

Hand of Solace

Scottish Charity No — SC048192

Annual Report and Financial Statements For the year ended 31 May 2020

Trustees' Annual Report For the year ended 31 May 2020.

The trustees have pleasure in presenting their report together with the financial statements for the year ended 31 May, 2020.

#### Reference and Administrative Information

Charity name:

Hand of Solace

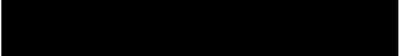
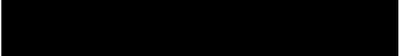
Charity no:

SC048192

Address:

11 Good hope Gardens,  
AB21 9NG Aberdeen,  
Scotland.

#### Current Trustees

- |   |   |   |              |
|---|---|---|--------------|
| • |  | - | Chair        |
| • |  | - | Secretary    |
| • |  | - | Treasurer    |
| • |  | - | Board Member |

#### 1.0 Structure, Governance and Management Constitution

Hand of Solace is a Scottish Charitable Incorporated Organisation (a SCIO) based in Aberdeen Scotland. The charity has a single tier structure and as such the trustees are the members of the charity management board which continues to meet as and when required. Trustees are elected at the annual general meeting which is held in June every year. Trustees who resign as per this policy may be re-elected. There must be a minimum of three and a maximum of 4 trustees.

## 2.0 Objectives and Activities Charitable purposes

We will empower people with the skills, knowledge, self-confidence/esteem and experience to overcome the barriers that hinder them from living a fulfilling life. We are doing this in order that they can sustain positive mental and physical health and well-being. Through supporting young /older people to become more social, independent and self-confident, discriminating factors such as mental ill-health; physical ill-health and disability, poverty etc will be overcome. Through volunteering with us, volunteers gain a sense of belonging within their community and are able to gain self-confidence/esteem, skills and experience which may help them to access proper employment.

### 2.1 Activities:

Our current activities are aimed to reduce isolation and loneliness among disadvantaged /marginalized young people (aged 5-16) and the elderly (aged 60 and above) in Aberdeen through activities that will promote social integration, diversity, good health and well-being.

Our Organizational Mission:

Our Organization Mission is: To give a hand of support and Empowerment.

What we have done:

We have completed the second year of our befriending services:

- **Young People's Service (ages 5-16 years).**
- Elderly Support Service (ages 60 and above).
- We have completed our second annual festival (Peace and Integration Promotion Festival) which incorporated group cultural and social activities, social gathering, merriment etc for every member of the Aberdeen community aimed at promoting diversity, reducing isolation, promoting self- confidence/self-esteem and communal integration.
- Young Rangers Project: We have also completed one group trips (A day trip to Landmark Forest Adventure Park) with our young people who were accompanied by their befrienders (volunteers).

### 3.0 Our befriending service for young people (Young People's Service):

This service supports young people aged 5-16 in Aberdeen from poor and deprived background who have experienced situations and challenges (such as unsteady parenting, parental drug/alcohol issues, abuse, neglect, discrimination/stigmatization), that has caused them to be isolated, have Low or limited aspirations, attachment issues, Low self-confidence/esteem, Weak sense of personal identity (mental health issues) etc. which without any support, these young people may face exclusion at school, unemployment and high tendency to resort to drugs/alcohol at an early age.

The Befriending Service is aimed to enable young people feel included and confident by involving and supporting them to access local activities. Our volunteers use positive role modelling to empower and improve young **people's** self-confidence, self-efficacy and independence. We developed our befriending sessions to be tailored to young people's individual needs.

The programme:

Participating young persons are those with a combination of the following:

- Low or limited aspirations
- Low confidence
- Isolated young people
- Weak sense of personal agency
- Limited understanding of career opportunities
- Undeveloped **'soft skills'**

Majority of the young people we support are from the minority ethnic group.

Due to the recent Covid-19 pandemic, the befriending service to young people and their families transitioned from face to face to phone/video contact. The service also offered support with shopping, support to apply and access statutory benefits families qualify for, Support to access local food banks and other necessary support the service users require to help them and their families cope with the difficult time.

Considering that majority of the young people the service support experience mental health issues (such as attachment issues etc), the befrienders needed to keep in touch more often than before to ensure their Befriendees are safe and sound and to offer any possible support. Understandably, this service saw an increase in amount of referrals beyond the target for the year. It accepted 7 extra referrals in addition to 16 existing service users making it a total of 23 young people in Aberdeen from April 2020.

