



TRUSTEES' ANNUAL REPORT & ACCOUNTS 2024

▶▶ Help Us, **Save Them**



**HATZOLA
NORTHWEST**
EMERGENCY AMBULANCE SERVICE





THE TEAM WAS ABSOLUTELY EXCEPTIONAL. THEY WENT ABOVE AND BEYOND TO ASSIST A YOUNG MAN IN SEVERE PAIN FROM TRAUMA. THEIR DEDICATION AND CARE WERE TRULY INVALUABLE – BEYOND GRATEFUL.



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TRUSTEES' ANNUAL REPORT TRUSTEES' STATEMENT

Reflecting on the Year: A Message of Gratitude and Unity

As we look back on the past year, it's a meaningful opportunity to pause and appreciate the collective achievements that define our shared journey. Amidst the relentless pace of daily responsibilities—whether on the frontline or in the charity's vital support roles—it's easy to lose sight of just how much we've accomplished together. Yet, when we reflect, the sense of unity and collaboration within our organization is truly inspiring.

The lifesaving impact we achieve is made possible by the unwavering commitment of our exceptional team and the partnerships that align with our mission and vision. Our dedicated volunteers work tirelessly to serve the North-West London community, ensuring we are a constant presence 24/7, every day of the year. This mission would not be possible without the remarkable generosity of both our volunteers and donors, who have enabled us to continue delivering on our purpose year after year.

Behind the scenes, our trustees and senior management team have been instrumental in steering the organization through a period of significant change. Their guidance has empowered our members to pursue ambitious strategic goals safely and effectively. Our steadfast commitment to robust financial stewardship over the past few years has allowed us to sustain critical investments in operations and fundraising, ensuring the charity's long-term impact.

In our upcoming annual report and accounts for 2023–2024, we will share the story of the past year's progress and outline the path ahead. None of this would be possible without the dedication of every individual who contributes to this charity's lifesaving mission.

To each of you—volunteers, staff, donors, and partners—thank you. Serving in this capacity is an incredible honour, and it is your unwavering support and commitment that make it such a privilege.



L Blitz,
Trustee



TRUSTEES' ANNUAL REPORT

The trustees present their report and the financial statements of the charity for the year ended 31 March 2024.

REFERENCE AND ADMINISTRATIVE DETAILS

| | |
|-----------------------------|---|
| Registered charity name | Hatzola Northwest Trust |
| Charity registration number | 1041441 |
| Principal office | The Sorting Office 2a St Georges Road London NW11 0LR |
| The trustees | Mr L Blitz Mr S Klein Mr B Liebermann Mr S Richman |
| Auditor | Cohen Arnold Chartered accountants & statutory auditor New Burlington House 1075 Finchley Road LONDON NW11 0PU |
| Bankers | Barclays Bank Plc Leicester LE87 2BB |

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The official name of the charity is Hatzola Northwest Trust and it is a registered charity constituted by a Declaration of Trust dated 9 September 1994 and amended by Deed on 26 December 2012.

It is registered as a charity with the Charity Commission and its charity number is 1041441.

Appointment, training and recruitment of trustees

The trustees have no beneficial interest in the charity and are chosen by agreement of trustees at an annual meeting. The choice is based on applicants' medical and community knowledge.

New trustees are provided with trustee induction training which includes an understanding of the content of the Deed of Trust, their legal obligations under the Charities Act, the organisational structure of the charity and the recent financial performance of the charity. Trustees are encouraged to attend appropriate external training events which enhance their knowledge and skill thereby improving their performance.

Management of the charity

The charity's daily operations are overseen by the Director of Operations, with the Council of Trustees providing strategic oversight to ensure alignment with the organization's mission. Staff remuneration is structured in accordance with industry standards, reflecting comparable roles within the charity sector.

Related parties and co-operations with other organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee of the charity with a supplier company must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

None of the trustees have any beneficial interest in the charity.

OBJECTIVES AND ACTIVITIES

The charity's objects are the protection and preservation of health and the relief of sickness. In particular, by the provision of first aid relief and assistance to person who are ill or sick or otherwise in need of medical care and attention or hospital or clinical nursing services, provision of first aid training and the provision of first aid cover at public events in the Northwest London area.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

Investments

The charity investment objectives include ensuring that there is minimal risk to its capital. The charity is satisfied that this objective has been met by its risk-free investment and thereby fulfilling the trustees' responsibilities.



