



HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)
TRUSTEES' ANNUAL REPORT & UNAUDITED FINANCIAL STATEMENTS
31 DECEMBER 2021

Haxton
Chartered Accountants
124 High Street
Hampton Hill
Hampton TW12 1NS

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**TRUSTEES' ANNUAL REPORT (including directors' report)
for the year ended 31 December 2021**

The trustees present their report and the financial statements of HANDS (Help A Neighbour in Distress Scheme) for the year to 31 December 2021.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the financial statements and comply with the Charities Act 2011, the governing document of the charity, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES**Charitable objectives**

HANDS' charitable objective is "to relieve, with the aid of local volunteers, persons in need of practical help and support in Twickenham and St Margaret's in the London Borough of Richmond Upon Thames".

Relationships with related parties and representation on other bodies

The charity has assumed the activities, assets and liabilities of a previously registered unincorporated charity of the same name (charity no 1033694) with effect from 1 January 2021. The unincorporated charity which still exists pending completion of certain legal matters has been dormant throughout the period.

ACHIEVEMENTS AND PERFORMANCE**Charitable activities and events**

As in the previous year, the activities of the charity continued to be heavily affected by the covid pandemic. Regular activities such as the shopping bus, outings and afternoon tea parties remained suspended to protect the health of our clients & volunteers and to comply with government covid restrictions. Towards the end of the calendar year 2021 we began re-introducing our regular activities starting with providing help with transport. At the time of writing this report most of these activities have recommenced. The charity continued its "work from home" policy throughout much of 2021 but is now operating from its office in the library.

HANDS volunteers responded to over 1,300 requests for help with shopping and prescription deliveries. Our telephone befriending service was launched during the period in place of personal visits. HANDS desk and befriending volunteers made over 1,500 calls.

The trustees believe HANDS continues to make a significant positive impact on lives and well-being of its clients impacted by Covid.

Public benefit

The trustees are satisfied that the charity continues to benefit the public through its activities targeted to achieve its charitable objectives.

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

The Statement of Financial Activity ("SOFA") for this year shows a deficit of £13,500. The previous year showed a surplus of £251,000; as it included a special donation of £257,000 from taking over the net funds of the unincorporated charity. In financial terms the comparable figure for 2020 was a deficit of approximately £6,000. The deficit mirrors the negative financial position reported by the unincorporated charity for the last few years and the need to draw on reserves to finance on-going activities.

HANDS has no source of permanent income and is wholly reliant on income from voluntary donations £11,100 including gift aid of £850 (2020 - £15,100 & £400), grants £3,800 (2020 - £4,000), interest £2,000 (2020 - £2,500). Our total income for the year from these sources was £16,900 which was down on the £22,000 reported for 2020. We also received and recognised as income just over £25,000 (2020 - £31,000) from our clients for the shopping undertaken by the volunteers. As we reimbursed our volunteers the same amount for the shopping they undertook (see below) the net impact on charity reserves from this source of income is zero.

Our expenses are mainly fixed in nature and would not be expected to vary significantly from year to year. Establishment costs to run and support the office totalled £30,000 (2020 - £26,000). Payroll costs at £17,000 were higher than in 2020 (£16,000) reflecting the additional time spent by our co-ordinator dealing with our clients' needs and a period of overlap for training as one co-ordinator stood down and a new one took over. We spent £750 on account of legal fees renewing our lease for the office – another £800 is spent in 2022. We are also showing as having paid £1,550 more in rent than reported in 2020 (2021 £7,250; 2020 £5,700). 2020's charge did not reflect a full year's rental because of the timing of rent payments made in 2019. The charge for 2021 represents a full 12 month's rent charge. Office costs includes an extra £650 for the purchase of a laptop computer to facilitate the need to work from home and £360 on "covid desk screens" for the office as it reopened. Aside from "shopping", only £30 was spent on charitable activities in the year (2020 - £1,200) as these remained suspended. £25,000 (2020 - £31,000) was spent reimbursing our volunteers for client shops (see above). We are fortunate that our volunteers continue to give their time and talents free of charge.

Our reserves, held in the form of bank deposits, fell to £238,000 from £251,000 reflecting the continuing need to finance our activities from reserves in lieu of regular income.