#### 4.0 Our befriending service for Older People (Elderly Support Service):

This service is aimed at older people (60 years and above) who

- have no close family or friends
- lost contact with family/ friends or they live far away
- have recently experienced bereavement
- are experiencing discrimination/inequality/stigmatization
- lack the ability to use local transport
- experience language or cultural barriers

Hand of Solace befriending service aims to provide companionship to older people where befrienders from the service -

- provide a culturally sensitive support
- reminisce about the past
- help with reading, writing and form filling
- support older people to develop wider social networks
- Accompany the service user to appointments e.g. G.P, hospital, etc.
- support the service user to engage in social activities
- encourage service users to use local services and facilities (such as local bus system).

Majority of the older people we support live on their own, do not understand the local language (BME) and some of them are not in contact with their families.

Due to the Covid-19 pandemic, the befriending service to older people transitioned from face to face to phone/ video contact. Shopping, prescription collection etc are now offered where necessary to older people. Depression is also a major issue so befrienders are keeping in touch more often than before to ensure their Befriendees are safe and sound and to offer any possible support. Since April 2020, the service has accepted 9 referrals in addition to the 18 older people getting support prior to April 2020. The charity currently support 27 older people in Aberdeen.

Referrals:

Our Service user incorporates members of the local community from diverse background. Older people are referred to the service through Self-Referral, our local GP Surgeries, Scottish Association of Mental Health (SAMH), and other relevant third sector organizations.

## 5.0 Our Young Rangers Project-

Our young Rangers Program is aimed at young people who use our befriending service.

The program motto is to **"Socialize, Explore, Learn, and Protect"**

Young people are trained to protect parks, continue to learn about parks, and share their own ranger story with friends and family.

Our Young Ranger program is an activity-based program planned to be conducted in different National Parks. Young people shall be accompanied by their befrienders to attend the group trip, complete a series of activities during a park visit, share their answers with a Park Ranger, and receive an official Young Ranger Badge and Young Ranger Certificate. Our Young Rangers Project is aimed at 2 group trips per year.

We have successfully completed 1 Young Rangers Trip where 13 Young Rangers attended the Cairngorm National Park in October 2019 and the aims and objectives of this project was significantly achieved.

. We were going to attend our second annual trip in April 2020 but unfortunately this did not go ahead due to Covid-19.

## 6.0 Peace and Integration Promotion Festival:

This is aimed to be an annual festival which will incorporate group cultural and social activities, social gathering, merriment etc for every member of the Aberdeen community aimed at promoting diversity, reducing isolation, promoting self- confidence/self-esteem and communal integration. The organization aims to promote an inclusive community where people can integrate irrespective of background such as- age, belief, gender, disability, race, social background etc. The project is thought to provide a thrilling feeling of belonging to people considering the fact that everyone could comfortably attend as there is no financial barrier to the festival.

We have completed our second Peace and Integration Festival which was held in December 2019 and was a huge success. 97 members of the community from diverse groups and culture attended (there was absolutely no cost to attending). People had the opportunity to chat with each other and many of the attendee stated their enthusiasm to attending the 2020 Peace and Integration Promotion Festival.

## 7.0 Volunteers:

The service started in March 2018 with 7 Volunteers of which 4 were Trustees. We currently have 57 Volunteers working across our services.

## 8.0 Learnings:

Our befriending services has got on really well and currently still progressing where the young/older people are actively engaged with their matched befrienders.

Over these two years of existence, the charity continues to improve in its method of documentation, flexibility, resilience, organizing and running of the activities of its services.

**Having run our Young People's Service (YPS)** over the past 2 years, the feedbacks from our service users have shown that there is also need to support parents. Most mums to our young people (especially those from the minority ethnic group) have shown how much they struggle with isolation and domestic abuse/violence etc and how this affects their parenting. The trustees have considered that from November 2020, it may be more beneficial to make our service to the young people inclusive of their families. Working together with young people and their families is hoped to improve stable mental health and parenting skill that will allow parents to take better care of their children. Support to parents may include -empowering women (parents) to be more included in the community, support with parenting, and be more informed of their rights and skills acquisition.

Despite the enormous challenges of COVID-19, this created opportunities for the charity to more become more resilient, responsible, dynamic and flexible in its operation. The challenges also helped to improve collaboration and team work between the management, the staff, volunteers and service users where applicable.

