

**Charity No: 1133145**

**Company No: 06960313**

# **HELP ON YOUR DOORSTEP**

## **FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2021**

**Help on Your Doorstep**  
**For the year ended 31 March 2021**

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**Help on Your Doorstop**  
**For the Year Ended 31 March 2021**

**Legal and administrative details**

**Board of Trustees**

Andy Murphy (re-appointed Chair on 8<sup>th</sup> December 2020)  
Frances  
Phil Kelly  
Matthew Humphrey MBE

(All appointed as Trustees on 13<sup>th</sup> July 2009)

Don Kehoe (Appointed 21<sup>st</sup> October 2010, reappointed as treasurer 8<sup>th</sup> December 2020)  
Colin Adams MBE (Appointed 9<sup>th</sup> December 2010)  
Sorrel Brookes (Appointed 2<sup>nd</sup> March 2017)  
Nicola Steuer (Appointed 2<sup>nd</sup> March 2017)

**Senior management**

|               |   |                                       |
|---------------|---|---------------------------------------|
| Ken Kanu      | - | Executive Director, Company Secretary |
| Savita Narain | - | Senior 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

## Trustee Report 2021

The Trustees are pleased to present their Report and Accounts for Help on Your Doorstep (the "Charity") for the year ended 31 March 2021.

### **Structure, governance, and management**

Help on Your Doorstep (HOYD) was founded and incorporated in 2009. Help on Your Doorstep is governed by a 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 and meet with a panel of existing Trustees, 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 we spend thousands of hours in outreach striving to find those in Islington who have been denied community services and information. Our dedicated team of outreach workers identify residents who have slipped through the cracks. Some people may be experiencing severe hardship or chronic health conditions and are not getting adequate support. We see people who are facing multiple layers of marginalisation and who fail to access support due to bureaucracy and complex systems that are inaccessible.

Help on Your Doorstep's Connect service aims to connect people experiencing challenges with the multitude of services that are being offered by service providers in Islington. We conduct outreach and listen to people's lived experiences to understand the complexity of individual situations. We knock on doors and really learn about the challenges facing people in the community. We then work with local residents so they can avail themselves of the services and support of our network of over 140 partners. If we identify someone with a challenge which cannot be addressed by our existing network of partners, we work tirelessly to identify a new partner who can meet the needs of the resident. We empower residents to overcome the challenges they are facing by giving them the advice, skills and information they need. The referral to the appropriate partner organisation is just the start of our relationship with our residents. 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 through

## **Help on Your Doorstep**

### **For the Year Ended 31 March 2021**

our follow-up process, 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.

For over a decade, 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 trust is paramount, especially when discussing sensitive topics such as health and financial well-being with clients.

We developed the first Good Neighbour Schemes (GNS) in Islington nine years ago after we started to recognise the high levels of isolation being experienced by residents in the community. The Good Neighbours Schemes works with local people to create opportunities for neighbours and other residents to come together to build community networks 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.

In association with the local primary care network, we have recently developed our Social Prescribing Link service, working in conjunction with Islington GPs. We have always specialised in supporting the most isolated and vulnerable members of our community who have difficulty accessing services other than those at their local clinic, so this new partnership complements our other services. We are uniquely positioned to provide comprehensive non-medical assistance with our well-established network of referral partners across the borough.

Over the last year we rose to the challenge of the Covid-19 pandemic and the community disruption associated with lockdown. The team at Help on Your Doorstep acted nimbly with agility to support the various communities across Islington in the new environment. We were able to leverage the trust and confidence in the organisation built over the last ten years with the support of our partners to develop new services to meet the unprecedented situation quickly and appropriately. The pivot from providing face to face services on the doorstep to a more targeted online, telephone and socially distanced service was supported by our funders. Finance is always a challenge, but our funders were flexible in the face of the exceptional circumstances and the community donated cash and time at a level we have never experienced before. The team was fully occupied during the pandemic and no staff were put on furlough.

Empowering individuals and communities is at the core of our activities and so we understood that the pandemic was exacerbating the difficulties of many already suffering multiple deprivations. Through our volunteer support service, we established a volunteer befriending scheme and undertook shopping and deliveries for those unable to get out. We saw the move to online services and teaching and worked with partners to set up a scheme to collect and refurbish laptops, desktops, tablets and printers and get them to households that desperately needed them. We have delivered group sessions online for those who have found their movements restricted to sustain their physical and mental wellbeing. We are relying on the flexibility and versatility of the team to recognise and respond promptly to new situations as they arise.

## Help on Your Doorstep

### For the Year Ended 31 March 2021

#### 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.

#### Our Mission, values and objectives

##### *Our Mission*

Help on Your Doorstep's goal is for people to thrive, have a good quality of life and live in happy, healthy communities

