

LOVING OUR CITY TLC

Aberdeen South
foodbank

SPACE

KJ Tait

LOVING OUR CITY



Aberdeen
Befriending
Project



TLC (SCIO)

Trustees' Annual Report

1st November 2023 to 31st October 2025

Charity Number: SC04267



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TLC (SCIO)

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 OCTOBER 2025

CONTENTS

	Page
Information	3
Report of the Trustees	4
Statement of Financial Activities	14
Balance Sheet	15
Notes to the Accounts	16
Declaration	17
Independent Examiners Report	18

TLC (SCIO)

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 OCTOBER 2025

Charity Contact Information

TLC SCIO

Scottish Charity Number: SC042674

Address: The Venue, 18 Palmerston Road, Union Square South,
Aberdeen, Scotland, UK

Postcode: AB11 5QN

Telephone number: 01224 211 222

Email address: info@tlc.org.uk

Website: www.tlc.org.uk

Charity Trustees

1. Georgina Brooks - Chairperson (Resigned 22.01.25)
2. Richard Brooks – Chairperson (Appointed 22.01.25)
3. Eleanor Hadzidarellis
4. Scott Umdasch Clements

TLC (SCIO)

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 OCTOBER 2025

Report of the Trustees

The Trustees present their report and accounts for the year ended 31st October 2025.

Constitution and Organisational Structure

TLC was constituted by a Deed of Trust signed by the trustees on 1st January 2002 and registered with the Office of Scottish Charities Regulator on 20th October 2011 and incorporated as a Scottish Charitable Incorporated Organisation (SCIO).

Objectives and Activities

TLC exists to bring relief to those facing hardship, whether due to geographical or social disadvantage, food or fuel poverty, age, ill-health, disability, financial difficulties, or other forms of vulnerability. Our mission is to love and care for our city in a way that is compassionate, inclusive, and free from discrimination.

We pursue this mission through three core areas of work: operating a food bank, delivering financial resilience services, and providing befriending support. Together, these activities aim to tackle both material poverty and the deep-rooted issues of loneliness and social isolation affecting many in our community.

Our food bank forms part of the Trussell Trust network, operating as Aberdeen South Foodbank. We follow their nationally recognised policies and procedures to ensure those in food crisis receive dignified and appropriate support. Over this reporting period, we have worked with more than 25 referral partners across statutory services, healthcare, and the third sector to meet urgent local needs.

Launched in April 2021, the TLC Befriending Project was created in direct response to the growing mental health impacts of loneliness and isolation. Through one-to-one relationships and supportive community initiatives, the project helps individuals build meaningful connections and improve wellbeing.

Collaboration remains at the heart of what we do. During this period, we maintained close working relationships with key stakeholders including Aberdeen Health & Social Care Partnership (AHSCP) and Aberdeen Council for Voluntary Organisations (ACVO), the latter of which contributes to our quarterly project steering committee. Just as importantly, we continue to learn from the people we support—through formal lived experience panels and informal feedback.

Structure, Governance and Management

TLC is a Scottish Charitable Incorporated Organisation (SCIO) which is governed by a constitution which was adopted in 2011 having been granted charitable status by OSCR (SC042674).

Membership of the board is open to any person over the age of 16 who subscribes to the purposes of the charity and wishes to see them fulfilled. Trustees are elected at the annual general meeting of which there is a minimum number of 3 trustees as per the constitution.

The trustees are responsible for the strategic direction and governance of the organisation, with the daily operations being performed by the staff team and overseen by the chairperson and/or their staff delegate.

The sudden illness of Georgina Brooks warranted an extraordinary meeting of the trustees who appointed Richard Brooks as chair until a suitable permanent chairperson could be found in the financial period 2025-2026

Achievements and Performance

During the reporting period (November 2024 to October 2025), TLC remained firmly focused on supporting individuals and families affected by poverty, primarily through the continued delivery of our food bank services. Alongside this, we addressed the growing and often unseen impact of loneliness and social isolation—issues that can have profound consequences for mental health and wellbeing. In response to ongoing pressures caused by the cost-of-living crisis, we also worked closely with our partners to provide financial and energy advice, ensuring those in crisis had access to practical, timely support.



