

**REGISTERED COMPANY NUMBER: 02951827 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1043321**

**REPORT OF THE TRUSTEES AND**  
**AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021**  
**FOR**  
**SERVE**

Elsby & Company (Sywell) Ltd  
Statutory Auditors  
Thistledown Barn  
Holcot Lane  
Sywell  
Northampton  
Northamptonshire  
NN6 0BG

**SERVE**

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**for the year ended 31 MARCH 2021**

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**SERVE**

**REFERENCE AND ADMINISTRATIVE DETAILS**  
**for the year ended 31 MARCH 2021**

**TRUSTEES**

A Armson Chairman/ Director  
M Coles Treasurer  
J Baker Director  
Z Cunliffe Director  
T Higgs Director  
T James Director  
M Core Director  
Ms M C Gresswell Director (appointed  
18.11.20)

**COMPANY SECRETARY**

M Core

**REGISTERED OFFICE**

The Old Auction Rooms  
8 West Street  
Rushden  
Northamptonshire  
NN10 0RT

**REGISTERED COMPANY NUMBER** 02951827 (England and Wales)

**REGISTERED CHARITY NUMBER** 1043321

**AUDITORS**

Elsby & Company (Sywell) Ltd  
Statutory Auditors  
Thistledown Barn  
Holcot Lane  
Sywell  
Northampton  
Northamptonshire  
NN6 0BG

**SOLICITORS**

Hannah Solicitors  
11 Church Street  
Rushden  
Northants  
NN10 9YU

## **SERVE**

### **REPORT OF THE TRUSTEES** **for the year ended 31 MARCH 2021**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31<sup>st</sup> March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

#### **Reference and administrative details**

Charity Name:	SERVE
Charity registration number:	1043321
Company registration number:	2951827
Registered Office and Operational address:	8 West Street Rushden Northants NN10 0RT

#### **Directors & Members (Management Committee)**

Alan Armson	Chairman
Martin Coles	Treasurer
Maureen Core	Secretary
Jimmy James	Director
Jake Baker	Director
Zara Cunliffe	Director
Trevor Higgs	Director
Marie Gresswell	Director - appointed 23/11/2020

In accordance with the company's articles of association, Mr A Armson and Mr J Baker retire by rotation and both offer themselves for re-election.

All trustee/directors of SERVE are required to disclose any matter that may be considered as being a conflict of interest and may not vote on any matter that may be of conflict. They do not receive any payment for the services they provide to the company but may receive reasonable out of pocket expenses incurred in the discharge of their official duties.

#### **Chief Executive Officer (CEO)**

The CEO is responsible for the day-to-day management of SERVE's affairs and for implementing policies agreed by the Management Committee. The CEO is assisted by senior managers.

#### **Senior Managers (as of 31 March 2021)**

CEO	Jessica Slater
Registered Care Manager	Samantha Horne
Befriending Manager	Jonathan Cook
Transport Manager	Jenni Anker
Wellbeing Manager	Gemma Hager
Project Manager (Wellingborough/East Northants)	Cheryl Smith

#### **Head Office Staff (as of 31 March 2021)**

Finance & Payroll Coordinator	Natalie Clarke
Finance Assistant	Sonia Richardson
DBS Administrator	Michelle Bathurst
Befriending Coordinator (Kettering/Corby)	Olivia Clarke
Administrator/Telephone Befriender	Ruth Moore
Scheduler	Sarah Boyle
Homecare Team Leaders	Hayley Kingston
	Ashley Davidson
Reception & Transport Assistant	Gill Willis
Well-being Coordinator	Judith Nelson
Community Support Officer	Jenny Standen



**SERVE**  
**REPORT OF THE TRUSTEES**  
**for the year ended 31 MARCH 2021**

**Volunteers**

SERVE has a long tradition of voluntary service. The organisation was founded in 1981 by a team of volunteers and did not employ a paid manager until two years after its formation. Today, SERVE has an average active portfolio of 206 volunteers and the Trustees wish to acknowledge the tremendous service that they provide. The number of hours that volunteers contributed between April 2020 and March 2021 is 9195, with a notional value in excess of £91,205. (Based on NMW 2020 plus 13.8% on costs).

