

Helping Hands
Free caring professional advice



**Helping
Hands**

Free caring professional advice

**Registered Charity
Number 1093415
Company Number
04343050**

THURSDAY



A7L6QVV

A39

20/12/2018

#134

COMPANIES HOUSE



FORWARD

by

Neil O'Brien
OBE

Member of Parliament
for
Harborough

The support that Helping Hands provides to local residents, can and does change lives for the better. All members of their team are incredibly committed, hardworking and passionate about what they do, which means helping people from different backgrounds in a range of ways.

They ensure that the service and support provided is always tailored to suit individual needs and circumstance, which is clearly evidenced from their 95% satisfaction levels.

I'd like to thank and pay tribute to the team at Helping Hands for all they do, which has helped improve the quality of life of so many people.

Report of the Trust Directors for the Year Ended 31 March 2018

The trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity for the year ending 31st March 2018 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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).

<u>Contents</u>	<u>Pages</u>
Forward	2
Information about the Helping Hands Community Trust	3-7
Chairman's Report	9
Project Development Manager's Report on the Activities, achievements and performance of the Trust	10-18
Information relating to Administration, Trustees and Advisers and Structure, Governance and Management	18-24
Financial Review	24
Independent Examiners Report	26
Statement of Financial Activities (Including Income and Expenditure Account)	28
Balance Sheet	32
Notes to the Accounts	35

Overview of the Charity

Helping Hands Community Trust was founded by the community in 1997 and provides free, independent, specialist advice services to people living within the Borough of Oadby and Wigston, neighbouring villages and rural communities.

The Trust is a dynamic organisation, committed to the delivery of 'holistic social inclusion' thereby building personal resilience and enriching the lives of those we serve and their communities.

Our advisers are trained as 'active listeners' who provide a bespoke service that focuses on addressing needs, resolving problems confronting people whose lives are in crisis, affected by poverty or are marginalised by circumstance.

The Trust provides excellent value for money utilising a team of both paid and voluntary advisors, agencies and professional partners and to date have advised 112,000 residents and dealt with over 130,000 enquiries.

Evaluation of social impact, consultations with users, stakeholders, partners, and local government agencies has enabled the Trust to become an agency for social renewal, to diversify services, attract additional funding in response to changes in legislation and increasing local needs.

Our services include advice on welfare benefits, rights, money and debt management, utilities, housing, health care, education, training, employment, legal advice, domestic abuse, advocacy, support with appeals and tribunals.

Easy access is provided through a 'One Stop' Advice Centre in South Wigston, drop in Surgeries at Oadby and the O&WBC Customer Services Centre, Wigston Magna, by outreach, telephone, email, online and social media.

Regular quality of service reviews average a 98% level of resident satisfaction and is audited and accredited by AQS every two years.

Together with Citizens Advice Leicestershire the Trust is contracted by O&WBC to provide a general advice service within the Borough of Oadby and Wigston until June 2019.

Our Vision

"The Trust will engage with residents, partners and stake holders in a social enterprise, where we harness public, commercial, private, faith, charitable and voluntary sector resources, locally and regionally, to advise, empower and protect the interests of vulnerable residents who are socially disadvantaged or excluded by poverty, deprivation, age, unemployment, being homeless, incapacity, poor health, crime, sexual discrimination, domestic abuse or lack of educational opportunity."

Mission Statement

"The mission of the Helping Hands Community Trust is to serve, empower, enable, advise and assist people in resolving social problems and meeting needs arising from deprivation and poverty"

Our Aims

The aims of the Charity are:

- To be people centred and provide access to free, independent, impartial, professional and confidential assistance and advice services;
- To be open and accessible and to treat all people fairly by promoting equality, respecting diversity and by challenging harassment and discrimination;
- To provide a compassionate service which follows the client's problems through to conclusion;

- To be proactive in resolving problems rather than signposting clients. We will support them through advocacy, case work and follow through to resolution
- To empower and enable people to take ownership of their problems and difficulties and support them in working towards their resolution;
- To develop the Trust as a Social Enterprise that informs and shapes social policy;
- To identify and access the 'Social Capital' that is available within the community;
- To improve the 'green footprint' of the Trust premises through energy savings, ethical purchasing, use and disposal of equipment, consumables and community recycling services.

The Trust seeks to achieve these aims by providing unique 'one-stop shop' facilities offering independent advice, support and information on any topic to any resident of the Borough who requires it, regardless of race, gender, age, financial status or religion. All services are free of charge.

- This results in a service which is unique because:
- Our primary focus is on addressing the individual needs of local residents rather than delivering predetermined patterns of service in the form of standard solutions for all problems.
- We provide the full benefits of "joined-up" services by working with other organisations and support agencies and demonstrate the effectiveness of directing resources to those most in need.
- We offer an array of diverse services, which we continually review and tailor to meet changing needs and demands.

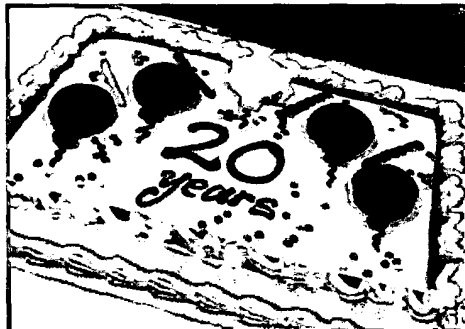
- We treat all clients with respect and deal with every type of enquiry, however big or small, with equal concern. We oppose exclusion at all levels.
- We concentrate on locating, coordinating and expediting the best possible services, whether voluntary or statutory, in response to individual needs.
- We offer practical help in a variety of ways and actively encourage care of the local community by the local community.
- Our services are delivered through volunteers drawn from every sector of the community, through paid staff and professional partners.

Helping Hands Community Trust refers to the Charity Commission's general guidance on public benefit when reviewing its aims and objectives and in planning its future activities.