##### *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

## **Help on Your Doorstep**

**For the Year Ended 31 March 2021**

### *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

# Help on Your Doorstep Activity & Impact Map

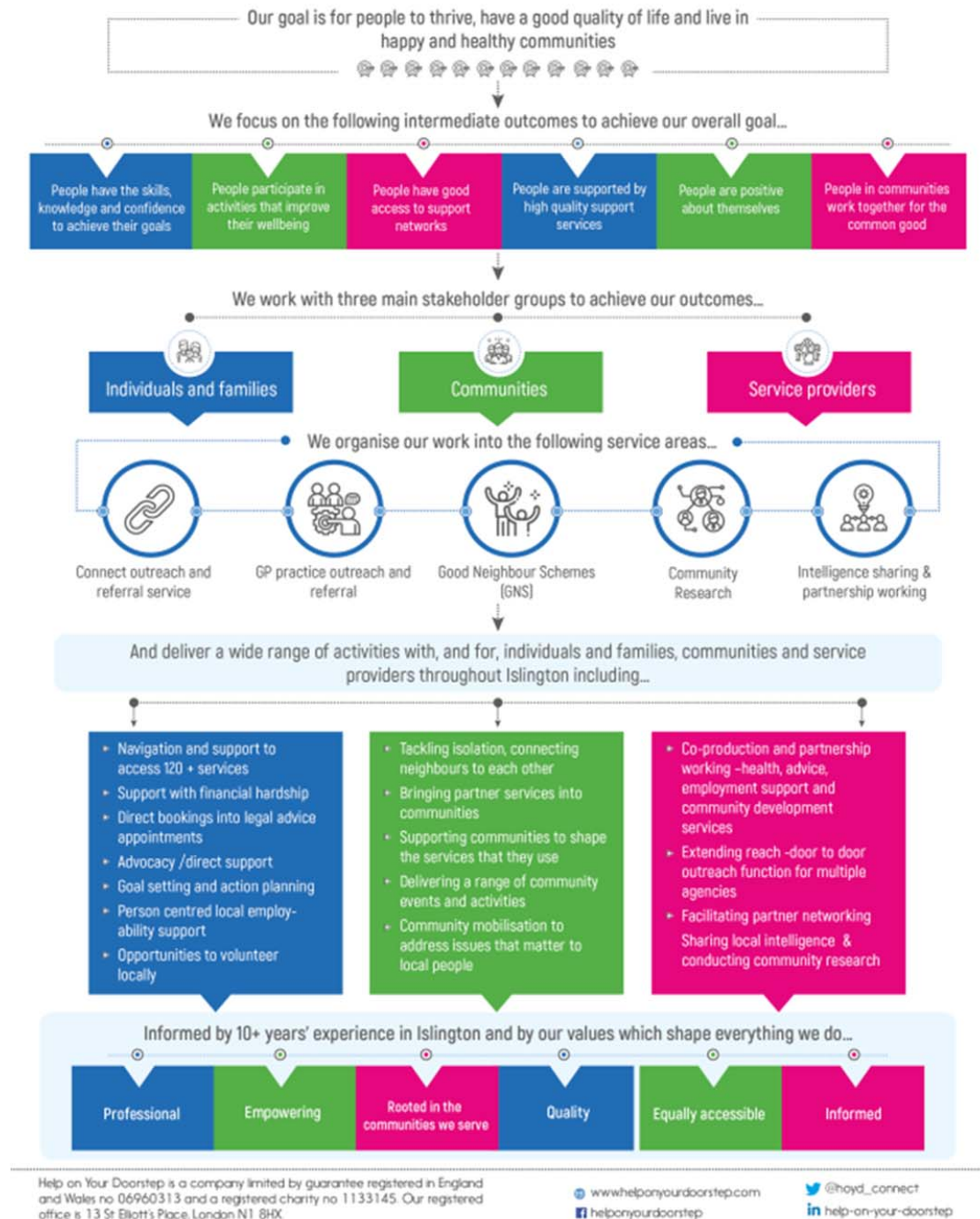


Figure 1 Our Activity and Impact Map



## Help on Your Doorstep

For the Year Ended 31 March 2021

### Achievements

#### COVID-19 community response

The COVID-19 pandemic created unprecedented challenges for everyone, not least the residents who our services seek to support. Help on Your Doorstep had to quickly adapt its services and launch new ones in order to respond accordingly to rapidly changing needs. We were able to do so due to the huge commitment of staff and the generous support from our funders and partners. Some of our achievements over the course of the pandemic include;

- **service continuity:** Our teams adapted our ways of working by pivoting to working from home during the lockdown and subsequently moving to a hybrid model of working partially at home and partially from our community offices. Despite the challenges, we succeeded to continue to provide support to residents via the telephone through socially distanced face to face meetings.
- **proactive wellbeing calls:** At the start of the pandemic, we identified residents particularly vulnerable due to their age or health conditions and contacted them to check up on their well-being and access to basic needs. Conversations covered topics such as food, heating, social contact, mental wellbeing, physical health, safeguarding and domestic violence. **1,264 conversations** took place over the summer months of 2020. Where appropriate we provided direct advice and service navigation to our network of referral partners to ensure residents got access to the support they needed during this challenging period.
- **general enquiries support service:** In addition to the proactive calls, a general enquiries service for residents was running throughout the pandemic where residents could contact us for support via the phone, email, social media and SMS.
- **our Volunteer Support Service:** In response to COVID 19, we increased our volunteer numbers to provide a phone befriending and shopping service for people who were shielding or self-isolating. The service consisted of a network of 60 local volunteers who provided front-line support to vulnerable residents by running errands and providing regular check-ins.
- **digital information and engagement:** We provided regular information updates to residents in order to ensure they were well-informed about services, groups, well-being advice and activities during COVID through bulk SMS campaigns, phone calls, social media and newsletters.
- **online activities:** We provided online opportunities for residents to engage with each other including online exercise classes and coffee mornings, creating and supporting neighbourhood WhatsApp groups and facilitating group calls between residents who were no longer able to meet with each other due to restrictions.
- **COVID vaccination support:** in December 2020, when the first wave of vaccinations became available. Help on Your Doorstep worked with Age UK, Islington, Manor Gardens Welfare Trust and Voluntary Action Islington to recruit and co-ordinate a team of volunteer stewards to support GP practices to roll-out vaccines.

## Help on Your Doorstep

### For the Year Ended 31 March 2021

#### Connect outreach and referral service achievements:

Our Connect services helped **1,692** Islington residents over the 12-month period. **1,372** of these residents were referred to one or more of our 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 Connect staff made **2,650** supported referrals to 96 different services in 2020/21; each of these referrals was tracked and monitored to ensure that the client received the services they needed. Three months after each referral was made, we followed up with the client to find out whether the outcome they sought had been achieved.

The table below provides a breakdown of Connect referrals to each of our partner services. The 96 services included all work within our agreed common referral protocol. 204 people were also provided signposting assistance to access support from services outside of our partner network. Meanwhile, 142 people were given advocacy support to deal with issues with other services.

| Service                             | No  | Service                            | No  | Service                          | No  |
|-------------------------------------|-----|------------------------------------|-----|----------------------------------|-----|
| 3 Corners Learning Centre           | 3   | GNS Fitness & Family Fun           | 1   | LBI Repairs                      | 41  |
| Adult Weight Management             | 4   | GNS Mindfulness & Meditation       | 4   | LBI Environmental Health         | 41  |
| Age UK Enablement Service           | 53  | GNS - Bemerton                     | 4   | London Fire Brigade              | 1   |
| Age UK Islington                    | 1   | GNS - Canonbury                    | 72  | Manor Gardens Wellbeing          | 5   |
| Age UK Navigation Service           | 1   | GNS - Kings Cross                  | 9   | North London Cares               | 3   |
| Alzheimer's Society                 | 4   | GoodGym                            | 1   | Partners For Improvement         | 8   |
| Arsenal Red Zone (ACL)              | 7   | Growing Hope                       | 1   | Peabody Housing                  | 4   |
| Autism Hub Islington                | 1   | Healthwatch Islington              | 46  | Peabody Reconnect                | 3   |
| Bags of Taste                       | 1   | Healthy Minds, Healthy Bods        | 1   | Refugee Womens Association       | 1   |
| Better Lives Islington              | 7   | Hillside Clubhouse                 | 3   | Resident Support Scheme          | 319 |
| BlindAid                            | 2   | HNG Stress Project                 | 5   | Cloudesley's Individual Grants   | 85  |
| Breaking Barriers                   | 1   | Holloway Neighbourhood Group       | 10  | Sarah Agnes Foundation           | 2   |
| Breathe Stop Smoking Service        | 1   | Homes & Communities LBI            | 1   | Scope                            | 1   |
| Bridging the Gap Islington          | 2   | HomeStart Camden & Islington       | 1   | SHINE                            | 154 |
| Bright Sparks                       | 4   | HOYD Befriending Volunteers        | 230 | SHP – Single Homeless Project    | 8   |
| Carers UK                           | 11  | HOYD Volunteering                  | 2   | Southern Housing Group           | 7   |
| Catalyst Grant                      | 7   | Islington Advice Project           | 11  | Southern Works                   | 1   |
| Catch 22                            | 1   | Islington Central Library (ACL)    | 14  | St Joseph's Hospice Bereavement  | 31  |
| Centre 404                          | 4   | Islington Foodbank                 | 70  | St Luke's Centre Jobs Club       | 1   |
| Choices                             | 1   | Islington Law Centre - Debt Advice | 77  | St Luke's Community Centre       | 6   |
| Citizens Advice Islington           | 569 | Islington Law Centre –Housing      | 130 | St Sepulchre                     | 1   |
| Clarion Housing - IAG               | 1   | Islington Law Centre - Benefits    | 32  | Talk for Health                  | 27  |
| Clarion Housing - Tenancy / Repairs | 10  | Islington Mind                     | 52  | Choice and Control Peer Coaching | 34  |
| Crux                                | 5   | Islington Peoples Rights           | 84  | The Elfrida Society              | 1   |
| Disability Action In Islington      | 15  | Iwork                              | 33  | The Guinness Partnership         | 2   |
| Elizabeth House Community Centre    | 11  | Kennedy Scott Ltd                  | 6   | The Hive Foodbank                | 29  |
| ESOL Advice Service                 | 1   | Kinship                            | 3   | The Peel Centre                  | 1   |
| Family Information Service          | 8   | KXR                                | 2   | The Stuart Low Trust             | 6   |
| Forum+                              | 2   | LBI Housing - Old Street           | 2   | The Toy Project                  | 38  |
| Gentle Dusk and Age UK Islington    | 4   | LBI Housing - Upper Street         | 4   | Twining Enterprise               | 1   |
| Get Back on Track                   | 8   | LBI Income Maximisation            | 106 | Voluntary Action Islington       | 4   |
| GNS New River Green Arts & Crafts   | 1   | LBI iWork                          | 1   | Yes Outdoors                     | 15  |

