



HERE 4 U

Registered charity no: 1170803

Trustees Annual Report and Unaudited Annual Accounts  
for the period 16<sup>th</sup> December 2016 – 31<sup>st</sup> March 2018

DRAFT

## Contents

Trustee's Annual Report	1-6
Chief Executive's Report	7
Annual Accounts	8
Notes on Annual Accounts	9-10

## Trustee's Annual Report

The trustee's present their first annual report and unaudited annual accounts of the charity for the period of 16<sup>th</sup> December 2016 – 31<sup>st</sup> March 2018.

The annual accounts comply with the Charities Act 2011 using the payments and receipts method.

### Legal and administrative details

**Registered Charity Number:** 1170803

**Registered Name:** *HERE 4 U*

**Other Names:** *H4U*

**Registered address:**

*210 Dickson Road  
Blackpool  
FY1 2JS*

**Trustees:**

*Lord Marc Bentley  
Lady Kirsten Phoenix-Bentley  
Mr John Allott (Independent Trustee)  
Ms Debbie Roberts (Independent Trustee) – since 24<sup>th</sup> February 2017  
Ms Felicity Davis (Independent Trustee) – resigned 23<sup>rd</sup> February 2017*

**Management personnel:**

*These positions alongside all other positions within the organisations are carried out by volunteers.*

Chief Executive – Lord Marc Bentley  
Director for Delivery Services – Ms Zoe Gaughan  
Director for Operations & Resources - Lady Kirsten Phoenix-Bentley

**Bankers:**

*Barclays Bank Ltd (from May 2017)  
Cashplus Business*

### Structure, Governance and Management

**Organisation Status**

*HERE 4 U was established on 1<sup>st</sup> November 2016 and was formally registered as a Charitable Incorporated Organisation (CIO) with Charity Commission on 16<sup>th</sup> December 2016 under the*

*provisions of the Charities Act and is governed by a constitution latest version dated 16<sup>th</sup> December 2016.*

### **Organisational Structure**

*The CIO's board currently consists of 4 trustees who are responsible for the key policies and decisions alongside the overall effective governance of the organisation. The trustee's take care of the overall running and legal requirements of the organisation supported by the Senior Leadership Team. The board members communicate with each other by a variety of methods e.g. phone calls, emails and private group messaging on a regular basis (usually weekly) during the year and meets at least 3 times a year (depending on organisational needs). The projects and activities of the organisation are discussed and agreed by the board which are carried out by a team of volunteers who are overseen by the Senior Leadership Team who report directly to the board.*

### **Recruitment and appointment of new board members**

*Trustees are appointed to reflect the skills required to support the board and its range of activities. The board of trustees appoint new trustees to the board either through volunteers or people they have met while working in the community. All appointments are based on the individual skills and empathy for operations of the board and organisation. They are made of aware of their responsibilities under all applicable law.*

### **Risk Management**

*The trustees have examined the risks which the charity faces and have put in place systems to ensure regular audits and reports so any issues can be addressed quickly.*

### **Objectives & Activities**

#### **Objectives**

*To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.*

*For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one of more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards; crime (either as a victim of crime or as an offender rehabilitating into society).*

#### **Activities**

*The services we provide are done on a charitable basis to support local residents. We offer a variety of services such as Drop In Service, Face to Face Appointments, Telephone Support, groups and Community Outreach.*



## **Public Benefit**

*In developing our objectives and activities, the trustees have given careful consideration to the guidance issued by the Charity Commission on public benefit. The trustees are confident that our services are of a benefit to the local community and therefore comply with the responsibility given to all charities under the Charities Act to demonstrate a public benefit.*

## **Achievements and Performance**

*Since we were established on 1<sup>st</sup> November 2016 the charity's aim has been to raise our profile with local organisations and local residents of our services and work alongside providing support to local residents. We have created a website and Facebook page. In August 2017, HERE 4 U signed the Time to Change Employers Pledge to help fight mental health discrimination and stigma.*

*During this period, we have developed a working relationship with Rethink's Fylde Family Support Group, NHS & Council services amongst others. When we first started, we shared a space with a café, shop and a small office space. During the year we were able to take over the lease of a building and develop a Support Centre.*

*Our Drop-In service has proven to be our most subscribed service in which we can provide a listening ear, help to understand letters, support to make telephone calls, obtain some general day-to-day advice and support or for a 'distraction' to their issues. Community Outreach has been our second most subscribed service where we support local residents in the local community, this service provides support to residents to remain or reintegrate in community this could be going to local pharmacy, doctor's surgery, going for walks, developing hobbies and interests, shops or home visits for those who are unable to attend our support centre. We received 41 referrals, 90.2% of these came from residents directly, 65.9% of referrals were for females.*

