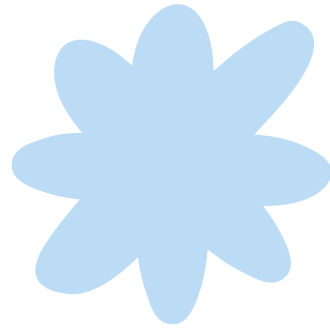




ANNUAL REPORT 2023-24

Company number: 2650043 (England and Wales)
Charity number: 1004432

September 2024

Introduction



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Introduction



Welcome

We would like to say thank you to all who are involved with the charity, without you we could not achieve our aims. We would also like to thank the people we support and their families, who inspire us daily to continue developing our offer.

In this second year of our current 3-year strategy, the charity has seen significant continued growth, supporting 709 individuals plus their families (22/23: 400), whilst also investing in technology and our people. This growth is now even more vital as our communities and those we support continue to struggle in what are undeniably hard times.

This year we maintained investment in our staff, IT and the strategy itself, whilst being mindful of cost control. 86% of our income is directed towards service delivery (22/23: 92%). With net assets of over £3m (22/23: £2.5m), growth in revenue of 22% (22/23: 19%) and reserves in cash of £1m (22/23: £1m), our accounts show a planned deficit, but this has enabled growth and investment for the 23/24 year. We look to come out of deficit for the first time in many years in the 24/25 year as we then move to the next evolution of our strategy.

Our ambition to find innovative ways to support more of those in our community who need our support has seen us working with system partners to pilot new concepts. This has included increasing the reach of the Bfriends programme; implementing a Specialist Social Prescribing Team (SSPT) in the south of Essex; and supporting the NHS with secondments to the charity for their staff, delivering a greater understanding of the challenges faced by autistic people and people with learning disabilities for the health & social care system.

Hamelin has been one of a handful of Essex providers trialing Individual Service Funds (ISF); that allow individuals to choose the support they need at a time of their choosing, promoting the personalisation of health and social care.

We have also been delighted to work with schools, colleges and local universities, who have not only volunteered to support our work, but have also been involved in joint projects, adding value to our offer and raising awareness of neurodiversity and disability in our community.



Introduction



Our strategy recognises that we cannot do all this work alone. Greater advocacy is required so that communities, systems and the wider public understand the already positive impact individuals can have. This advocacy has involved us working at local levels with local groups; as part of the Essex Alliance and also as a key member of the Integrated Care System Voluntary Sector Alliance.

Next year we plan a major listening programme to enable us to evolve further. We have and continue to be very involved with the wider sector and government level activity to effect change, notably in pushing forward the social care workforce agenda. This has resulted in a proposed programme with the NHS to develop integrated workforces across health and social care and with Hamelin as the lead. We were delighted to be called an 'honest broker' by a key health and social care leader, so it is vital we continue that mantle.



Our key success has been our controlled growth to become a sustainable and resilient organisation. The charity has achieved much but is not willing to be a passive partner. Our future strategy will no doubt emphasise our resilience but will also continue our focus on being a trusted charity that supports disabled people, their families as well as being an honest partner to organisations across Essex.



Ru Watkins
Chief Executive



Graham Woodham,
Chair of Trustees



Our mission and values

We support autistic people and people with learning disabilities to live their best lives and cultivate compassionate, equitable communities where they can realise their dreams.



Our mission

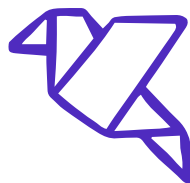
To build caring and compassionate communities for autistic people and people with learning disabilities. By empowering and supporting individuals they can live the life they choose.

Our values



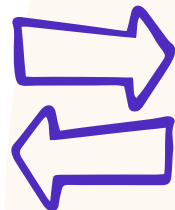
We are community

We put autistic people and adults with learning disabilities at front and centre of everything we do. We work together with our people and their families to truly understand their needs and wants, to make a real difference.



We enhance lives

We treat people as individuals so we can empower them to do the things they are passionate about. We create opportunities for growth and foster a culture of innovation and bravery in our communities. This allows everyone to live their best lives, now and in the future.