Figure 2 Referral breakdown

In addition to our referrals, **775** residents received direct support such as advocacy, help with forms, information and advice and other practical support from our six community-based offices. 915 hours of additional direct support was recorded over the one-year period.

## Help on Your Doorstep

### For the Year Ended 31 March 2021

72% of the clients who were supported stated that our referrals resulted in an improvement in their circumstances after three months. A further 18% of residents told us, that after three months, although their issue had not been fully resolved, they were getting ongoing support from the agency that we referred them to.

| %   | Who our services are supporting                               |
|-----|---|
| 68% | People living with a long-term health condition or disability |
| 60% | Identify belonging to a ethnic minority                       |
| 29% | Over 60 years of age  |
| 68% | Identify as female  |

The top presenting issues that residents were supported with were Welfare Benefits (648 referrals), Financial Hardship (592 referrals) and Housing (393 referrals).

### Case Study

*Louise had never heard of Connect before they knocked on her door. She describes how when the Connect team 'found' her she was in a very stressful state as she was due to be evicted from her home later that week.*

*She 'signed off' Universal Credit because of the shame that she felt for receiving the allowance. However, Louise did not know this would affect her housing benefit and found herself in financial difficulties, unable to pay the rent. The stress of the eviction was affecting her mental state and she felt totally alone, afraid and helpless.*

*Having just come from a homeless shelter she did not want to go back to that situation. Louise talked through all her issues and felt confident that Connect had the right skills, contacts and knowledge to be able to help her. It was important to her that they did all of this with a very personal human approach. We arranged an emergency meeting with a housing solicitor for Louise and she was able to stay in the house.*

*Louise said she was "so relieved and happy, that I cried on the phone." Louise learned about the other services Connect had to offer and made use of them with things such as getting financial assistance with buying her daughter's school uniform and sorting out overdue gas bills. Louise was very happy to be contacted via Connect's door knocking because she did not feel she could go out and seek help for herself as she was too overwhelmed by her problems.*

### Good Neighbour Schemes Achievements

Help on Your Doorstep continues to run its three Good Neighbours Schemes (GNS) in the Borough of Islington.

- The New River Green Good Neighbours Scheme based in and around the Marquess estate, N1.
- The Kings Cross Good Neighbours Scheme based in and around the Priory Green estate, N1.

## Help on Your Doorstep

### For the Year Ended 31 March 2021

- The Bemerton Good Neighbours Scheme in and around the Bemerton estate, N1.

The schemes tackle isolation and improve the health and wellbeing residents through an asset-based community development model. We engaged local residents who are experiencing isolation, financial hardship, and poor mental or physical health in community activities, enabling them to share their skills and shape the activities that are delivered.

The GNS is hyperlocal with all of the activities focused in each of the three local areas. Each GNS has a paid member of staff who works as the Scheme Coordinator on a full or part-time basis. The work of the GNS focuses on implementing the Five Ways to Wellbeing (New Economics Foundation, 2008). This looks at enabling residents to

1. Be Active – do what you can, enjoy what you do, move your mood
2. Connect - talk and listen, be there, feel connected
3. Take Notice – remember the simple things that give you joy (also listed as be mindful/ care for your mental health)
4. Keep learning – embrace new experiences, see opportunities, surprise yourself
5. Give – your time, your words, your presence.

In the year, the three schemes that make up the GNS provided a total of:494 regular weekly or monthly events including stay and play, coffee mornings, yoga, mindfulness, arts and crafts, street dance, Zumba, football, gym sessions and gardening. Many of these were delivered online or outdoors due to the COVID-19 pandemic.

**853** people in total (including 284 first time attendees) used the GNS in the year.

We also linked residents into the support offered by Help on Your Doorstep's Connect service, which offers advice and guidance around a wide range of issues including benefits, debt, housing and employment.

As a result of being involved in GNS residents told us:

- **67%** of respondents reported that the GNS had helped them feel more positive/ less down
- **68%** said that they felt less lonely and more connected
- **53%** said that they had been more active (Be active)
- **40%** said that they had been able to help others (Give)
- **31%** said that they had learnt news skills (Keep learning)

### Case study

*Daniel is a 54-year-old single man who has been living alone on the Marquess Estate for 12 years. He has a long-term health condition and has been attending GNS activities now for around six years. Daniel first contacted the GNS through Help on Your Doorstep's Connect advice service. He met the GNS Coordinator in the Connect office and she encouraged him to attend a coffee morning. Daniel now attends many GNS sessions including coffee mornings, arts & crafts sessions, lunch club, garden club, chair-based exercise, mindfulness, and events. He also now volunteers at coffee mornings, arts and crafts sessions and in the gardens. Involvement in the GNS helps him to manage his health condition and the GNS Coordinator has noticed a marked improvement in his health and wellbeing.*

## Help on Your Doorstep For the Year Ended 31 March 2021

### *How has the GNS made a difference to Daniel?*

**Connect:** Daniel is now connected to his community and has made friends.

**Be Active:** Daniel takes part in our chair-based exercise classes.

**Learn:** Daniel has learnt creative skills through attending arts and crafts sessions.

**Give:** Daniel has volunteered at GNS activities, setting up & clearing away.

**Take Notice:** Daniel really enjoys our Mindfulness sessions, and you can see a clear improvement in his mood.

*Daniel says he is so glad that he joined GNS as it is “a blessing to me, a gospel statement” .... “I like the community spirit and atmosphere. We get teas and coffees, and it passes the morning so upliftingly. We don’t want it to end. We want the sessions to be longer and we look forward to them, thank you so much.”*

### Social Prescribing Link Service (SPLS) Achievements

At least 20% of GP attendances in England are not directly related to medical conditions (NHS England). A growing body of evidence shows that referrals to community services that can help people become more active, connected to others and support people to resolve practical social issues, such as their housing and income, can lead to a range of positive health and wellbeing outcomes for people, such as improved quality of life and emotional wellbeing.

A significant development in 2019 was Help on your Doorstep’s launch of a new Social Prescribing Link Service to GP surgeries in two of Islington’s Primary Care Networks. Through this NHS funded service we were able to assist registered patients, from 18 GP surgeries, to address their support needs.