Helping Hands Celebrate 20 Years of Service



Neil O'Brien
OBE
MP



Councillor
Samia Z Haq
Borough
Mayor

Helping Hands Community Trust, founded by the community,
supported by the community, to serve the community

Helping Hands Team

Amanda Murgatroyd	P	Project Development Manager
Ketna Mistry-Chauhan	P	Service Centre Manager
Rajnikant Patel	P	Specialist Money Adviser (Left Feb 18)
Lorraine Bradbury	P	Welfare Benefits Adviser (Left Oct 17)
Kathryn Da Silva Oliveira	V	Welfare Benefits Appeals & Tribunals
Megan Edwards	P	Apprentice (Started Nov 17)
Josez Pinder	P	Community Coach Supervisor
Petra Cronogue	P	Community Coach (Started Feb 18)
Jonathan Berry	P	Community Coach (Started March 18)
Stacey Major	P	Community Coach (Started March 18)
Aysha Ghanchi	P	Community Coach (Started March 18)

South Wigston Centre

Ray Green	V	Money Adviser/Trustee
Eileen Holly	V	Disability Benefits Adviser
Penny Barratt	V	Disability Benefits Adviser
Gillian Mason	V	Disability Benefits Adviser
Vivek Sharma	V	Welfare Benefits Appeals & Tribunals
Sumit Lal	V	Receptionist
Nick Sumner	V	Receptionist
Kamaljeet Singh	V	Receptionist
Sofia Kaur	V	Receptionist
Michelle Stanley	V	Receptionist
Tony Watson	V	Receptionist/Trustee
Jane Bennett	V	Volunteer
Paula Johnson	V	Volunteer

Oadby Methodist Church Surgery

Lesley Thornton	V	General Adviser/Trustee
Diane Price	V	General Adviser
Ian Simons	V	General Adviser
Marilyn Beazeley	V	General Adviser

Wigston Magna O&WBC Customer Service Centre Surgery

Ray Green	V	General Adviser/Trustee
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Chairman's Report

This year Helping Hands celebrated our 20th Anniversary and began with the receipt of a very generous donation from a really grateful client in appreciation for the caring service her father received from our adviser. Such kindness is inspirational and is just one example of how much local residents value and support our charity in raising the £75,000 we need to deliver our services each year.

Our trustees agreed to the introduction of a new Service Delivery Package (SDP). This began with Mandy and I attending the AGM of AdviceUK in Birmingham, where we were introduced to the rigours of GDPR legislation that is being introduced in May 2018. We also took the opportunity to become acquainted with AdvicePRO, a new client database

Our SDP included the replacement of desk and laptop computers, printers, and software to take advantage of Office365 and the Windows10 operating system and to ensure compatibility with AdvicePro. None of this would have been possible without the financial support provided through a local business consortium, a Shires Grant received from the County Council and the technical support of Know How Computers. This equipment upgrade has been accompanied by our inhouse training package aimed at improving efficiency, value for money and the quality of service provided to our clients.

We are also delighted to welcome our first Apprentice Megan who is proving a valuable and popular member of our team, particularly with clients who love her bubbly and helpful approach.

My thanks to Neil O'Brien MP for his continuing support and to our Mayor Samia Haq who spoke in support at our Anniversary celebration party.

I close by expressing my gratitude to team members, paid and voluntary, to partners and those who have supported our work financially. This year has been your success story and you have transformed the lives of and given hope to over a 1000 people in the way you have responded to their needs.

Leslie Gill



Project Development Manager's Report

Yet another busy year for Helping Hands, mainly due to the roll-out of Universal Credit (UC) going live in Oadby & Wigston Borough for new single claimants seeking employment of working age.

Claimants find UC confusing and suffer severe financial hardships due to at least 6 weeks delay in payments being received. There is a lack of clarity as to when the full service will be available within the Borough, but all advisers are trained and are ready for a start date in June 2018.

Our main concern relates claimants receiving Housing Benefit in addition to UC as financial assistance towards rent will be included in the monthly payment. Claimants', many of who lack budgeting skills, are responsible for paying their landlord the full rent including any top-up due and run the risk of falling into arrears and may face eviction as a consequence. As a preventative measure we are offering assistance budgetary training as part of our Money Advice Service.

The DWP now requires claimants to transfer over from Disability Living Allowance (DLA) to Personal Independence Payment (P.I.P). This has proved distressing for clients as they are not automatically transferred, having to apply for P.I.P independently. This process needs to be expedited in order to avoid a delay in payments as DLA will come to an end.

We have purchased the AdvicePro Client database in preparation for GDPR in May 2018 and all our staff are receiving training. AdvicePro is client data rich and has the capability of producing sophisticated, high quality statistical reports data, will go live in April 2018.

Finally within a new partnership we have been awarded funding by The BIG Lottery and European Social Fund, under the Building Better Opportunities Program Theme 9 'Holistic Social Inclusion' 'to deliver services aimed at meeting employment, training and community engagement needs of people who are 'hardest to reach' and are excluded by circumstance. Our new team of Community Coaches will engage with clients, support them in overcoming personal barriers, agree goals and to grow in resilience and self-respect.

Amanda Murgatroyd

CASE FILE

Case 1:

Mr J is 37 years of age, has severe learning difficulties and is cared for by his father aged 85 as his mother died 9 years ago.

Mr J attended a special needs school and is unable to travel anywhere without supervision. He undertakes voluntary work in a charity shop where he performs simple tasks but needs one to one supervision. He is unable to read or write and lacks numeracy skills.

Mr J's situation had been reviewed by the Department of Work and Pensions (DWP) had been found capable for work by a jobcoach and had to be actively seeking work in order to receive Job Seekers Allowance.

Supported by his father Mr J carried out internet job searches but lacked the required basic skills and was unsuitable for any of the available vacancies.

Mr J and his father were confused by the contents of letters received from the DWP or bureaucratic language used in telephone conversations.

He was placed in a Work Related Activity Group and expected to learn work related skills. As a consequence of this requirement he became anxious and depressed, was out of his depth and unable to cope.

HHCT took up his case and arbitrated with the DWP who eventually conceded that Mr J is only able to work within a Support Group. He will continue to receive his JSA. It was also agreed that he can serve his community and resumed his voluntary work with the charity where his needs are understood and are provided for.

The HHCT case worker devoted 43 hours in preparing and negotiating Mr J's case with the DWP.

Our Service Impact

You all helped us so much
there is no way we could
have done it without you
all! We are both so
grateful and love you all!

To everyone who kindly
helped me at helping hands,
especially to the lady who
filled in my PIP form. Thank
you so much

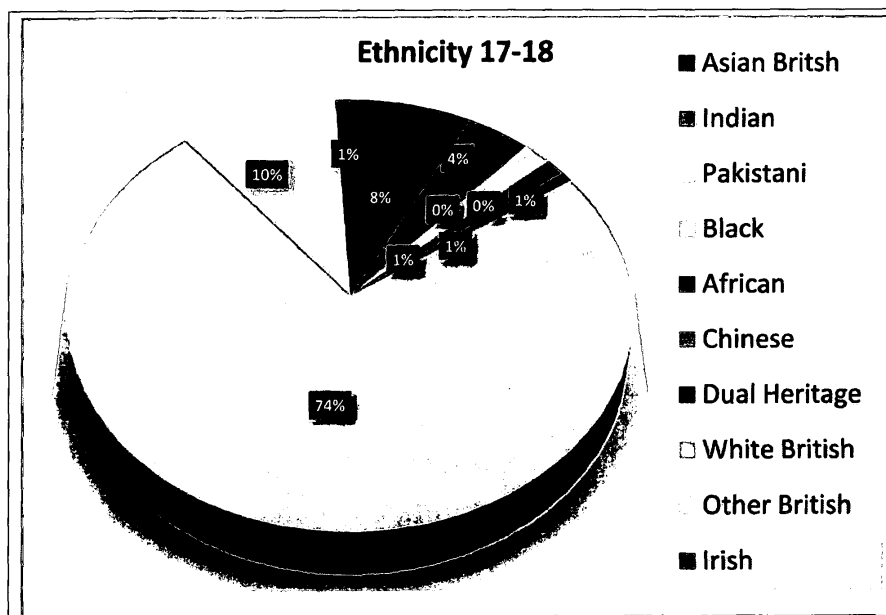
Vivek, Ketna and
team, thank you so
much for your help
and support

Fantastic Service,
Do not know where
I would be without
your support.

