Helping Hands

Free, caring, professional advice

# Helping Hands Community Trust

# Annual Report & Accounts

# 6th April 2024 to 5th April 2025

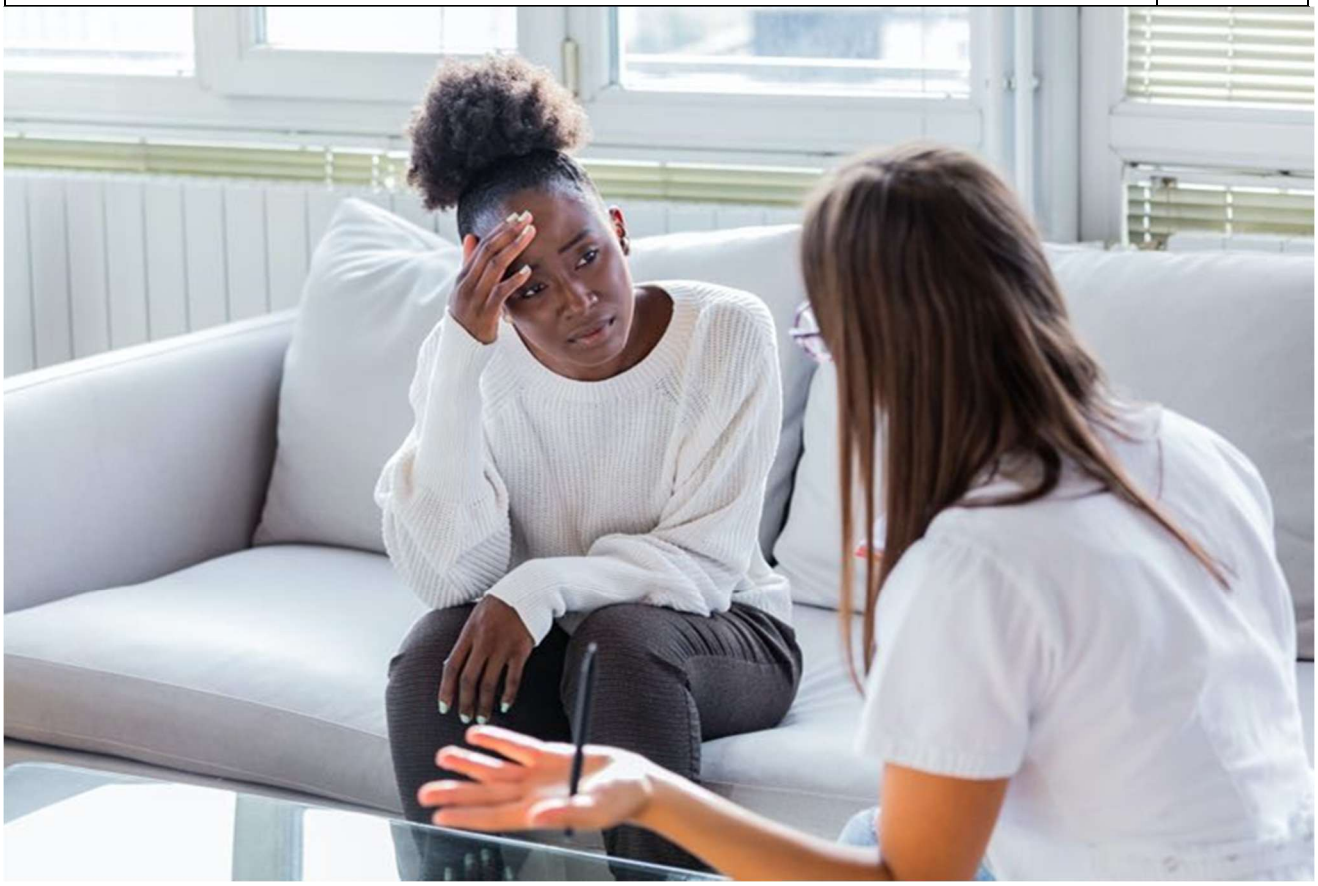
Charity No.: 1093415

Company No.: 04343050

The Trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity for the year ending 5th April 2025 which are also prepared to meet the requirement for a directors' report and accounts for the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities; Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK & Republic of Ireland (FRS 102) (effective 1 January 2015)

Contents


| | |
|---|---|
| Chair Report | 3 |
| Chief Executive Officer (CEO) Report | 5 |
| Who We Are | 7 |
| Core Data | 13 |
| Case Studies | 19 |
| Key Information | 22 |
| Finance Review | 26 |
| Statement of Financial Activities (including Income & Expenditure accounts) | 27 |
| | |

# Chair's Report

Nigel Swan
Chair of Trustee Board
nswan@helpinghandscentre.co.uk

It's been another busy year for the Trust. One that saw us move from our long term home (66-68 Blaby Road) to our new home (50e Blaby Road). We had long recognised the shortcomings of our old premises, they presented some barriers to easy access for some and the working conditions were not ideal. We had been considering a move for sometime but the Trustee Board was determined to stay in South Wigston which is a community we are proud to serve and one which has embraced us in all we do. So when the opportunity to move came we felt we needed to move fast (despite not having all the finances in place).

After some initial teething issues we are now very much established in the new offices and we hope that they will provide an improved experience for those coming to seek our help.

The year also saw us appoint a new CEO, Amy Davies, who has embraced the role with enthusiasm and passion which is moving us forward as an organisation.

We are very grateful for all the financial support we receive – whether it is through grants, contracts or donations. Finances remain the biggest challenge we face. We have to ensure that we have sufficient income to maintain our operation, to pay our wonderful team and to give our volunteers the support they need.

We know the financial pressures many are facing, and we are experiencing similar issues (in common with all other charities). So thank you to everyone who has supported us financially throughout the year (more details provided later in this report)

I'd like to thank all the Trustees for their ongoing support. There were no changes to the Board during the reporting year, but in the current year we have welcomed Ranjoth Johal, Nazma Sayani-Mulla and Anita Baldwin to the Board, which is very exciting. We have also said goodbye to our great supporter, Kathy Oliveira as a Trustee but she continues to support us through her volunteer work specifically on tribunals.

You will see reference in this report to the new strategy we are implementing. This is being explained and rolled out from the Autumn of 2025. It makes a significant development for us.

This year we are also producing our first Impact Report for the year 2024/25, with the help of De Montfort University. We hope that this will 'bring alive' the work we do and will be useful to our funders, supporters, partners and team members

This recognises the need not only to diversify our income streams but the areas within which we operate. Our ongoing contract with Leicester South Foodbank/Trussell has shown us that outreach work needs to be developed to reach those people who may not feel comfortable in entering an advice centre. This is an area we are looking to increase.

So I hope that you find this report informative (I'd encourage you to see out Impact Report in conjunction with this) and if you have any questions then please let me or Amy know.

If you are keen to support us through finances or volunteering then again let us know.

Together we can work to create a thriving community

Nigel Swan

# Chief Executive Officer Report

Amy Elizabeth Davies
CEO
adavies@helpinghandscentre.co.uk

This report covers April 2024 to March 2025—my first year since joining Helping Hands Community Trust as Chief Executive in May 2024. I'm deeply grateful to our Board of Trustees and our brilliant team for giving me this opportunity to be part of this amazing work.

It has been a year shaped by a shifting political landscape and welfare changes that continue to impact the people we serve. We've seen sustained pressure from Universal Credit migration, complex form-filling, and appeals—alongside growing need linked to the cost of living and the toll on people's mental health. Digital exclusion remains a persistent barrier. Demand is forever present on our services, from general advice and specialist support around benefits and debt, advice delivered in food banks, to our tribunal services for those who need a strong advocate at their side. In this context, our commitment is clear: we provide free, independent, and non-judgmental advice that tackles the root causes of hardship—listening with compassion, giving hope, and delivering practical solutions that empower people to thrive.

This year, I'm proud that we successfully completed our AQS audit this year recognition of the quality and consistency of our advice. A big milestone was moving into our new office, giving us a brighter, friendlier and more inclusive space. We have been busy raising our profile and getting the word out about what we do! This year has laid strong foundations, and our new strategy launching in the Summer of 2025 will build on them. Funding is a challenge across the VCSE sector, more than ever! However, we continue to push forward, fighting to support those who need it most.

What makes HHCT special is our people. Every day, our employees and dedicated volunteers sit with people—without judgement—and listen first. They offer hope, empower choice, and stick with people with a tenacious kindness that defines our community. To each of you: thank you.

Partnerships are how communities move forward. I'm proud of the way we work together with other charities and organisations, especially with Leicester South Foodbank and the Trussell Trust—to help break the cycle of food poverty. The local businesses that support us through time spent or funds raised, such as Michael Hill

Partnership, we really could not do it without them, and building these relationships in our new strategy 2025-2030 will echo the foundations of this success. Our heartfelt thanks to our funders—The National Lottery, Oadby & Wigston Borough Council, and Cadent—whose support makes this work possible. And a huge thank you to everyone who donates to our cause; your generosity changes lives.

Our vision is for communities where everyone has the confidence, tools, and opportunities to thrive—free from poverty, deprivation, and isolation. If you want to know more about what we do and how you can get involved, please reach out – together we can all help communities to thrive.

Amy E Davies.

# Who We Are

**Helping Hands Community Trust** has been part of the community for over 28 years.
We started in 1997 through a joint initiative between Oadby & Wigston Borough Council, churches and the local community following a 'needs survey' that identified the need for independent, professional, free advice within the Borough
Since then we have developed our services to meet the changing needs of those needing help.

