

Helpforce Community

Annual report and Financial statements

For the year ended 31 March 2025



helpforce



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Introduction

A warm welcome to Helpforce's Annual report for 2024-25 - a year that has seen the charity take purposeful strides towards transforming volunteering across healthcare, while adapting to significant external and internal change.



Jayne Blacklay
Chair



Amerjit Chohan
Chief Executive

During a period in which healthcare services have continued to weather immense pressures, alongside an overhauling of NHS structures in England, the consistent contribution of dedicated volunteers to the nation's health and wellbeing has been of critical importance.

By providing unrivalled volunteering knowledge, data, and analysis to NHS and community partners, Helpforce has greatly extended its reach and impact – measurably improving the lives of more patients, more staff, and more volunteers.

A standout achievement concerns our flagship *Back To Health* programme, which was established in 2022 to help people across the UK live well, wait well, get well, and recover well, through the support of volunteers. In February 2025 we hit the incredible milestone of 'one million people reached' and, in recognition, we were delighted to be awarded a GSK Impact Award – a highly sought-after accolade for

healthcare charities in the UK.

We've also seen continued growth in our innovative Volunteer to Career programme, which empowers people to transition from volunteering roles to frontline healthcare careers or training. Partnering with 61 organisations – such as NHS Trusts and hospices – we've helped address healthcare workforce shortages by supporting people from all walks of life to secure permanent roles, including as healthcare assistants, mental health support workers and assistant physiotherapists.

For the longest time, volunteering was overlooked by healthcare leaders and considered a 'nice to have'. But since its formation eight years ago, Helpforce has dispelled that view as a strategic error. Through our evidence-based programmes, we've proved that the voluntary and community sector hold a wealth of potential to contribute to the operational and strategic objectives of healthcare organisations.

Back in September 2024, Lord Darzi's report diagnosed a crisis in our NHS. We know the voluntary sector can play a significant role in

working with the government to get services back on their feet. We're continually engaging with healthcare leaders to help bring about the changes required: shifting care closer to home, getting people off long waiting lists, driving productivity in hospitals, and re-engaging staff.

The beginning of 2025 saw the charity wave a fond farewell to Mark Lever, who retired after five successful years as Chief Executive and is succeeded by Amerjit Chohan who brings 30 years' experience of growing health charities to the role. Meanwhile, Jayne Blacklay succeeded Anna Dixon MP as Chair. A Strategic Adviser for the Foundation Group of Trusts in the Midlands, Jayne has been a Helpforce trustee since the charity's formation in 2017.

With the continued support of our generous funders, forward-thinking partners, and highly motivated staff and Trustees, we're optimally poised to pursue our vision of a nation where volunteering is integral to healthcare at its very best.

About Helpforce

Helpforce is the only UK charity solely focussed on advancing high-impact volunteering across healthcare.

The nation's healthcare systems face many challenges, with staff under immense pressure. Volunteers are already part of the solution - and they could play an even bigger role.

With NHS and community partners, we have built unrivalled experience and evidence of the contribution volunteering makes to the wellbeing of patients, staff and volunteers themselves.

We bring specialist knowledge and tools to alliances, working with organisations to establish and evaluate volunteering solutions that get to the heart of their challenges.

We have established that 87% of healthcare staff feel volunteers improve the quality of service they can provide; while 82% of people supported through volunteer-led healthcare report reduced anxiety.

Our Vision... is for a nation where volunteering is integral to healthcare at its very best

Our Mission... is to transform volunteering across healthcare, delivering measurable benefits for patients, professionals and communities

“ ”

“Tens of thousands volunteers currently support our precious NHS - we want to optimise and grow this incredible pool of talent. But there's also an enormous opportunity to unlock the capacity and capability of the 6.5m people who volunteer in local communities.”

Amerjit Chohan, Helpforce CEO

Our *helpforce* year in numbers

Through our flagship Back to Health programme,
we hit the milestone of over 1 million people reached, including:

More than

815,300

*patients aided pre
and post-treatment*

More than

130,000

*staff supported
across 102 NHS and
community organisations*

The potential of over

77,300

*passionate volunteers
unleashed*

Our expert analysis showed that:

87%

*of hospital staff agree
volunteers improve the quality
of service they
can provide*

82%

*of patients agreed that
volunteer support helped them
feel less anxious*

66%

*of people who took part in
our Volunteer to Career
programme secured
employment or further
education training*

Thanks to our supporters and alliances, we:

Attracted

£1.6m

*of income to support
transformative volunteering
programmes – our most successful
fundraising year to date*

*Helped partner organisations
leverage an additional*

£1.25m

*of investment in volunteering
across healthcare*

Delivering Impact - Waiting well

As Lord Darzi set out in his review of the NHS, waiting times have significantly increased over the past 15 years and reversing this will take time. The impact of sustained long waiting lists can be moderated by helping people to 'wait well'.

Helpforce has worked with partners offering successful community-based prehabilitation or 'shape up for surgery' services. Research suggests the fitter, stronger and healthier patients are going into surgery, the lower the risk of complications (such as infections and blood clots), the more successful the operation, and recovery, are likely to be. This reduces the length of stay after the operation.

The impact of sustained long waiting lists can be moderated by helping people to 'wait well'

Case study

Helpforce is supporting Hillingdon Hospitals NHS Foundation Trust and voluntary sector organisation Third Sector Together to establish and evaluate a community-based call centre, helping people to 'wait well'.

The project focuses on a Primary Care Network area with high levels of deprivation and health inequality, with an initial focus on ophthalmology appointments, where there had been high 'did not attend' rates - with potentially significant consequences if people don't get the right treatment at the right time.

Following a pre-approved script, volunteers call patients to remind them of their appointment and explore how the individual has been managing while waiting, as well as any difficulties experienced. The volunteers then take any necessary actions, such as providing guidance about the appointment, reassuring patients,



and identifying any useful referrals to community services. Volunteers can escalate concerns, prompting a Trust clinical lead to call the patient. This has been particularly beneficial where patients are concerned their eyesight is worsening.

The scheme has driven a 15% relative reduction in the level of missed ophthalmology appointments for patients living in the target area (from 13.2% to 12.2%). Furthermore, the reduction was even higher for those living in neighbourhoods with high deprivation (17.3% to 12.2%).



"Partnering with the Trust, volunteers, and VCSEs, the project went beyond appointment reminders—it reduced DNAs, tackled health inequalities, and connected individuals to vital community support."

Fiona Hill, Managing Director, Third Sector Together

“““



"Hillingdon is a brilliant example of empowering people to 'wait well' and Helpforce is proud to support many other such schemes across the UK."

Sara Miles, Helpforce Programme Manager

Delivering Impact - Getting well

One way that volunteers can have a positive impact on healthcare services and patients is by offering support to people while they are recovering in hospital.

Often, being hospitalised can be a challenging experience for people of all ages – physically, mentally and emotionally. Spending time away from loved ones can leave people feeling isolated and lonely – despite the best efforts of hard-working NHS staff. When patients feel down, it can impede recovery times. This adds to the pressures facing already stretched frontline clinical staff, impacting their workload and bed availability.

Helpforce has designed multiple volunteer-led programmes that meet these challenges by supporting people in getting well – including assisting vulnerable adults to eat and drink, providing companionship, encouraging people to improve their mobility through gentle bedside exercises and providing transport to outpatient appointments.

Case study



In the North East, a group of unassuming men and women start up their cars - week in, week out - to make a truly remarkable contribution to their local community.

The Volunteer Drivers' Service, operated by North Tees and Hartlepool NHS Foundation Trust, helps people who are discharged from hospital to get home swiftly and safely, as well as providing transportation to and from outpatient appointments. They even collect and deliver orthotics equipment to people's homes – such as splints and braces.

Having been involved in developing

the service over several years, Helpforce recently applied its evaluation expertise to assess the ongoing impact of the initiative.