Aberdeen South Foodbank

The delivery service which started in 2020 continues and is seen as a huge success by supporting charities across Aberdeen; we have continued this mode of delivery during this reporting period, with most people supported, via this method, as opposed to in-person. A return to a food distribution service at Torry Heritage Centre is planned for the coming year.

We have continued to utilise the van over this period delivering food parcels and picking up food donations from the various supermarket donation drop-offs.

Between November 2024 and October 2025, we distributed approximately **1,500 food parcels**, the equivalent of around **13,500 meals**, to individuals and families experiencing crisis across South and Central Aberdeen.



In addition to this direct support, we also supplied over **5 tonnes of food** from our central warehouse and Tesco pick-up point to partner food initiatives across the city—again extending the reach and impact of our provision to people beyond our immediate sphere of distribution.

During this reporting period, TLC (Aberdeen South Foodbank) held one Tesco food bank collection, joining the rest of the Trussell Trust food bank network across the UK. We were pleased to have held this in November 2024 where we engaged with the public, receiving large food and financial donations.



TLC has also been pleased and thankful to continue our relationships and partnerships with various supermarket supporters across the city including Sainsburys Garthdee & Tesco Woodend.



Throughout the reporting period, TLC's Befriending Project has remained a vital part of our mission to reduce loneliness and improve mental wellbeing across Aberdeen. With 4.5 years of delivery behind us, the project has continued to evolve in response to the growing need, building on its strong foundations to reach more people with tailored, person-centred support.

We have unfortunately seen an increase in the need for our service, but a drop in funding and staffing available. However, we have been able to successfully plan and have adapted the service to meet this growing need by utilising a "Wellbeing Café" model of gathering people together.

During this reporting period, the Befriending Project remained supported by funding from The National Lottery, which has part-funded the service since April 2022. We continue to provide and maintain a safe, structured, and sustainable service model. As a nation, the charity sector has continued to see a decrease in the number of individuals wishing to volunteer. This has been due to sustained volunteer fatigue after the

Covid-19 pandemic, with many now responding to their own cost-of-living crisis by substituting volunteer time with alternative employment.



Once again, the TLC Befriending Project did not recruit as many volunteers as anticipated. However, we were still able to support over 25 individuals during this period, with approx. 1000 volunteer hrs over the 12months period.

We continued to be guided by our **quarterly Steering Group**, which includes key stakeholders from Aberdeen Health and Social Care Partnership, ACVO, and professionals from across sectors. With their input—as well as from our **Voice of Lived Experience (VOLE)** group—we refined our referral criteria and developed several new policies, including a second-hand smoke policy. These enhancements have helped us continue to provide a safe, appropriate and responsive service.

Our Wellbeing Café, launched in March 2023 at Tillydrone Community Campus, has remained a valuable extension of our befriending model and has grown in regular numbers. It has offered a warm, welcoming space where individuals can build confidence and social connections following their one-to-one support.

Despite continued challenges in volunteer recruitment due to post-Covid pressures and the economic climate, we have made progress in utilising our limited volunteer base.



Regular **core and CPD-accredited training** events, including suicide prevention and mental health awareness sessions, has ensured that our volunteers are well-prepared to support people facing a range of emotional and social challenges. We have also held other volunteer events, such as our annual Christmas event, and events aligned with national campaigns like Volunteers Week in June and Befriending Week in November each year