But our focus on **face to face, holistic support** has not changed

Although we have recently been a significant strategy review (to be formally launched later in 2025) our core objectives remain unchanged.

We believe that we need to be **alongside** those reaching out for help. We are the **neighbour who pulls up a chair**, makes sense of the forms and pushes every door until the right help lands.

**We listen first, acting next**

We believe in the local community, a place to belong, where all have the right to thrive.
The services we offer are:

- **Drop-in Support:** Our main South Wigston office (now at 50e Blaby Road) on Mondays, Wednesdays, and Fridays from 10am to 1pm for expert advice and guidance on a range of issues. Then on a Tuesday in Oadby and a Thursday in Wigston.
- **Foodbank Outreach**: In partnership with LSFB, we attend local foodbanks to offer welfare and debt advice, helping break the cycle of food poverty.
- **Utilita Giving (One Call, That's All):** Our newest initiative, delivered alongside four other Leicester-based charities, offers outreach support for individuals struggling with fuel or food poverty. We provide practical advice and well-being support to help people regain stability.
- **Mental Health Recovery:** We offer a dedicated mental health recovery coach (volunteer) to assist individuals managing their well-being while dealing with issues like debt, housing, and welfare.
- **Tribunal Support:** If someone feels they haven't received the right assistance, our tribunal service offers guidance and support.

- **Form Filling Assistance**: Navigating forms and paperwork can be overwhelming. We can help individuals complete documents accurately and efficiently.
- **Partnership Support:** If we can't provide direct assistance, we'll connect people with trusted partners like The Bridge East Midlands and LAMP, who regularly use our premises to provide additional support. We also have solicitors offering free legal advice.
- **Business Club**: We run a monthly business club to support businesses and charities coming together. A community where connections thrive, ideas grow, and success is built together. We think "your business, your community" If businesses thrive, communities thrive. People thrive, communities thrive, businesses thrive.

Through our strategy review we have revisited our mission, vision and purpose. These will run through all we do from 2025 building on the heritage and respect we already have.

**Our Vision**

Our vision is a community where every individual has the confidence, tools, and opportunities to thrive—free from poverty, deprivation, and isolation.

**Our Mission**

Our mission is to provide free, independent, and non-judgmental advice that tackles the root causes of hardship.
Through ongoing support, advocacy, and empowerment, we support people to thrive.
We ensure equal access to our services, listening with compassion, giving hope and delivering practical solutions through support and advice.

**Our Purpose**

To deliver hope, dignity, and a lifeline for individuals in need, so that our neighbours feel seen, valued, and empowered to break free from barriers holding them back

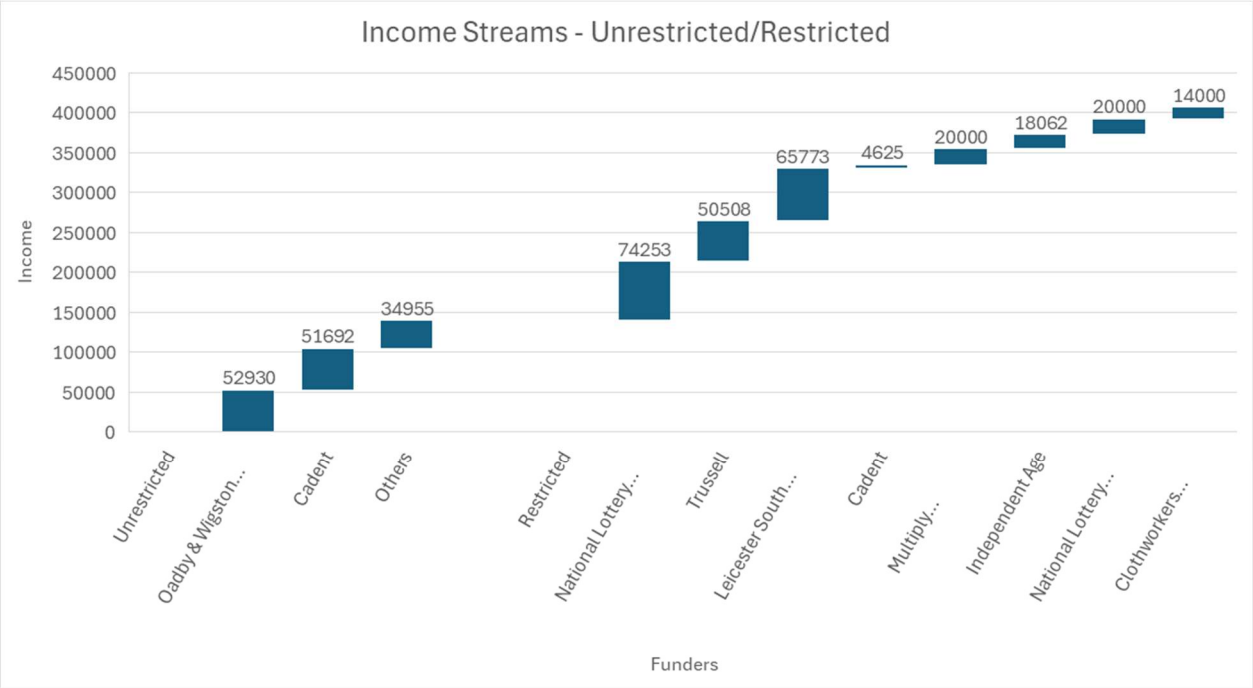
To date, the Trust has helped over 140,000 community members and dealt with more than 250,000 advice enquiries.

Our team comes from within the community – so they understand the pressures that people are facing.
Our team is made up of both paid staff and volunteers (some with lived experience)

The Trust is managed by a Board of Trustees (volunteers). This reflects the needs of the Trust in relation to the governance being both a registered charity and a limited company.

We are delighted that over recent months new Trustees have come onto the Board to broaden its expertise and knowledge which will strengthen us over the coming years.

Our funding comes from a range of sources. As with the sector as a whole this remains the key area of concern for us. Sources of funding have become increasingly scarce and restrictive. With most grants/contracts being short term (1 to 2 years). This creates significant issues with recruitment and staff retention.




## Restricted Income

This is funding we receive for specific purposes. This allows us to bring staff in for new projects. Details for this period are

### Leicester South Foodbank/Trussell

Employment of a team of welfare benefit/debt advice across the various hubs supported by LSFB. Initially financial support was provided by Trussell but following the successful start up LSFB have supported additional hours for the team. This funding comes to an end in October 2026

### Cadent Foundation

Provided support for the now closed mobile food pantry operated by Feed the Hungry. Cadent supported a part time advisor to work with the pantry in Burbage and Earl Shilton. Following the end of the pantry service, Cadent have supported us through contributions to our core costs.

### Independent Age

Resourced an advisor working with those over state pensionable age across the communities. The aim of the advisor to do outreach work where people already felt safe – this meant that we worked with various other organisations. Funding was for 12 months and ended in January 2025.

### National Lottery (Reaching Communities)

Has provided 2 years of tapered funding to support the introduction of a management team (including our CEO). This has allowed us to develop our current structure which is a great foundation for us moving forward. This funding ends in October 2025.

### Multiply (via Leicestershire County Council)

The Multiply project over 3 years was set up to improve numeracy skills. Our worker helped numerous people through supporting budgeting skills and simple accounting. Several outreach events were also arranged. Funding was provided via Leicestershire County Council. This funding ended in March 2025.

### National Lottery (Awards for All)/Clothworkers Foundation

Provided vital funding to help us move to our new premises (50e Blaby Road). We opened up our new premises in October 2024.

## Unrestricted Funding (core)

Funds received without specific purpose which support team members not directly funded and overheads

### Oadby & Wigston Borough Council

Provides funding to help support the daily drop in sessions in the Borough. The current contract is until June 2026 with an option to extend for a further year. The current contract funding is 50% less than the previous contract. Some funding has also been provided through the UK Government UKSPF funds.

### Cadent Foundation

Provides significant core funding to support advisor and overhead costs associated with the running of the organisation and the staffing of the drop in service

## Others

We are overwhelmed by the support we receive from local organisations, faith groups and individuals. Without this support we could not exist. Many of our clients leave a donation for us too. Some organisations select us as their 'charity of the year' – during this year we have been selected by Brookfield Electric Bowls Club and Oadby Community Choir.

Funding has also been received from Blaby District Council in recognition of the fact that we provide a service to their residents.

