

Charity No: 1133145

Company No: 06960313

HELP ON YOUR DOORSTEP

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2013

Help on Your Doorstep
For the year ended 31 March 2013

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Help on Your Doorstep

For the year ended 31 March 2013

Legal and administrative details

Board of Trustees

Frances Carter (Chair)
Andy Murphy (Vice Chair, Treasurer)
Edwina Affie
Phil Kelly
Matthew Humphrey MBE
Don Kehoe
David Pack
Colin Adams MBE
Rufiat Shomade

Senior management

Ken Kanu Executive Director, Company Secretary

Company number

06960313.

Registered charity number (England and Wales)

1133145

Registered Office

13 Elliott 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 2013

Trustees' report 2013

The Trustees are pleased to present their Report and Accounts for Help on Your Doorstep (the "Charity") for the year ended 31 March 2013.

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.

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

- Services which undertake systematic outreach in disadvantaged parts of Islington aimed at helping local residents to access advice and support services which will improve their wellbeing and life chances.
- Delivering a Good Neighbours Initiative which supports local people who may experience barriers to community participation and facilitates opportunities for them to volunteer in their own local neighbourhood.

Help on Your Doorstep

For the year ended 31 March 2013

- 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.

Mission, values and objectives

Our Mission

We aim to make a visible 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 2012 - 2017

- To increase the impact of our work in order to secure measurable improvements for our clients and value for money for funders
- To extend the impact of our work into new neighbourhoods
- To use our evidence to support partners in their shaping of service provision and policy in order to improve the wellbeing and life chances of residents living in deprived neighbourhoods
- To strengthen and diversify our funding base to secure a more sustainable future for the charity.

Principal activities

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

- Undertaking outreach and resident engagement in disadvantaged neighbourhoods of Islington. The service uses a model of systematic, door knocking geared at identifying and empowering people with support needs including those who are vulnerable and disengaged.
- 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.
- Providing information, advice, guidance, support and advocacy to clients at local community based offices.

Help on Your Doorstep

For the year ended 31 March 2013

- Service promotion on behalf of advice and support agencies to improve their penetration into 'harder to reach' communities
- Supporting Ward Partnerships through the sharing of local intelligence, partnership working and addressing local priorities
- Establishing a Good Neighbour Scheme in Canonbury to engage and support local people into local volunteering activities and community participation

Achievements

- **Making a difference to people's lives:** 1426 people were assisted to get help from advice and support services in the 12 month period between April 2012 and March 2013. Over 3000 referrals were made to partner services and our teams provided additional direct support such as advocacy, help with forms, information and advice to clients where needed. According to our clients' feedback, in nine out of ten cases referrals resulted in positive outcomes in that issues were resolved, or had improved or were being addressed with ongoing support from a specialist agency.
- **Customer service excellence:** Help on Your Doorstep was awarded the Customer Service Excellence ® (CSE) Standard certification in January 2013. The CSE Standard drives and recognises the 'efficient, effective, excellent, equitable and empowering' provision of services. The assessor made the following comments *'Help on Your Doorstep is a customer focused organisation with high levels of support to the residents of the Borough of Islington. Staff are approachable and understand customer needs delivering in the words of customers seen at assessment a helpful, prompt and effective service. It has strong partnerships with both statutory and not for profit sectors who describe the service as providing high quality referrals that enable appropriate services to be signposted to residents. Help on Your Doorstep is a learning organisation and for a small charity it makes good use of customer comment to refine services and implement change speedily and effectively. I am pleased to pass on to emqc Ltd's Certification Committee my recommendation that you are certificated as meeting the Customer Service Excellence Standard.'*
- **Developing volunteering:** Help on your Doorstep launched its volunteering project in January 2013. The project, which is led by our volunteer co-coordinator, aims to involve local people in the outreach and referral activities of the charity. The increased size and diversity of the volunteer group increases the organisation's ability to reach and support marginalised communities. Individual volunteers benefit in different ways including becoming more engaged in their own communities, having the opportunity to develop and utilise skills, increased confidence and through the improvement in employment prospects
- **The Good Neighbour Scheme** which was started in January 2012 completed its first full year and was funded for two further years. The initiative, delivered in and around Canonbury's New River Green Estate, exists to tackle isolation and builds social capital through the facilitation of community activities and volunteering opportunities.

