,829)	1,782	15,518
Total funds	26,026	688,015	(670,373)	-	43,668