Covid – 19

The biggest impact the Covid Pandemic had on the charity was the on-going "work from home" routine and the restricted range of services the charity was able to offer to clients. Our income has not been directly affected as we continue to rely on voluntary donations and grants to fund our activities; we did however receive far fewer ad-hoc donations.

Our reserves have helped to shield the charity from the financial impact Covid has had on society in general.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

**TRUSTEES' ANNUAL REPORT (including directors' report)
for the year ended 31 December 2021**

Reserves policy

The trustees have reviewed the charity's policy on Reserves.

The charity's policy is to hold sufficient funds in its accumulated reserves to underwrite and safeguard its activities in the short to medium term in the event of there being a significant adverse change to its expected income or an unforeseen increase in expenditure. The trustees presently estimate the amount required represents approximately 18 months' expenditure and at current rates is about £45,000. In the absence of any form of permanent income, an amount of £150,000 has been set aside to secure the operational integrity of the charity in the medium to long term as the trustees consider it essential that the charity continues to have an active base and visible presence in Twickenham town centre.

Funds surplus to these amounts are available to be used to support and to develop new initiatives approved by the trustees.

Investments policy

The trustees are empowered to deposit or invest funds as permitted by the Trustee Act 2000. In practice, the trustees hold the free reserves of the charity in bank deposit accounts.

The trustees are satisfied with the performance of the charity's investment assets for the period under review.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The charity is incorporated as a Charitable Incorporated Organisation and is governed in accordance with its registered Memorandum & Articles of Association.

Method of recruitment, appointment, election, induction and training of trustees and officers

Recruitment

The trustees periodically consider the appropriate mix of skills and experience needed on the board to manage the charity and look to maintain this mix as and when a vacancy arises.

Appointment and election

The Memorandum & Articles Association require there must be at least four and no more than eight charity trustees at any one time. Individuals are appointed to office by the trustees in office at the time of appointment.

A charity trustee is appointed for an initial term of three years. A trustee who has served for three consecutive terms of office may not be reappointed for a fourth consecutive term. Any trustee so retiring is eligible to be reappointed after an interval of at least one year.

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Co-opted trustees

The trustees may co-opt up to two further persons of special knowledge or experience to act as co-opted trustees for "a period of time", as mutually agreed, but not exceeding 12 months from the date of first appointment. Co-opted trustees may be reappointed by the trustees at the expiry of the agreed period of appointment. Such trustees will not be deemed a member of the CIO for the purpose of clause 16 of the Memorandum & Articles (Membership of the CIO).

Officers - president

The trustees may, from time to time, appoint a person to fill the office of President. The president is not a charity trustee or co-opted trustee. The president is entitled to attend and speak at meetings of the trustees but does not have the right to vote.

Induction and training

The role and responsibilities of a trustee are explained to all new trustees by the existing trustees upon appointment. Thereafter, all individual trustees are given the opportunity and are actively encouraged to go on courses at any time to suit their needs.

Risk and corporate governance matters

The trustees meet on a regular basis about once every six weeks either in person or more recently on-line. The trustees are responsible for maintaining controls to safeguard the position of the charity. The trustees identify the major risks to which it might be exposed and the systems and procedures that are practical in the circumstances to mitigate the risks identified. A review of these risks is carried out regularly.

The significant risks identified include:

- **Safeguarding failure:** any failure could have a significant reputational and financial impact on the work of the charity. The charity's volunteers are issued with the charity's policy statement on Safeguarding. Insurance is held to mitigate any financial claim.
- **Data Protection;** safeguarding access and privacy of data when using a virtual office environment
- **Income:** the charity has no permanent source of regular income and relies on voluntary donations and grants to finance its work. Reserves are set aside to secure the financial stability of the charity in accordance with the charity's stated reserve policy.
- **Expenditure:** expenditure is regularly monitored to ensure it remains within the budgetary constraints set each year having regard to the charity's available income and uncommitted reserves. Payments are made by cheque or the bank's on-line platform and signed or authorised in accordance with the terms of the bank mandate in force at the time. All transactions require two signatures or authorisations. No cash payments are made.

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**TRUSTEES' ANNUAL REPORT (including directors' report)
for the year ended 31 December 2021****Trustees' responsibilities in the preparation of financial statements**

The trustees are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and to apply them consistently
- observe the methods and principles in the Charities SORP
- make judgements and accounting estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008, and the provisions of the Governing Document. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent examiner

Gordon Haxton of Haxton, Chartered Accountants, has indicated his willingness to continue in office.