## 9.0 Challenges:

### Charity Shop:

We started a charity shop in March 2019, from which we hoped to raise unrestricted fund to defray some running cost of the charity. Unfortunately the shop was closed in October 2019 as it was not really adding any support to the organization due to high cost of the shop overhead.

### Staffing:

All the charity management work is being carried out by members of the management board (who are unpaid volunteers).

The charity had only one paid staff, a volunteers co-ordinator, who worked 10 hrs per week. The volunteer co-ordinator works in conjunction with the trustees, overseeing the befriending services.

Due to Covid-19, there was a high need for support of older people due to the social distancing and shielding of older people, resulting to an increased in service users referral from April 2020.

The trustees recognises a high need for an increase in the Volunteers Coordinators hours (from 10 hrs per week to 25 hrs a week) and with the need to recruit an Assistant Volunteer Coordinator (for 15 hrs per week) – this is to ensure that the coordinators are available (albeit working from home) to offer befrienders all necessary daily support, access to trainings, telephone induction and to cover for off sick period. The additional hours will support our service users consistently.

Raising the fund for this new post and as well as other extra cost (such as **protected operational laptops and protective equipment's etc**) would be a huge challenge for a small charity with very limited resource like ours. With support, **we've have** been able to access funding from some organizations and the government. The access of these funds will sustain the charity for at least 6 months, beginning from April 2020.

#### Volunteers:

The volunteer have to change their mode of support from face to face to phone/ video and protected social distance contact where absolutely necessary. The charity had to provide immediate online training for volunteers to cover this transition.

Because the charity is still new and has very limited resource, there is fear of uncertainty of our ability to raise funds to continue serving our projects. As an organisation, the board of trustees shall continue to look at means to raise unrestricted fund in as much as actively apply to organizations to seek for support towards our projects to meet our charitable purpose.

#### 10.0 Plans for future:

Hand of Solace shall be proceeding into the 3<sup>rd</sup> year of its service. The need for all our projects is still very high and hence all our services are sustainable. The charity is delighted by the 96% across board positive feedback it has received from our service users in January 2020. Thank you to our volunteers, management and staff for all their effort to maintain our services at this level. We also thank our service users who offer their time to provide the feedbacks as it is a great support towards the organisation continued planning and review of the services.

Funding for the organisation charitable activities shall continue to be via local fundraising and charitable grants from government and organisation.

#### 11.0 Training for Volunteers:

The core trainings are as follow however, we continue to offer few other trainings to our volunteers which is based on identified need:

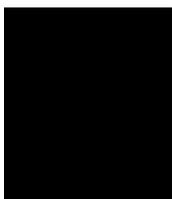
- The Organizational Induction
- Child Protection Training
- Adult Support and Protection Training
- Core Befriending Training.

#### 12.0 Reserve Policy:

**The Management Committee has examined the charity's requirements for reserves** in light of the main risks to the organisation. It has during the board meeting in April 2020 reviewed the organization reserve policy whereby the unrestricted funds not committed or invested should not fall below £3320.00. The reserves are needed to meet the minimum 2 months volunteer expenses and 2 months staff cost. The management committee are confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in funding. The present level of free reserves available to the charity of £2182.00 therefore falls slightly short of this target level. Although the strategy is to continue to build reserves through planned operating surpluses, the Management Committee is well aware that it is unlikely that the target range can be reached for at least the next two years. In the short term the Management Committee has also considered the extent to which existing activities and expenditure could be curtailed, should such circumstances arise.