We were able to calculate that the service is enabling the Trust to avoid outsourced transport costs of over £80,000 per year, with 98% of patients reporting that it helped them feel less anxious – demonstrating an outstanding impact on wellbeing in addition to practical support.



98%

of patients reporting that the service helped them feel less anxious



“What stands out with Helpforce’s Insight and Impact team is their genuine commitment to our work and their eagerness to help us improve”

Paul Wharton, Head of Volunteering North Tees NHS Foundation Trust

“““



“We cherish our involvement in volunteer driving services nationwide. They show that you don’t have to be a doctor or nurse to assist people in getting well.”

Kate Crossan, Helpforce Senior Data & Impact Analyst

Delivering Impact - Recovering well

When patients are discharged from hospital and return to their homes after surgery or treatment, they are often vulnerable - especially those who live alone. Susceptibility to falls is a major issue, with incidents not only causing suffering and distress to those affected, but hospital readmissions placing a major strain on over-stretched ambulance services, A&E departments and wards. Falls cost the NHS around £2.3 billion per year and studies

have indicated that a tailored exercise programme can decrease falls by 54%.

Even for those who don't suffer falls, deconditioning is a significant problem that can affect overall recovery and inhibit an individual's chance of regaining their independence. Working with NHS Trusts across the country, Helpforce has designed targeted volunteer-led programmes that help people to recover well.

Falls cost the NHS around **£2.3 billion per year** and studies have indicated that a tailored exercise programme can decrease falls by

54%

“”



“Helping patients to recover well is an area where we’re having tremendous impact, with Helpforce designed programmes active across multiple health and community organisations. The positive effect on staff delivering care cannot be overstated.”

Maeve Hully, Helpforce Director of Volunteering

Case study

Kingston and Richmond NHS Foundation Trust in London extended its gold-standard Falls Prevention initiative this year. Dedicated volunteers receive specialist training in how to support patients with post-hospital rehabilitation exercises.

On their first visit to an individual's home, the volunteer is accompanied by a qualified physiotherapist who carefully explains and demonstrates the prescribed exercises, taking time to build confidence and familiarity with the movements. Then, over the course of a two-month period, the volunteer

visits the patient on a weekly basis to help them to undertake their exercises, providing encouragement and motivation – as well as a friendly face and someone to enjoy a cuppa with.

Gradually, patients gain strength and confidence, and many find that they can return to activities that bring independence and happiness – whether it's getting on a bus to go grocery shopping or visiting grandchildren.

The project resulted in a 32% increase in patients' 'confidence to cope' scores and over 93% of staff felt volunteers improved care quality.



“Helpforce’s expertise has supported us to design a highly-effective, volunteer-led falls prevention service that meets the needs of our local community. We’re proud of the impact it has had on patients, staff, and our incredible volunteers.”

Jo Farrar, Chief Executive, Kingston and Richmond NHS Foundation Trust



Jackie Harris received falls prevention support after returning home from a hospital stay. “The exercises aren’t difficult. It was about getting my legs and hips strong. I got encouragement from my excellent volunteer.”

Delivering Impact - Living well

Preventing people from getting ill or having accidents is one of the most effective ways of easing pressure on overstretched healthcare services. And of course, staying out of hospital or the GP's surgery is far better for patients and their families too. Our work with partners demonstrates the valuable role community-based voluntary services play in meeting people's needs without resorting to primary and secondary care.

“““



“This year we’ve applied our evidence-led evaluation expertise to nine different projects that help people take control of their own mental and physical health.”

Kate Crossan, Helpforce Senior Data & Impact Analyst

Case study

Holme Farm is a volunteer-led community hub in Surrey offering activities such as a community garden, biodiversity activities, arts and crafts sessions, and upcycling of donated items. Their aim is to promote and encourage health, wellbeing and community, providing a therapeutic environment where people within Surrey can socialise, learn and thrive. A well-established service, Holme Farm needed to negotiate the lease of its site and attract funding to secure its future. Yet, as a volunteer-led organisation, it struggled with the expertise and resource to evaluate its inspiring contribution

Using our Insight & Impact evaluation service, we applied tested methodology to determine Holme Farm's contribution to the health and wellbeing of beneficiaries. We surveyed

250 individuals, conducted further in-depth interviews, gathered testimonials from partner organisations, and found that:

- 80% of users felt less lonely or isolated
- 91% felt more connected to their community
- 84% had their expectations met or exceeded



Gareth, aged 22, was referred to Holme Farm after reaching crisis point and feeling suicidal. He initially attended for just two hours a week, but is now at the site almost every day, taking part in gardening. “When you talk to people here, they know what you’re going through. You don’t have to keep explaining yourself.”

In addition to quantifying the benefits to the mental and physical health of those using the hub, we were also able to demonstrate the likely impact on local GP and mental health services if it were to close. The data helped this fantastic community resource build a compelling business case, supporting its long-term viability.



“We are immensely grateful for Helpforce’s expertise which will be invaluable in us moving forward and continuing our services.”

Ronnie Kendall, Holme Farm founder

Building the workforce - 'Volunteer to Career'

A long-standing workforce crisis across healthcare services is negatively impacting patient care, waiting lists for treatment and diagnosis, staff morale and budgets. In the NHS, around 107,000 NHS secondary care roles are currently vacant in England alone, and the annual cost of using agency and bank staff has risen to more than £10 billion. There's no magic wand to solving this long-standing issue, but Helpforce has a partial solution – and a significant one at that:

Our 'Volunteer to Career' scheme supports people from all walks of life who are interested in healthcare careers but don't have a background in the field to gain valuable experience before applying for paid roles – such as healthcare assistants, mental health support workers and assistant physiotherapists – as well as further education or training. Among those who've successfully

made the transition are single mothers, college leavers, and individuals who have experienced long-term unemployment.

This year saw us work with our 61st healthcare partner, extend the scheme to include hospices, and launch separate bespoke initiatives to attract former members of the armed forces and refugees.

66%

267 of 403 volunteers
secured employment
of further education/training

94,366

people supported
- patients, staff, and volunteers
helped by the projects

“”



“Volunteer to Career is transforming the lives of talented individuals who might not otherwise have seen themselves embarking on a healthcare career. At the same time, the scheme supports stretched existing frontline staff.”

Mark Burrett, Helpforce
Programme Manager

Case study

Raahat Shah was about to embark on a university chemistry degree when a trip to Moorfields Eye Hospital with his grandfather – who suffered from Age Related Macular Degeneration – gave him a life-changing opportunity.

Sitting through his grandad's eye tests and watching the staff at work gave Raahat such a buzz of excitement that he immediately knew he wanted

to be part of the clinical world. When he learned about 'Volunteer to Career', he eagerly applied and spent a year helping out at Moorfields, getting a chance to observe cataract eye surgery. “It was amazing. I knew there and then that I wanted to be an eye surgeon.”

Thanks to Helpforce, Raahat is fulfilling his ambition. He's midway

through a graduate medical training course and currently on a surgical placement at Basingstoke Hospital. He has a very proud granddad.



“We are delighted to have partnered with Helpforce. Volunteer to Career is an effective way of opening up healthcare career opportunities to people with no prior experience.”

Angela Smith, Chief Executive at Friends of Moorfields Eye Hospital

Our priorities for the future

Across the UK, healthcare services are under intense strain. Most of us will have witnessed hospital corridors full of patients on trolleys. Sadly, many will also have experienced unthinkable waits for ambulances to attend the homes of loved ones in need. And for those unable to work or enjoy basic daily pleasures because they are stuck on long waiting lists for surgery, life can seem bleak.

Add in the fact that we have an increasingly ageing population, an obesity crisis, a poor track record of diagnosing cancer early, and persistent NHS workforce issues – it's perhaps unsurprising that some commentators feel the problems are insurmountable.

Helpforce takes a different view.