**Helping Hands Community Trust Team (April 2024 – Mar 2025)**

**Paid Employees**

| | |
|---|---|
| Amy Davies | Chief Executive Officer (CEO) – started May 2024 |
| Amanda Murgatroyd | Service Delivery Manager |
| Sally Betteridge | Office Manager – left February 2025 |
| Stacey Major | Mental Health Recovery Coach |
| Amirah Ali | Receptionist |
| Emma Hall | Administrator |
| Nilesh Kotecha | General Advisor |
| Halimah Rehman | General Advisor |
| Sarah Riddens | Foodbank Team Leader – started 22nd April 2024 |
| Richard Bray | Debt Advisor |
| Rupert Ward | Foodbank Team Navigator |
| Sue Nice | Welfare Benefits Advisor – left March 2025 |
| Saira Khamkar | Debt Advisor |
| Sophie Clarke | Welfare Benefits Advisor |
| Ketna Mistry-Chauhan | Outreach Worker – Multiply Project |
| Andrew Richardson | Outreach Worker – Independent Age – left January 2025 |

**South Wigston (Volunteers)**

| | |
|---|---|
| Tony Watson | Receptionist/Trustee |
| Lisa Ambler | Receptionist |
| Penny Barratt | Disability Benefit Specialist |
| Jane Jackson | Mental Health Recovery Worker |
| Helen Healy | Appeals/Tribunals administration |

| | |
|---|---|
| Nick Sumner | Form filling/Trustee |
| Kathy Oliveira | Appeals & Tribunal Specialist |

**Oadby: Trinity Methodist Church Surgery (Tuesdays) - Volunteers**

| | |
|---|---|
| Lesley Thornton | General Advisor/Trustee |
| Nigel Swan | Admin Support/Trustee |
| Peter Howgate | Disability Benefit Specialist |
| Francis Cullen | Receptionist |
| Wing Li | Disability Benefit Specialist |
| Krupa Vadher-Dasani | Generalist Advisor |

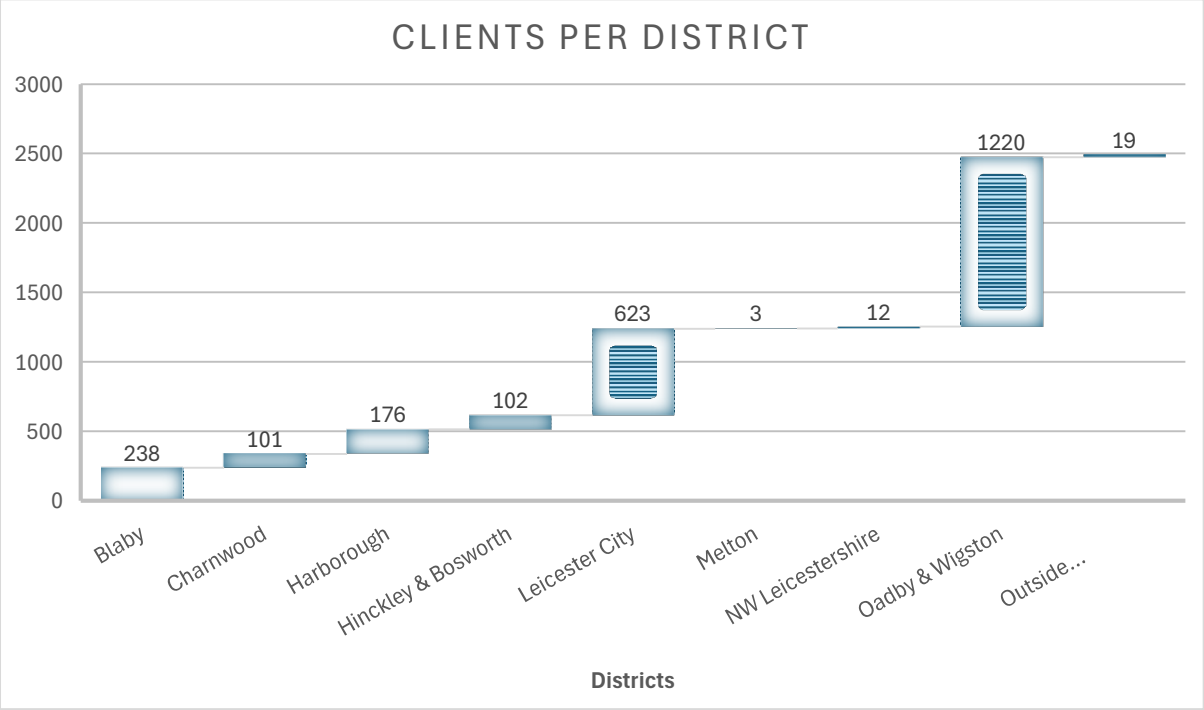
**Wigston Magna: Wigston Magna URC Surgery (Thursdays) - Volunteers**

| | |
|---|---|
| Jane Christie | Disability Benefit Specialist |
| Paula Davenport | Receptionist/Advisor |
| Mo Heneghan | Disability Benefit Specialist |
| Navneet Sandhu | Generalist Advisor – started 2nd May 2024 |

In addition the team support sessions on a regular basis including at:
Leicester South Community Hub (Bell Street, Wigston)
The Well – Kibworth
Pantry Nook (Elliott Hall, South Wigston)
Various Leicester South Foodbanks – city and county

# Core Data – April 2024- March 2025

**No. of Clients**




We continue to see increases in the number of people reaching out to seek help. The total being 2,494.

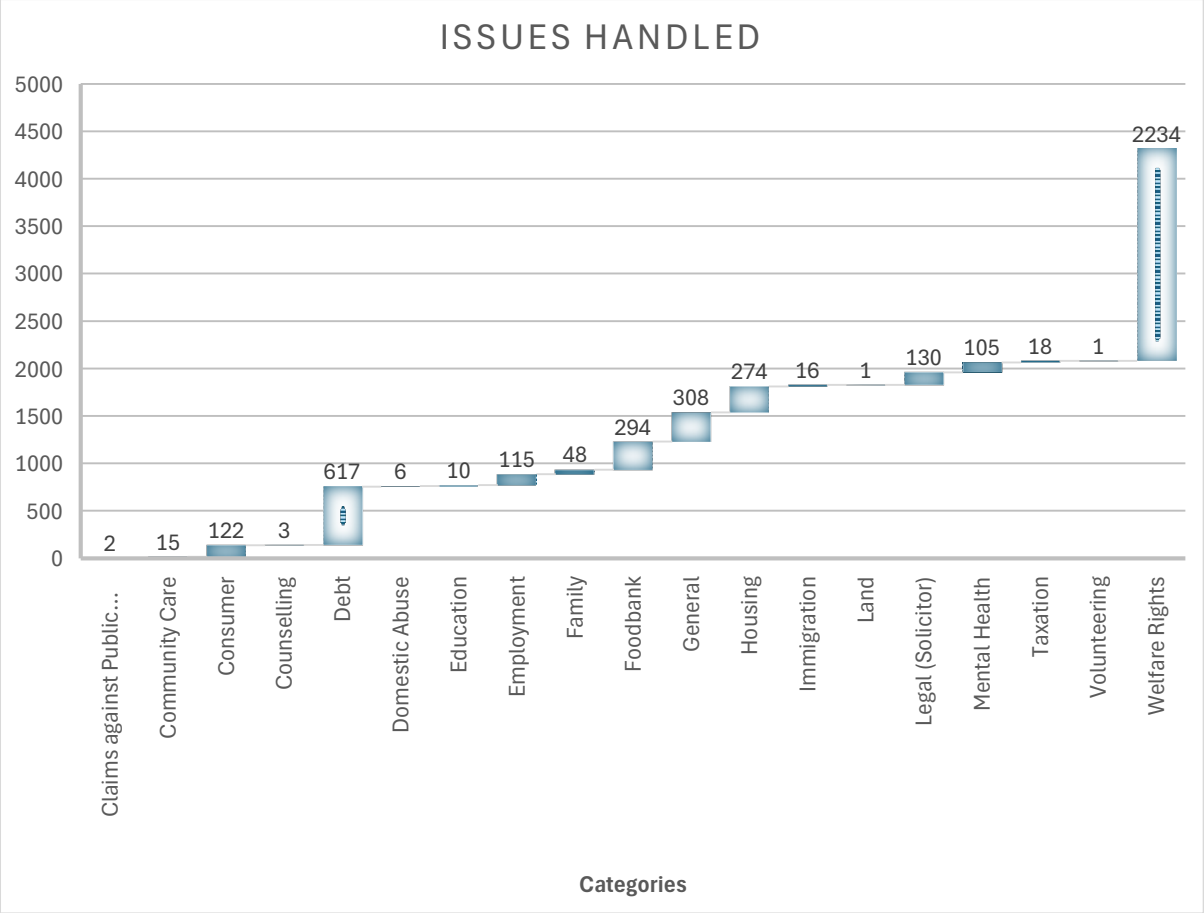
Understandably, with the weekly drop in centres being based within Oadby & Wigston there is a significant number of clients from that District. However, over the years the percentage from the Borough has reduced, with a significant increase in people from the city seeking our support.

Despite Oadby & Wigston being the only authority financially supporting our work we will help anyone seeking our support, where ever they live in Leicestershire

1. Our increasing outreach work means that we are accessing areas outside our historic area. This work will include the team we have with the Leicester South Foodbank (who operate hubs through Leicester and Leicestershire. Our Outreach Worker funded by Independent Age also covered an extensive area
2. Our increasing partnerships with other support agencies in the area means that we are getting more referrals from their work – examples would be The Bridge (a homeless charity based in Loughborough) who now operate a weekly service from our South Wigston office). There is no doubt that being awarded Charity of the Year by VAL in 2023 has increased our profile within the sector

3. Lack of similar provision – post COVID there have been a number of service providers who have either stopped providing a service or have stopped seeing clients face to face. This has meant that we are receiving more contacts from people needing to personal, face to face service. There is no doubt that funding is increasingly difficult to come by, and this is also contributing to the reduction in services locally.
4. The demand for face to face support is significant. People need to feel listened to, respected and loved. This is what we try to do. The issue of digital exclusion and the cost of living crisis is leading people to reach out for our service as they have nowhere else to turn

Our team is skilled to help across a wide range of areas. Many of our clients have more that one problem they need help with




We continue to focus on welfare rights issues but as we now have fully trained debt advisors we are able to help more people with this issue.

