

**HOME SUPPORT ELMBRIDGE**  
**(Registered Charity No. 1026347)**

**General Information**  
**Year Ended 31st March 2021**

Home Support Elmbridge was established over 25 years ago to support people that had been discharged from hospital and needed additional support over and above that which could be provided by the NHS once they had returned to their homes. The support took the form of organising home services including cleaners and gardeners and more latterly those services have been extended to include hairdressing, chiropody and some limited handyman services. The client is responsible for paying the service provider but by using Home Support Elmbridge they are able to access DBS checked individuals who we regularly check for quality of service. They also access those services at a discounted rate from the open market.

Apart from sourcing helpers we also provide telephone support and face to face support for our clients who are often elderly or have some form of disability. We are a trusted organisation that provides a very valued service to the more vulnerable in the Borough of Elmbridge. We do not rely upon volunteers to deliver our service but we do work closely with a number of other charities who provide complimentary services and support.

We are currently reviewing how we can offer an expanded service either directly or in partnership.

**Registered Office:** Charity House  
5 The Quintet  
Churchfield Road  
Walton-on-Thames  
Surrey KT12 2TZ

**Governing Body:** The Charity is governed by a Constitution (amended June 2003) that is administered by a Management Committee that is appointed by its members for a term of three years but may be re-appointed for a further term.

Its officers (Chair, Secretary and Treasurer) are elected annually by the members. The Committee meets 3 times a year to set policies and to monitor the performance of the Charity. The Charity employs a full-time Manager and 2 part-time administrators to carry out the day-to-day business of the charity.

**Management Committee :** Jerry Mills ( Chairman)  
Christine Elmer (Trustee)  
Gareth Bannister (Treasurer)  
Paul Hamill (Trustee)  
Secretary - Vacant

**Life President :** Marguerite Rollason M.B.E.

**Charity Administrators :** Thomasina Breslin (Manager)  
Suzanne Birchard (Co-Ordinator)  
Julie Rozario (Co-Ordinator)

**Bankers:** CAF Bank Limited  
25 Kings Hill  
West Mailing  
Kent ME194JQ

**Auditor:** Barry Hitchens  
24 Effingham Road  
Long Ditton  
Surbiton KT6 5JY

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**Policies**

Year Ended 31st March 2021

**Reserves Policy**

The Charity obtains approximately 95% of its income from member fees and helper cost recovery. In normal circumstances the Charity would look to hold reserves equal to 6 months running costs. However the reserves exceed that at the moment whilst the Trustees consider a different formula for the funding of the Charity.

The key aim of the trustees is to ensure that the charity has a sustainable future but if the reserves are required to subsidise any new funding model the trustees will consider whether it should use some of them on a discretionary basis to subsidise the membership fee.

**investment Policy**

The Charity does not have sufficient funds to require a detailed investment policy for its surplus funds. Reserves are kept on short term deposit with Investec.

**Risk Assessment**

The Charity identifies the following as potential risks to its achieving its objectives:

1 The charity provides a valuable service to the older and more vulnerable members of its local community. It has no plans to change the nature of that service but simply to look to expand its client base through better advertising and other referral partnering arrangements.

2 Damage to its reputation as a reliable, cost-effective provider of services culminating in loss of customers being referred to it.

The Charity annually contacts all its customers requesting feedback regarding the service it provides. It also maintains close links with those bodies referring customers to it to ensure that any concerns are promptly brought to its attention.

The trustees are satisfied that the charity's risk management policy and procedures adequately address the risks to the charity arising from its activities.