With bold leadership, innovation, strategic investment, and the collective determination of everyone involved in delivering services, we believe that healthcare can get back to being its best – with volunteering playing an integral role.

Helpforce has proven solutions to some of the biggest challenges facing healthcare. Through incredible partnerships, our evidence-based programmes have been tested at scale – and shown to work.

We would never suggest that volunteering is an answer to all of the problems, yet it has a significant contribution to make. To maximise that contribution, we must find ways to reach every NHS Trust, ambulance

service, hospice, and local community enterprise with our trusted expertise. We will build towards this by:

- Assembling scalable coalition models with the NHS, voluntary and community sector, and private enterprise – pooling funding and resources
- Relentlessly demonstrating value proposition, with robust ROI measurement baked-in to every project
- Strengthening our brand and gaining recognition as the UK's leading organisation for healthcare volunteering – magnifying influence with health leaders
- Aligning our strategy with the NHS 10 Year Health Plan, trailblazing 'shift to community' success
- Forging strong alliances with respected organisations, gaining endorsement to help extend our reach

“ ”

“I passionately believe that we have an opportunity to unleash the full potential of healthcare volunteering to measurably improve the lives of patients, staff and – last but by no means least – volunteers themselves.”



Paddy Hanrahan, Helpforce Director of Strategy & Innovation

Delivering Impact – Working with funders

Helpforce is immensely grateful to the multiple funders who support our vital work, enabling impact at scale. We ensure the money we receive from generous trusts, foundations and statutory funders is used efficiently and effectively to transform healthcare volunteering.

Our philanthropic funding sometimes pays for a specific project or programme, such as the funding

we received from The National Lottery Community Fund to work with Integrated Care Systems to develop volunteering services that optimise partnerships with community services.

Philanthropic funding also pays for Helpforce to continue to provide wider general services without a charge - such as our peer Network, where volunteering leaders across

healthcare and community share knowledge, find practical support, and tap into resources. Meanwhile, funding directly from healthcare organisations often pays for our expertise to design, establish, scale up and evaluate volunteering solutions to meet specific regional or place-based needs.



The 'Back to Health' pathway has been Helpforce's key vehicle to help people across the UK live well, wait well, get well, and recover well. Recent National Lottery Community Fund support enabled extended rollout.

“““

“We were delighted to award Helpforce £876,240 for its ‘ICS Back to Health Programme’, allowing the charity to establish six place-based volunteering projects with Integrated Care Systems, focusing on how the NHS and Voluntary, Community, and Social Enterprise sector can work more closely together to help patients attend their appointments, get home when fit, and live well at home.”

Ruth Bamford
Funding & Relationship Manager,
National Lottery Community Fund



Helpforce was delighted to recently be awarded £1.2m from Oak Foundation over the next three years.

The grant helps bolster the charity's reputation as a credible and expert partner to healthcare and community organisations - designing, establishing, evaluating and growing the volunteering services that make a difference to people's health and wellbeing,

“““

“It's an enormous privilege to be supported by Oak. This incredible funding will help shift the innovation, impact and influence of volunteering in healthcare to a new level”

Amerjit Chohan
Chief Executive Helpforce

HELPFORCE COMMUNITY

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE PERIOD ENDED 31 MARCH 2025

Trustees and Directors

Jayne Blacklay ∞ # – Chair of Board
 Claire Newton ∞ – Chair of Finance & Audit Committee
 Lara Sonola ∞ # – Chair of Remuneration & Nominations Committee
 Dr Anna Dixon MBE #
 Claire Riley
 Karen Bonner #
 Rosemary Arbiter
 Massoud Fouladi #
 Richard Lewis ∞ (appointed 12 August 2024)
 Penelope Green (appointed 12 August 2024)
 Sara Siegel (appointed 21 September 2024)
 Professor Sir Michael Richards CBE (resigned 20 December 2024)
 The Honourable Michael Samuel (resigned 22 May 2024)

All trustees are company directors of Helpforce Community.

∞ Member of Finance & Audit Committee

Member of Remuneration & Nominations Committee

Senior Management Team (SMT)

Amerjit Chohan – Chief Executive Officer (appointed 6 January 2025)
 Mark Lever OBE – Chief Executive Officer (resigned 5 January 2025)
 Patrick Hanrahan – Director of Strategy
 Maeve Hully – Director of Volunteering
 Sian Ross – Director of Finance and Operations

Charity Registered Number

1199824

Company Registered Number

10919485

Principal Office

New Wing, Somerset House, Strand, London WC2R 1LA

Independent Auditors

Price Bailey LLP, Causeway House, 1 Dane Street, Bishop's Stortford, Hertfordshire, CM23 3BT

Solicitors

DAC Beachcroft, The Walbrook Building, 25 Walbrook, London, EC4N 8AF

HELPFORCE COMMUNITY TRUSTEES' REPORT (INCORPORATING A DIRECTORS' REPORT)

The Trustees (who are also the directors) present their report together with the financial statements of Helpforce Community (known as Helpforce and described as Helpforce in this report) for the period ended 31 March 2025.

1.0 Risk Policy

Helpforce Community's risk policy remains a fundamental component of its governance framework. The Board of Trustees acknowledges its overarching responsibility for risk oversight, while the Chief Executive Officer (CEO) is accountable for supporting the Board in all risk management activities. The Senior Management Team (SMT) advises, implements, and reinforces Board-approved policies. Additionally, all staff are expected to promote strong risk management practices within their roles. Key risks are routinely identified and assessed by the Board and SMT, ensuring vigilant monitoring throughout the year.

With support from the CEO, the Trustees guide and shape Helpforce's risk culture by:

- Communicating Helpforce's approach to risk throughout the organisation.
- Defining which risks are acceptable and which are not.
- Establishing Helpforce's overall risk appetite.
- Approving significant decisions that may impact the charity's risk profile.
- Overseeing the management of major risks to minimise adverse outcomes.
- Ensuring minor risks are proactively addressed with appropriate controls and assurance.
- Reviewing and refining the charity's risk management processes annually.

The central Risk Register remains the primary tool for reporting and tracking risk. This is complemented by a broader framework of internal controls, including strategic planning and budgeting, operational policies, and external audit processes. The CEO and SMT coordinate risk management activity across the organisation and prepare detailed reports of material changes for each Finance & Audit Committee meeting. An annual review of the risk framework is conducted by the CEO and SMT for Board consideration.

Significant risks have been identified, assessed, and are regularly reviewed.

Sustainable Fundraising

There is an ongoing risk that Helpforce may be unable to secure sufficient funding to deliver current and future strategies. To mitigate this:

- Income generation is expanded through charitable activities and match funding.
- Relationships with donors are deepened through networking and strategic alliances.
- Bid development and grant applications are prioritised to support core objectives.

Programme Delivery & Client Engagement

Some partner organisations continue to face internal challenges, particularly around staffing and financial resourcing, which hinder progress on joint initiatives. Helpforce mitigates this by:

- Early engagement and clear Memorandums of Understanding to secure senior-level understanding and commitment to key programmes.
- Proactively adjusting timelines and responsibilities to maintain momentum and delivery standards.

Strategic and Emerging Risks

Health System Volatility

Mounting pressures across the NHS and wider healthcare systems, including wait times, staffing gaps, and rising demand, create challenging conditions for delivery. These could affect Helpforce's ability to scale and demonstrate consistent impact. In response:

- Strategic partnerships are formed with NHS and voluntary sector organisations, with aligned objectives, sharing risk, resources, and accountability.
- Robust monitoring and evaluation is embedded in all programmes to sustain performance and adapt under pressure.

Reputational and Influence Risk

As Helpforce seeks to establish itself as the UK's leading authority on healthcare volunteering, there is an increased risk around reputational exposure and stakeholder perception. Mitigation includes:

- Strengthening the brand and narrative across health and voluntary sectors.
- Demonstrating impact through embedded return-on-investment (ROI) methodologies.
- Engaging with national policy frameworks, such as the NHS 10-Year Plan, to remain strategically aligned.