In the 12-month period Help on your Doorstep social prescribing link workers received 709 patient referrals from GP practices and supported them directly or through onward referral with our Connect service.

The most common referral reasons related to the patients’ needing to access community support related to mental and physical health issues, welfare benefits, social isolation, housing, employment and financial hardship.

As a new service a significant amount of time was spent on service development, service promotion and strengthening connections with the primary health workforce and other providers e.g. Manor Garden’s Welfare Trust, Age UK Islington, Choice and Control Peer support service.

## Help on Your Doorstep For the Year Ended 31 March 2021

Key successes included:

- Launch of single point of access for referrals to SPLW's and Connect.
- Increasing the team from 2 to 4 SPLW's.
- Joint work with Manor Gardens Welfare Trust in the North PCN and reciprocal referral arrangements for MGWT SPLW's and HOYD SPLS to refer into each other's wider services, ensuring parity of service across PCN's.
- Engagement with GP's and practices, increasing referrals.
- Holding and supporting patients through COVID-19 with many services being unavailable/inaccessible.
- Continued and consistent delivery while remote working.
- Joint working between Connect, the Good Neighbours Scheme and SPLW services.
- Positive patient outcomes as a result of SPLW and community-based support.

Our work with Islington GP surgeries has enabled us to work both preventatively, with people who need support to navigate their way into community services, and also to address more complex needs through goalsetting, support and care planning and co-ordination.

### **Case study** (written by a Social Prescribing Link Worker)

*Pam was referred to the social prescribing service in December 2020 by her GP who was concerned about the impact her housing situation was having on her health. She had been homeless for four years, sofa surfing since experiencing a relationship breakdown. At the time she had planned to stay with a friend for a few weeks but became "trapped" due to her deteriorating mental health, lack of support network and difficulty accessing advice and navigating the social housing system. This led to Pam leaving her job and becoming very isolated.*

*At the time of referral Pam was spending as much time outdoors as possible – even during very cold weather and throughout each lockdown. She was finding it increasingly difficult in finding somewhere to stay. At 72, her age and situation put her at greater risk of catching COVID. Her mood was very low. She told me she didn't have enough energy to change her situation and had lost hope.*

*Together we submitted a homelessness application to Islington Council. I provided advocacy throughout this process, ensuring Pam's application, documents and medical records were processed as quickly as possible. I also referred Pam to Help on Your Doorstep's Befriending project to help reduce her isolation and called regularly until she was matched with a befriender. I also arranged a welfare benefit entitlement check as she was not in receipt of Personal Independence Payment (PIP). Within three weeks Pam was offered a council property and supported to apply for PIP. She is now housed and looking for work. During our last appointment Pam told me her mood had improved and she was feeling more optimistic about the future. When I offered further support, e.g. referral to an employment service – she said that she felt able to find work herself. She was very grateful for support from the service and most appreciated the advocacy when liaising with Islington Council.*

## **Help on Your Doorstep**

### **For the Year Ended 31 March 2021**

#### **Reserves**

During the year Help on Your Doorstep achieved an unrestricted surplus of £75,175 (2020: £3,762) and a deficit against restricted funds of £659 (2020: £40,020). The total funds carried forward were £124,426 (2020: £49,910) of which £96,936 (2020: £21,761) was unrestricted 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.

#### **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 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 principal risks that we have identified as having a serious potential impact on our performance, future prospects and reputation are:

**Help on Your Doorstep**  
**For the Year Ended 31 March 2021**

Risk

Mitigating actions

|  |  |  |
|--|--|--|
| Changes to funding and commissioning arrangements leading to reductions to funding, enforced changes to successful delivery model and loss of independence |  | <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> |
| Impact of the Covid 19 pandemic to funding and service delivery  |  | <p>Ongoing assessment of risks to current funding streams</p> <p>Development of agile service delivery approaches</p> <p>Development of Covid safe workspaces</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>  |
| Organisational capacity to meet strategic and operational expectations and obligations   |  | <p>Structure and functions review within HOYD Transformation project</p> <p>Reviewing Connect remit and implement interim demand management measures</p> <p>Working with partners and referrers to establish clearer criteria and referral pathways</p> <p>Ongoing Trustee involvement</p>             |
| Governance and management continuity - future changes may impact on relationships and ethos  |  | <p>Trustee recruitment process and transition planning</p> <p>Review of structure and functions</p>  |
| Staff wellbeing - combined impact of Covid, delivery pressures and changes undermining health and wellbeing of staff team                                  |  | <p>Management team development on leading change</p> <p>Staff engagement and consultation</p> <p>Employee assistance programme, mindfulness and social events</p> <p>Flexible working arrangements</p>   |



**Help on Your Doorstep**  
**For the Year Ended 31 March 2021**

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

## **Help on Your Doorstep**

### **For the Year Ended 31 March 2021**

#### **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.

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 on 21st Dec 2021 and signed on its behalf by:

*Please sign inside the box*



**Andy Murphy**  
Chair

## **Independent Auditor's Report**

### **To the members of Help on Your Doorstep**

#### **Opinion**

We have audited the financial statements of Help on Your Doorstep for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. 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).

#### **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 2021 and of 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.

#### **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**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

#### **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

## **Independent Auditor's Report**

### **To the members of Help on Your Doorstep**

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.

### **Opinion on other matter 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) has 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 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.

### **Responsibilities of the trustees**

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 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material

## **Independent Auditor's Report**

### **To the members of Help on Your Doorstep**

misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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](http://www.frc.org.uk/auditorsresponsibilities)]. This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charitable company'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 and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Anthony Epton*

22 December 2021

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

## Help on Your Doorstep

### Statement of financial activities (incorporating an Income and Expenditure Account) For the year ended 31 March 2021

|  | Note | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | 2021<br>Total<br>£ | 2020<br>Total<br>£ |
|--|------|----------------------------|--------------------------|--------------------|--------------------|
| <b>Income from:</b>                          |      |                            |                          |                    |                    |
| Donations and legacies                       | 2    | 164,284                    | 35,150                   | <b>199,434</b>     | 167,516            |
| Charitable activities                        | 3    |                            |                          |                    |                    |
| Connect services                             |      | 353,268                    | 176,385                  | <b>529,653</b>     | 493,348            |
| Community participation and wellbeing        |      | 172,510                    | 90,000                   | <b>262,510</b>     | 172,727            |
| Promoting the service model                  |      | -                          | 4,600                    | <b>4,600</b>       | 1,500              |
| Other  | 4    | 2,358                      | -                        | <b>2,358</b>       | -                  |
| <b>Total income</b>                          |      | <b>692,420</b>             | <b>306,135</b>           | <b>998,555</b>     | 835,091            |
| <b>Expenditure on:</b>                       |      |                            |                          |                    |                    |
| Raising funds                                |      | 1,808                      | -                        | <b>1,808</b>       | 2,380              |
| Charitable activities                        | 5    |                            |                          |                    |                    |
| Connect services                             |      | 424,808                    | 173,450                  | <b>598,258</b>     | 619,393            |
| Community participation and wellbeing        |      | 166,295                    | 131,102                  | <b>297,397</b>     | 201,055            |
| Promoting the service model                  |      | 22,028                     | 4,548                    | <b>26,576</b>      | 48,521             |
| <b>Total expenditure</b>                     |      | <b>614,939</b>             | <b>309,100</b>           | <b>924,039</b>     | 871,349            |
| <b>Net income/(expenditure) for the year</b> | 6    | 77,481                     | (2,965)                  | <b>74,516</b>      | (36,258)           |
| Transfers between funds                      |      | (2,306)                    | 2,306                    | -                  | -                  |
| <b>Net movement in funds</b>                 | 6    | <b>75,175</b>              | <b>(659)</b>             | <b>74,516</b>      | (36,258)           |
| <b>Reconciliation of funds</b>               |      |                            |                          |                    |                    |
| Total funds brought forward                  |      | 21,761                     | 28,149                   | <b>49,910</b>      | 86,168             |
| <b>Total funds carried forward</b>           | 15   | <b>96,936</b>              | <b>27,490</b>            | <b>124,426</b>     | 49,910             |