Within these numbers are a significant number of form filling appointments – this will include a variety of complex forms such as PIP, Attendance Allowance and Blue

Badge. This work is mainly carried out by our volunteers who provide a really vital service

We also have some brilliant volunteers who help with tribunals. They have built up an exceptional reputation within the tribunal service and continue to win cases for clients who have not had adequate decsions made around their benefits. This is a unique service locally and to protect our team we are limiting the cases we will take on – concentrating on existing clients of Helping Hands.

We are delighted to have support from local solicitrs who can help our clients with specific matters. In particular we are grateful to Vijay Kumar, from Michael Hill and his collegues who support us in the office on a monthly basis. WE also have support from Lawson West remotely.

It is critical that our team of paid and volunteer staff are aware of the latest legislation and the services which are availbale locally.

We are very grateful to our Service Delivery Manage, Mandy Murgatroyd, who works tirelessly to ensure the team have the support they need to be effective in the service they provide.

As a Trust we are grateful to the organistions that support and guide us – these include Advice UK, FCA, NCVO, AQS, Centre of Social Justice, DWP and many more.

**Client Profile**

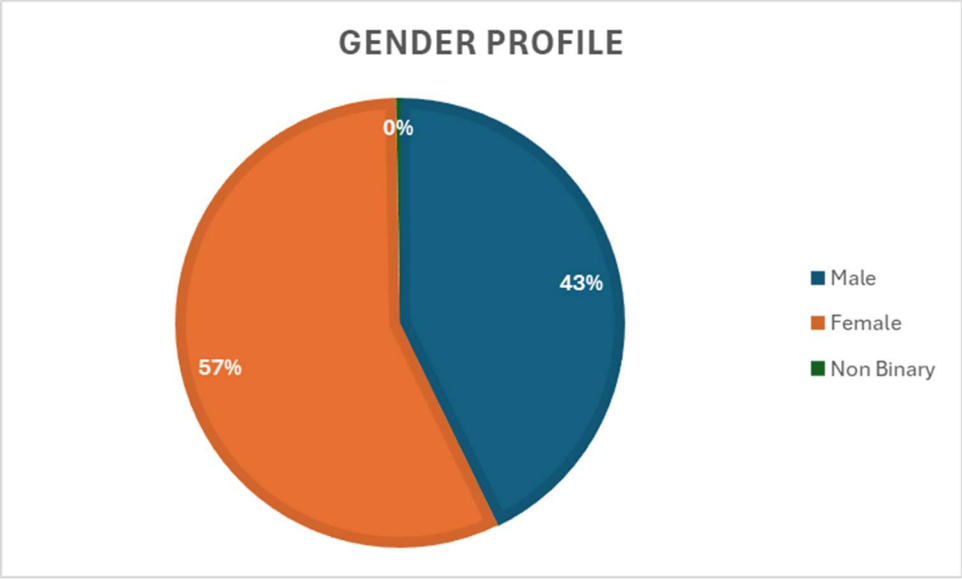
The year has seen a similar profile of clients as previous years. However there are some key points to highlight

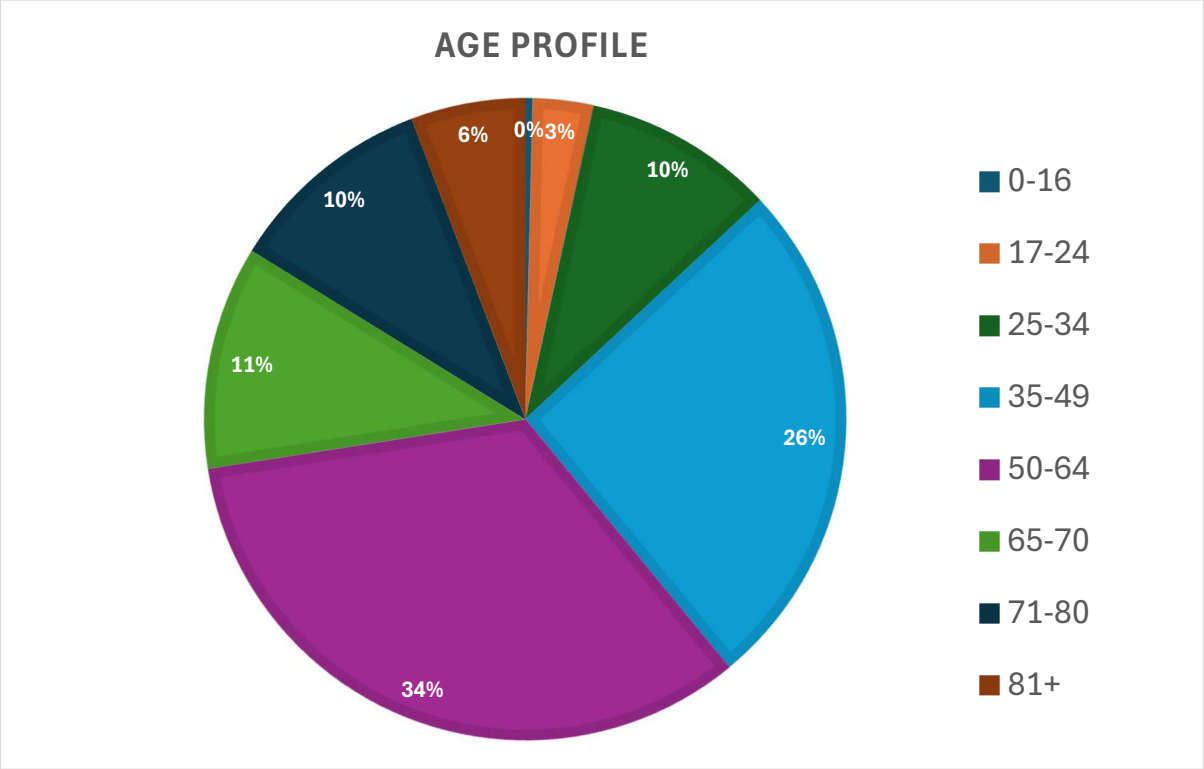
- We continue to see more women than men. This is partly due to an increase in single mothers requiring help to meet their needs, but also as our age profile is geared towards older people (also helped through the work funded through Independent Age) it would be expected that we would see more women.

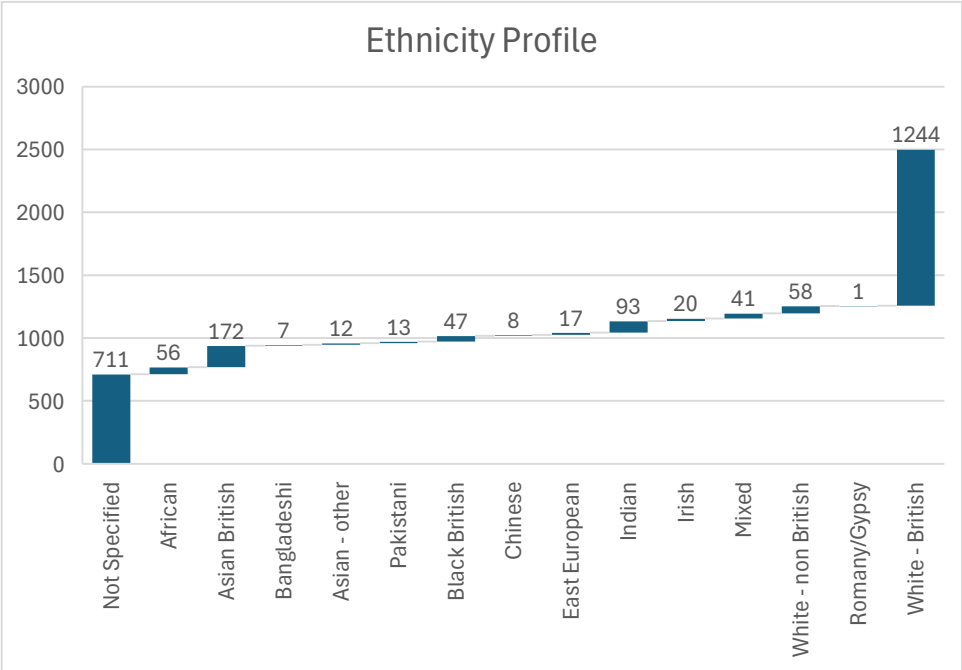
- We do not see many young people. This is perhaps something we need to review throroughly as we know young people are struggling through this cost of living crisis. 61% of our clients are above 50. Many of this age group are coming to terms with ill health (either themselves or their loved ones), moving out of work into pensions and are more likely to be digitally excluded

- Ethnically we are seeing more ethnic groups reaching out to us. This reflects the changing nature of the communtities we serve. Oadby in particualr is becoming more diverse, and the areas of the city we serve have a significant ethnic mixing. We have increased the number of languages our team can