Operational Scaling and Reach

Helpforce's objective to engage every NHS Trust, ambulance service, hospice, and local community enterprise creates new logistical risks and capacity challenges. These are mitigated by:

- Phased implementation and prioritised outreach based on strategic fit and resourcing.
- Leveraging alliances with respected organisations to extend influence and reduce duplication.

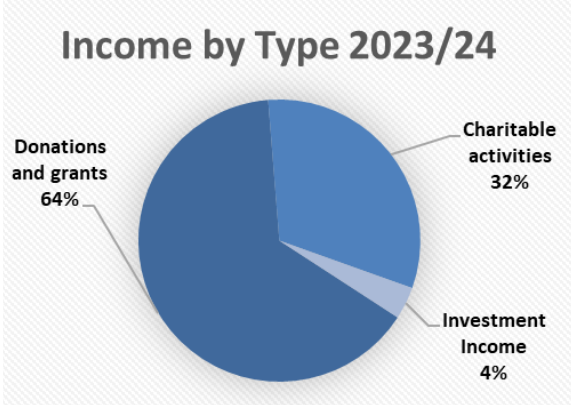
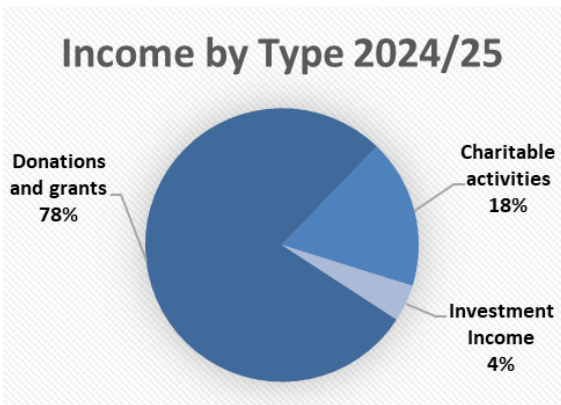
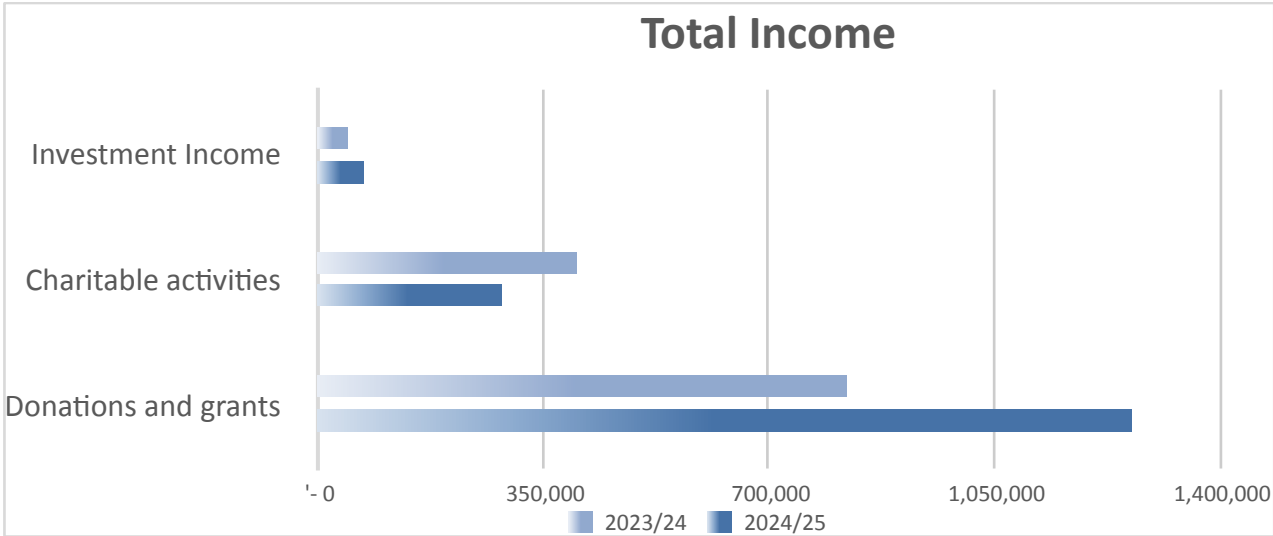
2.0 Financial Review for the Period

During the financial year ending 31 March 2025, Helpforce completed its three-year organisational strategy, expanding its impact across UK healthcare through the Back to Health programmes. The charity ended the year with a deficit of £31k, an improvement from the £349k deficit reported in 2024. This reflects strengthened financial resilience and active cost management.

Income

Total income for the year increased to £1.65 million, compared to £1.27 million in the previous year, representing a 30% uplift. This growth was primarily driven by the first year of delivery under the three-year National Lottery-funded Back to Health programme, valued at £876k over the period from 2024/25 to 2026/27. Additional income was generated through ongoing charitable donations from supporters and partners, including the final year of restricted funding from the Burdett Trust for Nursing, which supported Helpforce’s Back to Health campaign. Income from charitable activities and service delivery also increased during the year.

Looking ahead to 2025/26, Helpforce will launch a new three-year strategy and campaign, underpinned by continued delivery of the National Lottery Back to Health programme and a new three-year unrestricted grant from the Oak Foundation, totalling £1.2 million, with £400k committed annually from 2025/26 to 2027/28. These multi-year investments place Helpforce in a strong financial position to scale its activity, deepen strategic partnerships, and drive volunteering-led innovation across healthcare settings.

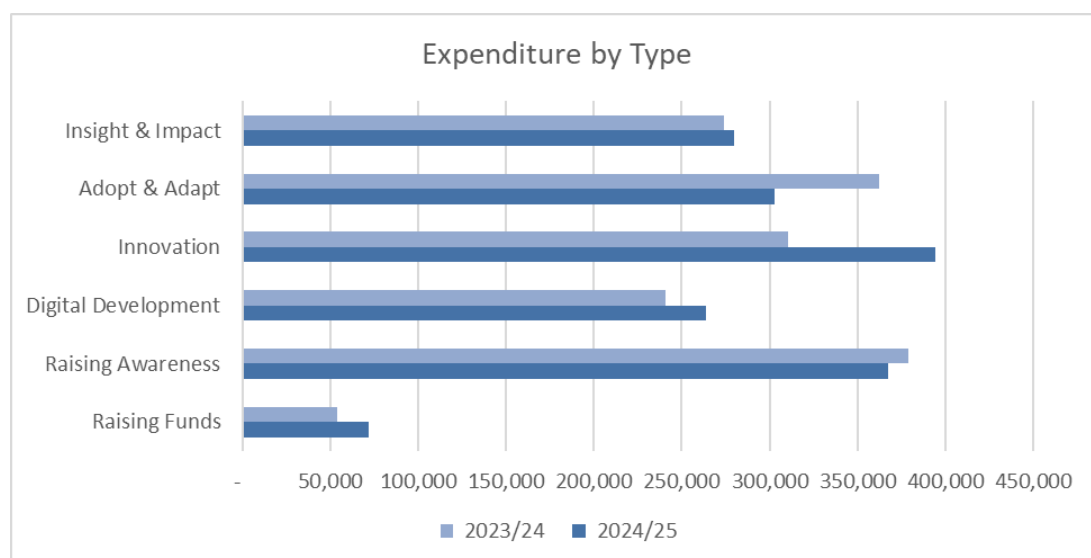


Total expenditure for the financial year was £1.68 million, up from £1.62 million in the previous year. This increase reflects planned investment in programme delivery, infrastructure, and staffing, enabling Helpforce to meet growing demand and deliver against its strategic aims.