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 2021

|   | Note | 2021<br>£        | £                     | 2020<br>£        | £                    |
|---|------|------------------|-----------------------|------------------|----------------------|
| <b>Fixed assets</b>                         |      |                  |                       |                  |                      |
| Tangible fixed assets                       | 11   |                  | 1,688                 |                  | 7,153                |
| <b>Current assets</b>                       |      |                  |                       |                  |                      |
| Debtors                                     | 12   | 128,347          |                       | 82,509           |                      |
| Cash at bank and in hand                    |      | <u>130,064</u>   |                       | <u>99,190</u>    |                      |
|   |      | 258,411          |                       | 181,699          |                      |
| <b>Creditors: amounts due within 1 year</b> | 13   | <u>(135,673)</u> |                       | <u>(138,942)</u> |                      |
| <b>Net current assets</b>                   |      |                  | <u>122,738</u>        |                  | <u>42,757</u>        |
| <b>Net assets</b>                           | 14   |                  | <u><u>124,426</u></u> |                  | <u><u>49,910</u></u> |
| <b>Funds</b>                                | 15   |                  |                       |                  |                      |
| Restricted funds                            |      |                  | 27,490                |                  | 28,149               |
| Unrestricted Funds                          |      |                  |                       |                  |                      |
| Designated funds                            |      |                  | 1,688                 |                  | 7,153                |
| General funds                               |      |                  | <u>95,248</u>         |                  | <u>14,608</u>        |
| <b>Total Funds</b>                          |      |                  | <u><u>124,426</u></u> |                  | <u><u>49,910</u></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:

*(Please sign inside the box)*



21st December 2021

Andy Murphy  
Chair

Company No: 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 2021

|   | <b>Note</b> | <b>2021</b><br>£ | <b>2020</b><br>£ |
|---|-------------|------------------|------------------|
| <b>Cash flows from operating activities</b>             |             |                  |                  |
| <b>Net cash provided by operating activities</b>        | 16          | <b>30,874</b>    | (36,197)         |
| <b>Cash flows from investing activities:</b>            |             |                  |                  |
| (Purchase) of fixed assets                              |             | -                | (5,066)          |
| <b>Cash provided by investing activities</b>            |             | -                | (5,066)          |
| <b>Change in cash and cash equivalents in the year</b>  |             | <b>30,874</b>    | (41,263)         |
| Cash and cash equivalents at the beginning of the year  |             | <b>99,190</b>    | 140,453          |
| <b>Cash and cash equivalents at the end of the year</b> | 17          | <b>130,064</b>   | 99,190           |



# Help on Your Doorstep

## Notes to the Financial Statements For the Year Ended 31 March 2021

### 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. In reaching that conclusion, the trustees have carefully considered the implications of the Covid-19 pandemic on the operations and financial position of Help on Your Doorstep and are maintaining close scrutiny of actual and projected income levels, programme expenses, operating costs and the cash position. The organisation does not rely on investment income or donations from individuals and grant funding has been secured and will not be affected by the pandemic. The trustees do not consider that there are any sources of estimation uncertainty, including the impact of the pandemic, 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.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution.

#### 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

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.

## Help on Your Doorstep

### Notes to the Financial Statements For the Year Ended 31 March 2021

#### 1 Accounting Policies (continued)

##### 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.

##### 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                         | 0.0%  |
| Connect services                      | 68.9% |
| Community participation and wellbeing | 28.2% |
| Promoting the service model           | 1.5%  |
| Governance and support costs          | 1.4%  |

- Irrecoverable VAT is charged as a cost against the activity for which the

##### 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                      | 70.0% |
| Community participation and wellbeing | 28.5% |
| Promoting the service model           | 1.5%  |

## Help on Your Doorstep

### Notes to the Financial Statements For the Year Ended 31 March 2021

#### 1 Accounting Policies (continued)

##### 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 |
|-----------------------------|-------------------|

##### 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 2021

#### 2 Income from donations and legacies

|  | Unrestricted<br>£ | Restricted<br>£ | 2021<br>Total<br>£ | 2020<br>Total<br>£ |
|--|-------------------|-----------------|--------------------|--------------------|
| Cripplegate Foundation                   | 56,000            | -               | <b>56,000</b>      | 56,000             |
| Islington Giving                         | 63,996            | 20,150          | <b>84,146</b>      | 55,000             |
| Cloudesley                               | -                 | 10,000          | <b>10,000</b>      | -                  |
| Lund Trust                               | -                 | 5,000           | <b>5,000</b>       | -                  |
| J & M Douglas                            | 6,250             | -               | <b>6,250</b>       | 6,250              |
| M & H Maunsell Charity                   | 1,000             | -               | <b>1,000</b>       | 1,000              |
| Harriet's Trust                          | 5,000             | -               | <b>5,000</b>       | -                  |
| Waitrose                                 | 333               | -               | <b>333</b>         | -                  |
| Phillipine Kerala Thompson (legacy)      | 5,000             | -               | <b>5,000</b>       | -                  |
| Department of Work and Pensions          | (2,400)           | -               | <b>(2,400)</b>     | 2,995              |
| Paul Hamlyn                              | -                 | -               | -                  | 20,000             |
| Worshipful Company of Insurers           | -                 | -               | -                  | 2,000              |
| Grace Trust                              | -                 | -               | -                  | 750                |
| Lynn Foundation                          | -                 | -               | -                  | 500                |
| Gifts in kind                            | 22,000            | -               | <b>22,000</b>      | 22,000             |
| Other donations                          | 7,105             | -               | <b>7,105</b>       | 1,021              |
| <b>Total donations and legacies 2021</b> | <b>164,284</b>    | <b>35,150</b>   | <b>199,434</b>     | 167,516            |
| Total donations and legacies 2020        | 167,516           | -               |                    |                    |