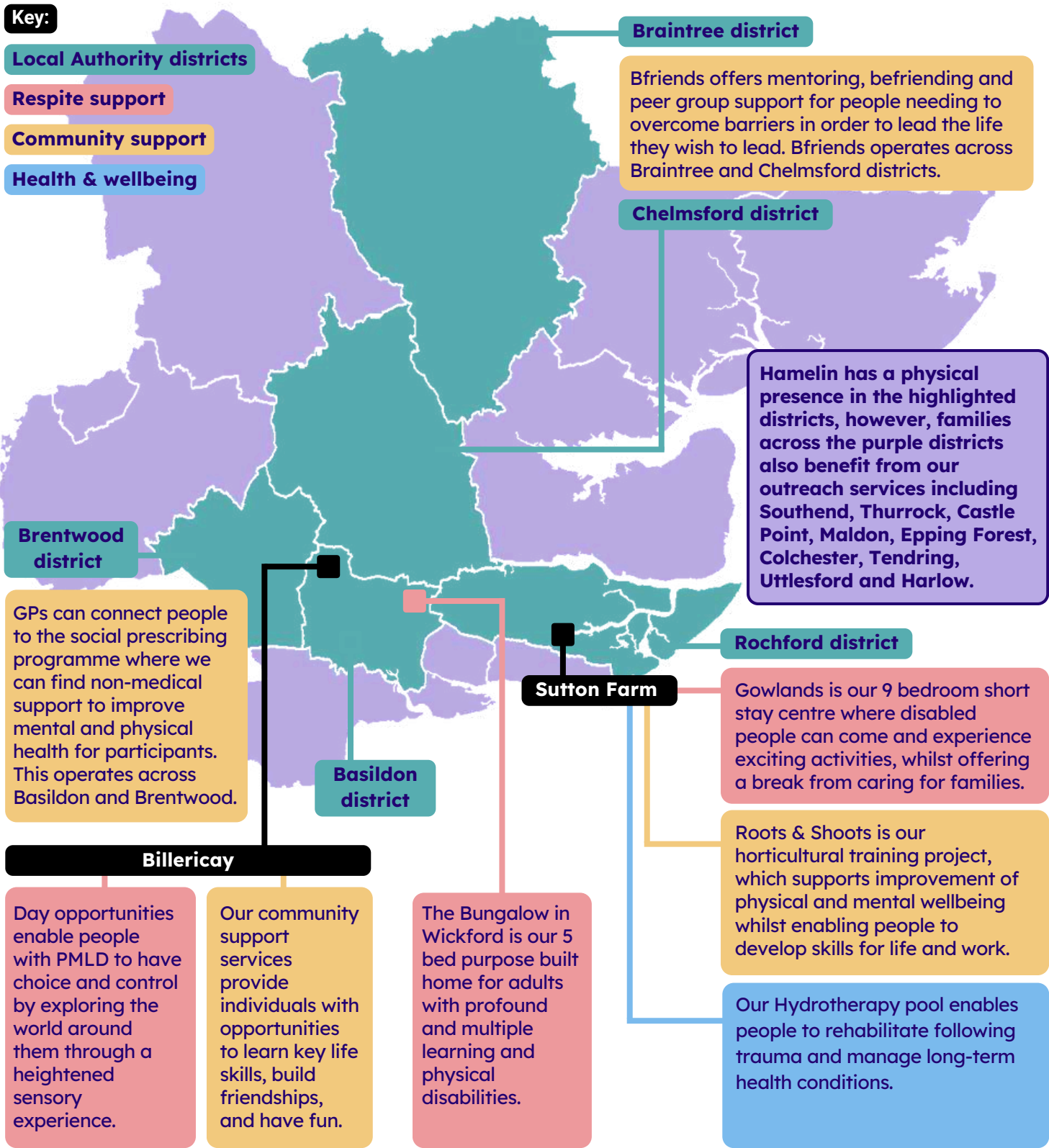
We think differently

We are passionate, intelligent and not afraid to do things differently. We are not defined by the limitations of systemic care provision and do not accept the status quo. Our sole focus is to create better lives for those we support.



Key activities

Our services have continued to grow and are supporting more people than ever before. We have continued delivering all of the services that we were in 22/23, but additionally launched the Specialist Social Prescribing Team (SSPT) in conjunction with the Basildon and Brentwood Alliance and community partners Sociability and The Craig Tyler Trust.





What we achieved in 2023/24

What we said in 22/23:

We will expand our befriending and mentoring service to the Basildon, Brentwood and Wickford areas as well as unitary areas to pick up as much of the unmet need as possible.

Further expand our Parent/Carer Action Groups to capture the views of families and reflect these to partners as well as guiding the charity through its evolution.

We will launch a social prescribing model across the south of the county with colleagues in health, so that we can further support the health and wellbeing agenda for people with learning disabilities and autism.

We will offer an Individual Service Fund (ISF) model to those who wish to take it up, so they can have the freedom of choice as to the support they need to meet their life goals.

What we did:

Due to extensive demand we focussed on securing additional funding for the existing area so we could employ an additional part-time role and support a higher number of participants. It remains an aim for 24/25 to move into this geography.

We trialled new formats for PCAG meetings including staging them in the evening and as part of other events to make them more accessible to a wider group of families.

This was launched in March 2023. The assumption that there would be huge demand for this type of programme has been proven, with 191 referrals in the first 9 months of operation.

The ISF programme launched this year and continues to grow, receiving referrals from social workers, social prescribers and individuals directly.



What we achieved in 2023/24

What we said:

Development and implementation of a transition model with other Voluntary, Community, Faith and Social Enterprise (VCFSE) and statutory partners, so that disabled young people can successfully move into adulthood.

Development of career pathways and training for staff and volunteers, not only through our own efforts but also with academic partners, so that we have a workforce equipped to meet the needs of disabled people in the future.

Review and agree how to develop the Gowlands site, so it can be a benefit to as many people within the local community as possible

Evolve our existing supported living model and identify partners and locations to create more accessible, appropriate housing, so that we can support more people on our waiting list.

What we did:

Funding not yet secured, but remains a priority for 24/25.

We've started to work much more closely with partner organisations, see section on workforce and volunteering on pages 19 and 20.

Review of the Gowlands site has been postponed until late 24/25, in the meantime we are making better use of the site through launching a new employment programme and supporting TrustLinks with the development of a dementia project on site.

We have undertaken extensive research with public sector and VCSFE partners to understand the housing and support needs of disabled people in Essex. This has included hosting conferences with Almshouse charities to explore how land may be developed to provide more accessible housing. During 24/25 we will be launching a new long-term strategy which will set out our approach and role within supported living.



Our drive to meet more of the unserved need, within the community that we support gained pace during 23/24. We’ve helped more autistic people and adults with learning disabilities work towards their life goals than ever before. We’ve also trialled several new ways of working that showcase the future of social care.

People supported:

2023/24 709 people supported



2022/23 400 people supported



72% increase

 = 50 people





Respite:

Profound and multiple learning disability (PMLD) day opportunities, short breaks and residential care.

2023/24 135,140 hours of support



2022/23 124,750 hours of support



 = 10,000 hours

10,390 more hours of support delivered

Good quality respite and residential care services are critical to the resilience and wellbeing of the person, as well as their family and carers. Our PMLD day opportunities offer sensory exploration, friendship and development of choice and control for people with significant support needs. Gowlands gives people the opportunity to have a supported holiday and the Bungalow in Wickford is home to 5 residents who all require at least 1:1 support at all times.





Wellbeing

Hydrotherapy pool

2023/24 6,816 sessions



2022/23 6,240 sessions



 = 500 sessions

576 more sessions delivered

Our hydrotherapy pool is a valuable community asset; enabling people with long-term health conditions to manage their wellbeing and those who have faced traumatic accidents being supported back to health. We've been able to expand our delivery hours in 23/24.

We have also make places available for the people Hamelin currently supports to aid their wellbeing.