LOOKING BACK

Hatzola Northwest Trust was set up to provide the North-West London community with free pre-hospital emergency medical care and transportation. Since its inception, our volunteers have responded to thousands of emergencies every year, from minor injuries to life-threatening conditions.



LOOKING AHEAD

The charity's objects are the protection and preservation of health and the relief of sickness. In particular, by the provision of first aid relief and assistance to people who are ill or sick or otherwise in need of medical care and attention, provision of first aid training and the provision of first aid cover at public events in the North-West London area.



Additional ambulances

The organisation procured two additional ambulances and one fast response car in 2024. One ambulance and the fast response car have already been deployed, while the second ambulance will become operational in 2025. This expansion enhances our capacity and ensures sufficient ambulance availability as call volumes continue to rise month on month.



Paramedics

Further to 3 of our current emergency responder volunteers enrolling on a 2-year paramedic course provided by ORMS. All 8 have graduated and qualified and are now HCPC registered paramedics. Ensuring we as an organisation continues to deliver the highest level of clinical care and skills to the North-West London community.



Services

Our team continues to grow. In 2023/24, our Class of 2023 completed all their training, becoming fully qualified first responders with FREC 4, C1, and CERAD certifications in blue light driving. Recruitment for the Class of 2025 has begun, with eight new first responders set to qualify in 2026.



Technology at Hatzola Northwest:

In addition to our digital patient records system, which has increased PRF compliance by 30%, we have expanded our digitalization efforts to include a drug management and medicine module. This transition from a paper-based system has improved governance, accessibility, and future-proofed Hatzola for years to come.

ACHIEVEMENTS AND PERFORMANCE

The trustees are pleased with the performance of the charity during the year under review. The charity's services have expanded significantly over the past year, necessitating increased financial resources. The trustees successfully undertook fundraising efforts to meet these additional costs, which included the acquisition and deployment of new ambulances and Fast Response Units (FRUs). Furthermore, these expenses encompassed training for new responders and the provision of CERAD courses to ensure competence and safety in emergency response driving.

Total income in the year was £1,075,621 (2023: £1,797,115). The income generated during the period declined, primarily attributable to the impact of a significant fundraising campaign conducted in the previous year.

Total expenditure in the year was £1,180,570 (2023: £932,327) which increased due to the factors mentioned above.

The organisation is proud to have a dedicated team of 61 emergency responder volunteers serving the local community of North West London, providing critical support to individuals in need of emergency and urgent care. During the year, these responders attended over 5,000 call-outs, demonstrating their commitment to delivering timely and effective medical assistance. Each of these call-outs was carefully monitored and dispatched by a skilled group of 21 emergency call operator volunteers, who play a pivotal role in ensuring the efficient coordination of resources.

To meet the growing demands on its services, the organisation operates a fleet comprising 5 ambulances and 3 FRUs. This fleet ensures rapid response times and comprehensive coverage. The organisation's continued investment in its fleet and volunteer teams underscores its dedication to addressing the increasing healthcare needs of the local community with professionalism and compassion.

The organisation is CQC regulated with emergency responder volunteers' certifications ranging from EMTs at FREC 3 or FREC 4 to qualified paramedics.

In January 2021, the organisation arranged 8 of their current emergency responder volunteers to enrol on a 2 year paramedic course provided by ORMS to ensure that the organisation delivers the highest level of clinical care and skills to the North West London community. 8 trainee paramedics qualified and started responding in May 2023.

The organisation continues to deliver comprehensive and continuous medical training to all their emergency responder volunteers. This ongoing education program is designed to ensure that volunteers possess the critical skills, up-to-date knowledge, and professional competence required to perform lifesaving procedures effectively. By prioritising rigorous training, the organisation aims to uphold the highest standards of emergency medical care, equipping its responders to handle diverse and challenging situations with confidence and proficiency.

A Year In Numbers

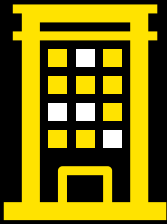
21
Call
operators



13,091
Total responder
dispatches in 2024

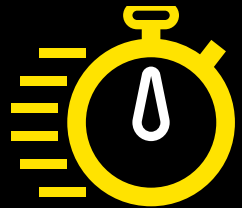


**Busiest
members
attended
782 calls**



Patients
transported
to hospital:
3,056

Average
response time:
6.9 min





2,486
Ambulances
dispatched



61
Emergency
responders



Calls received:
6,843
(a record number)

Responders
dispatched
every day:

38



Active calls
4,123
(a record number)