The Covid-19 pandemic and the first lockdown saw several services replaced by community resilience voluntary services in the community and this has impacted on our regular volunteer hours delivered which are usually approximately 30,000 plus. It also had a positive impact of our services. As a result, new volunteers recruited during the pandemic have continued to volunteer in other departments.

**Member Organisations**

Members are recruited through a skills audit process by the current Directors/Members. As of 31<sup>st</sup> March 2021, the Directors mentioned above were individual members along with the organisations listed below:

Royal British Legion  
The Cobblers Day Centre  
Rushden Branch Royal Air Force Association  
St Vincent de Paul Society

**OBJECTIVES AND ACTIVITIES**

**Objectives and aims.**

In accordance with its Memorandum of Association, the objects of the Company shall be to promote any charitable purpose for the benefit of the community, in particular the aged and disabled members of the community, in Rushden in the County of Northamptonshire and Bedfordshire, and in particular the advancement of education, the furtherance of health and the relief of poverty, distress and sickness.

**The focus of our work and how our services deliver public benefit.**

SERVE promotes the independence of vulnerable adults' people and people with disabilities. Our aim is to provide a range of services to assist them to live at home independently for as long as they wish to do so. Our services improve their quality of life, improve their health and well-being, and prevent poverty and isolation.

**Strategic Overview**

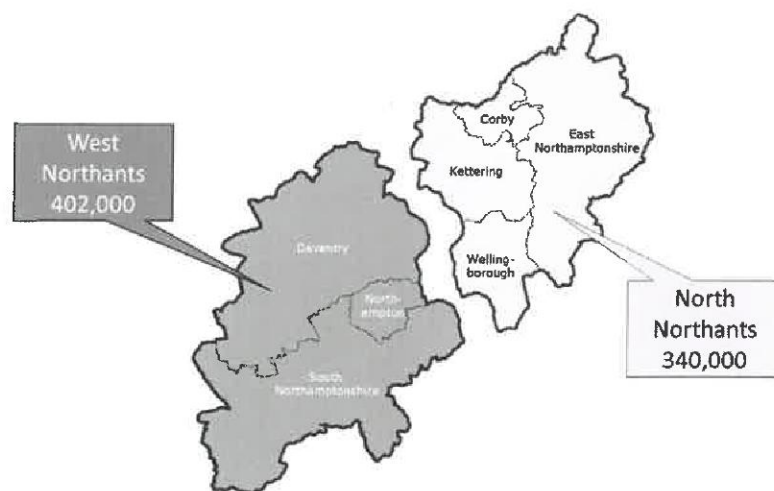
The Annual Report brings together the many reports to the Management Committee and illustrates the scope, the scale of the Charity's activities and the issues it faces as it plans for the following year.

Further to our 2020 report, we are still delivering services in challenging times due to the global Covid-19 pandemic. However, we are now starting to bring back services that were stopped due to national lockdowns, which will keep new resilience services going that have been created during the pandemic for those who still need our support. These include grocery and prescription deliveries and our popular Meals on Wheels service. The services will remain whilst the demand for these is ongoing.

Serve is well placed with the infrastructure and knowledge to step up to providing vital support to vulnerable adults in the local community in these times of crisis.

Covid 19 has been affected by the setup of the two new unitary councils that took over from the existing County, District and Borough Councils. The West and North unitary councils were set up on the 1<sup>st</sup> April 2021 and are now operating. Existing contracts within the voluntary sector were rolled over until March 2022 to sustain consistency of services to the residents.