Community

Befriending, mentoring, social prescribing and day opportunities

2023/24 393 people supported



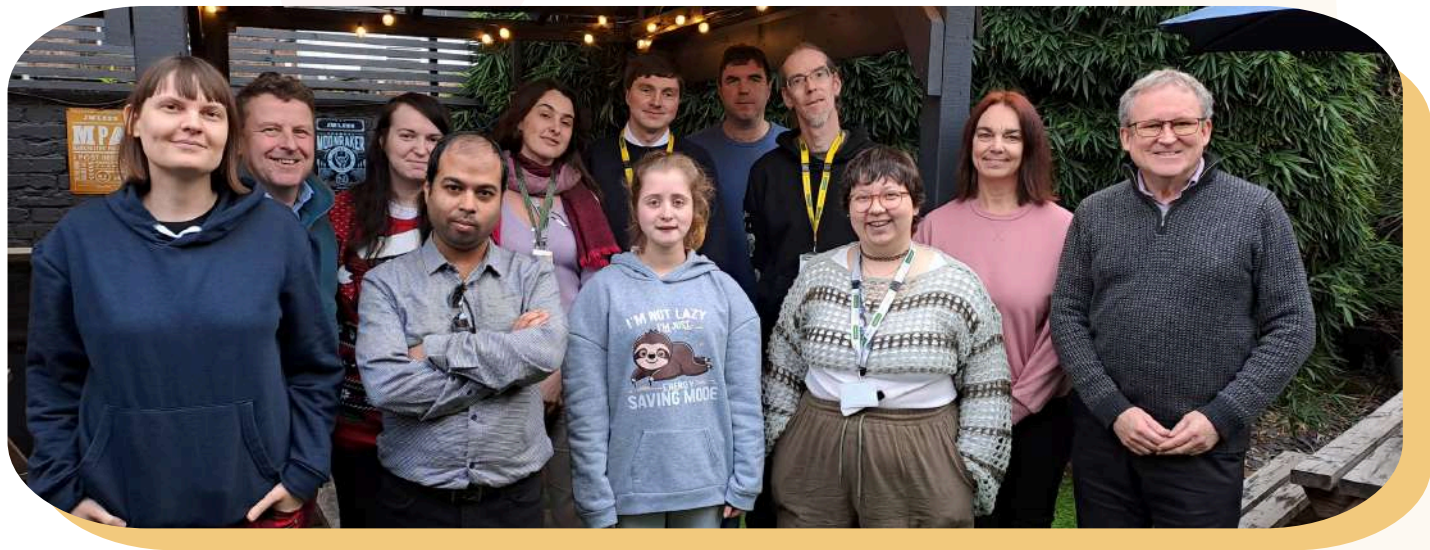
2022/23 100 people supported



293% increase

 = 25 people

Our community offer has grown and developed hugely this year, both in terms of the numbers of people supported through our programmes and the range of opportunities and experiences available.





Bfriends

Bfriends was launched as a two-year test and learn pilot programme in September 2022, funded by Essex County Council and covering the Braintree and Chelmsford districts. The aim of the project was to test a volunteer-led model that could support some of the many thousands of autistic adults and people with learning disabilities (LD) who do not have access to social care funding.

Bfriends is different to all other services currently existing in Essex as it offers a handrail of support which people can grasp when needed. It acts as a safety net which prevents people falling into social care and health services now and in the future.

The project works by matching volunteers to people who have minimal support needs, but barriers to living more independent and meaningful lives. Participants are supported by volunteers and peers to learn skills and access their communities. Formal diagnoses are not needed in order for people to be eligible for Bfriends.



What has Bfriends done?

Just 15 months after launch, Bfriends has:

- Trained 25 volunteers and peer leads. 3 of our volunteers have used the experience as a springboard to find paid work with Hamelin and our partners
- Used volunteers with lived experience to provide emotional and practical support to people with recent diagnoses
- Supported the set-up of dozens of peer groups based around interests including pool/snooker, nightlife and clubbing, animal therapy, ice skating, fishing, wartime history, LGBTQ socials, tabletop gaming, films amongst many others!
- Helped 100% of participants achieve at least one of the goals they set out on joining
- Engaged with 75 community partners including training providers, gyms and leisure centres, Chelmsford Carnival and Chelmsford Pride, business and other charities



What have we learnt?

59% of participants were accessing no clubs or organisations for support at the point of referral. Almost all participants have stated that they feel lonely or isolated and 100% of people have asked for help to access social opportunities. 68% of participants do not have any social care funding.

Demand has been very high; originally the project aimed to work with 100 people over two years, but at the 15-month point Bfriends had already received 133 referrals, with many more informal enquiries. We know that there is significant demand from across Essex, with enquiries coming particularly from the Basildon, Thurrock and Maldon areas.

We've also learnt that there is particular need for support for people who have had late diagnoses, those aged 16-35 and people who need employment support, but don't meet the criteria for existing schemes in Essex.

The pilot will be coming to an end in 2024 as planned, but we've seen the transformative impact of this type of project, and the overwhelming demand for it and so have taken the decision to continue to deliver a befriending and mentoring offer into 24/25 and beyond.





Specialist Social Prescribing Team Pilot

The Specialist Social Prescribing Team (SSPT) is a pilot programme that is a great example of partnership working across health and the voluntary sector.

SSPT recognises that the health system doesn't always have the necessary skills or capacity to make the adjustments needed to allow these patient groups access to provision in the right way or at the right time. The assumption that there would be huge demand for this type of programme has been proven, with 191 referrals in the first 9 months of operation.

Launched in March 2023, the 18-month pilot seeks to add value to existing social prescription services being run by Primary Care Networks (PCNs) by providing specialist insight and support to three specific patient groups. SSPT supports people with poor mental health, autistic people and people with learning disabilities (LD&A), facilitating access to primary care settings and community wellbeing resources.

SSPT was commissioned by Mid and South Essex Integrated Care Board's Basildon and Brentwood Alliance with Hamelin as the LD&A specialists. Two other charities, The Craig Tyler Trust and Sociability, provide mental health support. The pilot operates across the Brentwood and Basildon boroughs.