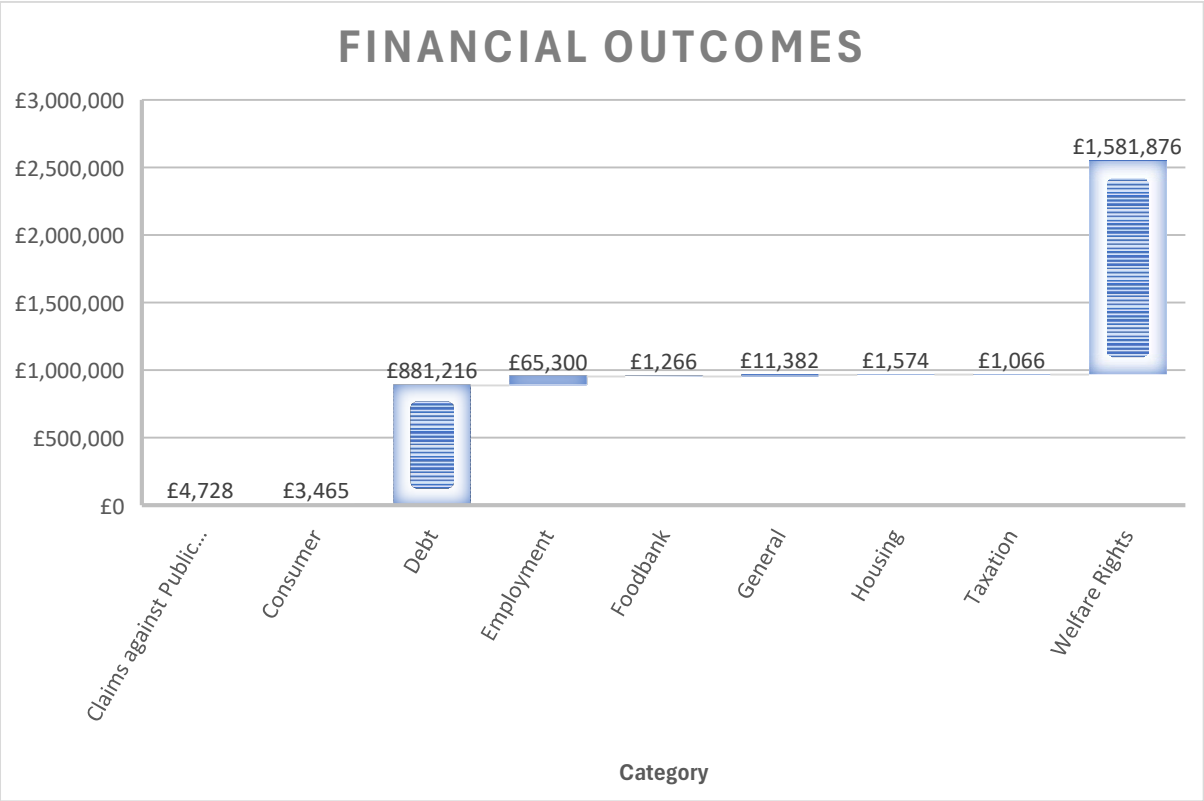
support, but this will need to be continually reviewed to ensure we do not create unintentional barriers to accessing our services.






## Financial Outcomes




During the year we have been able to help our clients in obtaining benefits, gaining support for utility bills, council housing relief, furniture purchases, food vouchers, debt relief and many other ways which have allowed our clients to have a better chance to survive financially. This, of course, also benefits the community as a whole as it increases the 'spending power' within the community.

So this is an important ‘gauge’ of our impact. However we want to provide a holistic service. One that empowers, encourages, nurtures those who need our help. We recognise the isolation many in our communities feel and we want to help everyone to thrive. This may have a financial aspect to it, but equally to give someone the confidence to move forward themselves, to provide that listening ear and the knowledge that someone is on their side.

We want to improve our ‘story-telling’ Every week we are encouraged to hear how we are changing lives.

We are aware that we have not been strong in sharing these in a effective manner.

We are working hard to improve this and one aspect of this is that we are producing our first Impact Report this year, with the generous help of DMU. Also our strategy is very much geared to us ‘telling stories’. This brings the work we do to life and it encourages our team to see for themselves the impact of their work

We hope that in the coming months and years this will become an important way in which we celebrate the work we do. In the meantime here are three case studies which demonstrate what we do.

## CASE STUDY 1 : Helping people in crisis

# "Thanks to Helping Hands, I can breathe again"

SUPPORT: One of the advisors at Helping Hands

**Whenever an official-looking letter lands on his doormat, 58-year-old John's (not his real name) chest tightens. His mind races, his hands shake.**

Years of battling anxiety, depression, and panic attacks have left him terrified of official letters and their familiar brown envelopes. They are a powerful trigger which often can signal another crisis.

This time, it wasn't just one letter. Two arrived together: One about migrating to Universal Credit, the other a Personal Independence Payment review. For John, it felt like the world closing in.

But instead of facing it alone, he reached out to Helping Hands, where he'd been supported for several months. Within hours, our team had supported him emotionally, practically, and professionally – the embodiment of our By Your Side approach.

We pulled together a team to take the pressure off:

- Our **Mental Health Recovery Coach** stepped in to calm the immediate panic and keep him safe.
- A **PIP specialist** completed the complex forms with him, ensuring accuracy and avoiding delays.
- Our **Welfare Benefits Adviser** contacted the DWP directly, flagging John's vulnerabilities and managing all communication on his behalf.

We also coordinated with the Crisis Team, Cedars Centre, and Samaritans to keep mental health support in place throughout.

Because of this joined-up approach, John successfully migrated to Universal Credit with no loss of income.
His PIP award was upheld in full and he avoided hospital admission and the trauma that usually followed DWP contact.
Most importantly, he stayed stable both emotionally and financially.
This wasn't just about benefits. It was about giving someone their sense of control back.
"I honestly couldn't have done this on my own," John says. "Even picking up the phone to them makes me physically shake.
"Knowing you were dealing with it for me and with me... It means I can actually breathe again."
John now knows he doesn't have to face the system alone. He reaches out early and is building the confidence to handle future reviews with support by his side.

# CASE STUDY 2: Dealing with debt stress

STRESS: It would have taken the couple 84 years to repay the amount on the credit cards

**A medically retired lady and her husband whose only income was state pension wanted debt help.**

When they both were working they took out two credit cards, now their income was limited they couldn't afford the repayments.

They struggled to afford their necessary bills such as Council Tax, rent, food and utilities, the debt repayments were "tipping them over the edge, into the abyss of negative disposable income".

We conducted an Income & Expenditure review of their income and outgoings and discovered that jointly they had a negative disposable income because of the amount they were spending on debt repayments.

Without the crippling debt they could afford to live each month.

They had recently been given £800 by a friend to help, so we approached the creditors and explained that the clients could not afford to continue with the repayments due, mainly to their limited earning potential.

We listed and explained the various medical issues and their effects and the fact these were long term conditions.

We offered the £800 as full and final settlement on the two accounts which the creditors accepted the £800 - as it would have taken at least 84 years to repay if minimal payments would been met each month.

We empowered the client to make the payment herself, get a receipt and save over £21,000.
This couple's retirement is now free of additional debt.

## CASE STUDY 3: Support when you need it

# Rebuilding life together - Alan and Jenny's story

ADVICE: The couple were able to get back their life

**When Alan became too unwell to work in 2019, life for him and his wife, Jenny, quickly became difficult.**

They were trying to navigate benefits, debt, and the shock of a sudden change in health but at every turn, the system seemed to close doors rather than open them.

After a visit to another advice service left them confused and unsupported, the couple turned to Helping Hands.

There, they finally found someone who listened and who knew exactly how to help. Our team helped Alan and Jenny access both Universal Credit and Personal Independence Payment (PIP) - benefits they'd previously been told they weren't eligible for.

We guided them through every form and every step, ensuring nothing was missed. We also supported them to set up a Debt Relief Order, clearing years of financial stress.

When Alan later suffered a stroke, leaving him partially sighted and reliant on a wheelchair, we were there again. NHS wheelchair services couldn't help, but we connected him with local charities who could.

Because both Alan and Jenny are dyslexic, filling in official forms and reading correspondence was a major barrier.

Our advisers took care of that ensuring they were never left in the dark, always kept informed, and always treated with dignity.

Today, the couple are financially stable and emotionally stronger. Jenny is caring for Alan full-time, and with the right help in place, they're finally able to focus on life again rather than constant worry.

"If Helping Hands didn't know something, they'd always find out and call us back," says Alan.

"That meant everything knowing someone had our back."

When asked what he's most looking forward to now, Alan says: "I want to get back to a bit of normal life - maybe spend some time fishing again."

**Information on Helping Hands Community Trust**

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

The Registered Office: 50e Blaby Road, South Wigston, Leicestershire LE18 4SD

During the year, the Trust operated and co-ordinated all service provision from this main advice centre.

Helping Hands Community Trust
50e Blaby Road,
South Wigston
Leicestershire
LE18 4SD
0116 278 2001

email: office@helpinghandscentre.co.uk
Website: www.helpinghandsadvice.co.uk

The Trustees who are directors for the purpose of company law and Trustees for the purpose of charity law, serving during the year and the date of this report are:

| | |
|---|---|
| Mr Nigel Swan | Chair of Trustee Board |
| Rev. Leslie Gill | Vice Chair of Trustees Directors & Treasurer |
| Mrs. Lesley Thornton | Company Secretary |
| Mr. Raymond Green | Trustee |
| Mr. Tony Watson | Lived Experience Trustee |
| Ms. Kathy Oliveira | Trustee |
| Mr Nick Sumner | Lived Experience Trustee |
| Ms Claire Flinders | Trustee |

Trust Directors, collectively referred to as the Trustees of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31st March 2025 was eight.

**Independent Examiners.**

Evolve Accountants and Business Advisors Ltd
Unit 10, Whitwick Business Centre,

Phoenix Park,
Stephenson Industrial Estate,
Coalville,
Leicestershire
LE67 3HB

**Bankers**

Lloyds B**a**nk**,**
7 High Street
Leicester, LEI 9FS.