Volunteer Befriender Testimonials



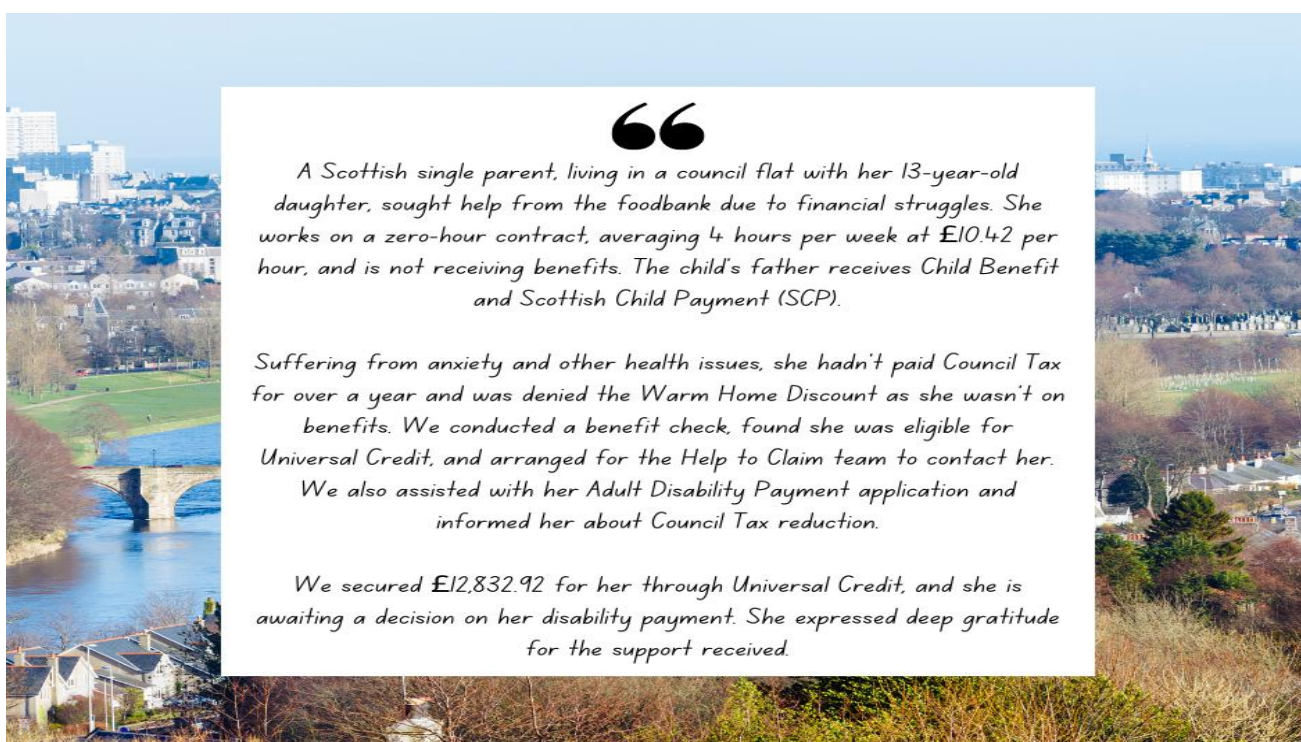
Financial & Energy Resilience Project

The Aberdeen Financial & Energy Resilience Project has now completed its second year of delivery, having launched in October 2022. The project is delivered in partnership with Kings Community Foundation (operators of Aberdeen North Foodbank) and Aberdeen Citizens Advice Bureau (CAB), forming a citywide consortium initially funded by the Trussell Trust. TLC led a successful funding application to the British Gas Energy Trust, enabling the service to grow significantly in both reach and capacity. Over the past year, staffing was retained at **3 full-time equivalent CAB advisors**, who were based at our Aberdeen South Foodbank centres as well as through our delivery service. These advisors provided **holistic financial and energy advice** to those entering crisis, including access to emergency **fuel vouchers**, energy efficiency guidance, and support navigating complex benefits systems.



We are extremely pleased that this service can be facilitated due to the devastating needs within our communities caused by the increased cost of living, partly sparked by the increase in whole-energy costs.

From November 2024 to October 2025, **338 individuals and families** were supported through this project, resulting in **minimum income gains of £154,643** — with further gains expected following the resolution of delayed benefit decisions, which often take 3–6 months. The project continues to be funded by the Trussell Trust through to September 2025, and by the British Gas Energy Trust (BGET) until at least March 2026, with potential for both funding streams to be extended. TLC SCIO have transferred management of the Aberdeen CAB during 2025 and are pleased to retire to a supporting role.