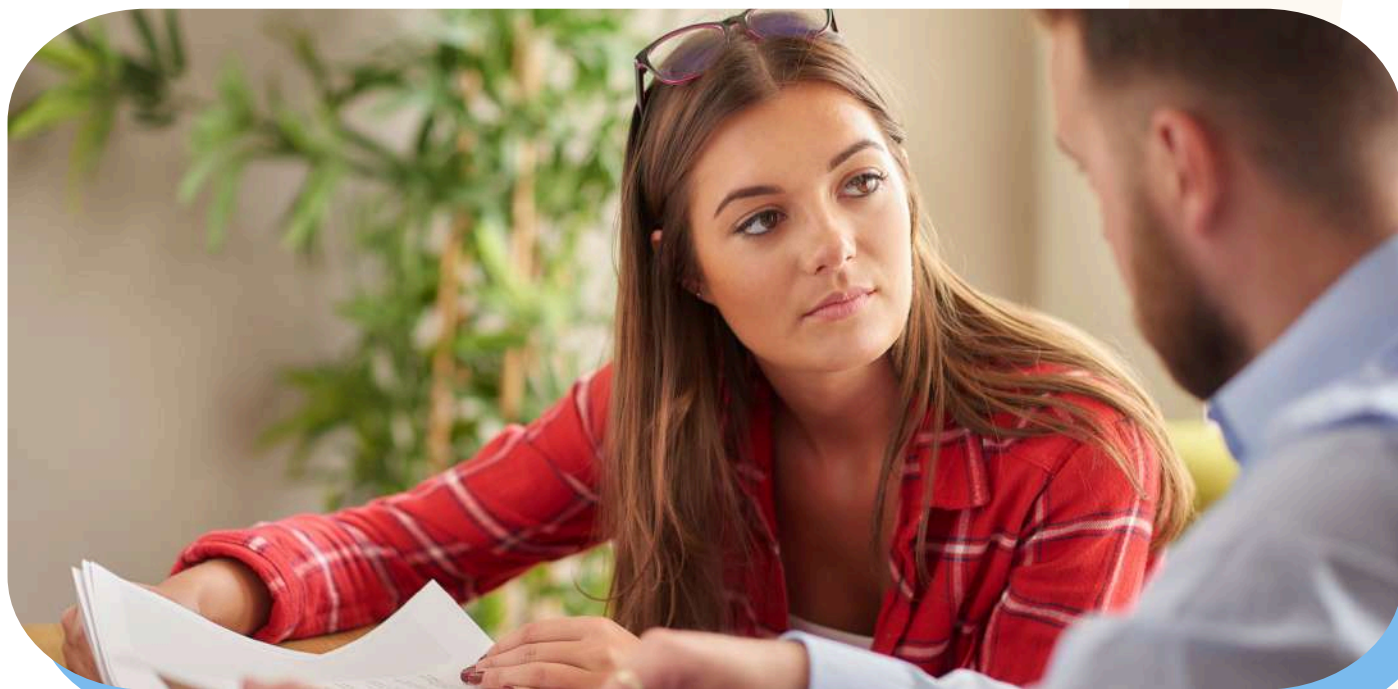




We regularly receive feedback from people we support, parents and colleagues that people with LD&A are not having satisfactory experiences of the health system, due to a lack of awareness of their accessibility needs.

The Social Prescribers working on SSPT act as facilitators, drawing together different health services and support networks whilst helping the patient navigate their way towards improved wellbeing and helping colleagues in the health system understand their patients' needs.

“Jenny (young people’s worker) has been an **invaluable help for my son R**. She has introduced me to different people and services we never knew existed. Between Jenny and Catherine (Hamelin) they have facilitated life skills training for R, we have now got the social worker on board. They have **opened a whole new pathway of opportunity** for R that we wouldn’t have known about otherwise. Jenny and Catherine are **passionate about their roles** and treat R in such a respectful and nurturing way that he responds so well to. They are an **absolute credit to the profession and the service they provide is the best** R has had in years. Kind regards R’s mum.”





Individual Service Funds (ISFs)

As part of our mission to provide services which better meet people's needs, this year we introduced ISFs to give more control to individuals over their care.

ISFs provide flexible services by working with individuals to design, develop and manage the best possible support, and being able to alter that support with minimal fuss when changes are needed. Using an ISF is a way in which a service provider such as Hamelin can work truly in partnership with the person and their family to deliver upon their needs and wishes.

Our ISF offer is already growing, with social worker referrals, social prescribing, and through word of mouth.

Case study

Mairead was looking to build confidence and independence with the end goal of being able to achieve a transition into supported living. Discussions were held with Mairead and her parents to create a bespoke plan to enable her to achieve her ambitions.

One of the things Mairead was most eager to achieve was travelling independently, but had limited knowledge of how to do so. Hamelin's ISF lead, Jason, worked with Mairead to familiarise her with bus routes and timetables. Initially, Jason led on planning a journey to a destination of Mairead's choice, but as time progressed, Mairead took greater control of making arrangements as her confidence and experience built. She made decisions on where she would like to go and then researched bus times to plan her journey before telling Jason when and where they should meet.

This continued until Mairead was ready to take her very first bus journey on her own which was a fantastic achievement for her.

Mairead's success has led to further referrals and we're determined to build on this to cement Hamelin as a leading ISF provider in Essex.





Modernisation and efficiency

During 23/24 we've continued with our aim to modernise the charity, giving colleagues tools that improve their experience and free up their time to focus on the people we support. We've also invested in systems that improve our collection, understanding and analysis of data, helping us to plan to meet the needs of the people and wider system we support in the future.

Our work in this space is developing but we will continue to invest in the coming years. Significant developments this year have included:



Log my Care

Adoption of a system that allows digitisation of our care records, improving communications within and between teams and families and ensuing accuracy of support plans.



Hamelin*

New brand and website – following feedback from stakeholders and supporters that our brand was unclear and uninspiring, we have been working with partners to raise visibility of our cause and offer. The new branding was launched during 23/24 with the website following in early 24/25.



A Zellis Company

Out-sourcing payroll has enabled our charity to realise efficiencies and further digitise our records, reducing manual work.



Beacon

Implementation of a fundraising customer relationship management (CRM) system has enabled better stewardship of supporters, and planning of bid and grant activity, which in turn should help Hamelin maximise fundraising income.



Culture and workforce

Hamelin has continued to develop its workforce and volunteering base with some notable appointments made in 23/24 to enhance the charity's ability to offer additional services. We're also delighted to offer opportunities for people to develop their skills and knowledge to progress in their chosen careers.

We have recruited a Positive Behavioural Therapist to support our teams. This has a positive impact on our staff's skills and knowledge, but also enables us to support people who previously we may not have been able to.

Hamelin is delighted to have supported 10 student nurses completing their placements with us. They have been able to engage with the people we support and learn from our skilled staff. We have developed excellent relationships with our students and the university staff and our placements are becoming a popular option for the students to request. Next year we plan to support more students and offer development opportunities to other healthcare professionals. Some of the students have since joined our bank team, demonstrating the success of the partnership.

Volunteer to employee

Nick Jacobs didn't have any prior experience in care, and after being made redundant, he sought to explore different job opportunities.

He began working with Halo, an organisation that helps people enter the Health and Social Care sector. Through his engagement with Halo, Nick discovered our volunteering opportunities.

In June 2023, he started volunteering at Gowlands, a setting completely different from his previous career. Nick enjoyed the experience so much that he applied for a role with us. Since then, he has continued to grow and develop in his role, becoming a valuable member of the Gowlands team.