Help on Your Doorstep

For the year ended 31 March 2013

Reserves

Help on Your Doorstep retained £20,312 of free reserves at the end of the accounting year. The trustees have agreed that Help on Your Doorstep should build up and maintain reserves to mitigate the risk of insolvency and to fund infrastructure replacement and business growth activities.

In reviewing our monthly cash flows over previous years of trading and taking account of our mix of funders going forward, the trustees have agreed that the minimum level of reserves should be an average one month's expenditure which is currently £35,000. The maximum reserve limit should be £100,000.

We will build up the minimum level of reserves through a combination of:

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

The Trustees of the Charity are responsible for ensuring that, for each financial year, financial statements are prepared which give a true and fair view of the state of affairs of the Charity at the end of that year and of the incoming resources and resources expended for that year. These accounts are presented in accordance with the Statement of Recommended Practice (SORP) 2005.

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 required 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.

Help on Your Doorstep For the year ended 31 March 2013

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.

These accounts have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

This report was approved by the Board of Trustees on 5.10.2013 and signed on its behalf by:



Frances Carter
Chair

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF HELP ON YOUR DOORSTEP

We have audited the financial statements of Help on Your Doorstep for the year ended 31 March 2013 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity's members, as a body, in accordance with Sections 495 and 496 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 and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatements, whether caused by fraud or error. This includes an assessment of:

- whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed;
- the reasonableness of significant accounting estimates made by the trustees;
- and the overall presentation of the financial statements.

In addition, we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2013 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where 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; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.



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

3 December 2013

Help on Your Doorstep

Statement of financial activities (incorporating an Income and Expenditure Account) For the year ended 31 March 2013

	Note	Restricted Funds £	Unrestricted Funds £	2013 Total £	2012 Total £
Incoming resources					
<i>Incoming resources from generated funds</i>					
Voluntary income	1	-	121,972	121,972	154,764
Investment income		-	107	107	91
<i>Incoming resources from charitable activities</i>					
Charitable activities	3	353,187	15,000	368,187	329,389
Total incoming resources		353,187	137,079	490,266	484,244
Resources expended					
<i>Charitable activities</i>					
Charitable activities	4	346,887	121,052	467,939	476,679
<i>Governance costs</i>		-	4,315	4,315	13,980
Total resources expended		346,887	125,367	472,254	490,659
Net incoming/(outgoing) resources before transfers	5	6,300	11,712	18,012	(6,415)
Gross transfers between funds		-	-	-	-
Net movement in funds		6,300	11,712	18,012	(6,415)
Reconciliation of funds					
Total funds brought forward		94	8,600	8,694	15,109
Total funds carried forward	12	6,394	20,312	26,706	8,694

Help on Your Doorstep

Balance sheet

For the year ended 31 March 2013

	Note	2013 £	2012 £
Fixed assets			
Furniture and equipment		11,546	2,442
Current assets			
Debtors	9	6,282	29,789
Cash at bank and in hand		<u>26,804</u>	<u>4,420</u>
		33,086	34,209
Creditors: amounts due within 1 year	10	<u>(17,926)</u>	<u>(27,957)</u>
Net current assets		<u>15,160</u>	<u>6,252</u>
Net assets	11	<u>26,706</u>	<u>8,694</u>
Funds			
Restricted funds	12	6,394	94
Unrestricted Funds		<u>20,312</u>	<u>8,600</u>
Total Funds		<u>26,706</u>	<u>8,694</u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and the Financial Reporting Standard for Smaller Entities (effective April 2008) and were approved and signed on behalf of the Board of Trustees on S. K. O. Jones 2013 by:



Francis Carter
Chair

The notes to the accounts form part of these financial statements

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2013

1 Accounting Policies

Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention and on a going concern basis, in accordance with the Companies Act 2006, Charities Act 2011, the Statement of Recommended Practice, Accounting and Reporting by Charities (issued in March 2005), with applicable accounting standards and the Financial Reporting Standard for Smaller Entities (effective April 2008).

Fund accounting

Unrestricted funds are available for use at the discretion of the board of directors in furtherance of the general objectives of the charitable company and which have not been designated for other purposes.

