

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

**General Information**  
**Year Ended 31st March 2024**

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 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)  
  
Secretary - Vacant

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

**Charity Administrators :** Tara Day (Co-Ordinator)  
Julie Rozario (Co-Ordinator)

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

**Auditor:** Hamid Salehi  
8 Blagdon Road  
New Malden  
Surrey KT3 4AD

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**Policies**

Year Ended 31st March 2024

**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 2024**

|   | Unrestricted<br>£ | 2024<br>Restricted<br>£ | Total<br>£     | 2023<br>Total<br>£ |
|---|-------------------|-------------------------|----------------|--------------------|
| <b>RECEIPTS</b>                                   |                   |                         |                |                    |
| Membership and Helper Fees                        | 54,056            | 0                       | 54,056         | 64,993             |
| Gifts, donations and other voluntary receipts     | 257               | 0                       | 257            | 386                |
| Interest Income                                   | 74                | 0                       | 74             | 44                 |
| 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>54,387</b>     | <b>3,090</b>            | <b>57,477</b>  | <b>68,513</b>      |
| <b>PAYMENTS</b>                                   |                   |                         |                |                    |
| Payments directly for charitable purposes         | 0                 | 0                       | 0              | 0                  |
| Management and administration                     |                   |                         |                |                    |
| Salaries and National Insurance                   | 39,563            | 3,090                   | 42,653         | 41,872             |
| Secretarial / Administrative Expenses             | 1,026             | 0                       | 1,026          | 1,088              |
| Insurance   | 1,137             | 0                       | 1,137          | 2,165              |
| Telephone   | 1,050             | 0                       | 1,050          | 932                |
| IT Costs  | 1,977             | 0                       | 1,977          | 798                |
| Helper DBS Check Fees                             | 163               | 0                       | 163            | 786                |
| Marketing & Web Development                       | -                 | 0                       | 0              | 0                  |
| Accountancy                                       | 5,909             | 0                       | 5,909          | 4,679              |
| Rent  | 4,638             | 0                       | 4,638          | 3,988              |
| Bank Charges                                      | 115               | 0                       | 115            | 144                |
| Other Items                                       | 9                 | 0                       | 9              | 47                 |
| <b>Total Payments</b>                             | <b>55,585</b>     | <b>3,090</b>            | <b>58,675</b>  | <b>56,499</b>      |
| <b>NET OF RECEIPTS AND PAYMENTS</b>               | <b>(1,199)</b>    | <b>0</b>                | <b>(1,199)</b> | <b>12,014</b>      |
| <b>CASH FUNDS LAST YEAR END</b>                   | <b>67,897</b>     | <b>0</b>                | <b>67,897</b>  | <b>67,897</b>      |
| <b>CASH FUNDS THIS YEAR END</b>                   | <b>66,705</b>     | <b>0</b>                | <b>66,705</b>  | <b>66,705</b>      |
| <b>Consisting of :</b>                            |                   |                         |                |                    |
| CAF Current Bank Account                          | 855               | 0                       | 855            | 4,843              |
| CAF Shopping Bank Account                         | 30,556            | 0                       | 30,556         | 27,951             |
| CAF Gold Account                                  | 7                 | 0                       | 7              | 7                  |
| Investec 90 day Fixed Deposit Account             | 50,050            | 0                       | 50,050         | 50,050             |
| Petty Cash Float                                  | 237               | 0                       | 237            | 46                 |
| LESS Prepaid member fees                          | (15,000)          |                         | (15,000)       | (15,000)           |
|   |                   |                         | <b>66,705</b>  | <b>67,897</b>      |

**MOVEMENTS IN RESTRICTED FUNDS**

|   | Opening<br>Balance<br>1 April 2023<br>£ | Income<br>£  | Output<br>£  | Closing<br>Balance<br>31 March 2024<br>£ |
|---|---|--------------|--------------|--|
| 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 2023**

|                 |                         | <b>2024</b>   | <b>2023</b>   |
|-----------------|-------------------------|---------------|---------------|
|                 |                         | <b>£</b>      | <b>£</b>      |
| <b>CASH</b>     | Bank Balances           | 81,705        | 82,897        |
| Less            | Prepaid Member fees     | 15,000        | 15,000        |
|                 | <b>TOTAL NET ASSETS</b> | <b>66,705</b> | <b>67,897</b> |
| <b>RESERVES</b> | Restricted              | 0             | 0             |
|                 | Unrestricted            | 66,705        | 67,897        |
|                 | <b>TOTAL RESERVES</b>   | <b>66,705</b> | <b>67,897</b> |

**Summary of HSE Full Year Account**  
**Year Ended 31st March 2023**

**Treasurer's Report**  
**Year Ended 31st March 2024**

It has been another difficult year with the downturn in the economy making it very difficult for our helpers and the elderly we serve. We have noticed delays in people returning to us due to the NHS being under so much pressure.

Turnover has decreased, and it continues to be very difficult to find, retain and refer new suitable helpers.

During this time we have had no government or additional local authority support.



Section A

Independent Examiner's Report

|                                       |                             |                        |         |
|---------------------------------------|-----------------------------|------------------------|---------|
| Report to the trustees/<br>members of | Home Support Elmbridge      |                        |         |
| On accounts for the year<br>ended     | 31 <sup>st</sup> March 2024 | Charity no<br>(if any) | 1026347 |
|                                       | Set out on pages            |                        |         |
|                                       | Pages 3 and 4.              |                        |         |

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

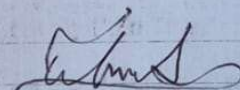
**Responsibilities and basis of report** As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

**Independent examiner's statement** 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 the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

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:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

Signed:  Date: 5<sup>TH</sup> December 2024

Name: Mr E Salehi

Address: 8 Blagdon Road  
New Malden  
KT3 4AD

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

[A large empty rectangular box for providing details of items to disclose.]