Apprenticeships

In the past 12 months, we have enrolled six colleagues into various apprenticeships to enhance their knowledge and skills in their respective areas of expertise.

Four members of our management teams have embarked on the Level 5 Leader in Social Care apprenticeship, which is enhancing their leadership capabilities and enabling them to better support their teams across our services. This investment equips our management with the necessary skills and knowledge to lead effectively, boost employee morale, foster innovation, and develop our service offerings, ultimately improving the quality of support for those accessing our services.

Additionally, two members of our People team have started the CIPD Level 3 apprenticeship. This program is helping them develop a deeper understanding of people practices, thereby enhancing their ability to support our workforce. This, in turn, ensures a supportive working environment that empowers our teams to deliver their best for the people we support.



Volunteering

The charity’s volunteer base has grown considerably since the appointment of a Volunteering Manager in 22/23. At that time, the charity had eight volunteers. Now more than 40 people volunteer on a regular basis. Our Volunteer Manager works with those interested in volunteering to understand their skills and interests to better match them with opportunities. As part of our volunteer programme, we are always looking at how we can support volunteers in their own development.

Two other people joined Hamelin as volunteers with a view to gain the knowledge and skills needed to progress into the care industry. One individual in particular had worked in finance all their professional life but wanted a career change. Through their time as a volunteer we were able to provide suitable training opportunities for them to gain the necessary skills and qualifications and they have now transitioned into paid employment at Hamelin.

2023/24 45 volunteers



2022/23 18 volunteers



150% increase

 = 3 people





Volunteering case study

The charity invested in an opportunity for volunteers to build their skills set and gain a formal qualification. The Volunteer Manager worked with them to enrol on a Level 2 Award in Independent Advocacy. They were coached and mentored through the process and have now completed the course. Two of those who completed the course were Hayley and Jason.

Hayley

Since completing the course, Hayley has gone on to train as a mentor in the NHS and is now looking at opportunities to help others.

“The Level 2 course really helped me build my confidence and knowledge to achieve my goals. I’m extremely grateful to Hamelin for their support and guidance.”

Jason

Jason has learning disabilities and is keen to use his life experience to help others.

“I know first-hand how overwhelming the system can be at times. This qualification has helped me understand how I can use my experience to help others. The fact that Hamelin sees the potential of people with learning disabilities to be advocates for others just shows how forward-thinking they are.”





Fundraising

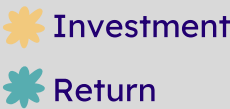
Historically Hamelin has concentrated on the provision of contracts funded through statutory bodies, such as Essex County Council and the NHS. Whilst provision of high-quality social care is important to disabled people and we strive to add value to these services wherever possible; we recognise that the ability to raise alternative funds is also important, enabling us to help the many thousands of people who do not have access to statutory services.

Since 22/23 the charity has started to invest in fundraising resource, including appointing a Director of Income Generation and Communications. We've been proactive in developing our discretionary income streams so that we can increase our impact, doing more for more people.

Speculative fundraising income (excluding legacies and commercial income):



23/24 Return on Investment (ROI)



417%

2023/24 £248,008



2022/23 £120,974



2021/22 £17,863



In 24/25 the growth in fundraised income is predicted to continue, with a target of £283,000 and the planned recruitment of an additional part-time fundraiser to develop relationships with trusts and foundations.

2020/21 £8,326



The majority of Hamelin's income is through statutory contracts, however, fundraising activities are undertaken to complement the services we offer. Hamelin is committed to ensuring that all fundraising activities are conducted in full compliance with the Fundraising Regulator Code of Fundraising Practice 2019 and the requirements of the Charities (Protection and Social Investment) Act 2016. We adhere to the highest standards of transparency, accountability, and ethical conduct in all our fundraising efforts. This includes ensuring that all communications are clear, accurate, and respectful, and that donors' rights are protected. We regularly review our practices to stay aligned with the latest guidelines, ensuring that every donation is handled with the utmost integrity and used effectively to support our cause. The charity received 0 complaints in 23/24 (22/23:0)



Our fundraising approach

With the resource the charity currently has, we focus our efforts on 4 main fundraising streams. These are:

1) Development of corporate relationships

It is important that we continue to develop relationships with local businesses to further promote the work of the charity. Examples this year include:

- Quarterly events at Billericay Theatre in aid of Hamelin
- Sponsorship of the Christmas Tree Collection by Skye Cloud
- Support of Legacy Strategies via their Social Impact fund
- Donations from Amazon, Seetec, and Barclays
- Skye Cloud donation of signed West Ham shirt
- A number of our community partners have regular collection tins including BP Mayflower and 3Gi.



2) Individual giving/fundraising

We are extremely grateful to individuals who fundraise for the charity. Highlights this year include:

- Dassos Alexandrou's Manchester Marathon
- make a smile lottery
- Virtual balloon races



Strategic report



3) Grants

Grants are a critical route to fund our non-statutory services. We have had a number of donations from funders including:

- Varrier Jones Foundation (hydropool)
- Essex County Council (Bfriends)
- Basildon and Brentwood Alliance (SSPT)



4) Implementation and development of annual fundraising activities

Our current annual fundraising activities include:

- Billericay Fun Walk
- Christmas Tree collection



Strategic report



Thank you

The board of trustees is very conscious of the energy, passion and professionalism required to take Hamelin on this journey and would like to thank all staff for their work and their willingness to embrace positive change.

Furthermore, the board would like to thank all partners that the charity works with for their support over the last 12 months. The wider community of people and businesses that we operate with is critical to amplifying our reach and impact. Our work is only possible because of our funders and supporters who this year included:



Plus many other generous individuals that we cannot thank in full here.

The board is hugely grateful for the support of the families and individuals in developing and supporting the charity and truly believes that this support is what has helped Hamelin move into this new era.



What we want to achieve 2024/25

New strategy

Over the past two years Hamelin has made huge strides in terms of growth, professionalisation and financial resilience. We now have a stable platform that enables us to meet the future needs of the people we support and now we can meet more of these people's ambitions.

In the first half of 24/25 we will initiate a significant listening and evidence gathering exercise, to understand where there are gaps in provision across the county. By the end of the year we will launch a new, long-term strategy that is informed as far as possible by the breadth of our stakeholders and clearly sets out what Hamelin's role will be in creating compassionate communities for disabled and neurodivergent people.

New website

A new website will launch in 24/25 to complement the new brand which came into use in 23/24. The new website will further improve the charity's visibility and professionalism whilst offering a much improved user experience and central place to showcase the charity's offer. We will also use the opportunity to integrate our Beacon CRM system to increase fundraising revenue.