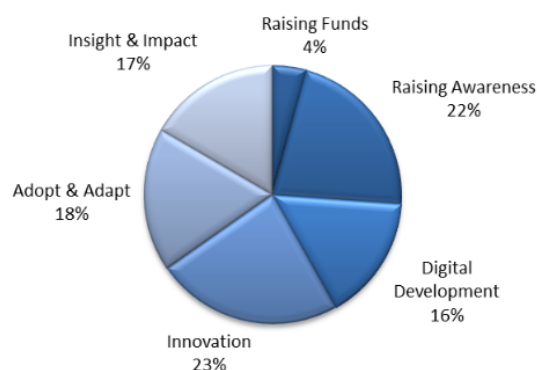
Staffing continues to represent the largest proportion of costs, with £1.36 million spent on salaries, accounting for 81% of total expenditure (80% in 2024). This supported the delivery of charitable activities, fundraising functions, and internal support teams.

Expenditure on charitable activities includes programme delivery by staff, as well as investment in systems and digital platforms that underpin the delivery and management of services. These include Helpforce’s websites and operational infrastructure. Costs associated with raising awareness include network engagement and communications activity; while fundraising expenditure relates to the resources required to sustain income generation. Support costs, including governance, finance, and HR, are apportioned appropriately across all activity areas to ensure the organisation operates effectively and in line with regulatory expectations.

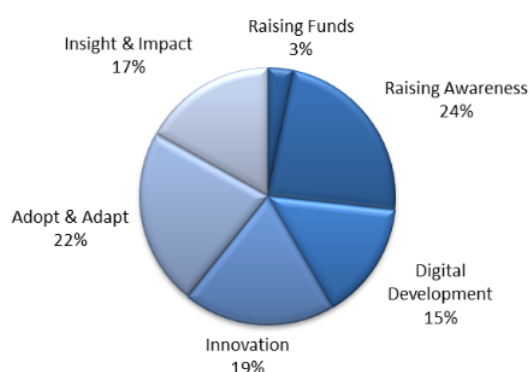
Helpforce’s expenditure remained focused on achieving charitable impact, with resources allocated across core functions in line with organisational priorities and financial oversight.



Expenditure by Type 2024/25



Expenditure by Type 2023/24



Helpforce closed the year with net assets of £1,116k, compared to £1,147k in the prior year. The change reflects planned investment in programme delivery and the use of reserves to support strategic objectives. As at 31 March 2025, total current assets stood at £1,486k, including £1,013k held in cash and investments under three months, £170k in investments over three months, and £303k in debtors. These were offset by current liabilities of £370k.

At year end, fund balances comprised £9k in restricted reserves, £700k in designated reserves, and £407k in unrestricted reserves. While the level of unrestricted reserves was below the organisation’s target of £500k, in line with the reserves policy this was assessed in the context of deferred income and projected income pipeline. The trustees remain confident that the reserves position is sound and that there is no material financial risk to operational continuity. They continue to monitor income generation closely and remain focused on securing future funding to support the organisation’s strategic objectives.

3.0 Reserves Policy

At the end of the financial year, the charity held total reserves of £1,116k. This comprised unrestricted funds of £407k, designated reserves of £700k and restricted funds of £9k.

The designated reserve of £700k, established by the trustees during the 2023/24 financial year, remained unchanged at year end. This reserve provides financial security to ensure the completion of committed programme activity and to manage short-term timing differences in funding. It reflects the organisation's high proportion of fixed costs, with a significant proportion relating to payroll.

Restricted funds at year end relate to National Lottery funding for the NLF ICB Back to Health programme. Other restricted programmes, including the Burdett Trust Adopt & Adapt service, have completed, with nil balance at year end.

The organisation aims to maintain free reserves of £500k. As at 31 March, free reserves stood at £407k. When reserves fall below the £500k target, the Trustees assess the financial risks, taking into account deferred income and the projected income pipeline, and ensure that appropriate measures are in place to maintain operational continuity.

4.0 Principal Funding Sources

Helpforce's total income for the year ending 31 March 2025 was £1,648k, up from £1,272k in the previous year. The charity continues to benefit from a mix of restricted and unrestricted funding, supporting both core operations and targeted programme delivery.

Grant income remained a significant source of funding, with restricted grants totalling £563k. This included the first year of the National Lottery-funded Back to Health programme and the final drawdown from the Burdett Trust for Nursing. These grants were directed toward key strategic delivery partnerships and back to health impact campaigns.

Unrestricted income from donations, partner contributions, and philanthropic giving amounted to £700k, providing essential support for Helpforce's operational delivery, development work, and fundraising. Charitable activities generated a further £285k in income, reflecting Helpforce's growing presence as a provider of specialist support across health and voluntary sectors. In addition, investment income contributed £70k during the year.

5.0 Structure, Governance and Management

Helpforce, is a charitable company limited by guarantee, (registered number 1199824), the charity was established on 27th July 2022 following a governance restructure. Prior to this, Helpforce Community operated as a Community Interest Company (CIC) and a charitable trust.

The trust deed requires a minimum number of directors of three and a maximum of twelve. Trustees (who are also directors) are appointed for a three-year term after which they are required to retire but remain eligible for reappointment up to a further two terms, each of three years. The Board of Trustees, give regard to the skills, knowledge and experience needed for the effective administration of the charitable company.

Upon appointment, all Trustees are inducted to the organisation and fully briefed on their responsibilities. Trustees are updated on any changes and developments in Charity Commission guidance and encouraged to use the Charity Commission website to ensure they are fully aware and compliant with all relevant legislation and guidance.

The Trustees manage the business of the charity and exercise all the powers of the charity unless they are subject to any restrictions imposed by the Companies Acts, the articles or any special resolution. No decision may be made by a meeting of the directors unless a quorum is present (a quorum being 2 or the number nearest to one third of total directors if higher).

The directors may delegate any of their powers or functions to a committee of two or more directors and have chosen to do this for two sub-committees, being Finance & Audit Committee and Remuneration & Nominations Committee.

They have delegated day-to-day management of the charitable company to the CEO who reports to the Board on a quarterly basis. The Finance & Audit Committee also meets quarterly, in advance of the main Board meeting, to make recommendations to the Board on financial matters. The Remuneration & Nominations Committee meets annually and as required.

6.0 Objectives and Activities

The governing documents of the charity are its Memorandum of Association and Articles. Its objects are *“to advance such charitable purposes (according to the laws of England and Wales) as the charity trustees see fit from time to time, including specifically for the public benefit, the acceleration and growth of volunteering in health and care organisations.”*

Our mission is to accelerate the growth and impact of volunteering in the health and care sectors by:

- Co-creating innovative solutions with health and care organisations
- Enabling organisations to maximise the potential of volunteering to improve outcomes for people and services
- Connecting the people leading volunteers to improve quality together.

We work by partnering with health and care organisations to:

- Grow impactful volunteering opportunities
- Capture and share the insights and impacts to help build the case
- Persuade leaders to invest in volunteering.

All activities we have undertaken in the financial year have been in line with these objects.

7.0 Public Benefit

The Trustees confirm they have had regard to the Charity Commission’s Public Benefit guidance PB1, PB2 and PB3 when exercising any powers or duties to which the guidance is relevant.

8.0 Fundraising

Helpforce is committed to responsible and ethical fundraising practices. All fundraising is conducted internally by Helpforce staff, with strategic support from an external fundraising consultant. We do not engage third-party fundraising agencies, nor do we undertake cold calling or cold mailing.

Our approach aligns with the standards set by the Fundraising Regulator and other professional bodies in force during the reporting period. No complaints relating to fundraising were received during the year.

9.0 Auditor

In so far as the Trustees are aware:

- There is no relevant audit information of which the charity’s Auditor is unaware, and
- Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the Auditor is aware of that information.

10.0 Key Management

Helpforce is committed to fair and transparent pay practices across the organisation. All new roles are benchmarked and appropriately graded based on responsibilities, sector comparisons, and internal pay structures. Regular benchmarking reviews are conducted to ensure consistency, with the next organisation-wide review scheduled for July 2025. We are awaiting results to conclude our thoughts.