Hatzola Calls in the Year



| | |
|--|---|
| Jan 2024 |  325 |
|  | |
| Feb 2024 |  314 |
|  | |
| Mar 2024 |  351 |
|  | |
| April 2024 |  325 |
|  | |
| May 2024 |  333 |
|  | |
| Jun 2024 |  298 |
|  | |
| Jul 2024 |  401 |
|  | |
| Aug 2024 |  298 |
|  | |
| Sep 2024 |  332 |
|  | |
| Oct 2024 |  379 |
|  | |
| Nov 2024 |  377 |
|  | |
| Dec 2024 |  390 |

SERVICES

Call taking and dispatch

Every second counts in an emergency, and Hatzola Northwest's volunteer dispatchers work 24/7, 365 days a year to ensure every call is answered promptly. They assess emergencies, provide guidance, and dispatch responders to incidents such as road accidents, home emergencies, emergency childbirth, and

cardiac events. Beyond dispatching, they reassure callers and prioritize resources to save lives. This year, they managed a record number of calls, demonstrating their unwavering commitment to providing fast, professional, and compassionate emergency care to the community.



Emergency Responders

Day or night, our volunteer emergency medical responders are on the road within minutes of an incoming call. They deal with each crisis efficiently and compassionately, helping to speed up each patients' road to recovery. Response times for critical and life-threatening situations is usually within minutes, making a significant difference to a patients' health outcomes. All our volunteers attend ongoing training, delivered by qualified medical trainers, to ensure that their skills are kept current and in line with developments in medical research and regulations.

On-site treatment

In addition to stabilising seriously ill patients and transporting them to the hospital, our volunteers are often able to treat minor emergencies on the spot, avoiding the need for hospitalisation.



YEARLY ACHIEVEMENTS

Throughout the year, we have continuously improved the quality and professionalism of our service. We have introduced new training initiatives and implemented additional structures to enhance our effectiveness and efficiency.

Key Enhancements This Year:

✓ Operational & Clinical Improvements

- Implementation of a new drug management platform
- Expansion of paramedic training and immediate life support courses
- Introduction of a new Patient Transport Assistance (PTA) department
- Appointment of a pharmacist
- 50% of responders successfully completed CERAD-accredited Blue Light Training
- New, lightweight kit bag design to improve responder efficiency

✓ Training & Professional Development

- Hilchos Shabbos shiurim for responders
- Maternity training for emergency care
- Immunisation programs for responders
- Health & Safety training courses
- Drop-in CPR training sessions
- New Equipment & Fleet Expansion
- Procurement of two new ambulances and one fast response vehicle

✓ Community Engagement & Support

- Expansion of the Hatzola Northwest Teen Stock Support Team
- Dispatcher Evening to recognize and support our dispatch team
- Ride-Along Program for training and public awareness
- New member recruitment & training
- Staff & Patient Surveys to enhance service quality

✓ Building Strategic Partnerships

- Strengthened collaboration with key agencies, including:
 - Chief Constable of Barnet
 - London Metropolitan Police
 - London Fire Brigade (LFB)
- Local GP Engagement Evening, attended by 28 local GPs to strengthen collaboration with primary care providers





“

I CALLED HATZOLA NORTHWEST WHEN MY MOTHER SUDDENLY BECAME UNWELL. THE TWO RESPONDERS WHO ARRIVED WERE AMAZING—THOROUGHLY CHECKING HER AND MAKING HER FEEL COMFORTABLE. IT WAS A HUGE RELIEF KNOWING SHE WAS IN SUCH GOOD HANDS, AND I AM INCREDIBLY GRATEFUL.



66

THANK YOU HATZOLA. YOU ARRIVED WITHIN 15 MINUTES OF OUR CALL ABOUT MY FATHER WHO WAS VERY ILL WITH COVID-19. YOU HANDLED EVERYTHING BRILLIANTLY AND TOOK HIM TO HOSPITAL. THANK G-D HE IS NOW RECOVERING. WE CANNOT THANK YOU ENOUGH.

Patient feedback



Excellent service given with the right amount of professionalism and empathy towards the patient.



Hatzola are a phenomenal team and service. I am most grateful to the team for the level of speed, care and service provided every single time!!! Thank you so much.

PLANS FOR THE FUTURE AND LOOKING AHEAD

SAVE TIME

– Treat everyone who needs us, when and where they need us.

- ✓ Continue the provision of a 24 hours a day, seven days a week service using a fleet of rapid response cars.
- ✓ We continue to examine how we can better improve our services.