The Trust/Company was established on 01 January 1997 under a Memorandum and Articles of Association that established the objects and powers of the charitable company and is governed under its articles of Association.
Company law requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Trust Directors should follow best practice and:

- select suitable accounting policies and then apply them consistently.
- make judgments and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

As set out in the Articles of Association, new Trustees can be appointed by the Trustees, who may also determine the maximum number of Trustees in General Meeting. One third of Trustees must retire at Annual General Meetings and those shall be the Trustees longest in office; all retiring Trustees are eligible for re-

election. The Trustees currently elect a Chair, a Vice Chair and a Company Secretary from within the Trustee body.

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

Trustees sign both a Declarations of Interests and a Code of Conduct policy.

The Trustees administer the charity. They meet every 6 weeks to discuss all aspects of performance. The Trust employs a Chief Executive Officer (CEO) who has responsibility for the operational matters of the Trust, along with a Service Delivery Manager and an Office Manager. The CEO has delegated authority, within the terms of delegation approved by the Trustees, for operational matters, including HR and quality matters. The was no CEO in post at the end of the financial year, March 2025. Amy Davies joined the Trust as CEO on 1st May 2024.

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

**Fairfax Tax and Accounts**
Stoughton Road,
Oadby,
Leicestershire
LE2 4DS

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

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures

are periodically reviewed annually to ensure that they continue to meet the needs of the charity.

**Key risks currently identified as:**

**Service delivery:**

- Recruitment and retention of staff (paid and volunteer) due to low rates of pay, part time working and lack of progression opportunities.
- Increasing employment costs which not only increase overall costs but impact our ability to increase pay for our team.
- The funding for the core activity of daily drop in surgeries in Oadby & Wigston
- The inability of some of our client group to change and a revolving door need for advice and support.
- Unrealistic demands placed on services because of a lack of provision e.g. Mental health, domestic abuse.
- Insufficient training opportunities for all members of staff.
- An increasingly difficult funding environment where grants are more specific and geared towards new projects rather than supporting ongoing work.
- The proposed re-organisation of the local authorities and the potential abolition of Oadby & Wigston Borough Council
- Short term nature of grants and contracts leading to uncertainty for the organisation in terms of forward planning.
- The need to diversify funding streams to meet the challenges of reduced grants and local authority support.

## Financial Review

### Independent Examiners

The Trustees recommend the re-appointment of Evolve Accountants and Business Advisors Ltd as Independent Examiners and a resolution proposing this will be put to the Annual General Meeting.

### Reserves

The Trustees have a Reserves Policy, a copy of which is available from the registered office. In brief, this Policy establishes the need for free reserves of at least £25,000 (this being approximately 3 months operating costs) plus a contingency fund of £5,000 to enable the Trust to take advantage of opportunities. This Policy is reviewed annually. Currently the reserves are below the level outlined in the policy and it is the intention to recover this situation from the end of this year, with a full reserve position stabilised within the next 3 years

### Investment policy

The Trust is unable to invest at the current time.

### Results

The net incoming resources for the year amounted to £394,237 of which £253,449 had specific restrictions placed upon them. The accounts have been prepared on a going concern basis on the assumption that current funding streams will continue, and that new future funding has been secured. The Trustees continue to bid for funding and exploring partnerships and joint working that may allow Helping Hands Community Trust to continue to provide the much-needed services. One of the key responsibilities of the CEO is to identify and secure robust revenue streams.

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

Approved by the Trust Directors on 24th October 2025 and authorised for issue on its behalf by Nigel Swan (Chair).

Nigel Swan
Chair - Trustee Board of Directors

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

I report to the trustees on my examination of the accounts of Helping Hands Community Trust ('the Trust') for the year ended 31 March 2025, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the accompanying notes.

**Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants (ACCA).

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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 accounts to be reached.

**MR JAMES NIXON FCCA** **23 October 2025**
Evolve Accountants and Business Advisors Limited
Unit 10 Phoenix Park
Stephenson Industrial Estate
Telford Way
Coalville
Leicestershire
LE67 3HB

## Helping Hands Community Trust - Statement of Financial Activities (including the Income and Expenditure Account for the year ended 31 March 2025, as required by the Companies Act 2006)

| | | Current year | Current year | Current year | Prior Year |
|---|---|---|---|---|---|
| | | Unrestricted Funds | Restricted Funds | Total Funds | Total Funds |
| | | 2025 | 2025 | 2025 | 2024 |
| | | £ | £ | £ | £ |
| **Income & Endowments from:** | | | | | |
| Donations & Legacies | 16 | 20,740 | - | **20,740** | 8,942 |
| Total Grants for Advice, Information and Support Services | 17 | 170,514 | 210,534 | **381,048** | 380,295 |
| Investments | 18 | 10 | - | **10** | - |
| Other | 19 | 5,000 | - | **5,000** | 5,000 |
| **Total income** | | **196,264** | **210,534** | **406,798** | **394,237** |
| **Expenditure on:** | | | | | |
| Charitable activities | 20-23 | 220,535 | 252,865 | **473,400** | 334,376 |
| **Total expenditure** | | **220,535** | **252,865** | **473,400** | **334,376** |
| **Net (expenditure)/income for the year** | | **(24,271)** | **(42,331)** | **(66,602)** | **59,861** |
| **Transfers between funds** | 12 | 4,625 | (4,625) | - | - |
| **Net income after transfers** | | **(19,646)** | **(46,956)** | **(66,602)** | **59,861** |
| **Net movement in funds** | | **(19,646)** | **(46,956)** | **(66,602)** | **59,861** |
| **Total funds brought forward** | | 32,918 | 76,379 | **109,297** | 49,436 |
| **Total funds carried forward** | | **13,272** | **29,423** | **42,695** | **109,297** |

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

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

All activities derive from continuing operations

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

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

| | Prior Year Unrestricted Funds 2024 £ | Prior Year Restricted Funds 2024 £ | Prior Year Total Funds 2024 £ |
|---|---|---|---|
| **Income & Endowments from:** | | | |
| Donations & Legacies | 8,942 | | **8,942** |
| Total Grants for Advice, Information and Support Services | 126,846 | 253,449 | **380,295** |
| Other | 5,000 | - | **5,000** |
| **Total income** | 140,788 | 253,449 | 394,237 |
| **Expenditure on:** | | | |
| Charitable activities | 115,960 | 218,416 | **334,376** |
| **Total expenditure** | **115,960** | **218,416** | **334,376** |
| **Net income for the year** | 24,828 | 35,033 | **59,861** |
| **Transfers between funds** | 301 | (301) | - |
| **Net income after transfers** | 25,129 | 34,732 | 59,861 |
| **Net movement in funds** | **25,129** | **34,732** | **59,861** |
| **Reconciliation of funds:-** | | | |
| **Total funds brought forward** | 7,789 | 41,647 | **49,436** |
| **Total funds carried forward** | **32,918** | **76,379** | **109,297** |

## Helping Hands Community Trust
## Income and Expenditure Account for the year ended 31 March 2025 as required by the Companies Act 2006

| | 2025<br>£ | 2024<br>£ |
|---|---|---|
| ***Income*** | | |
| Income from operations | 401,788 | 389,237 |
| Investment income | | |
| Interest receivable | 10 | - |
| Other operating income | 5,000 | 5,000 |
| **Gross income in the year before exceptional items** | **406,798** | **394,237** |
| **Gross income in the year including exceptional items** | **406,798** | **394,237** |
| ***Expenditure*** | | |
| Charitable expenditure, excluding depreciation and amortisation | 471,939 | 333,224 |
| Depreciation and amortisation | 960 | 896 |
| Governance costs | 500 | 256 |
| Realised losses on disposals of social investments which are programme related | - | - |
| **Total expenditure in the year** | **473,399** | **334,376** |
| **Net income before tax in the financial year** | (66,601) | 59,861 |
| Tax on surplus on ordinary activities | - | - |
| **Net income after tax in the financial year** | **(66,601)** | **59,861** |
| **Retained surplus for the financial year** | **(66,601)** | **59,861** |

All activities derive from continuing operations

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

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

## Helping Hands Community Trust - Balance Sheet as at 31 March 2025

| | Notes | | 2025<br>£ | | 2024<br>£ |
|---|---|---|---|---|---|
| **Fixed assets** | | | | | |
| Tangible assets | 6 | | 8,639 | | 2,686 |
| **Current assets** | | | | | |
| Debtors | 7 | 15,918 | | 39,924 | |
| Cash at bank and in hand | | 40,804 | | 75,767 | |
| **Total current assets** | | 56,722 | | 115,691 | |
| **Creditors: amounts falling due within one year** | 8 | (10,666) | | (7,080) | |
| **Net current assets** | | | 46,056 | | 108,611 |
| ***Total assets less current liabilities*** | | | 54,695 | | 111,297 |
| Creditors: amounts falling due after more than one year | 9 | | (12,000) | | (2,000) |
| **The total net assets of the charity** | | | 42,695 | | 109,297 |
| **The total net assets of the charity are funded by the funds of the charity, as follows:-** | | | | | |
| **Restricted funds** | | | | | |
| Restricted Revenue Funds | 12 | | 29,423 | | 76,379 |
| **Unrestricted Funds** | | | | | |
| Unrestricted Revenue Funds | 12 | | 13,272 | | 32,918 |
| **Designated Funds** | | | | | |
| **Total charity funds** | | | 42,695 | | 109,297 |

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

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

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

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

The charity is subject to Independent Examination under charity legislation, and the report of the examiner is on page 27.