Statement as to disclosure of information to the independent examiner

The trustees at the date of approval of this trustees' annual report confirm that so far as each of them is aware, there is no relevant information of which the charity's independent examiner is unaware, and the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the independent examiner is aware of that information.

REFERENCE AND ADMINISTRATIVE DETAILS

Mrs Maureen Payan MBE	President	
Trustees:		
Mrs Jean Hunter	Chairperson	
Mr Maurice Austin	Treasurer	
Ms Jean Love	Secretary	(resigned 20/10/2021)
Mrs Penny Dolan		
Mrs Maggie Pope		
Mrs Clara Stevenson		
Ms Lorraine Bedborough	Secretary	(Appointed Secretary 20/10/21)
Mr Paddy Fitzpatrick		(appointed 20/10/2021)

All the trustees served throughout the period unless indicated otherwise.

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**TRUSTEES' ANNUAL REPORT (including directors' report)
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REFERENCE AND ADMINISTRATIVE DETAILS - continued

The charity is a charitable incorporated organisation (CIO) registered under the charity number 1185942.

The principal address of the charity is 1st Floor, Public Library, Garfield Road, Twickenham TW1 3JT. Its email address is handscaregroup@handscaregroup.org.uk. The telephone number is 020 8891 3346. The office is open from 9.30am to 12.30am Monday – Friday (except bank & public holidays).

Charity Coordinator

The co-ordinator is Teresa Williamson. She took over the role from Charity Witts in November 2021.

EXEMPTIONS FROM DISCLOSURE

No exemptions from the disclosure requirements applicable to a small charity have been taken in the preparation of this trustees' annual report.

The company has taken advantage of the small companies' exemption in preparing the report above.

The trustees' report (including directors' report) was approved by the trustees on 6 June 2022, and was signed for and on behalf of the board by

A handwritten signature in black ink, appearing to read 'Maurice Austin', with a horizontal line drawn above it.

Maurice Austin Treasurer

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**

I report to the trustees on my examination of the financial statements of HANDS (Help A Neighbour In Distress Scheme) (the charity) for the year ended 31 December 2021, which are set out on pages 8 to 15.

RESPONSIBILITIES AND BASIS OF REPORT

As the trustees of the charity (who are also the directors of the company for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the financial statements of the company are not required to be audited for this period under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145 (5)(b) of the 2011 Act.

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

INDEPENDENT EXAMINER'S STATEMENT

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

1. accounting records were not kept in respect of the charity as required by section 386 of the Companies Act 2006; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the applicable requirements concerning the form and content of financial statements set out in section 396 of the Companies Act 2006 other than any requirement that the financial statements give a 'true and fair view', which is not a matter considered as part of an independent examination; or
4. the financial statements have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Signed:

Name G Haxton

Name of applicable listed body: The Institute of Chartered Accountants Ireland

Relevant professional qualification or membership of professional body: Chartered Accountant

On behalf of Haxton, Chartered Accountants

30 June 2022

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 December 2021

	Notes	Unrestricted funds 2021 £	Unrestricted funds 2020 £
INCOME FROM:			
Special donation – fund transfer	2	-	257,086
Other Donations and grants	2	14,909	19,259
Investments	3	1,981	2,547
Charitable activities	4	25,527	31,832
TOTAL		42,417	310,724
EXPENDITURE ON:			
Charitable activities	5	(55,936)	(59,042)
NET MOVEMENT IN FUNDS		(13,519)	251,682
RECONCILIATION OF FUNDS:			
Total funds brought forward at 1 January 2021		251,682	-
TOTAL FUNDS CARRIED FORWARD AT 31 December 2021	9	238,163 =====	251,682 =====

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

BALANCE SHEET
as at 31 December 2021

	Notes	2021 £	2020 £
CURRENT ASSETS			
Cash at bank and in hand		235,717	248,805
Debtors	7	2,446	3,070
LIABILITIES			
Creditors: Amounts falling due within one year	8	-	(193)
Total assets less current liabilities		<u>238,163</u>	<u>251,682</u>
TOTAL NET ASSETS		<u>238,163</u> =====	<u>251,682</u> =====
FUNDS OF THE CHARITY			
Unrestricted income funds			
General Fund	9	238,163	251,682
TOTAL FUNDS	10	<u>238,163</u> =====	<u>251,682</u> =====

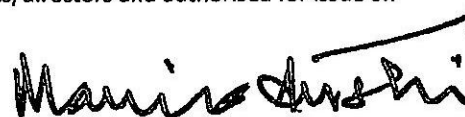
The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to Small Companies.