OUR CULTURE

– We continue to develop a supportive and enabling environment that gets the best out of our people from both the Charity side and the integrated operations with our partners, also ensuring that our Trustees are engaged and involved in this work.

- ✓ Support all our people to be leaders through learning and opportunity, including understanding and investing in the individual development of our talented team.
- ✓ We have introduced regular wellbeing checks within the organisation, to ensure that our teams are supported.

INCOME

– To ensure our financial security and sustainability over the next five years and fund our organisational objectives, secure long-term, diverse and sustainable income streams.

- ✓ Launch a transformational capital appeal, to raise the funds needed to deliver our future clinical and operational ambitions to save more lives.

OUTSTANDING CARE

– To improve patient care and to end preventable deaths.

- ✓ Invest in and develop our responders to be paramedics.
- ✓ Through continued investment in our digital transformation project, ensure that we are collecting and recording data to drive our research, innovations and improvements and drive efficiencies for our teams.
- ✓ Continue our work with the emergency services in London to develop the lessons from Major Incidents and plan for future events.
- ✓ Connecting with the people of North-West London – increase the number of charity givers in North-West London who support our service and understand we are a Charity.
- ✓ Continue to develop our community programme to engage with adults and children.

- ✓ Develop our legacy programme, encouraging supporters to leave a gift to us in their will.
- ✓ Continue to grow donations from individuals, corporate partners, trusts and foundations.



“

THE CREW WAS VERY ATTENTIVE AND SHOWED GENUINE CONCERNS REGARDING THE CLIENT CONCERNED.





UNBELIEVABLE SERVICE,
WONDERFUL PEOPLE. WE
ARE SO LUCKY TO HAVE
HATZOLA. THANK YOU



THE TEAM WERE
FLAWLESS FROM START
TO FINISH. YOU GUYS
ARE THE BEST!!!!



**THE MOST INCREDIBLE
ASSET WE HAVE IN
NORTH-WEST LONDON**



**HATZOLA IS THE MOST WONDERFUL
SERVICE AND THE MEDIGS ARE
UNFAILINGLY PROFESSIONAL, KIND
AND CONSIDERATE. THANK YOU**



**WE THINK HATZOLA
IS INCREDIBLE. THANK
YOU VERY MUCH
FOR ALL YOU DO**

FINANCIAL REVIEW

Risk management

The trustees have examined the major strategic, business and operational risks which the charity faces and confirm that systems have been established to enable reports to be produced so that the necessary steps can be taken to lessen these risks.

The trustees have a risk management strategy which comprises:

- an annual review of the principal risks and uncertainties that the charity face;
- the establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and;
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

This work has identified that financial sustainability is the major financial risk for the charity. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due to ensure sufficient working capital by the charity.

Attention has also been focused on non-financial risks arising from health and safety of the users. These risks are managed by having robust policies and procedures in place, and regular training to ensure that our emergency responders have the required skills, knowledge and competence to administer lifesaving procedures. The trustees are satisfied that these systems and procedures manage all relevant risks.

Reserves policy

As at 31 March 2024, £1,137,732 was held as unrestricted funds and £321,788 as restricted funds, which £230,000 is earmarked for a new building.

It is the policy of the charity to maintain a minimum reserve of six months' anticipated expenditure to ensure financial stability in the event of unexpected funding challenges.

Investment policy and its objectives

It is the policy of the charity to maintain its funds in the form of liquid assets.

TRUSTEES' RESPONSIBILITIES STATEMENT

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

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

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees' annual report was approved on 24th January 2025 and signed on behalf of the board of trustees by:



Mr B Liebermann
Trustee

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HATZOLA NORTHWEST TRUST

OPINION

We have audited the financial statements of Hatzola Northwest Trust (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Charities Act 2011.

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

OTHER INFORMATION

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the trustees' report is inconsistent in any material respect with the financial statements; or
- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HATZOLA NORTHWEST TRUST (continued)

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the charity through discussion with the trustees and identified financial reporting legislation and charity legislation as being most significant to these financial statements.
- We communicated these identified frameworks amongst our audit team and

remained alert to any indications of non-compliance throughout the audit. We ensured that the engagement team had sufficient competence and capability to identify or recognise non-compliance with the laws and regulations.