The remuneration of the Chief Executive and Senior Management Team is reviewed and set by the Remuneration & Nominations Committee, a sub-committee of the Board. The Committee benchmarks executive pay and benefits against the mid to upper quartile of the health and charity sectors to ensure Helpforce continues to attract and retain skilled leadership.

11.0 Trustees' responsibilities statement

The Trustees, who are also the directors, 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 company law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial 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, Trustees are required to:

- Select accounting policies and apply them consistently
- Observe the methods and principles in the Charities SORP 2019 (FRS 102)
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure the financial statements comply with the Companies Act 2006, the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are responsible for safeguarding the assets of the charity and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are also responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website, and for ensuring digital transparency and accessibility. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

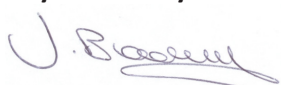
The Trustees confirm they have had regard to the Charity Commission's Public Benefit guidance (PB1, PB2 and PB3) and the Charity Governance Code (2025) when exercising their duties.

12.0 Small Companies Note

In preparing this report, the Trustees, who are also directors, have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the Trustees on 14 August 2025 and signed on their behalf by:

Jayne Blacklay



Trustee and Chair of Board

Thank you!

All the Helpforce team would like to offer our most sincere thanks to all our wonderful generous funders who have supported us along our journey – without their support none of our work would be possible.

Our supporters this year

* The National Lottery * The Oak Foundation * The Burdett Trust for Nursing * The Garfield Weston Foundation
 * The John Armitage Charitable Trust * The Peacock Charitable Trust
 * PF Charitable Trust * GSK Award * Swires Charitable Trust * The Schroder Foundation

And on our journey to here

* Health Education England * Advent International * Optum Services * The Gaudio Family
 * The Sequoia Trust * The Royal Voluntary Service
 * WCVA * Sir Thomas Hughes Hallett * The Said Family Community Fund * Telstra Health UK
 * Circle Integrated Care
 * The Dulverton Trust * Peter Sowerby * Andrew Denton * Andrew Page
 * The Hon P Gibson Charitable Trust * Peter Vardy Christmas Campaign * Henry Oldfield Trust *
 The Honourable Michael Samuel * The Sobell Foundation * Famsa Foundation * The Golden Bottle Trust

HELPFORCE COMMUNITY

Independent Auditor's Report to the Members of Helpforce Community

OPINION

We have audited the financial statements of Helpforce Community (the 'Charitable Company') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, 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 Financial Reporting Standard 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 charitable company's affairs as at 31 March 2025 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006

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 charitable company 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.

CONCLUSION 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 charitable company'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 Trustees annual report, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. 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.

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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the Trustees' responsibilities statement set out on page 21/22, the Trustees (who are also the directors of the charitable company for the purposes of company law) 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

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 gained an understanding of the legal and regulatory framework applicable to the Charity and the sector in which it operates and considered the risk of the Charity not complying with the relevant laws and regulations including fraud in particular those that could have a material impact on the financial statements. This included those regulations directly related to the financial statements, including financial reporting, and tax legislation. In relation to the operations of the Charity this included compliance with the Charities Act 2011 and SORP 2019.

The risks were discussed with the audit team and we remained alert to any indications of non-compliance throughout the audit. We carried out specific procedures to address the risks identified.

These included the following:

- Review of legal fees incurred;
- Reviewing minutes of Director Board meetings;
- Agreeing the financial statement disclosures to underlying supporting documentation;
- Enquiring of management, including those charged with governance;
- Reviewing key accounting policies and estimates
- Reviewing relevant correspondence with the charities commission

To address the risk of management override of controls, we reviewed systems and procedures to identify potential areas of management override risk. In particular, we carried out testing of journal entries and other adjustments for appropriateness. We also assessed management bias in relation to the accounting policies adopted and in determining significant accounting estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

USE OF OUR REPORT

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company'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 charitable company, the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Michael Cooper-Davis FCCA ACA (Senior Statutory Auditor)

For and on behalf of
Price Bailey LLP (Statutory Auditors)
3rd Floor
24 Old Bond Street
London
W1S 4AP

Date:

HELPPFORCE COMMUNITY
STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME & EXPENDITURE ACCOUNT)
FOR THE YEAR 1 APRIL 2024 TO 31 MARCH 2025

		Unrestricted Funds to 31 Mar 2025	Restricted Funds to 31 Mar 2025	Total Funds to 31 Mar 2025	Total Funds to 31 Mar 2024
	Note	£	£	£	£
INCOME FROM:					
Donations and grants	3	729,707	563,385	1,293,092	821,357
Charitable activities		285,145	-	285,145	403,617
Investment Income	4	70,164	-	70,164	47,131
TOTAL INCOME		1,085,016	563,385	1,648,401	1,272,105
EXPENDITURE ON:					
Raising Funds	6	(71,648)	-	(71,648)	(53,763)
Charitable Activities	7	(1,037,551)	(570,201)	(1,607,752)	(1,566,961)
TOTAL EXPENDITURE	5,8	(1,109,199)	(570,201)	(1,679,400)	(1,620,724)
NET DEFICIT FOR THE YEAR BEING NET MOVEMENT IN FUNDS		(24,183)	(6,816)	(30,999)	(348,619)
RECONCILIATION OF FUNDS					
Total funds brought forward		1,131,214	15,608	1,146,822	1,495,441
TOTAL FUNDS CARRIED FORWARD		1,107,031	8,792	1,115,823	1,146,822

The above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movement in funds are disclosed in Note 17 to the financial statements.

The notes on pages 29 to 39 form part of these financial statements.

HELPFORCE COMMUNITY

Registered Company No. 10919485

Registered Charity No. 1199824

**BALANCE SHEET
AS AT 31 MARCH 2025**

		As at 31-Mar-25	As at 31-Mar-24
	Note	£	£
Current assets			
Debtors	12	302,672	115,309
Investments	13	170,000	110,000
Cash at bank and in hand	14	1,013,255	1,439,392
		<u>1,485,927</u>	<u>1,664,701</u>
Current liabilities			
Creditors: amounts falling due within one year	15	(370,104)	(442,879)
Net current assets		1,115,823	1,221,822
Creditors: amounts falling due > 1 Year	16	-	(75,000)
Total net assets	18	<u>1,115,823</u>	<u>1,146,822</u>
Funds	17		
Unrestricted funds		407,031	431,214
Designated funds		700,000	700,000
Restricted funds		8,792	15,608
Total funds		<u>1,115,823</u>	<u>1,146,822</u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to the small charitable companies.

The financial statements were approved by the Trustees on 14th August 2025 and signed on their behalf by:

Claire Newton

Trustee and Chair of Finance & Audit Committee

The notes on pages 29 to 39 form part of these financial statements.

HELPFORCE COMMUNITY
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

Cash Flow Statement
Year ended 31 March 2025

		As at 31-Mar-25 £	As at 31-Mar-24 £
	Notes		
Cash flows from operating activities		(426,137)	(106,241)
Cash and cash equivalents at the beginning of the year		1,439,392	1,545,633
Cash and cash equivalents carried forward	14	1,013,255	1,439,392

Reconciliation of Net Expenditure to Net Cash Outflow from Operating Activities

	As at 31-Mar-25	As at 31-Mar-24 £
Net Expenditure	(30,999)	(348,619)
	-	
Decrease /(Increase) in debtors	(187,362)	272,389
Decrease in creditors	(147,775)	(5,011)
Decrease in current asset investments	(60,000)	(25,000)
Net cash used in operating activities	(426,136)	(106,241)

Analysis of changes in net debt

	As at 31-Mar-24 £	Cashflows	As at 31-Mar-24 £
Cash at Bank and in hand	1,439,392	(426,137)	1,013,255
	1,439,392	(426,137)	1,013,255

The notes on pages 29 to 39 form part of these financial statements.