Expansion of fundraising

The ability to raise funds is essential in order for Hamelin to offer services outside of statutory contracts and for us to support the many thousands of people who do not receive funded support. Alongside an increased £283,000 fundraising target we also plan to recruit a grants fundraiser.

Service development

We plan to expand current services as well as develop new pertinent programmes. The growth of our befriending service into Basildon and other areas is a key priority and we seek funding to allow us to do this. We know autistic people and adults with learning disabilities have the ability and desire to work, yet only 30% are in employment. The charity plans to launch a new employment project to support people to get into work.

Analysing the impact of services

The trialing of pilot projects has enabled us to generate data to understand the effectiveness of these in our community. We will use these learnings to help us shape future services and help the system understand the needs and demands of the people who need support.



Our impact

Case study – Respite

Claire Simpkins had been supported by Hamelin for 23 years, until she recently moved to another part of the country. Joining our services at age 16, Claire originally attended the Hamelin House children's service and in recent years she's had regular stays at Gowlands, where she had a break from her parents and got the chance to have day trips out, socialise with new people and try new activities.

These respite holidays were critical for Claire's parents' own wellbeing too, as it gave them a break from being 24-hour carers and the opportunity to have a social life.

Claire's mother Denise recently spoke to us and reflected on her family's journey with Hamelin Trust, and the value of respite support to families like hers.

"My life would have been an awful lot poorer if not for Gowlands and the staff there. I'm now a single parent, after my husband died 8 years ago, and it's been a lifeline in the period since then. Having the support of Hamelin has allowed me to go out with friends who I couldn't have seen otherwise and who have been a valuable support to me."

Denise Simpkins





Our impact

Case study – Community

Jacob was one of the original participants to join our Bfriends project. He was struggling with social isolation, and anxiety to leave the house – particularly after the pandemic. When we first met Jacob he would not use public transport by himself and found group situations hard work.

By having meetings with the Bfriends team and being matched to helpful volunteers, we managed to help Jacob build his hobbies and interests in a healthy and more sociable way. First of all we helped get him involved with a local Pilates class. As part of a community incentive, the Pilates studio offered him free tasters of new classes, and then discounted rates for any future attendance.

The Bfriends team accompanied Jacob on these early endeavors, and he soon felt comfortable going to these classes himself.

We also managed to secure Jacob free admission to a local Gym to support his physical and mental wellbeing. He practiced his workout routine, and journey to the gym with one of our volunteers buddying up with him to get confidence so he could attend by himself.

He was also taught how to use his mobile phone apps to help him plan journeys and was supported to learn how to travel to the city and attend LGBTQ+ social interest groups.

Jacob was soon part of a small peer group which, after support, travelled into the city together for their independence. Eventually, Jacob could get the bus and train independently to the city to catch up with the Bfriends team, and look around the shops.

Jacob was gently being encouraged to start volunteering from the Bfriends team, and was supported to meet a member of the Get-set employment team, who have worked with Jacob so that he now weekly volunteers at a museum doing digital archiving.

“Bfriends has helped me interact with others and meet new people which has helped open up my world to opportunities. I hope to continue to grow as a person from what I’ve gained from it.”

Jacob





Our impact

Case study – Health & wellbeing

Kerry Prigg ran the London Marathon in aid of Hamelin after being touched by the difference the hydrotherapy pool made to her friend.

Kerry and Jane have been friends for many years and have gone through tough times together. They used to go running together before Jane injured her knee, so the duo decided to go walking instead. Sadly, further health issues meant Jane was unable to continue with the walks, but when Kerry got a place in the marathon, she knew she wanted to do it for Hamelin.

“Jane has done so much for so many and been such an inspiration that I thought if I raise money for her choice of charity, she will be with me every step of the way.”

Hamelin’s hydrotherapy pool has helped her so much that I can’t think of a worthier cause. It’s my way of giving something back.”

Kerry Prigg





Social impact

Hamelin takes its role as a community partner and facilitator of positive social impact very seriously. We recognise that our skills, experience and resources can be used for the good of disadvantaged groups outside of the people we aim to support, without harming our ability to achieve our mission.

Billericay Foodbank

The foodbank in Billerica is an incredible asset to the town and unfortunately demand for their services is high.

The charity is run by a group of dedicated and skilled volunteers and when we heard that they required new premises we were delighted to be able to help by offering them a new home within our Billerica premises.

The partnership doesn't just make sense in terms of sharing building and utilities costs; the people we support have had opportunities to work alongside the foodbank as part of our employability pathway.



“This partnership represents a new opportunity for both charities to enter a new phase, with exciting joint working possibilities. There’s lots to look forward to.”

Jim Rose
Billericay Foodbank Chairman





Almshouses

The chronic shortage of appropriate, accessible homes for disabled people in Essex is a well-known issue. Despite not being a social landlord ourselves, Hamelin has recognised that this is a significant barrier to disabled people accessing the support they need and we've attempted to connect our colleagues across the public, private and third sectors to discuss possible solutions.

We were delighted in October to host an almshouse conference; 'The housing crisis – is the almshouse concept a solution?', bringing together almshouse charity leaders and experts, colleagues from Essex County Council's housing team, the NHS, the Anglican church and other community partners to consider alternatives to traditional housing solutions.



“Hamelin is a leading and respected Essex based charity.... They started in 1979 by parents of children with learning and multiple disabilities, and it has grown significantly, however their underlying ethos has remained unchanged.

We have provided three grants over the last four years, these were all well managed and as an established organisation they have excellent, organisational, grant and financial management systems in place, as a result, we have developed a good strategic and collaborative working relationship.

...I am happy to endorse the organisation, their approach, the staff and their commitment to engaging with the community they support and co-producing the projects they run. This is evident from the current review of their strategy and their keenness to involve all of their stakeholders in its development.”