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

Nigel Swan (Chairman)
Trustee
Approved by the board of trustees on 01/08/2025

## Helping Hands Community Trust

### Cash Flow Statement for the year ended 31 March 2025

| | | 2025<br>£ | 2024<br>£ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Net cash (used in )/provided by operating activities as shown below | A | (28,060) | 24,145 |
| ***Cash flows from investing activities*** | | | |
| Interest received | | 10 | - |
| Purchase of property, plant and equipment | | (6,913) | (3,582) |
| **Net cash used in investing activities** | B | **(6,903)** | **(3,582)** |
| ***Cash flows from financing activities*** | | | |
| **Net cash provided by financing activities** | C | **-** | **-** |
| **Overall cash (used in )/provided by all activities** | A+B+C | **(34,963)** | **20,563** |
| **Cash movements** | | | |
| Change in cash and cash equivalents from activities in the year ended 31 March 2025 | | (34,963) | 20,563 |
| Cash and cash equivalents at 1 April 2024 | | 75,767 | 55,204 |
| **Cash at bank and in hand less overdrafts at 31 March** | | **40,804** | **75,767** |

## Helping Hands Community Trust

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

| | | | |
|---|---|---|---|
| Net (expenditure)/income as shown in the Statement of Financial Activities | | (66,602) | 59,861 |
| ***Adjustments for :-*** | | | |
| Depreciation charges | | 960 | 896 |
| Write downs of investments | | - | - |
| Net losses/(gains) on investment assets | | - | - |
| Dividends, interest and rents from investments | | (10) | - |
| Decrease/(increase) in debtors | | 24,006 | (38,003) |
| Increase in creditors, excluding loans | | 13,586 | 1,391 |
| **Net cash (used in )/provided by operating activities** | A | **(28,060)** | **24,145** |

### Analysis of cash and cash equivalents

| | 2025<br>£ | 2024<br>£ |
|---|---|---|
| Cash in hand at for the year ended 31 March 2025 | 40,804 | 75,767 |
| **Total cash and cash equivalents** | **40,804** | **75,767** |

# Helping Hands Community Trust

## Notes to the Accounts for the year ended 31 March 2025

### 1 Accounting policies

***Policies relating to the production of the accounts.***

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

**Risks and future assumptions**

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

***Policies relating to categories of income and income recognition.***

**Nature of Income and Income recognition**

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

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

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

**Accounting for deferred income and income received in advance**

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

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

**Recognition of liabilities and expenditure**

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

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

## Notes to the Accounts for the year ended 31 March 2025

**Volunteers**

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

***Tangible fixed assets***

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

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

| | | |
|---|---|---|
| Plant and machinery | 20 | % straight line |
| Office Equipment | 10 | % reducing balance |

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

**Creditors and provisions**

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

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

**Leasing and hire purchase contracts and commitments**
Rentals paid under operating leases are charged to income on a straight line basis over the lease term.

**Pensions**

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

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

**3 Winding up or dissolution of the charity**

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

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| The net (deficit)/surplus before tax in the financial year is stated after charging:- | | |
| Depreciation of owned fixed assets | 960 | 896 |
| Pension costs | 8,428 | 6,445 |

## Notes to the Accounts for the year ended 31 March 2025

### 4 Staff costs and emoluments

| *Salary costs* | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Gross Salaries excluding trustees and key management personnel | 307,593 | 246,165 |
| Employer's National Insurance for all staff | 23,450 | 17,514 |
| Employer's operating costs of defined contribution pension schemes | 8,428 | 6,445 |
| **Total salaries, wages and related costs** | **339,471** | **270,124** |

| **Numbers of full time employees or full time equivalents** | 2025 | 2024 |
|---|---|---|
| The average number of total staff employed in the year was | 9 | 9 |

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

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

### 5 Remuneration and payments to Trustees and persons connected with them

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

### 6 Tangible fixed assets

| | Land and Buildings | Tenant's Fixtures and Fittings | Office Equipment | Total |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| **Cost** | | | | |
| At 1 April 2024 | - | 24,386 | 37,269 | 61,655 |
| Additions | - | - | 6,913 | 6,913 |
| **At 31 March 2025** | **-** | **24,386** | **44,182** | **68,568** |
| **Depreciation** | | | | |
| At 1 April 2024 | - | 24,386 | 34,583 | 58,969 |
| Charge for the year | - | - | 960 | 960 |
| **At 31 March 2025** | **-** | **24,386** | **35,543** | **59,929** |
| **Net book value** | | | | |
| At 31 March 2025 | **-** | **-** | **8,639** | **8,639** |
| At 31 March 2024 | **-** | **-** | **2,686** | **2,686** |

## Notes to the Accounts for the year ended 31 March 2025

| 7 | **Debtors** | **2025** | **2024** |
|---|---|---|---|
| | | **£** | **£** |
| | Trade debtors | 2,258 | 37,069 |
| | Prepayments | 4,960 | 1,355 |
| | Other debtors | 8,700 | 1,500 |
| | | **15,918** | **39,924** |

| 8 | **Creditors: amounts falling due within one year** | **2025** | **2024** |
|---|---|---|---|
| | | **£** | **£** |
| | Trade creditors | 3,514 | 794 |
| | Accruals | 1,060 | 816 |
| | PAYE, NIC VAT and other taxes | 4,686 | 3,868 |
| | Other creditors | 1,406 | 1,602 |
| | | **10,666** | **7,080** |

| 9 | **Creditors: amounts falling due after one year** | **2025** | **2024** |
|---|---|---|---|
| | | **£** | **£** |
| | Loan from Trustees | 12,000 | 2,000 |

| 10 | **Income and Expenditure account summary** | **2025** | **2024** |
|---|---|---|---|
| | | **£** | **£** |
| | **At 1 April 2024** | 109,298 | 49,437 |
| | (Loss)/surplus after tax for the year | (66,601) | 59,861 |
| | **At 31 March 2025** | **42,697** | **109,298** |

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

| ***At 31 March 2025*** | **Unrestricted funds** | **Designated funds** | **Restricted funds** | **Total Funds** |
|---|---|---|---|---|
| | **£** | **£** | **£** | **£** |
| Tangible Fixed Assets | 8,639 | - | - | **8,639** |
| Investments at valuation:- | | | | |
| Current Assets | 27,299 | - | 29,423 | **56,722** |
| Current Liabilities | (10,666) | - | - | **(10,666)** |
| Long Term Liabilities | (12,000) | - | - | **(12,000)** |
| | **13,272** | **-** | **29,423** | **42,695** |

| **At 1 April 2024** | **Unrestricted funds** | **Designated funds** | **Restricted funds** | **Total Funds** |
|---|---|---|---|---|
| | **£** | **£** | **£** | **-** |
| Tangible Fixed Assets | 2,686 | - | - | **2,686** |
| Investments at valuation:- | | | | |
| Current Assets | 743 | - | 76,379 | **77,122** |
| Current Liabilities | (7,080) | - | - | **(7,080)** |
| Long Term Liabilities | (2,000) | - | - | **(2,000)** |
| | **(5,651)** | **-** | **76,379** | **70,728** |

## Helping Hands Community Trust

### Notes to the Accounts for the year ended 31 March 2025

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

| | Funds brought forward from 2024 | Movement in funds in 2025 | Transfers between funds in 2025 | Funds carried forward to 2026 |
|---|---|---|---|---|
| | | See Note 13 | | |
| | £ | £ | £ | £ |
| ***Unrestricted and designated funds:-*** | | | | |
| Unrestricted revenue funds | 32,918 | (24,271) | 4,625 | **13,272** |
| **Total unrestricted and designated funds** | **32,918** | **(24,271)** | **4,625** | **13,272** |
| ***Restricted funds:-*** | | | | |
| National Lottery | 25,369 | (5,519) | - | **19,850** |
| Leicestershire CC Communities Fund (Multiply) | 13,931 | (256) | - | **13,675** |
| Leicestershire Communities Fund | | - | | **-** |
| Leicester South Trussell Trust Foodbank | 7,360 | (4,556) | - | **2,804** |
| LCC Energy Champion | - | - | - | **-** |
| Leicester South Foodbank Invoices | 12,895 | (6,979) | | **5,916** |
| Independent Age | 12,199 | (25,021) | | **(12,822)** |
| Cadent Grant - to cover core costs | 4,625 | | (4,625) | **-** |
| **Total restricted funds** | **76,379** | **(42,331)** | **(4,625)** | **29,423** |
| **Total charity funds** | **109,297** | **(66,602)** | **-** | **42,695** |

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

| | Income | Expenditure | Other Gains & Losses | Movement in funds |
|---|---|---|---|---|
| | 2025 | 2025 | 2025 | 2025 |
| | £ | £ | £ | £ |
| ***Unrestricted and designated funds:-*** | | | | |
| Unrestricted revenue funds | 196,264 | (220,535) | - | **(24,271)** |
| ***Restricted funds:-*** | | | | |
| National Lottery | 74,253 | (79,772) | - | **(5,519)** |
| Leicestershire CC Communities Fund (Multiply) | 20,000 | (20,256) | - | **(256)** |
| Leicester South Trussell Trust Foodbank | 50,508 | (55,064) | | **(4,556)** |
| Leicester South Foodbank Invoices | 65,773 | (72,752) | | **(6,979)** |
| Independent Age | - | (25,021) | | **(25,021)** |
| | **406,798** | **(473,400)** | **-** | **(66,602)** |

## Helping Hands Community Trust

### Notes to the Accounts for the year ended 31 March 2025

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

| | |
|---|---|
| ***Unrestricted and designated funds:-*** | |
| Unrestricted revenue funds | These funds are held for the meeting the objectives of the charity, and to provide reserves for future activities, and , subject to charity legislation, are free from all restrictions on their use. |
| Designated revenue funds | Designated funds are unrestricted funds earmarked by the Trust Directors for particular purposes. |
| ***Restricted funds:-*** | |
| Restricted funds:- | Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, |

### 15 Ultimate controlling party

The charity is under the control of its legal members.