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**Receipts and Payments Account**  
**Year Ended 31st March 2020**

	Unrestricted £	2021 Restricted £	Total £	2020 Total £
<b>RECEIPTS</b>				
Membership and Helper Fees	59,355	0	59,355	65,736
Gifts, donations and other voluntary receipts	1,158	0	1,158	7,409
Interest Income	360	0	360	549
Elmbridge Borough Council Gardening Grant	-	3,090	3,090	3,090
Elmbridge Borough Council IT Support Grant	-	0	0	0
Elmbridge Borough Council Volunteer Support Grant	-	0	0	0
<b>Total Receipts</b>	<b>60,873</b>	<b>3,090</b>	<b>63,963</b>	<b>76,784</b>
<b>PAYMENTS</b>				
Payments directly for charitable purposes	0	0	0	0
Management and administration				
Salaries and National Insurance	58,113	3,090	61,203	66,430
Secretarial / Administrative Expenses	270	0	270	1,170
Insurance	1,705	0	1,705	1,609
Telephone	900	0	900	684
IT Costs	737	0	737	2,934
Helper DBS Check Fees	27	0	27	134
Marketing & Web Development	13	0	13	624
Accountancy	2,974	0	2,974	6,218
Rent	4,350	0	4,350	4,439
Bank Charges	133	0	133	120
Other Items	-	0	0	0
<b>Total Payments</b>	<b>69,222</b>	<b>3,090</b>	<b>72,312</b>	<b>84,362</b>
<b>NET OF RECEIPTS AND PAYMENTS</b>	<b>(8,349)</b>	<b>0</b>	<b>(8,349)</b>	<b>(7,578)</b>
<b>CASH FUNDS LAST YEAR END</b>	<b>59,813</b>	<b>0</b>	<b>59,813</b>	<b>67,391</b>
<b>CASH FUNDS THIS YEAR END</b>	<b>51,464</b>	<b>0</b>	<b>51,464</b>	<b>59,813</b>
<b>Consisting of :</b>				
CAF Current Bank Account	862	0	862	273
CAF Shopping Bank Account	15,673	0	15,673	4,384
CAF Gold Account	7	0	7	20,106
Investec 90 day Fixed Deposit Account	50,050	0	50,050	50,050
Petty Cash Float	0	0	0	0
LESS Prepaid member fees	(15,000)		(15,000)	(15,000)
			<b>51,592</b>	<b>59,813</b>

**MOVEMENTS IN RESTRICTED FUNDS**

	Opening Balance 1 April 2020 £	Income £	Output £	Closing Balance 31 March 2021 £
Elmbridge Borough Council Gardening Grant	0	3,090	3,090	0
Elmbridge Borough Council IT Support Grant	0	0	0	0
Elmbridge Borough Council Volunteer Support Grant	0	0	0	0
<b>TOTAL RESTRICTED FUNDS</b>	<b>0</b>	<b>3,090</b>	<b>3,090</b>	<b>0</b>

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**Statement of Assets and Liabilities**  
**Year Ended 31st March 2021**

		<b>2021</b>
		<b>£</b>
<b>CASH</b>	Bank Balances	66,592
Less	Prepaid Member fees	15,000
<b>TOTAL NET ASSETS</b>		<b>51,592</b>
<b>RESERVES</b>	Restricted	0
	Unrestricted	51,592
<b>TOTAL RESERVES</b>		<b>51,592</b>

**Summary of HSE Full Year Account**  
**Year Ended 31st March 2021**

**Treasurer's Report**  
**Year Ended 31st March 2021**

The Covid 19 crisis that started with national disruption from March 2020 has made it a very difficult year. While we have managed to remain open and available, we have had difficulty in recruiting new helpers and our elderly clients have been self isolating. This in turn led to a drop in requirement for our services at times and also significantly busier times when the lockdowns were released. Consequently we suffered a loss of revenue and are taking measures as far as possible to reduce operating costs going forward. During this time we have had no government or additional local authority support. The Hardship fund established last year has a balance of £1700.00 unallocated

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**Report of the independent examiner to the trustees of Home Support  
Elmbridge**

I report to the trustees on my examination of the accounts of the above charity for the year to 31<sup>st</sup> March 2021 which are set out on the pages attached.

**Responsibilities and basis of report**

As the charity's trustees, you 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 charity'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**

I have completed my examination.

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

- a) the accounting records were not kept in accordance with section 130 of the Charities Act or
- b) the accounts did not comply with the accounting records or
- c) the accounts did not comply with the applicable requirements concerning the form and content of the 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 the 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.

Barry Hitchens – Australian Society of Accountants  
24 Effingham Road  
Long Ditton  
Surrey KT6 5JY

  
28<sup>th</sup> January 2022