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<br>£ | Restricted<br>£ | 2021<br>Total<br>£ | 2020<br>Total<br>£ |
|---|-------------------|-----------------|--------------------|--------------------|
| <b>Connect services</b>                     |                   |                 |                    |                    |
| Connect centres (LB Islington)              | 216,750           | -               | <b>216,750</b>     | 216,500            |
| Connect centres (Mercers)                   | -                 | -               | -                  | 25,000             |
| Connect centres (Cloudesley)                | -                 | 35,875          | <b>35,875</b>      | 26,500             |
| Connecting for Change (Big Lottery)         | -                 | 99,343          | <b>99,343</b>      | 98,327             |
| Proactive Wellbeing (Cloudesley)            | -                 | 29,167          | <b>29,167</b>      | 49,416             |
| Social prescribing (Islington GP Group )    | 120,518           | -               | <b>120,518</b>     | 26,126             |
| Employment outreach (LBI iwork)             | -                 | -               | -                  | 22,500             |
| Welfare grants (Cloudesley)                 | -                 | 12,000          | <b>12,000</b>      | 13,985             |
| Community research (CCG)                    | 16,000            | -               | <b>16,000</b>      | 10,000             |
| Community research (Peabody Community Fndn) | -                 | -               | -                  | 4,994              |
| <b>Total Connect services 2021</b>          | <b>353,268</b>    | <b>176,385</b>  | <b>529,653</b>     | 493,348            |
| Total Connect services 2020                 | 280,120           | 213,228         |                    |                    |

## Help on Your Doorstep

### Notes to the Financial Statements For the Year Ended 31 March 2021

#### 3 Income from charitable activities (continued)

|  | Unrestricted<br>£ | Restricted<br>£ | 2021<br>Total<br>£ | 2020<br>Total<br>£ |
|--|-------------------|-----------------|--------------------|--------------------|
| <b>Community participation and wellbeing</b>           |                   |                 |                    |                    |
| Community wellbeing and Good Neighbour Scheme projects |                   |                 |                    |                    |
| --Islington Giving                                     | 72,254            | -               | <b>72,254</b>      | 71,312             |
| --Peabody Trust  | 25,000            | -               | <b>25,000</b>      | 23,312             |
| --LB Islington   | 34,423            | -               | <b>34,423</b>      | 47,377             |
| --Clarion Housing Association                          | 10,000            | -               | <b>10,000</b>      | -                  |
| --Southern Housing Association                         | 5,000             | -               | <b>5,000</b>       | -                  |
| --North Central London CCG                             | 25,833            | -               | <b>25,833</b>      | 30,000             |
| Volunteering and community support                     |                   |                 |                    |                    |
| --Big Lottery  | -                 | 75,000          | <b>75,000</b>      | -                  |
| --London Community Response Fund                       | -                 | 15,000          | <b>15,000</b>      | -                  |
| Fees for classes and activities                        | -                 | -               | -                  | 726                |
| <b>Total community 2021</b>                            | <b>172,510</b>    | <b>90,000</b>   | <b>262,510</b>     | <b>172,727</b>     |
| Total community 2020                                   | 78,103            | 94,624          |                    |                    |
| <b>Developing and promoting the service model</b>      |                   |                 |                    |                    |
| Capacity building (Social Venture Partners London)     | -                 | 2,000           | <b>2,000</b>       | 1,500              |
| Organisational review                                  |                   |                 |                    |                    |
| --Cripplegate  | -                 | 1,300           | <b>1,300</b>       | -                  |
| --Cloudesley   | -                 | 1,300           | <b>1,300</b>       | -                  |
| <b>Total service model promotion 2021</b>              | <b>-</b>          | <b>4,600</b>    | <b>4,600</b>       | <b>1,500</b>       |
| Total service model promotion 2020                     | -                 | 1,500           |                    |                    |
| <b>Total income from charitable activities 2021</b>    | <b>525,778</b>    | <b>270,985</b>  | <b>796,763</b>     | <b>667,575</b>     |
| Total income from charitable activities 2020           | 358,223           | 309,352         |                    |                    |

#### 4 Other income

|                                  | Unrestricted<br>£ | Restricted<br>£ | 2021<br>Total<br>£ | 2020<br>Total<br>£ |
|----------------------------------|-------------------|-----------------|--------------------|--------------------|
| Coronavirus Job Retention Scheme | 2,358             | -               | <b>2,358</b>       | -                  |
| <b>Total other income 2021</b>   | <b>2,358</b>      | <b>-</b>        | <b>2,358</b>       | <b>-</b>           |
| Total other income 2020          | -                 | -               |                    |                    |

## Help on Your Doorstep

### Notes to the Financial Statements For the Year Ended 31 March 2021

#### 5 Analysis of expenditure

|   | Raising<br>funds<br>£ | Connect<br>services<br>£ | Community<br>participation<br>& wellbeing<br>£ | Promoting<br>the service<br>£ | Governance<br>£ | Support<br>costs<br>£ | <b>2021<br/>Total<br/>£</b> | 2020<br>Total<br>£ |
|---|-----------------------|--------------------------|--|-------------------------------|-----------------|-----------------------|-----------------------------|--------------------|
| Salaries and employers' NI                        | -                     | 459,887                  | 225,628  | 18,692                        | 497             | 8,097                 | <b>712,801</b>              | 638,301            |
| Other staff costs and recruitment                 | -                     | 5,612                    | 5,810  | 240                           | 12              | 212                   | <b>11,886</b>               | 22,068             |
| Freelance and agency staff                        | -                     | 12,779                   | 5,232  | 282                           | 48              | 199                   | <b>18,540</b>               | 17,730             |
| Volunteers  | -                     | -                        | 2,337  | -                             | -               | -                     | <b>2,337</b>                | 1,042              |
| Premises and equipment                            | -                     | 19,992                   | 12,776   | 4,399                         | -               | 2,244                 | <b>39,411</b>               | 33,408             |
| Depreciation                                      | -                     | -                        | -  | -                             | -               | 5,465                 | <b>5,465</b>                | 10,451             |
| Office costs                                      | -                     | 24,968                   | 12,264   | 2,335                         | 61              | 2,616                 | <b>42,244</b>               | 39,353             |
| Project costs                                     | 1,808                 | 39,901                   | 24,629   | 266                           | 46              | 188                   | <b>66,838</b>               | 94,815             |
| Grants to individuals                             | -                     | 18,219                   | 1,841  | -                             | -               | -                     | <b>20,060</b>               | 10,175             |
| Audit and compliance                              | -                     | -                        | -  | -                             | 4,457           | -                     | <b>4,457</b>                | 4,006              |
|   | <b>1,808</b>          | <b>581,358</b>           | <b>290,517</b>                                 | <b>26,214</b>                 | <b>5,121</b>    | <b>19,021</b>         | <b>924,039</b>              | 871,349            |
| Support costs                                     | -                     | 13,315                   | 5,421  | 285                           | -               | (19,021)              | -                           | -                  |
| Governance costs                                  | -                     | 3,585                    | 1,459  | 77                            | (5,121)         | -                     | -                           | -                  |
| <b>Total expenditure 2021</b>                     | <b>1,808</b>          | <b>598,258</b>           | <b>297,397</b>                                 | <b>26,576</b>                 | <b>-</b>        | <b>-</b>              | <b>924,039</b>              | 871,349            |
| <b>Prior year</b>                                 |                       |                          |  |                               |                 |                       |                             |                    |
| Unrestricted direct expenditure                   | 2,380                 | 321,239                  | 90,448   | 39,158                        | 5,886           | 64,291                |                             |                    |
| Restricted direct expenditure                     | -                     | 244,538                  | 96,081   | 7,328                         | -               | -                     |                             |                    |
| Unrestricted support & governance costs allocated | -                     | 53,616                   | 14,526   | 2,035                         | (5,886)         | (64,291)              |                             |                    |
| <b>Total expenditure 2020</b>                     | <b>2,380</b>          | <b>619,393</b>           | <b>201,055</b>                                 | <b>48,521</b>                 | <b>-</b>        | <b>-</b>              |                             |                    |