- We discussed with the trustees the policies and procedures regarding compliance with these legal and regulatory frameworks.
- We assessed the susceptibility of the charity's financial statements to material misstatement due to non-compliance with legal and regulatory frameworks, including how fraud might occur, by enquiry with the trustees during the planning and finalisation stages of our audit. The susceptibility to such material misstatement was determined to be low.
- Based on this understanding, we designed our audit procedures to identify non-compliance with the identified legal and regulatory frameworks, which were part of our procedures on the related financial statement items.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for

one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of

the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Cohen Arnold is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

USE OF OUR REPORT

This report is made solely to the charity's members, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



David Goldberg FCA
(Senior Statutory Auditor)

For and on behalf of

Cohen Arnold
Chartered accountants & statutory
auditor
New Burlington House
1075 Finchley Road
LONDON
NW11 0PU

Our audit was completed on 24th January 2025 and our opinion was expressed at that date.

STATEMENT OF FINANCIAL ACTIVITIES

| | | 2024 | | | 2023 |
|---|------|--------------------|------------------|--------------------|-------------|
| | Note | Unrestricted funds | Restricted funds | Total funds | Total funds |
| | | £ | £ | £ | £ |
| Income and endowments | | | | | |
| Donations and legacies | 4 | 867,780 | 204,776 | 1,072,556 | 1,796,433 |
| Investment income | 5 | 3,065 | – | 3,065 | 682 |
| Total income | | 870,845 | 204,776 | 1,075,621 | 1,797,115 |
| Expenditure | | | | | |
| Expenditure on raising funds: | | | | | |
| Costs of raising donations and legacies | 6 | (20,055) | – | (20,055) | (78,575) |
| Expenditure on charitable activities | 7,8 | (1,078,065) | (85,000) | (1,163,065) | (853,752) |
| Total expenditure | | (1,098,120) | (85,000) | (1,183,120) | (932,327) |
| Net (expenditure)/income | | (227,275) | 119,776 | (107,499) | 864,788 |
| Transfers between funds | | 300,392 | (300,392) | – | – |
| Net movement in funds | | 73,117 | (180,616) | (107,499) | 864,788 |
| Reconciliation of funds | | | | | |
| Total funds brought forward | | 1,064,615 | 502,404 | 1,567,019 | 702,231 |
| Total funds carried forward | | 1,137,732 | 321,788 | 1,459,520 | 1,567,019 |

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The notes on pages 29 to 38 form part of these financial statements.

STATEMENT OF FINANCIAL POSITION

| | | 2024 | | 2023 | |
|---|------|-----------------|------------------|-----------|-----------|
| | Note | £ | £ | £ | £ |
| FIXED ASSETS | | | | | |
| Tangible fixed assets | 14 | | 592,467 | | 379,841 |
| CURRENT ASSETS | | | | | |
| Debtors | 15 | 22,913 | | 16,070 | |
| Investments | 16 | 506,910 | | 253,846 | |
| Cash at bank and in hand | | 402,890 | | 943,685 | |
| | | 932,713 | | 1,213,601 | |
| CREDITORS: amounts falling due within one year | | | | | |
| | 18 | (65,660) | | (26,423) | |
| NET CURRENT ASSETS | | | | | |
| | | | 867,053 | | 1,187,178 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | | | | |
| | | | 1,459,520 | | 1,567,019 |
| NET ASSETS | | | | | |
| | | | 1,459,520 | | 1,567,019 |
| FUNDS OF THE CHARITY | | | | | |
| Restricted funds | | | 321,788 | | 502,404 |
| Unrestricted funds | | | 1,137,732 | | 1,064,615 |
| Total charity funds | 20 | | 1,459,520 | | 1,567,019 |

These financial statements were approved by the board of trustees and authorised for issue on 24th January 2025, and are signed on behalf of the board by:



Mr S Klein
Trustee



Mr B Liebermann
Trustee

The notes on pages 29 to 38 form part of these financial statements.

STATEMENT OF CASH FLOWS

| | 2024 | 2023 |
|---|-----------------------------|------------------|
| Note | £ | £ |
| CASH FLOWS FROM OPERATING ACTIVITIES | | |
| Net (expenditure)/income | (107,499) | 864,788 |
| <i>Adjustments for:</i> | | |
| Depreciation of tangible fixed assets | 166,637 | 106,813 |
| Other interest receivable and similar income | (3,065) | (682) |
| Interest payable and similar charges | 2,409 | 1,230 |
| Accrued expenses | 9,430 | 5,790 |
| <i>Changes in:</i> | | |
| Trade and other debtors | (6,843) | (8,570) |
| Trade and other creditors | 29,807 | (6,091) |
| Cash generated from operations | <u>90,876</u> | <u>963,278</u> |
| Interest paid | (2,409) | (1,230) |
| Interest received | 3,065 | 682 |
| Net cash from operating activities | <u>91,532</u> | <u>962,730</u> |
| CASH FLOWS FROM INVESTING ACTIVITIES | | |
| Purchase of tangible assets | (410,240) | (113,133) |
| Proceeds from sale of tangible assets | 30,977 | – |
| Net cash used in investing activities | <u>(379,263)</u> | <u>(113,133)</u> |
| NET (DECREASE)/INCREASE IN CASH AND CASH EQUIVALENTS | (287,731) | 849,597 |
| CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR | 1,197,531 | 347,934 |
| CASH AND CASH EQUIVALENTS AT END OF YEAR | 17 909,800 | 1,197,531 |