Another Brown envelope comes through the door.
I shall take them to helping hands where they have opened them
before.
I feel angry but I am calming down, the welcoming staff erases my
frown.
I wait patiently enjoying the banter, still not knowing what is in
the letter.
They usher me through, it is busy and phone calls are made.
"Please take a seat: we are here to help you. Don't be afraid."
Forms are completed, boxes are ticked, signed and dated the
envelope is licked.
A little less worry, a little less fear.

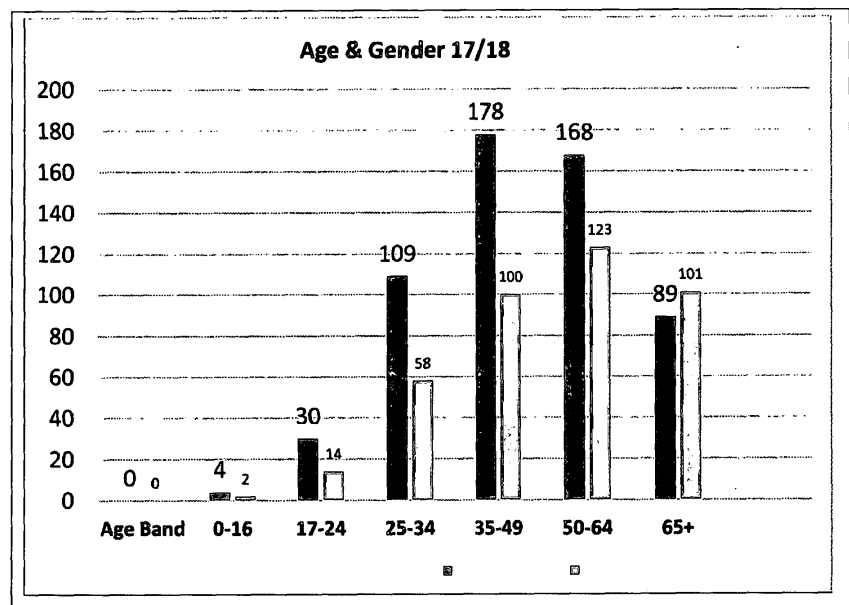
FULL SERVICE BY ETHNICITY

Ethnic Group	Number of Clients
Asian British	74
Indian	39
Pakistani	6
Black	12
African	11
Chinese	1
Dual Heritage	7
White British	717
Other British	95
Irish	9
Total	974



FULL SERVICE BY AGE AND GENDER

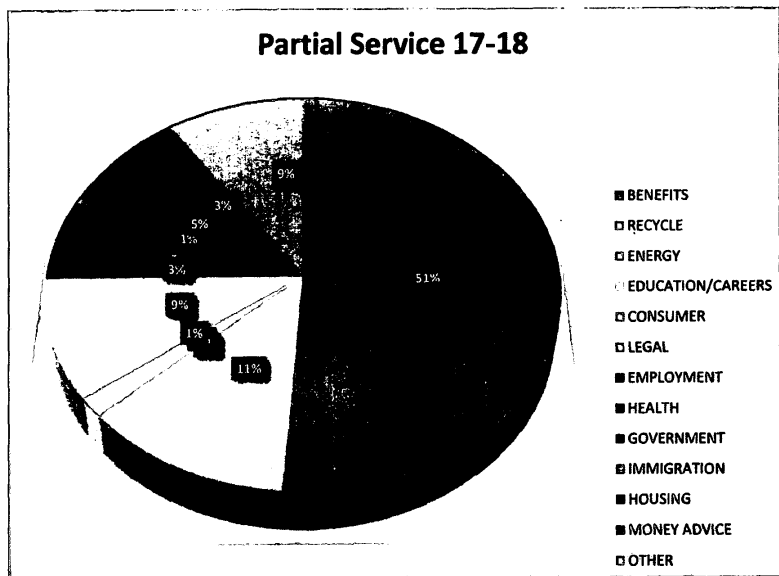
Age Band	Female	Mal
0-16	4	2
17-24	30	16
25-34	109	58
35-49	178	100
50-64	168	123
65+	89	101
	578	398



PARTIAL SERVICE BY CATEGORY

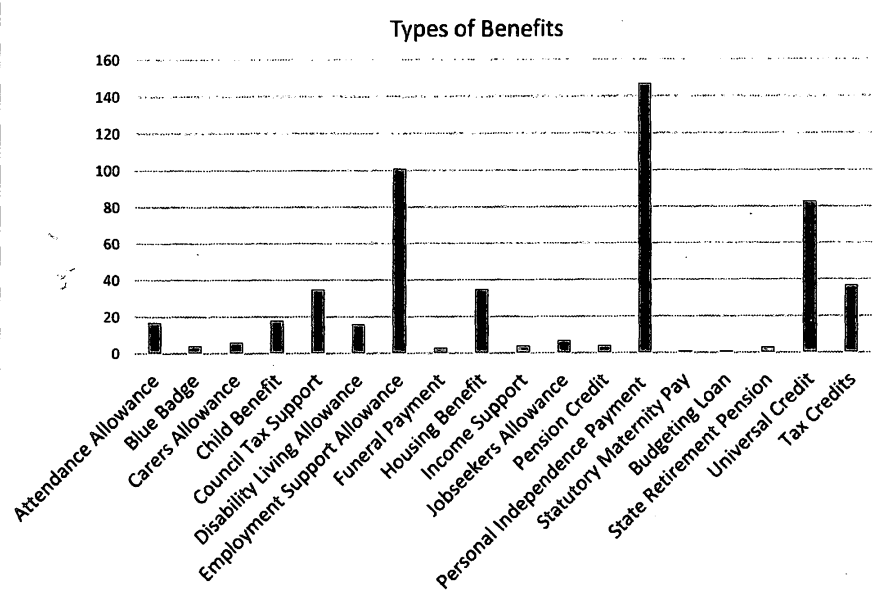
15

PARTIAL SERVICE 17-18	
BENEFITS	19
RECYCLE	43
ENERGY	4
EDUCATION/CAREERS	6
CONSUMER	3
LEGAL	35
EMPLOYMENT	11
HEALTH	12
GOVERNMENT	2
IMMIGRATION	2
HOUSING	20
MONEY ADVICE	13
OTHER	36
Total	38
	3