HELPCORE COMMUNITY

NOTES TO THE FINANCIAL STATEMENTS FOR YEAR ENDED 31 MARCH 2024

1. GENERAL INFORMATION

- 1.1. Helpforce Community is a charitable company limited by guarantee incorporated in England within the United Kingdom.
- 1.2. Its registered office is New Wing, First Floor, Somerset House, Strand, London, WC2R 1LA.
- 1.3. The Company is not part of a Group.

2. ACCOUNTING POLICIES

2.1. Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 1 January 2019 and the Companies Act 2006.

Helpforce Community constitutes a public benefit entity as defined by FRS 102.

The charitable company's functional and presentational currency is Pounds Sterling.

2.2. Going concern

The trustees consider that the resources available to the charitable company are sufficient to continue as a going concern for the foreseeable future. The financial statements do not contain any adjustments that would be required if the company were not able to continue as a going concern, however the Trustees have made a designation of funds, equivalent 4-6 months programme expenditure, to reflect the estimated time it would take to wind up our programmes in an orderly fashion, should the Trustees decide to dissolve the charity.

2.3. Income

All income is recognised once the charitable company has entitlement to the income, it is probable that the income will be received, and the amount of income receivable can be measured reliably.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Donations are recognised on a receivable basis where receipt is probable, and the amount can be reliably measured.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources.

Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

Charitable activities are costs incurred on the charitable company's operations, including support costs and costs relating to its governance apportioned to charitable activities.

2.5. Pensions

The charitable company operates a defined contribution plan for its employees, being a pension plan under which the company pays fixed contributions into separate entities. Once the contributions have been paid, the company has no further payment obligations.

The contributions are recognised as an expense in the SOFA when they fall due. Amounts not yet paid are shown in accruals as a liability in the Balance Sheet. The assets of the plan are held separately from the company in independently administered funds.

2.6. Charitable Status and Taxation

Helpforce Community became registered as a charity on 27 July 2022. From this date, it is potentially exempt from taxation on its income and gains, provided these are applied for charitable purposes and the charity meets the conditions set out in Part 10 of the Income Tax Act 2007 and Section 256 of the Taxation of Chargeable Gains Act 1992, as amended.

These exemptions apply subject to compliance with the applicable provisions of UK tax legislation and guidance issued by HM Revenue & Customs.

2.7. Debtors

Short-term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

2.8. Cash and Cash Equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

2.9. Liabilities

Liabilities are recognised when there is an obligation at the Balance Sheet date because of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

2.10. Financial Instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at a transaction value and subsequently measured at their settlement value, where settlement value is at cost.

2.11. Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charitable company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the charity for a particular purpose. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Designated funds are unrestricted funds set aside by trustees for a specific purpose; can be undesignated if that purpose is fulfilled or no longer required and may also be added to.

2.12. Critical accounting estimates and areas of judgement

The charitable company has continually evaluated its estimates and judgements, based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

In the financial statements for the company, no estimates or areas of judgement have been made.

2.13. Accounting Policy for Capitalisation of Assets

The company capitalises assets, both tangible and intangible, when they meet the following criteria:
Minimum Value: The asset's initial cost exceeds £5,000. Lifespan: The asset is expected to have a useful life of over one year.

2.14. Depreciation Policy

Depreciation is calculated using the straight-line method over the estimated useful life of each asset. The company reviews depreciation rates regularly to ensure alignment with actual usage and technological advancements.

3. INCOME FROM DONATIONS AND GRANTS

	Unrestricted Funds to 31 Mar 2025 £	Restricted Funds to 31 Mar 2025 £	Total Funds to 31 Mar 2025 £	Total Funds to 31 Mar 2024 £
Donations	50,874	-	50,874	157,957
Grants	678,833	563,385	1,242,218	663,400
TOTAL INCOME	729,707	563,385	1,293,092	821,357
Total to 31 Mar 2024	532,957	288,400	821,357	

In the 12 months to 31 March 2024, income from donations totalled £157,957 all of which was unrestricted.

For the same period, income from grants totalled £663,400 of which £375,000 was unrestricted and £288,400 was restricted.

4. INVESTMENT INCOME

	Unrestricted Funds to 31-Mar-25 £	Restricted Funds to 31-Mar-25 £	Total Funds to 31-Mar-25 £	Total Funds to 31-Mar-24 £
Deposit Account Interest	70,164	-	70,164	47,131
TOTAL INCOME	70,164	-	70,164	47,131
Total to 31 Mar 2024	47,131	-	47,131	

5. ANALYSIS OF TOTAL EXPENDITURE

	Direct Costs to 31 Mar 2025	Support Costs to 31 Mar 2025	Total to 31 Mar 2025	Total to 31 Mar 2024
	£	£	£	£
Raising Funds	59,608	12,040	71,648	53,763
Charitable Activities				
Raising Awareness	305,484	61,700	367,184	379,312
Digital Development	219,596	44,353	263,949	240,573
Innovation	328,131	66,274	394,405	310,475
Adopt & Adapt	251,727	50,843	302,570	362,340
Insight & Impact	232,654	46,990	279,644	274,261
Total Charitable Activities	1,337,592	270,160	1,607,752	1,566,961
TOTAL EXPENDITURE to 31 Mar 2025	1,397,200	282,200	1,679,400	1,620,724
TOTAL EXPENDITURE to 31 Mar 2024	1,376,059	244,665	1,620,724	

6. ANALYSIS OF EXPENDITURE ON RAISING FUNDS

	Direct Costs to 31 Mar 2025	Support Costs to 31 Mar 2025	Total to 31 Mar 2025	Total to 31 Mar 2024
	£	£	£	£
Staff costs	46,442	4,815	51,257	34,396
Professional services	12,000	4,864	16,864	16,690
Other costs	1,166	2,361	3,527	2,678
Total Expenditure on Raising Funds	59,608	12,040	71,648	53,764
To 31 Mar 2024	47,126	6,637	53,763	

All expenditure spent on raising funds in 2024 and 2025 was from unrestricted funds.

7. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Costs £	Support Costs £	Total £	Total £
Staff costs	1,198,256	108,048	1,306,304	1,260,319
Professional services	9,079	109,142	118,221	85,890
Other costs	130,257	52,970	183,227	220,752
Total Expenditure on Charitable Activities	1,337,592	270,160	1,607,752	1,566,961
to 31 Mar 2024	1,328,933	238,028	1,566,961	

In 2025, £570,201 of expenditure spent on charitable activities was from restricted funds, and £1,037,551 was from unrestricted funds.

In 2024, £325,132 of expenditure spent on charitable activities was from restricted funds, and £1,241,829 was from unrestricted funds.

8. ANALYSIS OF SUPPORT COSTS

	Raising Funds to 31 Mar 2025 £	Charitable Activities to 31 Mar 2025 £	Total to 31 Mar 2025 £	Total to 31 Mar 2024 £
Staff costs	4,815	108,048	112,863	133,142
Governance	1,389	31,180	32,569	35,314
Insurances	349	7,841	8,190	9,225
Other professional services	3,633	81,516	85,149	21,679
Office space	1,330	29,843	31,173	27,258
Other costs	523	11,732	12,255	18,047
Total Expenditure on Support Costs	12,039	270,160	282,199	244,665
To 31 Mar 2024	6,637	238,028	244,665	

Support costs have been allocated based on direct spend (staff costs; governance & insurances) and headcount (all other costs) of each charitable activity.

In 2024, and 2025 all expenditure on support costs was from unrestricted funds.

9. NET EXPENDITURE

This is stated after charging (inclusive of irrecoverable VAT):

	Year to 31 Mar 2025	Year to 31 Mar 2024
	£	£
Auditor's remuneration	17,940	15,138
Auditors' non audit costs	2,694	3,247
Operating lease rentals	18,913	18,696
	39,547	37,081

Non audit costs are for payroll processing and corporation tax computation.