Immaculata Nwabuko

Chair of the Board of Trustees



### 13: Statement of Receipts and Payments for the year ended 31 May 2020

	Hand of Solace						SC048192	
	Receipts and payments accounts							
	For the period from	Period start date			to	Period end date		
		Day	Month	Year		Day	Month	Year
	01	June	2019		31	May	2020	
<b>Section A Statement of receipts and payments</b>								
	Unrestricted funds	Restricted funds	Expendable endowment funds	Permanent endowment funds	Total funds current period	Total funds last period		
	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £		
<b>A1 Receipts</b>								
Donations					-			
Legacies					-			
Grants	1,900	45,613			47,513	45,541		
Receipts from fundraising activities	720				720	254		
Gross trading receipts	12,023				12,023			
Income from investments other than land and buildings					-			
Rents from land & buildings					-			
Gross receipts from other charitable activities					-	3,569		
					-			
<b>A1 Sub total</b>	<b>14,643</b>	<b>45,613</b>	<b>-</b>	<b>-</b>	<b>60,256</b>	<b>49,364</b>		
<b>A2 Receipts from asset &amp; investment sales</b>								
Proceeds from sale of fixed assets					-			
Proceeds from sale of investments					-			
<b>A2 Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>		
<b>Total receipts</b>	<b>14,643</b>	<b>45,613</b>	<b>-</b>	<b>-</b>	<b>60,256</b>	<b>49,364</b>		
<b>A3 Payments</b>								
Expenses for fundraising activities	125	70			195	785		
Gross trading payments	8,584				8,584			
Investment management costs					-			
Payments relating directly to charitable activities	3,800	35,534			39,334	46,979		
Grants and donations					-			
Governance costs:					-			
Audit / independent examination		250			250	250		
Preparation of annual accounts					-			
Legal costs					-			
Other					-			
					-			
<b>A3 Sub total</b>	<b>12,509</b>	<b>35,854</b>	<b>-</b>	<b>-</b>	<b>48,363</b>	<b>48,014</b>		
<b>A4 Payments relating to asset and investment movements</b>								
Purchases of fixed assets					-			
Purchase of investments					-			
<b>A4 Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>		
<b>Total payments</b>	<b>12,509</b>	<b>35,854</b>	<b>-</b>	<b>-</b>	<b>48,363</b>	<b>48,014</b>		
<b>Net receipts / (payments)</b>	<b>2,134</b>	<b>9,759</b>	<b>-</b>	<b>-</b>	<b>11,893</b>	<b>1,350</b>		
<b>A5 Transfers to / (from) funds</b>								
<b>Surplus / (deficit) for year</b>	<b>2,134</b>	<b>9,759</b>	<b>-</b>	<b>-</b>	<b>11,893</b>	<b>1,350</b>		

## Section B Statement of balances

Categories	Details	Unrestricted funds	Restricted funds	Expendable endowment funds	Permanent endowment funds	Total current period	Total last period
		to nearest £	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £
<b>B1 Cash funds</b>	Cash and bank balances at start of year	48	1,302			1,350	-
	Surplus / (deficit) shown on receipts and payments account	2,134	9,759			11,893	
						-	
						-	
	<b>Cash and bank balances at end of year</b>	<b>2,182</b>	<b>11,061</b>	<b>-</b>	<b>-</b>	<b>13,243</b>	<b>-</b>

## 14.0 Expenditures

### Expenditures as at 31 May 2020

	Unrestricted funds	Restricted funds	Total current period	Total last period
	to nearest £	to nearest £	to nearest £	to nearest £
Rent	6,138	-	6,138	6,153
Insurance	46	390	436	276
Rates and water	320	318	638	1,784
Light and heat	164	-	164	1,044
Telephone	370	423	793	348
Website and broadband	260	-	260	572
Radio	-	-	-	135
Office supplies	1,235	825	2,060	2,912
Printing	86	340	426	668
Photocopier	-	-	-	76
Postage	-	-	-	96
Office furniture / fitting	1,350	-	1,350	2,856
Cleaning and waste disposal	430	-	430	421
Purchase of computers / laptops/ software	-	5,003	5,003	2,250
Purchase of fridge	-	-	-	380
Purchase of kettle	-	-	-	38
Sundry expenses	245	-	245	31
Marketing and networking	-	-	-	485
Group field trip cost	-	2,360	2,360	4,620
Volunteer expenses (travel related expenses)	420	4,900	5,320	3,984
Project activity cost	-	9,620	9,620	8,260
Repairs	-	-	-	540
Bank charges	340	-	340	-
Fundraising expenses	55	-	55	689
Volunteer training	310	2,920	3,230	3,536
Staff cost	-	6,840	6,840	4,000
Charity shop equipment/ fitting	670	-	670	1,610
Accountancy / independent examination	-	250	250	250
Health and safety equipment	70	1,045	1,115	-
Professional fees/subscription	-	620	620	-
<b>Total</b>	<b>12,509</b>	<b>35,854</b>	<b>48,363</b>	<b>48,014</b>