Of the total expenditure, £614,939 was unrestricted (2020: £523,401) and £309,100 was restricted (2020: £347,948)

## Help on Your Doorstep

### Notes to the financial statements For the Year Ended 31 March 2021

#### 6 Net income/(expenditure) for the year

This is stated after charging :

|   | 2021<br>£  | 2020<br>£ |
|---|------------|-----------|
| ( Interest payable                                | -          | -         |
| Depreciation                                      | 5,465      | 10,451    |
| Auditors' remuneration:                           |            |           |
| ▪ Audit fees (excluding VAT)                      | 3,417      | 3,167     |
| ▪ Underprovision/(Overprovision) in previous year | <u>167</u> | <u>-</u>  |

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

Staff costs were as follows:

|                                  | 2021<br>£      | 2020<br>£      |
|----------------------------------|----------------|----------------|
| Salaries                         | 651,911        | 578,903        |
| Employers' National Insurance    | 46,507         | 45,715         |
| Employer's pension contributions | 14,383         | 12,191         |
| Temporary and agency staff       | <u>-</u>       | <u>1,492</u>   |
|                                  | <u>712,801</u> | <u>638,301</u> |

The following number of employees received employee benefits (excluding employer NI and pension) during the year between:

|                   | 2021<br>No. | 2020<br>No. |
|-------------------|-------------|-------------|
| £60,000 - £69,999 | <u>1</u>    | <u>1</u>    |

The total employee benefits including employer pension and NI contributions of the key management personnel were £72,639 (2020: £69,794).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil). No trustee was reimbursed expenses during the year (2020: £nil) and none received payment for professional or other services supplied to the charity (2020: £nil).

## Help on Your Doorstep

### Notes to the financial statements For the Year Ended 31 March 2021

#### 8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 24 (2020: 22).

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

|                                       | <b>2021<br/>No.</b> | <b>2020<br/>No.</b> |
|---------------------------------------|---------------------|---------------------|
| Raising funds                         | -                   | -                   |
| Connect services                      | <b>13.4</b>         | 13.2                |
| Community participation and wellbeing | <b>5.5</b>          | 3.5                 |
| Promoting the service                 | <b>0.3</b>          | 0.5                 |
| Governance and support                | <b>0.2</b>          | 0.7                 |
|                                       | <b>19.4</b>         | 17.9                |

#### 9 Related party transactions

Help on Your Doorstep provides a salary savings scheme through London Capital Credit Union, of which one trustee is a director.

One trustee holds a prominent position in a grantor organisation. The trustee was the Governor of Cripplegate Foundation. Transactions with this organisation can be seen in notes 2 & 3.

One trustee is a board member of Islington GP Federation with whom Help on Your Doorstep has a contracting relationship for the Social Prescribing Link Worker service. Transactions with this organisation can be seen in note 3.

One trustee is a trustee of the Institute for Voluntary Action Research, which was paid by Help on Your Doorstep to carry out evaluation work. The contract for the work is for £34,575, of which £10,000 was invoiced for by 31 March 2021 and fully paid by 31 March 2021.

#### 10 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 2021

#### 11 Tangible fixed assets

|                       | Computer<br>Equipment | Leasehold<br>improvements | Total  |
|-----------------------|-----------------------|---------------------------|--------|
| <b>Cost</b>           |                       |                           |        |
| At 1 April 2020       | 50,041                | 13,729                    | 63,770 |
| Additions in Year     | -                     | -                         | -      |
| At 31 March 2021      | 50,041                | 13,729                    | 63,770 |
| <b>Depreciation</b>   |                       |                           |        |
| At 1 April 2020       | 42,888                | 13,729                    | 56,617 |
| Charge for Year       | 5,465                 | -                         | 5,465  |
| At 31 March 2021      | 48,353                | 13,729                    | 62,082 |
| <b>Net Book Value</b> |                       |                           |        |
| At 31 March 2021      | 1,688                 | -                         | 1,688  |
| At 31 March 2020      | 7,153                 | -                         | 7,153  |

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

#### 12 Debtors

|                   | 2021<br>£      | 2020<br>£     |
|-------------------|----------------|---------------|
| Grants receivable | 39,475         | 32,828        |
| Trade debtors     | 73,834         | 33,485        |
| Other debtors     | 20             | 2,580         |
| Prepayments       | 15,018         | 13,616        |
|                   | <b>128,347</b> | <b>82,509</b> |

#### 13 Creditors : amounts due within 1 year

|   | 2021<br>£      | 2020<br>£      |
|---|----------------|----------------|
| Taxation and Social Security                                  | 17,030         | 13,837         |
| Trade creditors   | 12,690         | 24,476         |
| Other creditors   | 2,853          | 3,073          |
| Accruals  | 18,100         | 14,300         |
| Deferred income   | 85,000         | 83,256         |
|   | <b>135,673</b> | <b>138,942</b> |
| <b>Deferred income</b>  |                |                |
|   | 2021<br>£      | 2020<br>£      |
| As at April 2020  | 83,256         | 114,864        |
| Released to income from charitable activities during the year | (83,256)       | (114,864)      |
| Deferred during the year                                      | 85,000         | 83,256         |
|   | <b>85,000</b>  | <b>83,256</b>  |

## Help on Your Doorstep

### Notes to the financial statements For the Year Ended 31 March 2021

#### 14 Analysis of net assets between funds

|                                    | General<br>unrestricted<br>£ | Designated<br>£ | Restricted<br>£ | Total funds<br>£ |
|------------------------------------|------------------------------|-----------------|-----------------|------------------|
| Tangible Fixed Assets              | -                            | 1,688           | -               | 1,688            |
| Current Assets                     | 230,726                      | -               | 27,685          | 258,411          |
| Liabilities                        | (135,478)                    | -               | (195)           | (135,673)        |
| <b>Net assets at 31 March 2021</b> | <b>95,248</b>                | <b>1,688</b>    | <b>27,490</b>   | <b>124,426</b>   |