Andy Payne-Worpole

Director of Policy and Programmes,
Essex Community Foundation



Legal and Administrative Information

Trustees and Directors:	Mr Graham Woodham (Chair) Mr Tom Sterry MBE Mrs Vicky Waldon Mr Simon Pitts Mr James Bishop (appointed September 2023) Mrs Laura Bryant (appointed October 2023) Mr James Wilson (appointed October 2023) Mrs Sheila Peskett (resigned September 2023) Mr David Firth (resigned October 2023) Mrs Sally Froment (resigned December 2023)
Chief Executive & Company Secretary:	Mr Mark Watkins
Company Number:	2650043 (England and Wales)
Charity Number:	1004432
Registered Office:	19 Radford Crescent Billericay Essex, CM12 0DU
Banker:	National Westminster Bank PLC 29 East Walk Basildon Essex, SS14 1HD
Auditors:	Price Bailey LLP 3rd Floor, 24 Old Bond St, Mayfair, London W1S 4AP
Legal Advisor:	Mrs Ellen Petersen Fisher Jones Greenwood LLP 102 High Street Billericay Essex, CM12 9BY



Trustees Responsibilities Statement

Trustees Responsibilities

The trustees (who are also directors of Hamelin Trust for the purposes of company law) 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).

Company law 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 charitable company and the group and of the incoming resources and application of resources, including the income and expenditure of the charitable group for that period. In preparing the financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles In The Charities Statement of Recommended Practice (SORP)
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards have been followed, 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 assume that the charitable group will continue in operation

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time, the financial position of the charitable company, and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company (and the group), and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit Information of which the charitable company's auditor is unaware; and
- The 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 charity's auditors are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ in other jurisdictions.

The accounts have been prepared in accordance with the Companies Act 2006, the Charities Act and SORP under FRS 102 2019.



Structure, Governance & Management

The trustee board oversees the work of the charity and agrees strategic direction. The new structure is in place and allowing the full board to concentrate on strategic issues.

Trustees have a formal induction, which includes introductions to all services of the charity, in addition to a comprehensive induction pack. A trustee training log has now been implemented, furthermore, trustees access external courses dedicated to developing knowledge of their roles and responsibilities and at year end it is the intention of the board to conduct trustee appraisals.

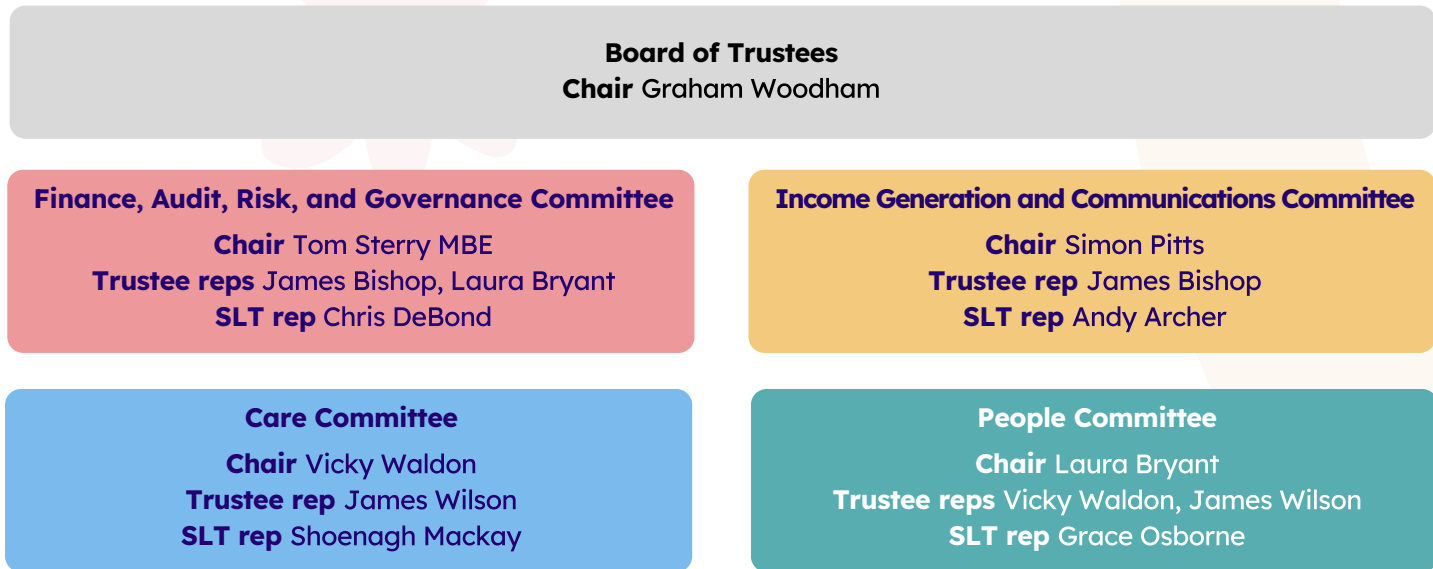
The Chief Executive (CE) has the delegated operational responsibility for the day-to-day management of the organisation. The Senior Leadership Team (SLT) supports the CE in implementing charity strategy and delivery of business plans.

Objectives & Activities

Trustees and the SLT review the charity’s principal objects and strategy each year, capturing targets and objectives in annual business plans. Activities outlined in the plans ensure that the charity remains focused on stated charitable purpose and public benefit as well as delivering on the strategic goals. Trustees monitor performance against the operating plan regularly via the quarterly board meetings.

Each committee oversees a distinct aspect of the charity’s overall performance. The chair of each committee (structure outlined below) is responsible for holding the SLT to delivery of key performance indicators and highlighting identified risks and successes to the full board of trustees.

Governance structure





Financial review

The operating deficit delivered by the charity for the year ended 31st March 2024 on unrestricted fund income and expenditure is £190,003.

The overall position for 2023/24 shows an operating deficit of £200,918 (2023: deficit of £422,446). The charity is committed to reducing the operating deficit and developing its financial resilience over the next 24 months.

It is the policy of the trustees to ensure that all funds spent are for the purposes of promoting the relief of autistic people, or people who have a learning or physical disability. Restricted funds are limited to the use for which they were given and cannot be spent until the project is available. Amounts in the restricted funds relate mainly to specific donations for equipment.

The board of trustees are responsible for reviewing and setting the salary levels of the key management personnel within the organisation. This includes reviewing the current market and benchmarking against other similar organisations in our sector.

Designated and Unrestricted Funds

Strategic funds have been earmarked by the trustees for particular future projects and these are detailed in note 10 to the accounts. The charity takes decisions on the timing of the actual commitment and spending of the funds in line with organisational priorities and cash flow considerations.

Part of the charity's income is from charges made to a number of local authorities for care services provided, for example, the social care departments of Essex, Southend, Thurrock, the London Boroughs of Havering and Barking & Dagenham. Funding is also received from the NHS. Increasingly, the people we support, their carers and advocates are taking social care personal budgets as direct payments, which they commit to the services that Hamelin Trust provides. The charity continues to develop wider funding routes into new markets and also from non-statutory funders, enabling Hamelin Trust to further develop and deliver support and services across East Anglia.