**SERVE**  
**REPORT OF THE TRUSTEES**  
**for the year ended 31 MARCH 2021**



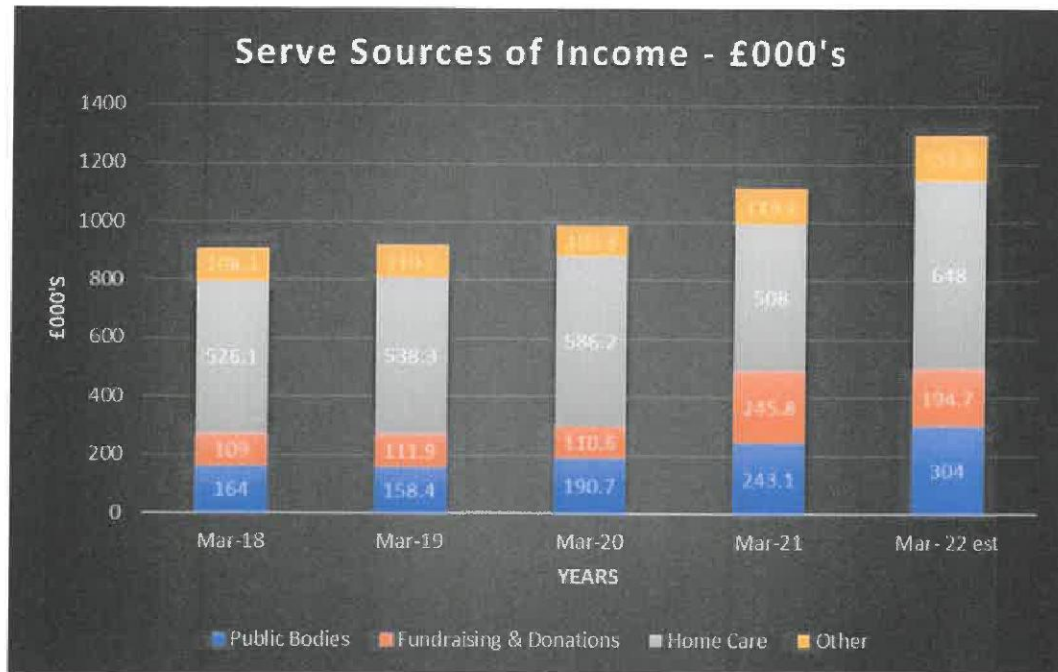
Last year we were notified by Public Health that our Social Wellbeing Contract would cease on 31<sup>st</sup> March 2021. This has now taken place and Serve have had a cut of £102,000 to the Wellbeing Activities. Although this is a challenge in the current climate, we anticipated this outcome and as a result started additional fundraising to support some of those activities. Some of those activities have now been partially funded and we will continue to fundraise. There is no indication from the statutory authorities that they will fund these activities in the future, and it is uncertain what will happen at this stage.

The graph below shows the forecast financial profile for 2020/21, 2021/22 and earlier years. It indicates an increase in Homecare services in line with SERVE's strategy for growth in this area, to offset future potential loss of funding from Public Bodies. However, Covid 19 is impacting on quantum of this and other charged for services. Therefore, the reality may be that these projections are not achieved. On the positive side there has been a significant increase in fundraising as beneficiaries have been extremely generous to assist with the negative impacts of the virus.

From April 2020, SERVE acquired Nene Valley Community Action (NVCA) and as a result closed the charity NVCA. Contracts were novated over to SERVE and the graph below shows a spike in public bodies funding streams as we continue to deliver these vital services.

The Covid -19 pandemic resulted in some vital funds received from the Big Lottery to extend our befriending services into Kettering during the crisis. The service has highlighted the need for such support and as a result SERVE have been awarded a contract funded through ICAN (Integrated Care Across Northamptonshire) and the GPA (General Practise Alliance) to lead on a Countywide Befriending Project at Scale working in partnership with Northamptonshire Carers, Daventry Volunteer Centre, and Voluntary Impact Northamptonshire.

**SERVE**  
**REPORT OF THE TRUSTEES**  
**for the year ended 31 MARCH 2021**



SERVE's business planning process means that it will be reviewing current plans over the next financial year. However, the existing plan takes account of a changing climate created by the changing environment within which social services that are being commissioned and the challenges of a growing population of older people. The Trustees and key staff have realised the importance of an increasing demand for wellbeing services, they recognised the harsher funding environment and the need for SERVE to become more independently financially sustainable.