The members have not required the company to obtain an audit in accordance with s476 Companies Act 2006.

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

The financial statements on pages 10 to 15 were approved by the trustees/directors and authorised for issue on 6 June 2022, and are signed on their behalf by


Jean Hunter - Chairperson


Maurice Austin - Treasurer

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 December 2021**

1. ACCOUNTING POLICIES**Basis of accounting**

These financial statements have been prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and under the historical cost convention.

Within the definitions of FRS 102, the charity is a public benefit entity.

The financial statements have also been prepared in accordance with the accounting policies set out in more detail below and comply with the Charities Act 2011, the governing document of the charity, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), referred to as the Charities SORP (FRS 102).

The charity has adopted the Charities SORP (FRS 102) rather than applying the Charities 2005 SORP which has been withdrawn but is still referred to in the extant Charities (Accounts and Reports) Regulations 2008. This departure is necessary for the financial statements to show a true and fair view in accordance with United Kingdom Generally Accepted Accounting Practice effective for accounting periods beginning on or after 1 January 2015.

Going concern

The trustees have reviewed the financial forecasts for the charity and have, in particular, considered its anticipated income and expenditure commitments for a period of at least twelve months from the date of approval of these financial statements. The trustees believe that the charity has adequate resources to continue in operational existence for at least the next twelve months and meet its liabilities and obligations during that period as they fall due. For that reason, the trustees continue to adopt the going concern basis in preparing the financial statements.

Income

Donations, grants and other similar types of voluntary income are brought into account when receivable. Donated income is included gross of any attributable tax recoverable, where relevant.

Amounts received from clients to reimburse the charity for shopping undertaken by its volunteers is treated as income of the charity because the charity reimburses the volunteer for the shopping in anticipation of receiving the income from the client. It is brought into account on a receivable basis.

Legacies are included as income when receipt is probable, that is when probate has been granted and any conditions attached to the legacy preventing distribution have been discharged by the executors.

Investment income comprises deposit account interest which is recognised as income when it is paid.

NOTES TO THE FINANCIAL STATEMENTS (Continued)
for the year ended 31 December 2021

1. ACCOUNTING POLICIES (continued)

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

Expenditure

Expenditure is allocated to the charity's principal activity where the costs can be identified as being directly related to that activity. Costs that cannot be identified in this way are categorised as either support costs or governance costs. Any costs that cannot be specifically categorised are allocated in proportions based upon a suitable ratio applicable to the nature of the cost involved.

Financial assets and liabilities

The charity's debtors and creditors that meet the definition of either a financial asset or a financial liability are initially recognised at the transaction value and thereafter are stated at amortised cost using the effective interest method.

Fund accounting

The General Fund comprises the accumulated surpluses of unrestricted income over expenditure, which are available for use in furtherance of the general objective of the charity.

Designated funds are a particular form of unrestricted funds consisting of amounts, which have been allocated or designated for specific purposes by the trustees. The use of designated funds remains at the discretion of the trustees. There were no designated funds held at the balance sheet date.

Restricted funds are funds subject to specific conditions imposed by donors. The purpose and use of the restricted funds are set out in the notes to the financial statements. Amounts unspent at the year-end are carried forward in the balance sheet. There were no restricted funds held at the balance sheet date.

NOTES TO THE FINANCIAL STATEMENTS (Continued)
for the year ended 31 December 2021

2. DONATIONS AND GRANTS – Unrestricted funds	Total 2021 £	Total 2020 £
Special donation – see below	-	257,086
Donations from individuals and organisations	10,225	14,716
Gift aid tax recoverable	843	395
Grants receivable	3,841	4,148
	<u>14,909</u>	<u>276,345</u>
	=====	=====

Special donation 2020

On 1 January 2021, this charity took over the activities, assets and liabilities of a similarly named but unincorporated charity. Accordingly, the net value of the old charity at the date of transfer was treated as a donation received by the new charity and a donation made by the old charity.