Operating lease is for rental of office in Somerset House.

10. TRUSTEE REMUNERATION AND BENEFITS

No Trustees received any remuneration or benefits in kind during the year (2024: £nil).

Two Trustees were reimbursed for expenses totalling £504 (2024: £228).

In addition, one Trustee received £2,000 (2024: £nil) in respect of report production services provided to the charity.

11. STAFF COSTS

	Year to 31-Mar-25	Year to 31-Mar-24
	£	£
Wages and salaries	1,159,957	1,108,983
Social security costs	134,638	125,321
Pension costs	62,966	60,411
	1,357,561	1,294,715

The average monthly number of employees during the year was as follows:

2025	2024
20	21

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025	2024
£120,001-£130,000	0	1
£100,001-£120,000	2	0
£90,001- £100,000	1	1
£80,001-£90,000	0	1
£60,001-£70,000	3	2
	<u>6</u>	<u>5</u>

The charitable company carries out its operations by engaging a mix of full time and part time staff on permanent and fixed term contracts, together with some bought in professional services as appropriate.

The Trustees delegate day-to-day management of the charitable company to the CEO and Senior Management Team (SMT). Members of the SMT serving during the reporting period and at the date the accounts were approved were:

Amerjit Chohan – Chief Executive Officer (appointed 6 January 2025)

Mark Lever OBE – Chief Executive Officer (resigned 5 January 2025)

Sian Ross – Director of Finance and Operations

Maeve Hully – Director of Volunteering

Patrick Hanrahan – Director of Strategy

12. DEBTORS: Amounts falling due within one year

	Year to 31-Mar-25	Year to 31-Mar-24
	£	£
Trade Debtors	243,340	48,302
Other taxation and social security	-	668
Prepayments and accrued income	59,332	66,339
	<u>302,672</u>	<u>115,309</u>

CURRENT ASSET INVESTMENTS	Year to 31-Mar-25	Year to 31-Mar-24
	£	£
Term Deposits of between 3 and 9 months	170,000	110,000
	<u>170,000</u>	<u>110,000</u>

13. ANALYSIS OF CASH AND CASH EQUIVALENTS

	Year to 31-Mar-25	Year to 31-Mar-24
	£	£
Term Deposits of 3 months or less	668,997	844,335
Cash in Hand	344,258	595,057
	1,013,255	1,439,392

14. CREDITORS: Amounts falling due within one year

	Year to 31-Mar-25	Year to 31-Mar-24
	£	£
Trade Creditors	27,641	27,614
Other taxation and social security	38,197	37,124
Other Creditor	9,461	7,243
Accruals	26,188	28,642
Deferred Income	268,617	342,256
	370,104	442,879

Other Creditors relate to pensions payable at the balance sheet date, due to People's Pension £9,461 (2024: 7,243)

15. CREDITORS: Amounts falling after one year

	Year to 31-Mar-25	Year to 31-Mar-24
	£	£
Deferred Income > 1 Year	-	75,000
	-	75,000

All creditors in 2025 are due within one year (2024: £75,000 due after more than one year, relating to charitable income received in advance)

16. MOVEMENT IN FUNDS

CURRENT PERIOD	Balance at 01-Apr-24 £	Income £	Expenditure £	Transfers between funds £	Balance at 31-Mar-25 £
Unrestricted Funds					
General Funds	431,214	1,085,016	(1,109,199)	-	407,031
Designated funds	700,000	-	-	-	700,000
TOTAL	1,131,214	1,085,016	(1,109,199)	-	1,107,031
Restricted Funds					
National Lottery Community Fund	-	266,385	(257,593)	-	8,792
Burdett Trust Adopt & Adapt	15,608	297,000	(312,608)	-	-
TOTAL	15,608	563,385	(570,201)	-	8,792
TOTAL FUNDS	1,146,822	1,648,401	(1,679,400)	-	1,115,823

PRIOR YEAR	Balance at 01-Apr-23 £	Income £	Expenditure £	Transfers between funds £	Balance at 31-Mar-24 £
Unrestricted Funds					
General Funds	569,101	967,705	- 1,295,592	190,000	431,214
Designated funds	890,000	-	-	- 190,000	700,000
TOTAL	1,459,101	967,705	- 1,295,592	-	1,131,214
Restricted Funds					
Burdett Trust for Nursing	36,340	288,400	- 309,132	-	15,608
Burdett Trust Adopt & Adapt	-	1,000	- 1,000	-	-
Telstra	-	15,000	- 15,000	-	-
TOTAL	36,340	304,400	- 325,132	-	15,608
TOTAL FUNDS	1,495,441	1,272,105	- 1,620,724	-	1,146,822

Restricted funds at 31 March 2025 include:

- National Lottery – funding for the NLF ICB Back to Health programme.
- Burdett Trust Adopt & Adapt – funding for the delivery of the Adopt & Adapt service.

Restricted funds at 31 March 2024 include:

- Burdett Trust Adopt & Adapt – funding for the delivery of the Adopt & Adapt service.
- Burdett Trust for Nursing – dedicated funding to support the development of the NHS nursing workforce, patients, families, and volunteers.
- Telstra – funding towards the Helpforce Champions Award ceremony held in October 2023.

There was no movement between unrestricted funds in the year.

During the financial year ended 31 March 2024, the trustees approved a reduction in the designated reserve by £190,000 to £700,000. This reserve level, which approximates to 4–6 months of programme expenditure, remained unchanged for the financial year ended 31 March 2025.

17. ANALYSIS OF NET ASSETS BY FUND

ANALYSIS OF NET ASSETS BETWEEN FUNDS CURRENT PERIOD	Unrestricted Funds at 31 Mar 2025 £	Restricted Funds at 31 Mar 2025 £	Total Funds at 31 Mar 2025 £
Current assets	1,477,135	8,792	1,485,927
Creditors due < 1 year	(370,104)	-	(370,104)
Creditors due > 1 year	-	-	-
TOTAL NET ASSETS	1,107,031	8,792	1,115,823

ANALYSIS OF NET ASSETS BETWEEN FUNDS PRIOR YEAR	Unrestricted Funds at 31 Mar 2024 £	Restricted Funds at 31 Mar 2024 £	Total Funds at 31 Mar 2024 £
Current assets	1,649,093	15,608	1,664,701
Creditors due within 1 year	(442,879)	-	(442,879)
Creditors due > 1 year	(75,000)	-	(75,000)
TOTAL NET ASSETS	1,131,214	15,608	1,146,822

18. OPERATING LEASE COMMITMENTS

The charitable company has a lease with Somerset House for the use of a small office based in Central London. At the year end, total commitments under this operating lease were:

	£
Not later than one year	9,494
Later than one year and not later than five years	-
later than 5 years	-
	9,494

All lease payments are recognised as an expense. There are no other operating leases.

19. RELATED PARTY TRANSACTIONS

During the year, the charity engaged with organisations where a Trustee or Director also holds a position on the Board or within the Senior Leadership Team of those entities.

Claire Riley is a member of the leadership team at the North East & North Cumbria Integrated Care System (ICS).

The charity received £100,000 from the ICS during 2024 in respect of Back to Health Volunteering Projects. A deferred income balance of £70,000 at the end of 2024 was recognised during the year ended 31 March 2025. At 31 March 2025, £10,000 of a £100,000 grant was accrued within the accounts.

Jayne Blacklay is an executive of the South Warwickshire Foundation Trust (SWFT).

The Trust paid £50,000 to Helpforce during the year in respect of Back to Health Volunteering Projects. A deferred income balance of £20,000 at 31 March 2024 was recognised during the year ended 31 March 2025. At the end of the 2025 financial year, £12,500 relating to the 2025 income was accrued and subsequently received in April 2026.

One trustee, Penelope Green, received £2,000 during the year for report production services provided to the charity (2024: £nil).

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