## Helping Hands Community Trust

**Detailed analysis of income and expenditure for the year ended 31 March 2025 as required by the SORP 2015**

***This analysis is classsified by conventional nominal descriptions and not by activity.***

### 16 Donations and Legacies

| | Current year Unrestricted Funds 2025 £ | Current year Restricted Funds 2025 £ | Current year Total Funds 2025 £ | Prior Year Total Funds 2024 £ |
|---|---|---|---|---|
| **Donations and gifts from individuals** | | | | |
| Small donations individually less than £1000 | 7,597 | - | **7,597** | 4,896 |
| Parker Motor Services | 5,000 | | **5,000** | |
| 1961 Charitable Trust | 5,000 | | **5,000** | |
| St Peter's Church | 1,485 | - | **1,485** | 1,395 |
| St Paul's Church | | - | **-** | 1,500 |
| Trust Deed | | | | 500 |
| Nigel Swan | 300 | - | **300** | 300 |
| Les Gill | 1,000 | - | **1,000** | |
| GWFN Limited | 300 | | **300** | 300 |
| Easy Fundraising | 58 | | **58** | 51 |
| **Total donations and gifts from individuals** | **20,740** | **-** | **20,740** | **8,942** |

### 17 Grants for Advice, Information and Support Services

| | | | | |
|---|---|---|---|---|
| National Lottery | 20,000 | 74,253 | **94,253** | **97,495** |
| Leicestershire CC Communities Fund (Multiply) | | 20,000 | **20,000** | **20,000** |
| Leicester South Trussell Trust Foodbank | | 50,508 | **50,508** | **64,021** |
| Oadby and Wigston Borough Council | 52,930 | | **52,930** | **62,569** |
| | | | **-** | |
| Leicester South Foodbank Invoices | | 65,773 | **65,773** | **33,895** |
| Cadent - Foodbanks in Burbage and Earl Shilton | 51,692 | | **51,692** | **11,507** |
| Independent Age | 18,062 | | **18,062** | **18,063** |
| Clothworkers | 14,000 | | **14,000** | **-** |
| Leicestershire CC Communities Fund | 3,000 | | **3,000** | **-** |
| South Wigston Family Syndicate | 4,000 | | **4,000** | **4,000** |
| The Bridge Loughborough | 2,530 | | **2,530** | **2,805** |

**Detailed analysis of income and expenditure for the year ended 31 March 2025 as required by the SORP 2015**

| | | | | |
|---|---|---|---|---|
| The Arnold clark Community Fund | 1,000 | | 1,000 | |
| Groundwork UK | 1,125 | | 1,125 | |
| Blaby District Council | 500 | | 500 | 1,000 |
| Chesterton House | 875 | | 875 | 1,000 |
| | | | - | |
| Other Small Grants | 800 | | 800 | |
| Postcode Places | | | - | 25,000 |
| Severn Trent Water | | | - | 21,502 |
| Oadby and Wigston Primary Care Network | | | - | 5,810 |
| Market Harbough building society | | | - | 4,000 |
| J D Networks | | | - | 3,000 |
| Nova Laboratories | | | - | 1,700 |
| Co-op | | | - | 1,500 |
| Leicestershire Act Satya Ram | | | - | 1,428 |
| | | | - | |
| **Total Grants for Advice, Information and Support** | 170,514 | 210,534 | 381,048 | 380,295 |
| **Total Donations, Grants and Legacies** | 191,254 | 210,534 | 401,788 | 389,237 |

## 18 Investment income

| | Current year Unrestricted Funds | Current year Restricted Funds | Current year Total Funds | Prior Year Total Funds |
|---|---|---|---|---|
| | 2025 | 2025 | 2025 | 2024 |
| | £ | £ | £ | £ |
| Bank Interest Receivable | 10 | - | 10 | - |

## 19 Other income and gains

| | Current year Unrestricted Funds | Current year Restricted Funds | Current year Total Funds | Prior Year Total Funds |
|---|---|---|---|---|
| | 2025 | 2025 | 2025 | 2024 |
| | £ | £ | £ | £ |
| | | | - | |

| | | | | |
|---|---|---|---|---|
| Employment Allowance and Maternity Allowance | 5,000 | - | **5,000** | 5,000 |
| **Total other income** | **5,000** | **-** | **5,000** | **5,000** |

## 20 Expenditure on charitable activities - Direct spending

| | Current year Unrestricted Funds | Current year Restricted Funds | Current year Total Funds | Prior Year Total Funds |
|---|---|---|---|---|
| | 2025 £ | 2025 £ | 2025 £ | 2024 £ |
| Gross wages and salaries - charitable activities | 101,727 | 205,866 | **307,593** | 246,165 |
| Employers' NI - Charitable activities | 6,325 | 17,125 | **23,450** | 17,514 |
| Defined contribution pension costs - charitable | 2,777 | 5,651 | **8,428** | 6,445 |
| Travel and Subsistence - Charitable Activities | 449 | 3,384 | **3,831** | 1,644 |
| Marketing and advertising of charitable services | 125 | 1,632 | **1,757** | 764 |
| Recruitment Costs | 230 | 426 | **656** | 1,184 |
| Training and Welfare | 792 | 524 | **1,316** | 1,633 |
| Software and Subsriptions | 3,188 | 3,316 | **6,504** | 6,199 |
| License and Subscriptions | 260 | 539 | **799** | 1,551 |
| Direct Advice Costs | 130 | 185 | **315** | 169 |
| Professional Indemnity insurance | 2,178 | - | **2,178** | 2,497 |
| Costs paid on behalf of beneficiaries | - | 850 | **850** | 4,680 |
| **Total direct spending** | **118,181** | **239,498** | **357,677** | **290,445** |

## 21 Support costs for charitable activities

| | Current year Unrestricted Funds | Current year Restricted Funds | Current year Total Funds | Prior Year Total Funds |
|---|---|---|---|---|
| | 2025 £ | 2025 £ | 2025 £ | 2024 £ |
| ***Premises Expenses*** | | | | |
| Rental- South Wigston Centre | 10,191 | 3,990 | **14,181** | 12,565 |
| Charges -Oadby/Wigston Magna | 1,560 | - | **1,560** | 1,745 |
| Room Hire | 420 | 338 | **758** | 315 |
| Light heat and power- South Wigston | 2,304 | - | **2,304** | 2,160 |
| Cleaning and waste management | 405 | - | **405** | 210 |
| Premises repairs, renewals and maintenance | 54,975 | 50 | **55,025** | 98 |
| Rates including Water Rates | 221 | - | **221** | - |
| Contents Insurance | 951 | - | **951** | 519 |
| ***Administrative overheads*** | | | | |
| Postage, stationery and Printing | 1,254 | 1,911 | **3,165** | 841 |

**Detailed analysis of income and expenditure for the year ended 31 March 2025 as required by the SORP 2015**

| | | | | |
|---|---|---|---|---|
| Software and computer expenses | 445 | 3,564 | **4,009** | 1,873 |
| Legal and Professional Fees | 1,708 | 1,650 | **3,358** | 4,083 |
| Meeting and Refreshments Costs | 55 | 204 | **259** | - |
| Telephone and Internet | 2,007 | 1,169 | **3,176** | 3,069 |
| Health and safety costs | 190 | - | **190** | - |
| Sundry expenses | 1,939 | - | **1,939** | 348 |
| Storage Rental | 508 | 304 | **812** | - |
| Minor Equipment | 394 | 72 | **466** | 896 |
| Equipment Rental | 5,685 | 115 | **5,800** | 6,054 |
| Staff Entertaining | 102 | - | **102** | 719 |
| ***Professional fees paid to advisors other than the auditor or examiner*** | | | | |
| Accountancy fees other than examination or audit fees | 7,200 | - | **7,200** | 7,200 |
| HR Fees | 4,800 | - | **4,800** | - |
| Legal fees | 3,481 | - | **3,481** | - |
| ***Financial costs*** | | | | |
| Bank charges | 99 | - | **99** | 84 |
| ***Depreciation & Amortisation in total for the period*** | 960 | - | **960** | 896 |
| **Support costs** | **101,854** | **13,367** | **115,221** | **43,675** |

**22 Other Expenditure - Governance costs**

| | Current year Unrestricted Funds 2025 £ | Current year Restricted Funds 2025 £ | Current year Total Funds 2025 £ | Prior Year Total Funds 2024 £ |
|---|---|---|---|---|
| Independent Examiner's fees | 500 | - | **500** | 256 |

**23 Total Charitable expenditure**

| | Current year Unrestricted Funds 2025 £ | Current year Restricted Funds 2025 £ | Current year Total Funds 2025 £ | Prior Year Total Funds 2024 £ |
|---|---|---|---|---|
| Total direct spending | 118,181 | 239,498 | **357,677** | 290,445 |
| Total support costs | 101,854 | 13,367 | **115,221** | 43,675 |
| Total Governance costs | 500 | - | **500** | 256 |
| *Total charitable expenditure* | **220,535** | **252,865** | **473,398** | **334,376** |