This financial and practical support is further complemented by TLC's Befriending Project. Volunteer Befrienders—backed by a part-time Befriending Coordinator—have played a key role in enabling individuals with additional vulnerabilities to attend CAB appointments, offering emotional encouragement and a sense of continuity throughout their support journey.

Together, this integrated approach addresses both the immediate needs and longer-term challenges of those we serve—reducing reliance on food banks by empowering individuals with the tools and support needed to regain financial stability and resilience.

OUR COMMITMENT

Vision

A transformed community where poverty and social isolation are a thing of the past.

Mission

Fuelled by our compassion, we are focused and purposeful in providing sustainable community services and resources that tackle the cycle of poverty and social isolation by building and nurturing a sense of community, partnering with those who share our vision and harnessing our reputation to effect real transformation in our community.

Values

Our work is driven by our three key values of:



To reach our above vision and mission, we are focused on the following four goals:

- 1.) We have continued to deliver a high-quality and compassionate food bank service across South and Central Aberdeen. This year, we further strengthened our impact by increasing the capacity of the Financial & Energy Resilience Project, which operates alongside our food bank. With the addition of further advisor hours and ongoing partnership work, we have been able to support more individuals in addressing the underlying issues that lead to food crisis. This joined-up approach is a key step toward our long-term goal of reducing dependency on food banks and building financial stability within our community.
- 2.) Fight social isolation by providing a high-quality befriending service in the local community, building a strong reputation, knowledge, and experience base to create a model that supports groups nationally to respond to the immediate need while working towards a time where befriending is no longer needed.

- 3.)** Build a sense of community by providing a community café/space in the centre of Aberdeen where all are welcome and where we can showcase who we are and what we're about while building a sustainable fund-raising capability.
- 4.)** Build a strong and positive reputation both locally and nationally which allows us to speak truth to power, highlighting the devastating issues facing people, that of hunger and loneliness and isolation.

What next?

Guided by our core vision, mission, and values, we remain deeply committed to the ongoing transformation of our Aberdeen community—where poverty and social isolation no longer define people's lives. We will continue to prioritise a person-centred, responsive approach that evolves with the needs of those we support. Through innovation, collaboration, and a strong focus on dignity and inclusion, we aim to ensure our services—and the voices of those we serve—are embedded within the wider support network across the city.

Financial review

Statement of the charity's policy on reserves

Within the charities Unrestricted Funds, the board of TLC has included a designated reserve fund of £1,000 for the purposes of meeting the financial commitments of the charity.

Donated facilities and services

TLC has graciously been donated the temporary use of a warehouse facility at Citrus House by Jasmine Holdings worth approximately £12,000 per annum, but will vacate this premises in June 2026.

Review

Income for the year under review was £81,144 which £52,602 came from donations and £28,542 from grant assistance.

Outgoings were £154,207 £61,943 for salary costs and £7,953 employment costs, with the remainder split between Employee Expenses, Insurance, Payroll & Charitable Activities.

There was a deficit for the year of £73,063 and a reserve of funds of £99,687 which the Trustees consider to be adequate working capital for the purposes of the Trust.

Taxation

The Trust is recognised as a charity by the Inland Revenue. There is therefore no liability for taxation on any of its income.

STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Funds				
	General Funds	Designated Funds	Restricted Funds	Total	Total
	£	£	£	2025	2024
				£	£
INCOMING RESOURCES					
Donations received	40,968	-	11,634	52,602	4,348
Grant funding (see Note 3)	11,221	-	17,321	28,542	271,192
TOTAL INCOMING RESERVES	52,189	-	28,955	81,144	275,540
RESOURCES EXPENDED					
Salaries	14,281	-	47,662	61,943	117,298
Employee costs	(10,911)	-	2,958	(7,953)	13,888
Employee travel expenses	331	-	817	1,148	999
Café expenses	-	-	619	619	-
Volunteer expenses	-	-	122	122	485
Financial and energy advisors	-	-	54,533	54,533	81,803
Rent and rates	-	-	2,723	2,723	6,300
Repairs and maintenance	108	-	35	143	-
Hardware and equipment	-	-	1,500	1,500	-
Motor vehicle costs	-	-	5,794	5,794	2,093
Insurance	3,467	-	-	3,467	1,109
Software costs	578	-	97	675	627
Mobile phone costs	-	-	197	197	256
Accountancy fees	2,607	-	-	2,607	960
Subscriptions	50	-	257	307	440
Marketing	305	-	141	446	1,098
Depreciation	-	25,221	-	25,221	2,236
Other	660	-	55	715	833
TOTAL RESOURCES EXPENDED	11,476	25,221	117,510	154,207	230,425
NET INCOMING/(OUTGOING) RESOURCES	40,713	(25,221)	(88,555)	(73,063)	45,115
Transfers between funds	(966)	60,966	(60,000)	-	-
NET MOVEMENT IN FUNDS	39,747	35,745	(148,555)	(73,063)	45,115
Balance brought forward	(28,527)	41,609	159,668	172,750	127,635
BALANCE AT 31 OCTOBER 2025	11,220	77,354	11,113	99,687	172,750