The current business plan sets out key priorities which give a commitment to growth, a commitment to provide good quality services to beneficiaries and the need to run the organisation efficiently, with the requirement for financial sustainability and independence.

The key outcomes from the business plan are:

- a) The plan affirms SERVE's key objective to help independent living of the aged and infirm within the environs of East Northamptonshire District and North Bedfordshire.
- b) To support statutory bodies in the County of Northamptonshire through hospital discharge interim low-level care.
- c) SERVE will continue to place emphasis on services that make a real difference to quality of life that are either neglected or poorly resourced by the state or service providers.
- d) The main strategic issues identified:
  - i) SERVE will continue to develop sustainable sources of income with less reliance on public grants or vulnerable service contracts.
  - ii) To become a catalyst for significant volunteering in the local community.
  - iii) To greatly increase provision of services that require volunteers, e.g., drivers, domestic shoppers, gardeners, befriending activity to centre tutors etc.
  - iv) Increase net revenues arising from trading activities, e.g., home care.
  - v) To further develop partnership to increase the range of services, avoid replication and increase success for search of funding.
- e) To develop wellbeing services which will become more self-sustainable to lessen the burden of fundraising and maintain essential services.
- f) The need to develop operational plans to fulfil our strategic objectives for volunteering and home care.

In April 2020, SERVE and Nene Valley Community Action (NVCA) combined NVCA was closed as a registered charity and company and became a department of SERVE. All employed head office staff from both organisations moved into 8 West Street, Rushden, Northants, NN10 0RT.

NVCA was originally born out of SERVE in 2008 and made a success of delivering infrastructure services, befriending across East Northants and Wellingborough and an Informal Carers Short Breaks service along with many other projects well received by the residents in the community.

## **SERVE**

### **REPORT OF THE TRUSTEES** **for the year ended 31 MARCH 2021**

The trustees agreed in 2018 that the two organisations should combine, all service and employment contracts were novated and Tupe'd over to SERVE in April 2020.

Since the two organisations joined together, SERVE have continued to support vulnerable people in the community through the befriending project, Home@Lone, Infrastructure services to support Wellingborough District and Informal Carers Support.

The pandemic and additional government funding in response to Covid-19 created an opportunity to expand the Home@Lone into Kettering. This was recognised by the statutory health authorities and in April 2021, we were awarded an NHS contract to deliver and lead on Countywide Befriending Programme at scale on a 12- month pilot project. The project is being delivered in partnership with Northamptonshire Carers and the Happy at Home schemes run by Daventry Volunteer Centre and Voluntary Impact Northamptonshire.



## **ACHIEVEMENT AND PERFORMANCE**

### **Operational Overview**

### **Health and Wellbeing Opportunities**

The Northamptonshire Health and Care Partnership (NHCP) consists of key health and care organisations in the county.

All partners involved remain separate organisations with their own local responsibilities, they are committed to working together towards a positive future for community services.

By working more closely in partnership, they are ambitious about doing things differently and clear on local priorities; so together they can improve the quality of care and the health and wellbeing of our community.





**SERVE**  
**REPORT OF THE TRUSTEES**  
**for the year ended 31 MARCH 2021**

The partners included:

Social Care                      GP Practices                      Local Government  
  
Ambulance services                      Voluntary and Community services  
  
Health and Care commissioners

One of the key focus areas of work for the **NHCP**, is **ICAN (Integrated Care Across Northamptonshire)** and starts its first year of its Five-Year Roadmap. Its purpose is to deliver a refreshed focus and way to improve the quality of care and achieve the best possible outcome of health and wellbeing for older people across the county, supporting them to maintain their independence and resilience for as long as possible. In line with NHCP's vision for positive lifetime of health, wellbeing and care in the community, the three core aims of the iCAN programme are to:

- 1) Ensuring we choose well: no one is in hospital without a need to be there.
- 2) Ensuring people can stay well.
- 3) Ensuring people can live well: by staying at home if it is right for them.