Restricted funds are funds that are to be used in accordance with specific purposes imposed by the donor or which have been raised by the charity for particular purposes. Expenditure which meets these criteria is charged to the fund together with a fair allocation of management and support costs. The aim and use of each restricted fund is set out in the notes to the financial statements.

Incoming resources

Income from fees and local government contracts is included in the SOFA in the period in which the charity is entitled to receipt.

Income from donations and grants is included in incoming resources when these are receivable unless the donor has specified that the donation or grant relates to a future period or that certain pre-conditions must be fulfilled before use. In these cases the amounts received are recognised in the relevant period or when the pre-conditions have been met and until then treated as deferred income. Donations or grants for particular purposes are included in incoming resources as restricted funds.

Interest income is included on a receivable basis and Gifts in Kind have been included at the value to the charity where this can be quantified and a third part is bearing the costs.

Resources expended

Resources expended are allocated to the particular activity where the cost relates directly to that activity. Where costs cannot be directly attributed, they have been allocated to activities on the basis of staff time spent on each activity.

Costs allocated to all activities:

Charitable activities	87.6%
Governance and Support	12.4%

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements of the charity.

Depreciation

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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Items of equipment are capitalised where the purchase price exceeds £400. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities.

Help on Your Doorstep

Notes to the Financial Statements For the Year Ended 31 March 2013

2 Voluntary income

	Restricted	Unrestricted	2013 Total	2012 Total
		£	£	£
Cripplegate Foundation	-	44,642	44,642	62,500
Islington Giving	-	50,000	50,000	50,000
LB Islington	-	15,000	15,000	-
Gifts in kind	-	11,800	11,800	11,800
The Mayor's Charity	-	-	-	28,435
Other donations	-	530	530	2,029
	-	121,972	121,972	154,764

The gifts in kind relate to office spaces received from two organisations (Homes for Islington and St Luke Parochial 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 Incoming resources from charitable activities

	Restricted grants	Unrestricted grants	2013 Total	2012 Total
			£	£
LB Islington	200,000	-	200,000	200,000
Big Lottery	79,301	-	79,301	40,564
Richard Cloudesley	30,000	-	30,000	30,000
Islington Giving	30,386	-	30,386	7,602
John Paul Getty Foundation	-	15,000	15,000	-
Lloyds TSB	13,000	-	13,000	-
LB Islington	500	-	500	-
Transition fund	-	-	-	40,000
NHS Islington	-	-	-	10,823
Fees	-	-	-	400
	353,187	15,000	368,187	329,389

Help on Your Doorstep

Notes to the Financial Statements For the year ended 31 March 2013

4 Charitable expenditure

	Fundraising costs £	Charitable activities £	Governance £	Support costs	2013 Total £	2012 Total £
Salaries and employers' NI	-	363,753	453	12,232	376,438	353,231
Other staff costs and recruitment	-	5,293	14	378	5,685	9,570
Freelance and agency staff	-	8,356	42	1,139	9,537	6,878
Volunteers	-	2,050	3	89	2,142	983
Premises and equipment	-	20,733	1	688	21,422	21,731
Depreciation	-	-	-	6,383	6,383	1,221
Office costs	-	23,245	55	1,471	24,771	32,139
Project costs	-	20,780	50	1,349	22,179	57,193
Audit	-	-	3,000	-	3,000	4,620
Other governance costs	-	-	697	-	697	3,093
Total resources expended	-	444,210	4,315	23,729	472,254	490,659
Support costs	-	23,729	-	(23,729)	-	-
Total resources expended	-	467,939	4,315	-	472,254	490,659

Expenditure is allocated on the basis of staff time input to each activity.

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2013

5 Net incoming resources for the year

This is stated after charging :

	2013 £	2012 £
Depreciation	6,383	1,221
Auditors' remuneration:		
▪ Audit	-	-
▪ Provision for 2013	3,000	3,000
▪ Underprovision in previous year	-	1,620
	<u> </u>	<u> </u>

6 Staff costs and numbers

Staff costs were as follows:

	2013 £	2012 £
Salaries	344,151	331,241
Employers' National Insurance	30,962	21,990
Employer's pension contributions	1,325	-
	<u> </u>	<u> </u>
	<u>376,438</u>	<u>353,231</u>

No employee earned more than £60,000 during the year.