## 14.0 Grants: 2019/2020

<b>Grants as at 31 May 2020</b>				
<b>Sources</b>	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total current period</b>	<b>Total last period</b>
	<b>to nearest £</b>	<b>to nearest £</b>	<b>to nearest £</b>	<b>to nearest £</b>
National Lottery Award for all Scotland	-	-	-	<b>9,015</b>
Huge Fraser Foundation	-	-	-	<b>2,000</b>
Peter Vardy Foundation	-	-	-	<b>880</b>
Rank Foundation	-	<b>250</b>	<b>250</b>	<b>700</b>
Lintel Trust	-	-	-	<b>1,000</b>
The Robertson Trust	-	<b>4,500</b>	<b>4,500</b>	<b>5,000</b>
The Charities Aid Foundation	-	-	-	<b>4,820</b>
The Clothworker Foundation	-	-	-	<b>2,800</b>
Bar chester Foundation	-	-	-	<b>1,496</b>
Allen Lane Foundation	-	-	-	<b>1,640</b>
Corra Foundation	-	<b>3,000</b>	<b>3,000</b>	<b>3,000</b>
Chance to Succeed	-	-	-	<b>3,790</b>
George Crombie Trust	-	-	-	<b>2,000</b>
Dr Guiries Association	-	-	-	<b>1,000</b>
The PF Charitable Trust	-	-	-	<b>4,000</b>
The Souter Charitable Trust	-	-	-	<b>2,400</b>
Albert Hunt Trust	-	<b>1,000</b>	<b>1,000</b>	-
Ashworth Trust	-	<b>1,500</b>	<b>1,500</b>	-
Stafford Trust	-	<b>3,000</b>	<b>3,000</b>	-
Award For All Scotland	-	<b>11,000</b>	<b>11,000</b>	-
Weir Charitable Trust	-	<b>5,700</b>	<b>5,700</b>	-
JTH Trust	-	<b>250</b>	<b>250</b>	-
Hugh Fraser Foundation	-	<b>3,000</b>	<b>3,000</b>	-
Wellbeing Fund Proactive Grant	-	<b>2,000</b>	<b>2,000</b>	-
HDH Wills Trust	-	<b>500</b>	<b>500</b>	-
Scottish Govt. Well Being Fund	-	<b>8,113</b>	<b>8,113</b>	-
Community Response Recovery and Resilience Fund	-	<b>1,300</b>	<b>1,300</b>	-
Gregg Foundation	-	<b>500</b>	<b>500</b>	-
Souter Charitable Trust	<b>1,000</b>	-	<b>1,000</b>	-
Dr Guthrie's Association	<b>900</b>	-	<b>900</b>	-
<b>Total</b>	<b>1,900</b>	<b>45,613</b>	<b>47,513</b>	<b>45,541</b>

**APPENDIX 1**



		<b>Independent examiner's report on the accounts</b>						v2
<b>Report to the trustees/members of</b>	Charity name	Hand of Solace						
	<b>Registered charity number</b>	SC048192						
<b>On the accounts of the charity for the period</b>	Period start date			Period end date				
	Day	Month	Year	Day	Month	Year		
	01	June	2019	31	May	2020		
<b>Set out on pages</b>	9 - 11						(remember to include the page numbers of additional sheets)	

**Respective responsibilities of trustees and examiner**  
 The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) 2005 Act and the Charities Accounts (Scotland) Regulations 2006. The charity trustees consider that the audit requirement of Regulation 10(1) (d) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1) (c) of the Act and to state whether particular matters have come to my attention.

**Basis of independent examiner's statement**  
 My examination is carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, I do not express an audit opinion on the accounts.

**Independent examiner's statement**  
 In the course of my examination, no matter has come to my attention [other than that disclosed on the attached page\*]  
 1. which gives me reasonable cause to believe that in any material respect the requirements:  
 • to keep accounting records in accordance with section 44(1) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and  
 • to prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Accounts Regulations  
 have not been met, or  
 2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Signed:** [Redacted] **Date:** July 03, 2020

**Name:** [Redacted]  
**Relevant professional qualification(s) or body (if any):**  
 Association of Certified Chartered Accountants (ACCA)  
 Institute of Financial Accountants (FFA)  
 Institute of Chartered Internal Auditor of UK & Ireland (CMIIA)  
 Certified Fraud Examiner (CFE)

**Address:** [Redacted]

\*Please delete the words in the brackets if they do not apply. If the words do apply, set out those matters which have come to your attention on the following page.

## APPENDIX 2

### Disclosure section

Only complete if the examiner needs to highlight material problems.

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

None