*During this reporting period we have received a variety of feedback from our clients and members of the public. These are as follows:*

*100% of responders to our families and friend's questionnaire would recommend our services to if they needed similar support in the future  
100% of Facebook reviews rated us as 5 out of 5 stars.  
99% of feedback in general has been positive.*

*The comments we have been given are as follows:*

- *Volunteers were honest with me*
- *Staff are really friendly and very helpful*
- *It is always fun to be here*
- *Very calm and tranquil atmosphere*
- *I enjoy being here*
- *Without HERE 4 U's help and support I wouldn't be here now*

- *They got down to my level and have done more to support me in the few hours being with them than the NHS have done in many years*
- *Been struggling for months and within a few weeks of HERE 4 U input I have been able get things done*
- *I am happy with the outcome and what they have done for me when I needed it during my experience of domestic violence*
- *This is one place you can be sure that 'helping' is the keyword of the organisation*
- *Beautiful souls sent from heaven above*
- *After a visit here, I was so impressed, fabulous what they are doing*

### **Future plans**

*The charity aims to continue raising awareness of our services to local organisations and residents whilst providing support. We are planning on doing more work with the Local Time to Change group and raise more awareness of mental health.*

*We going to be carrying out a review of our services in liaison with our clients and members of public to ensure the services we provide can continue to meet people's needs in the forever changing world we live in.*

### **Financial review**

*During our first year we received £7351.55 incomings were £6214.97 come from donations and £409.24 from collection boxes.*

*The attached financial report shows how all our funds were raised and spent during this year.*

*At present, we only have 1 fund (unrestricted) in which the charity controls the fund themselves. In the future we anticipate to have some funds which have to be spent in ways has determined by the funding sources (restricted funds).*

*Unfortunately, this year we have made a loss of £214.81*

*The trustees have considered all the facts around how we have made a loss which is due to £1393.94 being for what we consider to be 'set up costs' with us being a newly established organisation and needed equipment and resources to operate even more so when grew into a support centre, and are confident that going forward we can turn things around to make a profit in future years. The trustees are happy with how much we have raised in funds considering this being our first year and we didn't expect to grow like we have already.*

### **Reserves policy**

*At the present time the charity doesn't have a reserves policy has we haven't been in a position to develop reserves, however we are working on developing one in the coming months in preparation.*



## **Risk assessment**

*The trustees review and discuss all risks in our regular communications and meetings and confirm that we have systems in place to address these. Internal risks are minimised by our authorisation procedures and 'always 2' procedure when handling any form of cash.*

## **Acknowledgements**

*The board of trustees would like to thank all our volunteers who have provided us with one of our most valuable resources their time. They would also like to thank all the organisations and individuals who have supported our work in many ways from monetary donations, donated resources or a supporting hand with various logistical and operational skills behind the scenes to ensure a smooth service for our beneficiary's.*

## **Statement of Trustee's responsibilities**

*Under charity law, the trustees are responsible for preparing the report of the trustees and financial statements for each financial year, which shows a true and fair view of the state of affairs of the charity and of the excess of income or expenditure for that period.*

*In preparing these financial statements, generally accepted accounting practice entails that the trustees:*

- *Select suitable accounting policies and then apply them consistently*
- *Make judgements and estimates that are reasonable and prudent*
- *State whether the recommendations of the Standard of Recommended Practice have been followed, subject to any material departures disclosed and explained in the financial statements*
- *State whether the financial statements comply with the constitution, subject to any material departures disclosed and explained in the financial statements*
- *Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue its activities*

*The trustees are required to act in accordance with the constitution of the charity, within framework of charity law. They are responsible for keeping proper accounting records, sufficient to disclose at any time, with reasonable accuracy, the financial position of the charity at that time and to enable them to ensure that where any statements of accounts are prepared by them under the Charities Act 2011 and the applicable Charity (Accounts and Reports) Regulations, those statements of accounts comply with the requirements of regulations under those provisions. The trustees also have a general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charity and to prevent and detect fraud and other irregularities.*

*The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website.*

## **Charity requirements**

*This report has been prepared in accordance with the regulations set down by the Charities Act.*

Date:

Lord M Bentley  
Trustee/ Chief Executive

DRoberts/JAllott  
Independent Trustee

## Chief Executive's Report

This has been HERE4U's first year of operation. It has been an exciting time for us, with many achievements!

When we were established in November 2016, we never expected to receive so many referrals or lease a building within our first 16 months of operation. This shows, we are providing a much needed service to residents.