BREAKDOWN BY TYPE OF BENEFIT

Type of Benefit	Number
Attendance Allowance	17
Blue Badge	4
Carers Allowance	6
Child Benefit	18
Council Tax Reduction	35
Disability Living Allowance	16
Employment Support Allowance	101
Income Support	48
Jobseekers Allowance	75
Pension Credit	4
Housing Benefit	147
Personal Independence Payment	1
Statutory Maternity Pay	1
Budgeting Loan	3
State Retirement Pension	83
Universal Credit	37
Tax Credits	



Helping Hands in the Community

The Trust together with 9 other partners have successfully bid to deliver services under Theme 9 of the Building Better Opportunities Program aimed at tackling Social Exclusion. The project is funded by the Big Lottery and European Social Fund and began delivering services with effect from 2nd January 2018.

Our work with existing partnerships and agencies continues as we respond to the increasingly complex needs of clients. This is particularly so in respect of complex welfare benefits including Universal Credit, Personal Independence Payments and Employment Support Allowance.

The demand on our Appeals and Tribunal Service has increased exponentially as with the abolition of Legal Aid we are one of only three providers in the City and County that offer this service free of charge.

We continue to explore and access new funding streams, jointly with other charities, working with 'Inspiring Impact' to develop systems that measure the effectiveness of our services.

The Trustees are grateful for the excellent Accounts and Payroll service provided by Fairfax Tax and Accounts. Of Oadby

Ongoing Targets and New Plans

The main targets of the Trust for the year were:

1. To continue to offer the residents of the Borough an effective, efficient, value for money advice and support service.
2. To identify new funding streams that will enable the Charity to:
 - a. to continue to provide existing and develop new services in response to need;
 - b. increase our opening hours;
 - c. increase the number of volunteers;

- d. to further develop the training of paid and volunteer staff
 - e. develop its marketing strategy and impact footprint;
 - f. improve our measurement of outcomes;
 - g. make best use of AdvicePRO as our Case management system.
3. To explore and pursue partnerships and collaborative working which will benefit our clients with mental health problems and who lack life skills.
 4. To enhance Governance training for Trustees in line with Charity Commission requirements.

Our main targets for 2018/19 are:

1. to explore and implement meaningful ways of quantifying, monitoring and evaluating the wealth brought into the Borough through benefit payments, grants, allowances and professional services.
2. To continue and expand our services within the Borough and neighboring communities.
3. To develop our collaborative working with CAB and the Borough Customer Services centre and offer the residents of the Borough a first-class information, advice and support service.

The rate of growth in demand is expected to continue as government benefits regulations impact upon the life opportunity of the most vulnerable and marginalised clients. Reduced levels of funding with a corresponding reduction in services is increasing dependence on foodbanks, welfare benefits, increased numbers who are homeless and poverty is disproportionately affecting those with mental health needs.

The true impact of cuts in legal aid payments is being felt and the demand for our advocacy, appeals and tribunal service is rapidly increasing as many clients with disability needs and who lack the necessary life skills are sanctioned by the DWP and their welfare benefits stopped.

Universal Credit is being rolled out across the county and our estimates

indicate that we will have to support an extra 1000 clients who lack the skills or have no access to the internet in submitting online applications.

Governance

Information about the Helping Hands Community Trust

The Helping Hands Community Trust is a charitable company limited by guarantee (Number 04343050), incorporated on 19th December 2001 and registered as a charity on 14th August 2002 (Number 1093415).

The Registered Office is 66-68 Blaby Road, South Wigston, Leicestershire LE18 4SD

During the year the Trust operated and co-ordinated all service provision from the main Advice Centre:

Helping Hands Centre,
South Wigston 66-68 Blaby
Road South Wigston
Leicestershire LE18 4SD

Tel: 0116 278 2001

Fax: 0116 278 6278

email: office@helpinghandscentre.co.uk

Trust Directors, who are directors for the purpose of company law and Trustees for the purpose of charity law, who served during the year and up to the date of this report are:

Rev. Leslie Gill	Chair of Trustees Directors
Mrs. Lesley Thornton	Company Secretary
Mr. Nigel Swan	Vice Chairman
Mr. Raymond Green	
Miss. Jessica Karia	
Mr. Tony Watson	Service User Director
Mrs. Priti Joshi	
Mrs. Barbara Hardy	

Trust Directors, collectively referred to as the Trustees of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2018 was 8.

Independent Examiners.

Nixon Mee Limited,
Unit 9,
Whitwick Business Centre,
Stenson Road,
Coalville,
Leicestershire
LE67 4JP.

Bankers

Lloyds Bank,
7 High Street,
Leicester,
LE1 9FS.

Governance

The company was established 01 January 1997 under a Memorandum and Articles of Association that established the objects and powers of the charitable company and is governed under its Articles of Association.

Trustees

Company law requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Trust Directors should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- make judgments and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern

basis unless it is inappropriate to assume that the company will continue on that basis.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees 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.

As set out in the Articles of Association, new Trustees can be appointed by the Trustees, who may also determine the maximum number of Trustees in General Meeting. One third of Trustees must retire at Annual General Meetings and those shall be the Trustees longest in office; all retiring Trustees are eligible for re-election. The Trustees currently elect a Chair, a Vice Chair and a Company Secretary from within the Trustee body.

New Trustees are inducted by the Chairman of the Trustees as to their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision making processes, the business plan and the financial history of the Trust. Trustees are encouraged to make regular visits to the Advice Centre and other points of service delivery, to meet with staff, volunteers and working partners. Trustees are encouraged to attend appropriate internal and external training events where these will facilitate the undertaking of their role.

The Trustees administer the charity. They meet every 6 weeks to discuss all aspects of performance. A Project Development

Manager (PDM), appointed by the Trustees and two Advice Centre Managers are responsible for service delivery and the day-to-day operations of the charity. To facilitate effective operations, the PDM has delegated authority, within terms of delegation approved by the trustees, for operational matters including, personnel and quality management. The PDM during the year ended 31 March 2018 was Amanda Murgatroyd.