The charity's assets are the buildings, furniture, fixtures/fittings, and vehicles in daily use by the people the charity supports. Details and movements in fixed assets are set out in note 6.

The unrestricted funds are required to finance the fixed assets of the charity and to provide a working reserve for running the organisation. The trustees believe that this should be no less than three months of the general running costs where possible. As of 31st March 2024, the group had £1,632,137 unrestricted reserves (22/23: £1,748,287 of which £1,096,767 is free reserves (22/23: £1,247,782). The free reserves are equivalent to 3.5 months general running costs based on current monthly expenditure.



Risk

The charity continues to develop the risk matrix which has been agreed by the board. This process tracks risk at tactical and strategic levels through ongoing and relevant mitigation plans. Emerging risks are also examined, thus enabling the charity to be forward thinking.

Trustees regard the most significant risks to the organisation as follows:

- Failure to safeguard the people we support and / or families. This risk is monitored through service audits, reviews and ensuring safeguarding policies and procedures meet best practice guidelines, and staff training and induction processes cover safeguarding as well as regular staff supervision.
- Ongoing viability and sustainability of the charity. The identified risk is that costs for the high-quality care that the charity provides exceeds income to the extent where reserves are exhausted, and liquidity is threatened. This is addressed by ongoing negotiation with funding authorities, removal of all non-essential costs throughout the whole organisation and efficient use of assets as well as identification of non statutory income streams. Organisational sustainability forms a key element of the ongoing future strategy.
- Reputation. This risk is controlled through delivery of well-led, compliant services that meet the standards set by regulatory bodies (for example The Care Quality Commission (CQC), Charity Commission and the Social Housing Regulator) which are monitored at board as well as operational level. Services continue to be monitored and audited by external and internal personnel using CQC frameworks.

Auditors

This report has been prepared in accordance with the special provisions within Part 15 of the Companies Act 2006 relating to small companies.

Approval

This report was approved by the board of directors and trustees on 16th September 2024 and signed on its behalf.

Hamelin Trust
19 Radford Crescent,
Billericay,
Essex,
CM12 ODU

Graham Woodham

Consolidated statement of financial activities



For The Year Ended 31st March 2024

(Incorporating Income and Expenditure Account)

	Notes	Unrestricted £	Restricted £	Total £	2023 £
Income from:					
Charitable activities					
Fee income	3	2,646,043	-	2,646,043	2,181,688
Income from clients and other bodies	3	418,078	-	418,078	353,238
Other	3	268,693	116,911	385,604	273,759
Donations & legacies					
Donations	3	20,460	-	20,460	24,195
Legacies	3	-	-	-	-
Income from investments					
Interest on cash deposits		2,925	-	2,925	3,056
Total income		3,356,199	116,911	3,473,110	2,835,936
Expenditure on					
Raising funds					
Fundraising & publicity		123,877		123,877	99,662
Charitable activities					
Adult resource centre & community support		1,085,569	127,323	1,212,892	867,992
Adult residential care		857,975	8,272	866,247	813,256
Adult respite care		1,438,650	25,479	1,464,129	1,193,682
Work experience & employment projects		-	-	-	266,785
Other		948	5,935	6,883	17,005
Total expenditure	4	3,507,019	167,009	3,674,028	3,258,382
Net (expenditure)		(150,820)	(50,098)	(200,918)	(422,446)
Unrealised gain/(loss) on investments		10,915	-	10,915	(24,727)
Net movement in funds		(139,905)	(50,098)	(190,003)	(447,173)
Total funds b/fwd		1,813,375	703,610	2,516,985	2,964,158
Total funds carried forward		1,673,470	653,512	2,326,982	2,516,985

The Statement of Financial Activities also complies with the requirements for an income and expenditure account under the Companies Act 2006 and includes all gains and losses recognised in the year. All income and expenditure relates to continuing activities.

The comparative consolidated Statement of Financial Activities can be found on page 65 (note 17).

The attached notes on pages 45 to 65 form part of these accounts.

Consolidated statement of financial activities



Balance sheet (as at 31st March 2024)

	Notes	2024		2023	
		Group £	Charity £	Group £	Charity £
Fixed assets					
Tangible fixed assets	6	1,835,546	1,678,076	1,892,082	1,734,072
Investments	7	988,378	988,380	985,239	985,241
		2,823,924	2,666,456	2,877,321	2,719,313
Current assets					
Debtors	8	335,657	492,891	297,649	452,987
Cash at bank and in hand		42,950	37,993	177,724	174,916
		378,607	530,884	475,373	627,903
Creditors due within one year	9	(231,427)	(226,236)	(171,424)	(165,950)
Net current assets		147,180	304,648	303,949	461,953
Creditors - amounts falling due after more than one year	9	(644,122)	(644,122)	(664,285)	(664,285)
Net assets		2,326,982	2,326,982	2,516,985	2,516,981
Funds					
Restricted	10	653,512	653,512	703,610	703,610
Unrestricted					
Designated	10	41,333	41,333	64,083	64,083
General	10	1,632,137	1,632,137	1,749,292	1,749,288
Total funds		2,326,982	2,326,982	2,516,985	2,516,981

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The net movement in funds for the parent charity was a deficit of £(210,561) (2023: deficit of £464,684).

Approved for issue by the Board of Trustees and signed on its behalf on the 16th September 2024.

Graham Woodham,
Chair of the board of trustees.

Company registration number 02650043.

Consolidated statement of financial activities



Consolidated cash flow statement (for the year ended 31st March 2024)

	Notes	2024 £	2023 £
Net cash flow from operating activities	1.1	(66,485)	(203,951)
Cash flows from investing activities			
Payments to acquire fixed assets		(29,383)	(74,796)
Interest received		2,925	3,056
Interest paid		2,500	2,250
Payments to acquire investments		7,776	-
(Decrease)/increase in cash before financing activities		(82,667)	(273,441)
Cash flows from financing activities			
Loan repayments		(19,659)	(25,000)
Loan interest paid		(32,448)	(31,981)
	1.2	(52,107)	(56,981)
Change in cash and cash equivalents in the reporting period		(134,774)	(330,422)
Cash and cash equivalents b/fwd		177,724	508,146
Change in cash and cash equivalents during the year		(134,774)	(330,422)
Cash and cash equivalents c/fwd		42,950	177,724