I have found it an honour to lead a team of enthusiastic volunteers who are providing much needed support to those members of our community, who struggle dealing with day-to-day life and to those volunteers who work 'behind the scenes' enabling us to operate. Without their dedication, time and commitment we wouldn't be able to provide the services we do. I owe all our volunteers a massive thank you. It is great to have a team of 8 volunteers.

It has been a great to develop a working relation with Dr Adrian Heald MRCPsych, and we are looking forward to continuing working together in the future.

During this period, we have received support from a variety of organisations, whose support has been very valuable

- Budgetin Store (from December 2016)
- Van 4 U (Blackpool Man & Van)
- Community & Business Partners
- The States Barbers
- AGC Electrical
- Kualo Ltd
- A2B Stationary
- HFE Signs
- BannerBuzz
- Rethink Fylde Family Support Group

I am looking forward to us developing even more over the next 12 months, receiving more referrals so we can help even more residents and welcoming more volunteers to our team. I am excited for our first fundraising event due to take place in August, which I hope will turn into an annual event.

Lord M Bentley  
Chief Executive



**Statement of Financial Activities**  
**For the period 16<sup>th</sup> December 2016 – 31 March 2018**

**Incomings**

	Notes	Unrestricted £
Charitable Activities	1	6841.09
Other income		499.21
Gift Aid		11.25
Totals		7351.55

**Expenditure**

	Notes	Unrestricted £
Products/Materials for sales		423.52
Fundraising Activities/Costs		122.55
Bank Charges/Interest	2	111.78
Set Up Costs	3	1393.94
Charitable activities	4	5514.57
Totals		7566.36

**Assets**

	Notes	£
Cash at bank & in hand	5	(-214.81)
Equipment & Resources	6	
Totals		(-214.81)

**Debtors**

	Notes	Unrestricted £
Gift Aid Small Donations (due within 2 months)	7	27.25*
E4U Stock buy out (due within 1 month)	8	570
EasyFundraising (due within 2 months)	9	19.75*
Totals		617.00*

**Creditors**

	Notes	Unrestricted £
Bank Overdraft		214.81
Totals		214.81

## Notes on accounts

1 During this year we received charitable income from a variety method's, details are as follows

	£
Service Charges	18.70
Collection Boxes	409.24
Events	7.90
Online Donations	100
Cash Donations	6148.33
Bucket Challenges	8.34
Supermarket Collections	148.58

2 This has been our first year of operation, due to this we had to spend £1393.94 to purchase products/equipment to enable us to operate. These purchases have been described as set up costs as they are one-off purchases examples include collection boxes, laptops and furniture.

3 Our charitable activities expenditure this year is split as follows

	£
Postage	29.88
Stationary	304.46
Volunteer expenses & costs*	105.50
Refreshments	121.97
Printing	211.82
Training**	432.17
Telephones & Broadband***	616.87
Music Licence	117.60
Cleaning****	223.55
Marketing	162.50
Rent	2080.00
Utilities	151.00
Insurance	455.10
Repairs & Maintenance*****	119.58
Other operational costs	382.57

\*Volunteer expenses costs include volunteer expenses, volunteer recruitment checks (DBS) and volunteer ID badges.

\*\*Our training costs were high this period due to needed to purchase the resources to deliver training to our volunteers and costs of training courses required for members of the Senior Leadership Team to ensure compliance and ensure they were able to carry out their duties effectively.

\*\*\*These costs include landline line rental, broadband, calls, mobiles needed by members by the Senior Leadership Team to carry out their duties and a mobile for volunteers to use while they are lone working in the community.

\*\*\*\*Our cleaning costs include waste removal, toilet roll, cleaning materials such as sponges, cloths & mop heads and cleaning liquids.

\*\*\*\*\*Repairs and maintenance includes PAT Testing, keys cut and a lock.

4 We are currently awaiting approximately £27.25 in gift aid payments which we should receive within a couple of months.

5 HERE 4 U has developed a partnership with a company called Essentials 4 U starting from 6<sup>th</sup> April 2018, who will be buying our current stock for sale at a rate above purchase price for them to sell. It has been agreed for them to sell a small amount of stock within our Support Centre and 10% of all purchases each month will be donated to HERE 4 U.

6 Easyfundraising is a platform, where people can use to make purchases from many leading retailers online. In return the retailers make a donation to selected charities via Easyfundraising. The figure is estimated to approximately £19.76, however this isn't confirmed until payment is made, to allow for donations to be made and confirmed.

During this period, the trustees have received no expenses or payment for the role as trustees. However, a trustee has received a small amount (£12.90) in expenses for their role as a day to day volunteer. These payments were approved by an Independent trustee, in line with policies and procedure.