Financial Management and Financial Control is undertaken by the Chair of Trustees with assistance on the day-to-day book-keeping, payroll and accounting provided by:

**Fairfax Tax and Accounts at 9 Stoughton Road Oadby
Leicester LE2 4DS.**

Risk Management

The Trustees have a Risk Management strategy that comprises an annual review of the risks the charity may face, the establishment of systems and procedures to mitigate those risks and the implementation of procedures designed to minimise any potential impact should those risks materialise.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they continue to meet the needs of the charity.

Key risks currently identified as:

Service delivery:

- Risk to staff and clients from violent, aggressive, intoxicated and/or mentally ill clients.

- The need for personal defense and safety awareness.
- The inability of some of our client group to change and a revolving door need for advice and support.
- Staff being compromised by clients who are engaged in benefits fraud.
- Cases where there is a conflict of interest.
- Unrealistic demands placed on services because of a lack of provision e.g. domestic abuse.
- Inappropriate staff behavior negatively influencing the reputation of the Trust.
- Major structural failure of our premises, damaged and/or dangerous equipment.
- Provision and maintenance of fire safety equipment
- Action to be taken in an emergency.

Financial

The Borough Council provides £25,000/annum leaving the Trust to secure alternative funding amounting to a minimum of £50,000/annum.

Financial Review

Independent Examiners

The Trustees recommend the re-appointment of Nixon Mee Limited as Independent Examiners and a resolution proposing this will be put to the *Annual General Meeting*.

Reserves

The Trustees have a Reserves Policy, a copy of which is available from the registered office. In brief, this Policy establishes the need for free reserves of at least £25,000 (this being approximately 3 months operating costs) plus a contingency fund of £5,000 to enable the Trust to take advantage of opportunities arising. This Policy is reviewed annually. Currently the reserves are £9150/which is short on the reserves target of £30,000.

Investment policy

The Directors are formulating an Investment Policy at present. The Trust is unable to invest at the current time.

Results

The net incoming resources for the year amounted to of which had *specific* restrictions placed upon them. Overall the Trust had surplus funds of during the year. The accounts have been prepared on a going concern basis on the assumption that current funding streams will continue and that new future funding has been secured. The trustees continue to bid for future funding and exploring partnerships and joint working that may allow Helping Hands to continue to provide the much needed services. Full details of the Trust's achievements during the year can be found in the Chairman's Report and the Project Development Manager's Report.

This report has been prepared in accordance with the Statement of Recommended Practice - Accounting and Reporting by Charities 2015 (The SORP 2015) and in accordance with the special provisions for small companies under Par 15 of the Companies Act 2006.

Approved by the Trust Directors on 5th December 2018 and authorised for issue on its behalf by Rev Leslie Gill (Chair).



Rev L G Gill

Chair of Trustee Directors

18th December 2018

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF HELPING HANDS COMMUNITY TRUST

I report on the accounts of the Trust for the year ended 31 March 2018, which comprise the Statement of Financial Activities, Balance Sheet and the accompanying notes.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow procedures laid down in the general Directions given by the Charity Commission (under section 145(5) (b) of the Charities Act), and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements
 - ♦ to keep accounting records in accordance with section 130 of the Charities Act; and
 - ♦ to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

MR JAMES NIXON FCCA
Nixon Mee Limited
Unit 9 Whitwick Business Centre
Stenson Road, Coalville,
LE67 4JP

18 December 2018

Helping Hands Community Trust - Statement of Financial Activities (including the Income and Expenditure Account for the year ended 31 March 2018, as required by the Companies Act 2006)

	SORP Ref	Current year Unrestricted Funds 2018 £	Current year Restricted Funds 2018 £	Current year Total Funds 2018 £	Prior Year Total Funds 2017 £
Income & Endowments from:					
Donations & Legacies	A1	57,915	91,657	149,572	66,688
Other trading activities	A3	140	-	140	71
Other	A5	3,000	-	3,000	2,586
Total income	A	<u>61,055</u>	<u>91,657</u>	<u>152,712</u>	<u>69,345</u>
Expenditure on:					
Charitable activities	B2	61,645	54,918	116,563	66,155
Total expenditure	B	<u>61,645</u>	<u>54,918</u>	<u>116,563</u>	<u>66,155</u>
Net gains on investments	B4	-	-	-	-
Net income for the year		<u>(590)</u>	<u>36,739</u>	<u>36,149</u>	<u>3,190</u>
Net income after transfers	A-B-C	<u>(590)</u>	<u>36,739</u>	<u>36,149</u>	<u>3,190</u>
Net movement in funds		<u>(590)</u>	<u>36,739</u>	<u>36,149</u>	<u>3,190</u>
Reconciliation of funds:-	E				
Total funds brought forward		9,008	142	9,150	5,960
Total funds carried forward		<u>8,418</u>	<u>36,881</u>	<u>45,299</u>	<u>9,150</u>

The 'SORP Ref' indicated above is the classification of income set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the Balance Sheet.

A separate Statement of Total Recognised Gains and Losses is not required as this statement includes all recognised gains and losses.'

All activities derive from continuing operations

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Analysis of prior year total funds, as required by paragraph 4.2 of the SORP

	SORP Ref	Prior Year Unrestricted Funds 2017 £	Prior Year Restricted Funds 2017 £	Prior Year Total Funds 2017 £
Income & Endowments from:				
Donations & Legacies	A1	57,909	8,779	66,688
Fundraising	A3	71	-	71
Other	A5	2,586	-	2,586
Total income	A	<u>60,566</u>	<u>8,779</u>	<u>69,345</u>
Expenditure on:				
Charitable activities	B2	57,518	8,637	66,155
Total expenditure	B	<u>57,518</u>	<u>8,637</u>	<u>66,155</u>
Net income for the year		3,048	142	3,190
Transfers between funds	C	-	-	-
Net income after transfers		<u>3,048</u>	<u>142</u>	<u>3,190</u>
Net movement in funds		<u>3,048</u>	<u>142</u>	<u>3,190</u>
Reconciliation of funds:-	E			
Total funds brought forward		5,960	-	5,960
Total funds carried forward		<u>9,008</u>	<u>142</u>	<u>9,150</u>

All activities derive from continuing operations

A separate Statement of Total Recognised Gains and Losses is not required as this statement includes all recognised gains and losses.'

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Resources applied in the year ended 31 March 2018 towards fixed assets for Charity use:-

	2018 £	2017 £
Funds generated in the year as detailed in the SOFA	36,149	3,190
Resources applied on functional fixed assets	(5,546)	-
Net resources available to fund charitable activities	<u>30,603</u>	<u>3,190</u>

The notes attached on pages 35 to 42 form an integral part of these accounts.