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

	2013 No.	2012 No.
Charitable activities	9.8	8.6
Fundraising, Governance and Support	1.4	2.0
	<u> </u>	<u> </u>
	<u>11.2</u>	<u>10.6</u>

7 Taxation

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

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2013

8 Tangible fixed assets

	Computer Equipment	Total
Cost		
At 1 April 2012	3,663	3,663
Additions in Year	15,487	15,487
	<hr/>	<hr/>
At 31 March 2013	19,150	19,150
	<hr/>	<hr/>
Depreciation		
At 1 April 2012	1,221	1,221
Charge for Year	6,383	6,383
	<hr/>	<hr/>
At 31 March 2013	7,604	7,604
	<hr/>	<hr/>
Net Book Value		
At 31 March 2013	11,546	11,546
	<hr/>	<hr/>
At 31 March 2012	2,442	2,442
	<hr/>	<hr/>

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

9 Debtors

	2013 £	2012 £
Grants receivable	-	12,500
Other debtors	2,017	14,682
Prepayments	4,265	2,607
	<hr/>	<hr/>
	6,282	29,789
	<hr/>	<hr/>

10 Creditors : amounts due within 1 year

	2013 £	2012 £
Trade creditors	5,799	14,523
Taxation and Social Security	9,127	9,341
Accruals	3,000	4,093
	<hr/>	<hr/>
	17,926	27,957
	<hr/>	<hr/>

11 Analysis of net assets between funds

	Restricted funds £	Unrestricted funds £	Total funds £
Tangible Fixed Assets	-	11,546	11,546
Current Assets	7,209	25,877	33,086
Liabilities	(815)	(17,111)	(17,926)
	<hr/>	<hr/>	<hr/>
Net assets at 31 March 2013	6,394	20,312	26,706
	<hr/>	<hr/>	<hr/>

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2013

12 Movements in funds

	At 1 Apr 2012	Incoming resources	Outgoing resources	Transfers	At 31 Mar 2013
	£	£	£	£	£
Restricted funds					
Richard Cloudesley Finsbury Park	-	30,000	(30,000)	-	-
Big Lottery Finsbury Pk & EC1	-	79,301	(83,120)	-	(3,819)
LB Islington: Finsbury Park, Canonbury & Caledonian Connect	-	200,000	(200,000)	-	-
Good Neighbour Scheme	94	30,886	(30,459)	-	521
Lloyds TSB Foundation: Volunteers project	-	13,000	(3,308)	-	9,692
Total restricted funds	94	353,187	(346,887)	-	6,394
Unrestricted funds					
<i>Designated funds</i>					
Depreciation fund	2,442	-	(6,383)	15,487	11,546
<i>General funds</i>	6,158	137,079	(118,984)	(15,487)	8,766
Total unrestricted funds	8,600	137,079	(125,367)	-	20,312
Total funds	8,694	490,266	(472,254)	-	26,706

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

Richard Cloudesley Finsbury Park	A grant to contribute to the costs of running the Connect services in Finsbury Park and Canonbury
Big Lottery Finsbury Pk & EC1	The Big Lottery has awarded a grant to contribute to the running costs of Finsbury Park and EC1 Connect services from October 2011 to September 2015
LB Islington: Centres	London Borough of Islington provided funds for the running of the EC1, Finsbury Park, Canonbury and Caledonian Connect services.
Islington Giving Good Neighbour Scheme	Islington Giving Good Neighbour Scheme awarded a grant to deliver a project in Canonbury to develop local community volunteering opportunities for local people
Lloyds TSB Volunteering Project	The Volunteering Project aims to engage local people as volunteers, in our community outreach, referral and support activities. Volunteers are supported to make a difference to their communities and also have the opportunity to gain the skills and confidence that can improve their employment prospects.

Help on Your Doorstep

Notes to the financial statements For the Year Ended 31 March 2013

13 Trustees remuneration and reimbursed expenses

No members of the Board of Trustees received remuneration or reimbursed expenses for their services during the period (2012: none).

14 Related party transactions

A number of trustees hold prominent positions in the grantor organisations. One trustee was the Governor of Cripplegate Foundation and one trustee was an Islington Council member.

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