The notes on pages 29 to 38 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

1. GENERAL INFORMATION

The charity is a public benefit entity and a registered charity in England and Wales and is unincorporated. The address of the principal office is The Sorting Office, 2a St Georges Road, London, NW11 0LR, England.

2. STATEMENT OF COMPLIANCE

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Charities Act 2011.

3. ACCOUNTING POLICIES

Basis of preparation

The financial statements have been prepared on the historical cost basis and the functional currency of the charity is sterling, rounded to the nearest whole pound.

The charity meets the definition of a public benefit entity under FRS 102.

Going concern

These financial statements have been prepared in accordance with accounting principles appropriate to a going concern, as the trustees have a reasonable expectation that the charity has adequate resources to continue in existence for the foreseeable future by

meeting its obligations as they fall due, based on the current net asset position of the charity and available sources of finance.

Judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. These estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The trustees do not consider there are any critical judgements or sources of estimation uncertainty requiring disclosure beyond the accounting policies listed below.

Fund accounting

Unrestricted funds

General unrestricted funds comprise the accumulated surplus or deficit on income and expenditure account. They are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

NOTES TO THE FINANCIAL STATEMENTS (continued)

Restricted funds

Restricted funds are the accumulation of all donations given to the charity. These may be subject to wishes requested by the donor when they make these gifts. Under normal circumstances these wishes will be honoured if they fall within the objects of the charity.

Incoming resources

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably;
- interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank;
- income tax recoverable in respect of gift aid donations received is accounted for on an accrual basis.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods;
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities;
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Medical and communication equipment
- 15% reducing balance

Garage & transmitter base
- 20% reducing balance

Ambulances
- 25% reducing balance

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Trade and other debtors

Trade and other debtors are recognised initially at transaction price plus attributable transaction costs. Subsequent to initial recognition, trade and other debtors that are classified as receivable within one year are measured at the undiscounted amount of the cash or other consideration expected to be received net of impairment.

Trade and other creditors

Trade and other creditors are recognised initially at transaction price less attributable transaction costs. Subsequent to initial recognition trade and other creditors that are classified as payable within one year are measured at the discounted amount of the cash or other consideration expected to be paid.

Cash and cash equivalents

Cash and cash equivalents in the statement of financial position comprise cash at bank.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

NOTES TO THE FINANCIAL STATEMENTS (continued)

4. DONATIONS AND LEGACIES

| | Unrestricted Funds | Restricted Funds | Total Funds 2024 |
|--|-----------------------|---------------------|---------------------|
| | £ | £ | £ |

DONATIONS

| | | | |
|-----------|---------|---------|------------------|
| Donations | 867,780 | 204,776 | 1,072,556 |
|-----------|---------|---------|------------------|

| | Unrestricted Funds | Restricted Funds | Total Funds 2023 |
|--|-----------------------|---------------------|---------------------|
| | £ | £ | £ |

DONATIONS

| | | | |
|-----------|-----------|---------|-----------|
| Donations | 1,475,344 | 321,089 | 1,796,433 |
|-----------|-----------|---------|-----------|

5. INVESTMENT INCOME

| | Unrestricted Funds | Total Funds 2024 | Restricted Funds | Total Funds 2023 |
|-----------------|-----------------------|---------------------|---------------------|---------------------|
| | £ | £ | £ | £ |
| Interest income | 3,065 | 3,065 | 682 | 682 |

6. COSTS OF RAISING DONATIONS AND LEGACIES

| | Unrestricted Funds | Total Funds 2024 | Restricted Funds | Total Funds 2023 |
|-------------------|-----------------------|---------------------|---------------------|---------------------|
| | £ | £ | £ | £ |
| Fundraising costs | 20,055 | 20,055 | 78,575 | 78,575 |