Movements in revenue and capital funds for the year ended 31 March 2018

Revenue accumulated funds

	Unrestricted Funds 2018 £	Restricted Funds 2018 £	Total Funds 2018 £	Last year Total Funds 2017 £
Accumulated funds brought forward	9,008	142	9,150	5,960
Recognised gains and losses before transfers	(590)	36,739	36,149	3,190
	<u>8,418</u>	<u>36,881</u>	<u>45,299</u>	<u>9,150</u>

Closing revenue funds	<u>8,418</u>	<u>36,881</u>	<u>45,299</u>	<u>9,150</u>
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Summary of funds	Unrestricted and Designated funds 2018 £	Restricted Funds 2018 £	Total Funds 2018 £	Last Year Total Funds 2017 £
Revenue accumulated funds	8,418	36,881	45,299	9,150

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust
Income and Expenditure Account for the year ended 31 March 2018 as required by
the Companies Act 2006

	2018 £	2017 £
Income		
Income from operations	149,712	66,759
Investment income		
Other operating income	3,000	2,586
Gross income in the year before exceptional items	<u>152,712</u>	<u>69,345</u>
Gross income in the year including exceptional items	<u>152,712</u>	<u>69,345</u>
Expenditure		
Charitable expenditure, excluding depreciation and amortisation	114,936	65,915
Depreciation and amortisation	1,387	-
Governance costs	240	240
Realised losses on disposals of social investments which are programme related	-	-
Total expenditure in the year	<u>116,563</u>	<u>66,155</u>
Net income before tax in the financial year	36,149	3,190
Tax on surplus on ordinary activities	-	-
Net income after tax in the financial year	<u>36,149</u>	<u>3,190</u>
Retained surplus for the financial year	<u>36,149</u>	<u>3,190</u>

All activities derive from continuing operations

In accordance with the provisions of the Companies Act 2006, the headings and subheadings used in the Income and Expenditure account have been adapted to reflect the special nature of the charity's activities.

The notes attached on pages 35 to 42 form an integral part of these accounts.

Helping Hands Community Trust - Balance Sheet as at 31 March 2018

	Not SORP Ref	2018 £	2017 £
Fixed assets	A		
Tangible assets	6 A2	4,159	-
Current assets	B		
Debtors	7 B2	10,166	9,181
Cash at bank and in hand	B4	49,708	5,951
Total current assets		<u>59,874</u>	<u>15,132</u>
Creditors: amounts falling due within one year	8 C1	<u>(8,734)</u>	<u>(5,982)</u>
Net current assets		51,140	9,150
Total assets less current liabilities		<u>55,299</u>	<u>9,150</u>
Creditors: amounts falling due after more than one year	9 C2	(10,000)	-
The total net assets of the charity		<u>45,299</u>	<u>9,150</u>
The total net assets of the charity are funded by the funds of the charity, as follows:-			
Restricted funds			
Restricted Revenue Funds	12 D2	36,881	142
Unrestricted Funds			
Unrestricted Revenue Funds	12 D3	8,418	9,008
Total charity funds		<u>45,299</u>	<u>9,150</u>

The 'SORP Ref' indicated above is the classification of Balance Sheet items as set out in the formal SORP documents. As required by paragraph 4.60 of the SORP, the brought forward and carried forward funds above have been agreed to the SOFA..

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.



Rev. L.G. Gill (Chairman)
Trustee

Approved by the board of trustees on 9 November 2018

Helping Hands Community Trust

Cash Flow Statement for the year ended 31 March 2018

		2018 £	2017 £
Cash flows from operating activities			
Net cash provided by operating activities as shown below	A	49,303	3,190
Cash flows from investing activities			
Purchase of property, plant and equipment		(5,546)	-
Cash flows from financing activities			
Overall cash provided by all activities	A+B+C	<u>43,757</u>	<u>3,190</u>
Cash movements			
Change in cash and cash equivalents from activities in the year ended 31 March 2018		43,757	3,190
Cash and cash equivalents at 1 April 2017		5,951	-
Cash at bank and in hand less overdrafts at 31 March		<u>49,708</u>	<u>3,190</u>

Helping Hands Community Trust

Cash Flow Statement for the year ended 31 March 2018 Helping Hands Community Trust

Cash Flow Statement for the year ended 31 March 2018 - Continued

Reconciliation of net income to net cash flow from operating activities

Net income as shown in the Statement of Financial Activities	36,149	3,190
Adjustments for :-		
Depreciation charges	1,387	-
Increase in debtors	(985)	-
Increase in creditors, excluding loans	12,752	-
Net cash provided by operating activities	A <u>49,303</u>	<u>3,190</u>
Analysis of cash and cash equivalents		
	2018	2017
	£	£
Cash in hand at for the year ended 31 March 2018	49,708	5,951
Total cash and cash equivalents	<u>49,708</u>	<u>5,951</u>

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2018

1 Accounting policies

Policies relating to the production of the accounts.

Basis of preparation and accounting convention

The accounts have been prepared on the accruals basis, under the historical cost convention, and in accordance with the Financial Reporting Standard 102 (effective January 2015)) and 'The FRS102 Statement of Recommended Accounting Practice 2015', (The SORP 2015), and in accordance with all applicable law in the charity's jurisdiction of registration.

Risks and future assumptions

The accounts have been prepared on a going concern basis on the assumption that grant income from funding bodies will continue to be received. The Trust continues to bid for other funds that may be available for Information, Advice and Support Services that serve to empower, enable and assist people in resolving social problems and meet the needs arising from deprivation and poverty.

Policies relating to categories of income and income recognition.

Nature of Income and Income recognition

Income, is received by way of grants, donations and gifts, is recognised in the statement of financial activities (SOFA) on a receivable basis, when a transaction or other event results in an increase in the charity's assets or a reduction in its liabilities and only when the charity has legal entitlement, the income is probable and can be measured reliably.

Income subject to terms and conditions which must be met before the charity is entitled to the resources is not recognised until the conditions have been met.

All income is accounted for gross, before deducting any related fees or costs.

Accounting for deferred income and income received in advance

Where time related conditions are imposed or implied by a funder, then the income is apportioned to the time periods concerned, and, where applicable, is accounted for as a liability and shown on the balance sheet as deferred income. When grants are received in advance of the expenditure on the activity funded by them, but there are no specific time related conditions, then the income is not deferred.

Any condition that allows for the recovery by the donor of any unexpended part of a grant does not prevent recognition of the income concerned, but a liability to any repayment is recognised when repayment becomes probable.

Recognition of liabilities and expenditure

A liability, and the related expenditure, is recognised when a legal or constructive obligation exists as a result of a past event, and when it is more likely than not that a transfer of economic benefits will be required in settlement, and when the amount of the obligation can be measured or reliably estimated.

Liabilities arising from future funding commitments and constructive obligations, including performance related grants, where the timing or the amount of the future expenditure required to settle the obligation are uncertain, give rise to a provision in the accounts, which is reviewed at the accounting year end. The provision is increased to reflect any increases in liabilities, and is decreased by the utilisation of any provision within the period, and reversed if any provision is no longer required. These movements are charged or credited to the respective funds and activities to which the provision relates.