#### 15 Movements in funds

|   | At 1 Apr<br>2020<br>£ | Income<br>£    | Expenditure<br>£ | Transfers<br>£ | At 31 Mar<br>2021<br>£ |
|---|-----------------------|----------------|------------------|----------------|------------------------|
| <b>Restricted funds</b>                               |                       |                |                  |                |                        |
| Connect centres (Cloudesley)                          | -                     | 35,875         | (35,875)         |                | -                      |
| Connecting for Change (Big Lottery)                   | 18,537                | 99,343         | (92,119)         |                | 25,761                 |
| Proactive Wellbeing (Cloudesley)                      | (3,647)               | 29,167         | (25,676)         | 156            | -                      |
| Welfare grants (Cloudesley)                           | 9,457                 | 12,000         | (19,780)         |                | 1,677                  |
| Canonbury good neighbour scheme<br>(Islington Giving) | 3,788                 | -              | (3,789)          | 1              | -                      |
| Kings Cross GNS (Islington Giving &<br>Peabody Trust) | 14                    | -              | (14)             |                | -                      |
| Volunteering and community support                    |                       |                |                  |                |                        |
| Big Lottery   | -                     | 75,000         | (75,637)         | 637            | -                      |
| London Community Response Fund                        | -                     | 15,000         | (15,000)         | -              | -                      |
| Covid-19 support                                      |                       |                |                  |                |                        |
| Islington Giving                                      | -                     | 20,150         | (21,662)         | 1,512          | -                      |
| Cloudesley  | -                     | 10,000         | (10,000)         | -              | -                      |
| Lund Trust  | -                     | 5,000          | (5,000)          | -              | -                      |
| Organisational review (Cripplegate &<br>Cloudesley)   | -                     | 2,600          | (2,548)          | -              | 52                     |
| Capacity building (Social Venture<br>Partners London) | -                     | 2,000          | (2,000)          | -              | -                      |
| <b>Total restricted funds</b>                         | <b>28,149</b>         | <b>306,135</b> | <b>(309,100)</b> | <b>2,306</b>   | <b>27,490</b>          |
| <b>Unrestricted funds</b>                             |                       |                |                  |                |                        |
| <i>Designated funds</i>                               |                       |                |                  |                |                        |
| Depreciation fund                                     | 7,153                 | -              | (5,465)          | -              | 1,688                  |
| <i>Total designated funds</i>                         | 7,153                 | -              | (5,465)          | -              | 1,688                  |
| General funds   | 14,608                | 692,420        | (609,474)        | (2,306)        | 95,248                 |
| <b>Total unrestricted funds</b>                       | <b>21,761</b>         | <b>692,420</b> | <b>(614,939)</b> | <b>(2,306)</b> | <b>96,936</b>          |
| <b>Total funds</b>                                    | <b>49,910</b>         | <b>998,555</b> | <b>(924,039)</b> | <b>-</b>       | <b>124,426</b>         |

## Help on Your Doorstep

### Notes to the financial statements For the Year Ended 31 March 2021

#### Purposes of restricted funds

|   |   |
|---|---|
| Connect centres (Cloudesley)  | A grant to contribute to the costs of running the Connect services in Finsbury Park and Canonbury.  |
| Connecting for Change (Big Lottery)   | A grant to support Islington residents improve their wellbeing through addressing barriers, gaining more control over their health and finances and building supportive social connections.                                   |
| 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.             |
| Welfare grants (Cloudesley)   | Richard Cloudesley have funded the ongoing provision of individual grants to Islington residents with health conditions who are experiencing financial hardship.  |
| Volunteering and community support (Big Lottery and the London Community Response Fund) | Grants were received to help the organisation to adapt and implement the changes needed for staff and volunteers to continue engaging and supporting the hardest to reach Islington residents throughout the pandemic crisis. |
| Covid-19 support (Islington Giving, Cloudesley and the Lund Trust)                      | Grants were awarded to help the organisation with an early response to the pandemic, enabling it to adapt its services to support vulnerable and isolated people.   |
| Organisational review (Cripplegate & Cloudesley)  | Funding has been awarded towards Help on Your Doorstep's organisational and strategic review.   |
| Capacity building (Social Venture Partners London)                                      | A grant used to build capacity within the central management team to manage organisational change.  |

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

|   | 2021<br>£     | 2020<br>£       |
|---|---------------|-----------------|
| <b>Net income for the reporting period<br/>(as per the statement of financial activities)</b> | <b>74,516</b> | <b>(36,258)</b> |
| Depreciation  | 5,465         | 10,451          |
| (Increase)/decrease in debtors  | (45,838)      | 10,449          |
| (Decrease) in creditors   | (3,269)       | (20,839)        |
| <b>Net cash (used in) operating activities</b>  | <b>30,874</b> | <b>(36,197)</b> |

#### 17 Analysis of cash and cash equivalents

|                          | 2021<br>£      | 2020<br>£     |
|--------------------------|----------------|---------------|
| Cash at bank and in hand | 130,064        | 99,190        |
|                          | <b>130,064</b> | <b>99,190</b> |

## Help on Your Doorstep

### Notes to the financial statements For the Year Ended 31 March 2021

#### 18 Notes from 2020 accounts

##### a Analysis of net assets between funds

|                                    | General       | Designated   | Restricted    | Total funds   |
|------------------------------------|---------------|--------------|---------------|---------------|
|                                    | £             | £            | £             | £             |
| Tangible Fixed Assets              | -             | 7,153        | -             | 7,153         |
| Current Assets                     | 143,360       | -            | 38,339        | 181,699       |
| Liabilities                        | (128,752)     | -            | (10,190)      | (138,942)     |
| <b>Net assets at 31 March 2020</b> | <b>14,608</b> | <b>7,153</b> | <b>28,149</b> | <b>49,910</b> |

##### b Details of movement in funds during the previous reporting period

|                                     | At 1 Apr<br>2019<br>£ | Incoming<br>resources<br>£ | Outgoing<br>resources<br>£ | Transfers<br>£ | At 31 Mar<br>2020<br>£ |
|-------------------------------------|-----------------------|----------------------------|----------------------------|----------------|------------------------|
| <b>Restricted funds</b>             |                       |                            |                            |                |                        |
| Finsbury Park Connect (Cloudesley)  | 8,750                 | 26,500                     | (35,250)                   | -              | -                      |
| Centres (Mercers)                   | 6,250                 | 25,000                     | (31,250)                   | -              | -                      |
| Connecting for Change (Big Lottery) | 39,445                | 98,327                     | (118,921)                  | (314)          | 18,537                 |
| Proactive Wellbeing (Cloudesley)    | (4,688)               | 49,416                     | (48,267)                   | (108)          | (3,647)                |
| Welfare grants (Cloudesley)         | 6,322                 | 13,985                     | (10,850)                   | -              | 9,457                  |
| Canonbury good neighbour scheme     | 7,946                 | 32,500                     | (35,732)                   | (926)          | 3,788                  |
| Kings Cross GNS                     |                       |                            |                            |                |                        |
| Islington Giving & Peabody Trust    | (1,684)               | 46,624                     | (44,850)                   | (76)           | 14                     |
| Peabody Community Trust             | -                     | 500                        | (500)                      | -              | -                      |
| Caledonian community wellbeing      | -                     | 15,000                     | (15,000)                   | -              | -                      |
| GNS evaluation (Islington Giving)   | 5,828                 | -                          | (5,828)                    | -              | -                      |
| Service development (Social         | -                     | 1,500                      | (1,500)                    | -              | -                      |
| <b>Total restricted funds</b>       | <b>68,169</b>         | <b>309,352</b>             | <b>(347,948)</b>           | <b>(1,424)</b> | <b>28,149</b>          |
| <b>Unrestricted funds</b>           |                       |                            |                            |                |                        |
| <i>Designated funds</i>             |                       |                            |                            |                |                        |
| Depreciation fund                   | 12,538                | -                          | (10,451)                   | 5,066          | 7,153                  |
| <i>Total designated funds</i>       | 12,538                | -                          | (10,451)                   | 5,066          | 7,153                  |
| General funds                       | 5,461                 | 525,739                    | (512,950)                  | (3,642)        | 14,608                 |
| <b>Total unrestricted funds</b>     | <b>17,999</b>         | <b>525,739</b>             | <b>(523,401)</b>           | <b>1,424</b>   | <b>21,761</b>          |
| <b>Total funds</b>                  | <b>86,168</b>         | <b>835,091</b>             | <b>(871,349)</b>           | <b>-</b>       | <b>49,910</b>          |