3. INCOME FROM INVESTMENTS – Unrestricted funds	Total 2021 £	Total 2020 £
Interest Receivable	1,981	2,547
	<u>1,981</u>	<u>2,547</u>
	=====	=====
4. CHARITABLE ACTIVITIES – Unrestricted funds	Total 2021 £	Total 2020 £
Client Shopping service	25,527	31,717
Other charitable activities	-	115
	<u>25,527</u>	<u>31,832</u>
	=====	=====

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)**NOTES TO THE FINANCIAL STATEMENTS (Continued)**
for the year ended 31 December 2021

5.	CHARITABLE EXPENDITURE – Unrestricted funds		Total	Total
			2021	2020
			£	£
	Charitable activities			
	Client shopping reimbursements		25,592	31,717
	Other charitable activities		32	1,212
			<u>25,624</u>	<u>32,929</u>
	Support and governance costs (see note 6)		30,312	26,113
			<u>55,936</u>	<u>59,042</u>
			=====	=====
6.	SUPPORT AND GOVERNANCE COSTS	Support	Governance	Total
		costs	costs	2021
		£	£	£
	Independent examination fees	-	-	-
	Bank charges	374	-	374
	Insurance	588	235	823
	Professional fees	1,014	-	1,014
	Rent	7,247	-	7,247
	Salary costs	16,835	-	16,835
	Office costs	4,019	-	4,019
		<u>30,077</u>	<u>235</u>	<u>30,312</u>
		=====	=====	=====
7.	DEBTORS		2021	2020
			£	£
	Amounts falling due within one year:			
	Gift aid recoverable		-	395
	Prepayments		2,446	2,675
			<u>2,446</u>	<u>3,070</u>
			=====	=====
8.	CREDITORS		2021	2020
			£	£
	Amounts falling due within one year:			
	Accruals		-	193
			<u>-</u>	<u>193</u>
			=====	=====

NOTES TO THE FINANCIAL STATEMENTS (Continued)
for the year ended 31 December 2021

9. THE FUNDS OF THE CHARITY

	1 January 2021 £	Income £	Expenditure £	31 December 2021 £
Unrestricted income funds:				
General Fund	251,682	42,4197	(55,936)	238,163
	=====	=====	=====	=====

	Introduced as a Special Donation £	Income £	Expenditure £	31 December 2020 £
Unrestricted income funds:				
General Fund	257,086	53,638	(59,042)	251,682
	=====	=====	=====	=====

The special donation represents the net value of funds taken over from HANDS, the unincorporated charity on this charity assuming its assets and liabilities on 1 January 2021.

10. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Net current assets £	Total £
At 31 December 2021:		
Unrestricted income funds:		
General Fund	238,163	238,163
NET ASSETS	<u>238,163</u> =====	<u>238,163</u> =====

HANDS (HELP A NEIGHBOUR IN DISTRESS SCHEME)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
for the year ended 31 December 2021

10. ANALYSIS OF NET ASSETS BETWEEN FUNDS - continued

	Net current assets £	Total £
At 31 December 2020:		
Unrestricted income funds:		
General Fund	251,682	251,682
NET ASSETS	<u>251,862</u> =====	<u>251,862</u> =====

11. RELATED PARTY TRANSACTIONS

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

C Stevenson	£1,308 for client shopping
P Fitzpatrick	£135 for client shopping
M Pope	£105 for office expenses
M Austin	£3,302 for office and payroll costs

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

12. OPERATING LEASE COMMITMENTS

HANDS (the CIO) assumed the responsibility for making payments due under the lease with London Borough of Richmond from 1 January 2021. The lease was held in the names of two trustees, Jean Hunter and Jean Love. It expired in July 2021 and has recently been renewed from then for 5 years in the name of the CIO. Under the terms of the new lease the minimum lease payment due from 1 January 2022 is £3,500.

13. CONTINGENT ASSET

As mentioned in last year's report, the trustees were advised in November 2020 that the charity had been named as a beneficiary in a Will giving the charity beneficial ownership of a house valued for estate purposes at £950,000. Conditions attaching to the legacy prevent the estate's administrators from being able to transfer ownership of the property to the charity for a period of 2 years after the grant of probate.