Volunteers

In accordance with the SORP, and in recognition of the difficulties in placing a monetary value on the contribution from volunteers, the contribution of volunteers is not included within the income of the charity.

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2018

Tangible fixed assets

Tangible fixed assets are measured at their original cost value, or subsequent revaluation, or if donated, as described above. Cost value includes all costs expended in bringing the asset into its intended working condition.

Depreciation has been provided at the following rates in order to write off the assets to their anticipated residual value over their estimated useful lives.

Plant and machinery	25	% straight line
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Debtors

Debtors are measured at their recoverable amounts at the balance sheet date.

Creditors and provisions

As required by SORP 10.81, describe the basis on which creditors and provisions for liabilities and charges are recognised and measured

Cash and Bank Balances

Cash held by the charity is included at the amount actually held and counted at the year end. Bank balances, whether in credit or overdrawn, are shown at the amounts properly reconciled to the bank statements.

Leasing and hire purchase contracts and commitments

Rentals paid under operating leases are charged to income on a straight line basis over the lease term.

Pensions

The company is a member of NEST Pension Scheme. Contributions are charged to the profit and loss account as they become payable in accordance with the rules of the scheme.

2 Liability to taxation

As a registered charity, the organisation is exempt from income and corporation tax to the extent that its income and gains are applied towards the charitable objects of the charity and for no other purpose. Value Added Tax is not recoverable by the charity, and is therefore included in the relevant costs in the Statement of Financial Activities.

3 Winding up or dissolution of the charity

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

	2018	2017
	£	£
The net surplus before tax in the financial year is stated after charging:-		
Depreciation of owned fixed assets	1,387	-
Pension costs	559	-

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2018

4 Staff costs and emoluments

Salary costs	2018 £	2017 £
Gross Salaries excluding trustees and key management personnel	66,763	31,143
Employer's National Insurance for all staff	4,681	-
Employer's operating costs of defined contribution pension schemes	559	-
Total salaries, wages and related costs	72,003	31,143

Numbers of full time employees or full time equivalents	2018	2017
The average number of total staff employed in the year was	5	3

Neither the trustees nor any persons connected with them have received any remuneration from the charity or any related entity, either in the current or prior year.

No employees received emoluments (excluding pension costs) in excess of £60,000 per annum.

5 Remuneration and payments to Trustees and persons connected with them

No trustees or persons connected with them received any remuneration from the charity, or any related entity.

6 Tangible fixed assets

	Land and Buildings £	Tenant's Fixtures and Fittings £	Office Equipment £	Total £
Cost				
At 1 April 2017	-	24,386	26,912	51,298
Additions	-	-	5,546	5,546
At 31 March 2018	-	24,386	32,458	56,844
Depreciation				
At 1 April 2017	-	24,386	26,912	51,298
Charge for the year	-	-	1,387	1,387
At 31 March 2018	-	24,386	28,299	52,685
Net book value				
At 31 March 2018	-	-	4,159	4,159

7 Debtors

	2018 £	2017 £
Prepayments	10,166	9,181

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2018

8 Creditors: amounts falling due within one year	2018	2017
	£	£
Trade creditors	366	-
Accruals	2,243	4,183
PAYE, NIC VAT and other taxes	5,390	1,064
Other creditors	735	735
	<u>8,734</u>	<u>5,982</u>
9 Creditors: amounts falling due after one year	2018	2017
	£	£
Other creditors	10,000	-
10 Income and Expenditure account summary	2018	2017
	£	£
At 1 April 2017	9,150	5,960
Surplus after tax for the year	36,149	3,190
At 31 March 2018	<u>45,299</u>	<u>9,150</u>

11 Particulars of how particular funds are represented by assets and liabilities

At 31 March 2018	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	74	-	4,085	4,159
Investments at valuation:-				
Current Assets	21,128	-	38,746	59,874
Current Liabilities	(2,784)	-	(5,950)	(8,734)
Long Term Liabilities	(10,000)	-	-	(10,000)
	<u>8,418</u>	<u>-</u>	<u>36,881</u>	<u>45,299</u>
At 1 April 2017	Unrestricted funds	Designated funds	Restricted funds	Total Funds
	£	£	£	£
Investments at valuation:-				
Current Assets	14,990	-	142	15,132
Current Liabilities	(5,982)	-	-	(5,982)
	<u>9,008</u>	<u>-</u>	<u>142</u>	<u>9,150</u>

Helping Hands Community Trust

Notes to the Accounts for the year ended 31 March 2018

12 Change in total funds over the year as shown in Note 11 , analysed by individual funds

	Funds brought forward from 2017	Movement in funds in 2018	Transfers between funds in 2018	Funds carried forward to 2019
	£	See Note 13 £	See Note 0 £	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	9,008	(590)	-	8,418
Total unrestricted and designated funds	9,008	(590)	-	8,418
Restricted funds:-				
Restricted Shires Grant	142	4,168	-	4,310
Building Better Futures - Big Lottery Grant	-	32,571	-	32,571
Total restricted funds	142	36,739	-	36,881
Total charity funds	9,150	36,149	-	45,299

13 Analysis of movements in funds over the year as shown in Note 12

	Income	Expenditure	Other Gains & Losses	Movement in funds
	2018	2018	2018	2018
	£	£	£	£
Unrestricted and designated funds:-				
Unrestricted revenue funds	61,055	(61,645)	-	(590)
Restricted funds:-				
Restricted Shires Grant	12,077	(7,909)	-	4,168
Building Better Futures - Big Lottery Grant	69,580	(37,009)	-	32,571
Henry Smith Foundation	10,000	(10,000)	-	-
	152,712	(116,563)	-	36,149

14 The purposes for which the funds as detailed in note 12 are held by the charity are:-

Unrestricted and designated funds:-

Unrestricted revenue funds

These funds are held for the meeting the objectives of the charity, and to provide reserves for future activities, and , subject to charity legislation, are free from all restrictions on their use.

Designated revenue funds

Designated funds are unrestricted funds earmarked by the Trust Directors for particular purposes.

Restricted funds:-

Restricted funds:-

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund,

15 Ultimate controlling party

The charity is under the control of its legal members.

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2018 as required by the SORP 2015

This analysis is classified by conventional nominal descriptions and not by activity.