7. EXPENDITURE ON CHARITABLE ACTIVITIES BY FUND TYPE

| | Unrestricted Funds | Restricted Funds | Total Funds 2024 |
|-----------------------------|-----------------------|---------------------|---------------------|
| | £ | £ | £ |
| Emergency response services | 1,016,595 | 85,000 | 1,101,595 |
| Support costs | 61,470 | – | 61,470 |
| | 1,078,065 | 85,000 | 1,163,065 |

7. EXPENDITURE ON CHARITABLE ACTIVITIES BY FUND TYPE (continued)

| | Unrestricted Funds | Restricted Funds | Total Funds 2023 |
|-----------------------------|-----------------------|---------------------|---------------------|
| | £ | £ | £ |
| Emergency response services | 780,492 | – | 780,492 |
| Support costs | 73,260 | – | 73,260 |
| | <u>853,752</u> | <u>–</u> | <u>853,752</u> |

8. EXPENDITURE ON CHARITABLE ACTIVITIES BY ACTIVITY TYPE

| | Activities undertaken directly | Support costs | Total funds 2024 | Total Funds 2023 |
|-----------------------------|--------------------------------------|------------------|-------------------------|---------------------|
| | £ | £ | £ | £ |
| Emergency response services | 1,101,595 | 53,670 | 1,155,265 | 843,486 |
| Governance costs | – | 7,800 | 7,800 | 10,266 |
| | <u>1,101,595</u> | <u>61,470</u> | <u>1,163,065</u> | <u>853,752</u> |

9. ANALYSIS OF SUPPORT COSTS

| | Emergency response services | Total 2024 | Total 2023 |
|------------------|--------------------------------|----------------------|---------------|
| | £ | £ | £ |
| General office | 51,261 | 51,261 | 61,764 |
| Finance costs | 2,409 | 2,409 | 1,230 |
| Governance costs | 7,800 | 7,800 | 10,266 |
| | <u>61,470</u> | <u>61,470</u> | <u>73,260</u> |

NOTES TO THE FINANCIAL STATEMENTS (continued)

10. NET (EXPENDITURE)/INCOME

Net (expenditure)/income is stated after charging/(crediting):

| | 2024 | 2023 |
|---------------------------------------|--------------|----------|
| | £ | £ |
| Depreciation of tangible fixed assets | 166,637 | 106,813 |
| Operating lease rentals | 2,099 | – |
| | <u>2,099</u> | <u>–</u> |

11. AUDITORS REMUNERATION

| | 2024 | 2023 |
|--|--------------|--------------|
| | £ | £ |
| Fees payable for the audit of the financial statements | 7,800 | 7,800 |
| | <u>7,800</u> | <u>7,800</u> |

12. STAFF COSTS

The total staff costs and employee benefits for the reporting period are analysed as follows:

| | 2024 | 2023 |
|---|---------------|---------------|
| | £ | £ |
| Wages and salaries | 63,757 | 91,259 |
| Social security costs | 1,916 | 5,586 |
| Employer contributions to pension plans | 1,397 | 2,284 |
| | <u>67,070</u> | <u>99,129</u> |

The average head count of employees during the year was 2 (2023: 2).

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £63,757 (2023: £91,259).

13. TRUSTEE REMUNERATION AND EXPENSES

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

14. TANGIBLE FIXED ASSETS

| | Medical & communication equipment | B. E. Alfreds garage & transmitter base | Ambulances | Total |
|-------------------------|---|---|------------------|------------------|
| | £ | £ | £ | £ |
| Cost | | | | |
| At 1 April 2023 | 434,905 | 28,788 | 939,004 | 1,402,697 |
| Additions | 104,387 | 1,544 | 304,309 | 410,240 |
| Disposals | – | – | (41,094) | (41,094) |
| At 31 March 2024 | 539,292 | 30,332 | 1,202,219 | 1,771,843 |
| Depreciation | | | | |
| At 1 April 2023 | 308,801 | 28,545 | 685,510 | 1,022,856 |
| Charge for the year | 34,574 | 357 | 131,706 | 166,637 |
| Disposals | – | – | (10,117) | (10,117) |
| At 31 March 2024 | 343,375 | 28,902 | 807,099 | 1,179,376 |
| Carrying amount | | | | |
| At 31 March 2024 | 195,917 | 1,430 | 395,120 | 592,467 |
| At 31 March 2023 | 126,104 | 243 | 253,494 | 379,841 |