STATEMENT OF BALANCES

	Unrestricted Funds				
	General	Designated	Restricted	Total	Total
	Funds	Funds	Funds	2025	2024
	£	£	£	£	£
FIXED ASSETS					
Motor Vehicles	-	4,006	-	4,006	5,341
Plant & Equipment	-	2,761	-	2,761	3,452
Café Fit Out Costs	-	69,587	-	69,587	91,816
CURRENT ASSETS					
Cash at bank and in hand	11,091	1,000	13,613	25,704	134,782
Prepayments & Accrued Income	696	-	-	696	4,015
CURRENT LIABILITIES					
Accruals	(567)	-	(2,500)	(3,067)	(66,656)
NET ASSETS/(LIABILITIES)	11,220	77,354	11,113	99,687	172,750
RESERVES					
Balance brought forward	(28,527)	41,609	159,668	172,750	127,635
Surplus /(Deficit) for the year	39,747	35,745	(148,555)	(73,063)	43,465
BALANCE CARRIED FORWARD	11,220	77,354	11,113	99,687	172,750

NOTES TO THE ACCOUNTS

1 - Accounting Policies

1.1 Basis of preparation of accounts

These financial statements have been prepared under the historical cost convention and include the results of the church's activities which are described in the Trustees' Report.

The accounts have been prepared in accordance with the Charities and Trustee Investment (Scotland) 2005 Act and the Charities Accounts (Scotland) Regulations 2006 and the Statement of Recommended Practice – Accounting and Reporting by Charities issued in March 2005.

The charity has taken advantage of the exemption in Financial Reporting Standard No. 1 from the requirement to produce a cashflow statement on the grounds that it qualifies as a small charity.

1.2 The Accounting Policies for the preparation of these Accounts are as follows:-

a) All voluntary income (i.e. Offerings and Donations) is accounted for when received.

b) Covenant & Gift Aid Tax Recovered is accrued at the time of receipt of donations.

c) Expenses of the charity are accounted for on an accrual basis and provision is included in the financial statements for all known liabilities at the balance sheet date.

d) Equipment purchases are written off in the year of purchase because they are of such a nature that once used they have little or any carrying value.

Motor Vehicles are being written off over 4 years using the straight line method of depreciation.

2 - Trustees Remuneration

No trustees received either remuneration or expenses for their services given in either this or the previous year.

Declaration

Signed on behalf of the charity trustees:

R J Brooks

Print name

R J Brooks

Designation

Chairperson

Date

25/09/2026

TLC (SCIO)
REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 OCTOBER 2025

Accountant's Report to the Trustees of TLC (SCIO)

I report on the accounts of the charity for the year ended 31 October 2025 which are set out on pages 15 to 17.

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) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. The charity trustees consider that the audit requirement of Regulation 10(1) (d) of the 2006 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 2006 Accounts Regulations. 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 view given by the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention

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
 - 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.

Name: Stephen Bradley (SBS Accountancy Ltd)

Relevant Professional qualification/professional body: Chartered Institute of Management Accountants (CIMA)

Registered Address: SBS Accountancy Ltd, Haypark Business Centre, Marchmont Avenue, Polmont, FK2 0NZ

Date: 24th September 2026