16 Donations and Legacies

	Current year Unrestricted Funds 2018 £	Current year Restricted Funds 2018 £	Current year Total Funds 2018 £	Prior Year Total Funds 2017 £
Donations and gifts from individuals				
Small donations individually less than £1000	1,759	-	1,759	2,063
Work of the Trust	-	-	-	2,000
Friends Meeting House	-	-	-	452
Ray Green	525	-	525	420
Chloe Johnson	-	-	-	500
Mr Richard Furnival	250		250	
Mr Kevin Hurd	430		430	
Mrs Leslie Green	12,500		12,500	
Mrs P A Bruce	500		500	
Wigston United Reformed Church	60		60	
			-	
			-	
Oadby Baptist Church	125	-	125	125
Oadby Donations	654	-	654	285
Oadby St Peters and St Pauls Church Donation	1,500	-	1,500	750
Wigston Donations	246	-	246	237
Mrs Gee	-	-	-	280
Rev. L G Gill	1,000	-	1,000	525
Nigel Swan	275	-	275	2,800
Mrs E.M Holly	241	-	241	210
			-	
Total donations and gifts from individuals	20,065	-	20,065	10,647
Grants for Advice, Information and Support Services				
Building Better Futures - Big Lottery Grant	-	69,580	69,580	-
Oadby and Wigston Borough Council	27,500	-	27,500	32,912
Oadby Village Hall Grant	-	-	-	700
Henry Smith Foundation	-	10,000	10,000	5,625
Garfield Western Foundation	-	-	-	5,000
Shires Grant	-	12,077	12,077	2,454

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2018 as required by the SORP 2015

P&C Hickinbotham Charitable Trust	-	-	-	500
Florence Turner Trust	350	-	350	350
South Wigston Family Syndicate	7,500	-	7,500	7,500
Edith Murphy Foundation Grant	2,500	-	2,500	1,000
Total Grants for Advice, Information and Support Services	<u>37,850</u>	<u>91,657</u>	<u>129,507</u>	<u>56,041</u>
Total Donations and Legacies A1	<u>57,915</u>	<u>91,657</u>	<u>149,572</u>	<u>66,688</u>

17 Income from other, non charitable, trading activities

	2018 Current year Unrestricted Funds	2018 Current year Restricted Funds	2018 Current year Total Funds	2017 Prior Year Total Funds
	2018 £	2018 £	2018 £	2017 £
Income from fundraising events	140	-	140	71
Total from other activities A3	<u>140</u>	<u>-</u>	<u>140</u>	<u>71</u>

18 Other income and gains

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2018 £	2018 £	2018 £	2017 £
Summary of Other income			-	
Office Lettings	-	-	-	468
Gift Aid	-	-	-	10
Employment Allowance	3,000	-	3,000	2,108
Total other income A5	<u>3,000</u>	<u>-</u>	<u>3,000</u>	<u>2,586</u>

19 Expenditure on charitable activities - Direct spending

	Current year Unrestricted Funds	Current year Restricted Funds	Current year Total Funds	Prior Year Total Funds
	2018 £	2018 £	2018 £	2017 £
Gross wages and salaries - charitable activities	30,860	35,903	66,763	31,143
Employers' NI - Charitable activities	3,000	1,681	4,681	-
Defined contribution pension costs - charitable activities	331	228	559	-

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2018 as required by the SORP 2015

Travel and Subsistence - Charitable Activities	262	-	262	51
Recruitment Costs	497	979	1,476	-
Training Inc Amounts Paid to CAB	366	2,379	2,745	2,200
Books	56	128	184	15
Pension Contributions	-	-	-	71
Subscriptions	2,171	-	2,171	1,253
Refreshments	183	1	184	-
Professional Indemnity insurance	332	-	332	331
Total direct spending	B2a	38,058	41,299	79,357
				35,064

20 Expenditure on charitable activities - Charitable trading

	Current year Unrestricted Funds 2018 £	Current year Restricted Funds 2018 £	Current year Total Funds 2018 £	Prior Year Total Funds 2017 £
Reallocated from support costs	23,805	11,214	35,019	30,851
Total charitable trading costs	B2b	23,805	11,214	35,019
				30,851

21 Support costs for charitable activities

	Current year Unrestricted Funds 2018 £	Current year Restricted Funds 2018 £	Current year Total Funds 2018 £	Prior Year Total Funds 2017 £
Employee costs not included in direct costs				
Management- Gross Salaries	-	-	-	2,876
HPCT AQS Monitoring Audit	-	-	-	1,725
Volunteer costs				
Volunteers' Entertainment	-	-	-	208
Travel and subsistence - volunteers	-	-	-	16
Premises Expenses				
Rental- South Wigston Centre	7,017	2,339	9,356	9,356
Charges -Oadby/Wigston Magna	624	-	624	624
Room Hire	-	450	450	-
Light heat and power- South Wigston	1,722	560	2,282	1,310
Cleaning and waste management	59	-	59	28
maintenance	172	-	172	-
Administrative overheads				
Postage, stationery and Printing	1,067	506	1,573	443
Software and computer expenses	2,843	3,647	6,490	1,961
Legal and Professional Fees	-	-	-	2,706
Meeting and Refreshments Costs	-	-	-	84
Telephone and Internet- South Wigston	2,920	450	3,370	3,932
Telephone - Surgeries and Outreach	117	-	117	10

Helping Hands Community Trust

Detailed analysis of income and expenditure for the year ended 31 March 2018 as required by the SORP 2015

Advertising and marketing	-	257	257	-
Public Liability and contents insurance	1,905	-	1,905	1,895
Sundry expenses	54	38	92	4
maintenance	163	574	737	-
Equipment Rental	661	246	907	-
Staff Entertaining	418	-	418	-
Professional fees paid to advisors other than the auditor or examiner				
Accountancy fees other than examination or audit fees	3,500	-	3,500	3,500
Consultancy fees	-	3,190	3,190	-
Financial costs				
Bank charges	80	-	80	173
period	25	1,362	1,387	-
Support costs before reallocation	23,347	13,619	36,966	30,851
Less support costs reallocated to specific activities				
To charitable trading costs	(23,805)	(11,214)	(35,019)	(30,851)
Total support costs	(458)	2,405	1,947	-

The basis of allocation of costs between activities is described under accounting policies

22 Other Expenditure - Governance costs

	Current year Unrestricted Funds 2018 £	Current year Restricted Funds 2018 £	Current year Total Funds 2018 £	Prior Year Total Funds 2017 £
Independent Examiner's fees	240	-	240	240

23 Total Charitable expenditure

		Current year Unrestricted Funds 2018 £	Current year Restricted Funds 2018 £	Current year Total Funds 2018 £	Prior Year Total Funds 2017 £
Total direct spending	B2a	38,058	41,299	79,357	35,064
Total charitable trading costs	B2b	23,805	11,214	35,019	30,851
Total support costs	B2d	(458)	2,405	1,947	-
Total Governance costs	B2e	240	-	240	240
Total charitable expenditure	B2	61,645	54,918	116,563	66,155