15. DEBTORS

| | 2024 | 2023 |
|--------------------------------|---------------|--------|
| | £ | £ |
| Trade debtors | – | 1,070 |
| Prepayments and accrued income | 15,324 | – |
| Other debtors | 7,589 | 15,000 |
| | 22,913 | 16,070 |

NOTES TO THE FINANCIAL STATEMENTS (continued)

16. INVESTMENTS

| | 2024 | 2023 |
|---------------------|----------------|---------|
| | £ | £ |
| Short-term deposits | 506,910 | 253,846 |

17. CASH AND CASH EQUIVALENTS

| | 2024 | 2023 |
|---|----------------|-----------|
| | £ | £ |
| Cash and cash equivalents comprise the following: | | |
| Cash at bank and in hand | 402,890 | 943,685 |
| Short-term deposits | 506,910 | 253,846 |
| | 909,800 | 1,197,531 |

18. CREDITORS: amounts falling due within one year

| | 2024 | 2023 |
|---------------------------------|---------------|--------|
| | £ | £ |
| Trade creditors | 40,842 | 11,709 |
| Accruals and deferred income | 18,340 | 8,910 |
| Social security and other taxes | 1,687 | 2,565 |
| Other creditors | 4,791 | 3,239 |
| | 65,660 | 26,423 |

19. PENSIONS AND OTHER POST RETIREMENT BENEFITS

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £1,397 (2023: £2,284).

The defined contribution plan expenses are allocated to the unrestricted funds, which is consistent with the accounting treatment of staff costs.

20. ANALYSIS OF CHARITABLE FUNDS**Unrestricted funds**

| | At 1 April 2023 | Income | Expenditure | Transfers | At 31 March 2024 |
|---------------|--------------------|-----------|-------------|-----------|---------------------|
| | £ | £ | £ | £ | £ |
| General funds | 1,064,615 | 870,845 | (1,098,120) | 300,392 | 1,137,732 |
| | At 1 April 2022 | Income | Expenditure | Transfers | At 31 March 2023 |
| | £ | £ | £ | £ | £ |
| General funds | 472,231 | 1,476,026 | (932,327) | 48,685 | 1,064,615 |

Restricted funds

| | At 1 April 2023 | Income | Expenditure | Transfers | At 31 March 2024 |
|-----------------|--------------------|---------|-------------|-----------|---------------------|
| | £ | £ | £ | £ | £ |
| Restricted Fund | 502,404 | 204,776 | (85,000) | (300,392) | 321,788 |
| | At 1 April 2022 | Income | Expenditure | Transfers | At 31 March 2023 |
| | £ | £ | £ | £ | £ |
| Restricted Fund | 230,000 | 321,089 | – | (48,685) | 502,404 |

NOTES TO THE FINANCIAL STATEMENTS (continued)

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| | Unrestricted Funds | Restricted Funds | Total Funds 2024 |
|----------------------------|-----------------------|---------------------|---------------------|
| | £ | £ | £ |
| Tangible fixed assets | 592,467 | – | 592,467 |
| Current assets | 610,925 | 321,788 | 932,713 |
| Creditors less than 1 year | (65,660) | – | (65,660) |
| Net assets | 1,137,732 | 321,788 | 1,459,520 |

| | Unrestricted Funds | Restricted Funds | Total Funds 2023 |
|----------------------------|-----------------------|---------------------|---------------------|
| | £ | £ | £ |
| Tangible fixed assets | 379,841 | – | 379,841 |
| Current assets | 711,197 | 502,404 | 1,213,601 |
| Creditors less than 1 year | (26,423) | – | (26,423) |
| Net assets | 1,064,615 | 502,404 | 1,567,019 |

22. ANALYSIS OF CHANGES IN NET DEBT

| | At 1 Apr 2023 | Cash flows | At 31 Mar 2024 |
|---------------------------|------------------|------------------|----------------|
| | £ | £ | £ |
| Cash at bank and in hand | 943,685 | (540,795) | 402,890 |
| Current asset investments | 253,846 | 253,064 | 506,910 |
| | 1,197,531 | (287,731) | 909,800 |

23. OPERATING LEASE COMMITMENTS

The total future minimum lease payments under non-cancellable operating leases are as follows:

| | 2024 | 2023 |
|--|---------------|---------|
| | £ | £ |
| Not later than 1 year | 30,082 | 33,697 |
| Later than 1 year and not later than 5 years | 42,329 | 72,411 |
| | 72,411 | 106,108 |

24. RELATED PARTIES

There are no related party transactions that require disclosure.



HATZOLA
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EMERGENCY AMBULANCE SERVICE