With a growing and ageing population and more people living with increasingly complex long-term health conditions, Northamptonshire's health and social care system faces a number of key challenges today and in the near future. Majority of patients want to be at home, not in hospital, and we know that we can improve the long-term health and wellbeing outcome that we are supporting people to achieve. We also know that if we carry on working in the same way as we do currently, within four years we will no longer be able to properly support the health and care needs of the county's older residents.

One of the key areas of work is a **Countywide Befriending Service** and SERVE is in a unique position to lead and deliver this piece of work. Befriending is known to be a of vital importance to provide opportunities for people's social interaction and them feeling part of the community. SERVE is the Countywide lead, supported by locality coordinators in each area, working with other voluntary sector partners in the West Unitary. We will all build a network of volunteers and link to multi-disciplinary welfare teams in order to facilitate this work.

## Other Services we provide:

### Homecare Services

Northamptonshire has the highest population growth in the over 70's, which emphasises the importance of promoting independence and quality of life for adults as we age. Social isolation and loneliness are critical issues that affect quality of life for older people.

Homecare is valuable to our beneficiaries, it supports prevention of hospitalisation, gives more people the opportunity to live in their homes for longer and promotes social inclusion. SERVE recognises the importance of supporting care in the home. Along with other vital services, SERVE provides a holistic approach to care. The service provides personal and domestic care and within the financial year SERVE delivered 28173 hours.



## **SERVE**

### **REPORT OF THE TRUSTEES** **for the year ended 31 MARCH 2021**

Homecare is delivered by fully trained care workers, who have been DBS checked and supported by experienced management on an ongoing basis through supervision and appraisal. SERVE charge a competitive rate for homecare services and any contribution in surpluses go back into the business to support our voluntary services. Our plan was to grow the homecare hours delivered each month, with a target of delivering 3,000 hours per month to be delivered by the end of the year. The increase was targeted to improve the income stream and enable the business to become more financially sustainable. However, the business was unable to achieve this goal during the year and the global pandemic has impacted significantly. A new monthly target of 2800 hours by March 2022 has been set. The care support team have been crucial throughout the pandemic and our beneficiaries have relied on their support and to keep them safe. **THANK YOU TO ALL OUR CARE TEAM!!**

## **Wellbeing**

SERVE's Wellbeing Services in the local community are perfectly and uniquely placed to prevent social isolation and loneliness. They sustain independence by recognising and meeting the needs of people who are not in the social care system, ensuring they are part of a supportive community that promotes their quality of life. The established wellbeing department comprises of a wellbeing centre, an activity centre and community buildings with access to our own minibuses which provide disabled access to the facilities.

**Our wellbeing activities are run from community centres and outdoor parks in the East Northamptonshire District**

### **Activities Include:**

Stronger Seniors (OTAGO)  
Craft  
Digital Dodgers -Computer Training  
Movement to Music  
Community Forum  
Musical Moments  
Seated Yoga  
Day Trips



During the Covid-19 pandemic, our exercise groups moved outdoors. It was so popular; we plan to continue with a mix of indoor and outdoor activity during the better weather months.

See the video link below:

<https://youtu.be/ol8b2X4dVmQ>

## SERVE

### REPORT OF THE TRUSTEES for the year ended 31 MARCH 2021

#### **The Day & Activity Centre (Higham Ferrers)**

The centre is open 5 days per week and offers activities throughout the day, minibus transportation and a two-course hot meal.



**The Day & Activity Centre and Minibus Day Trips converted their services to support the community during the Covid-19 Pandemic.**

**MEALS ON WHEELS** were delivered to the local community who would normally rely on Day Centre support.



**433 meals  
have been  
delivered  
during a 5-  
month period!!**

The Day & Activity Centre also offers **Bathing**.





**SERVE**  
**REPORT OF THE TRUSTEES**  
**for the year ended 31 MARCH 2021**

## **Community Transport**

SERVE and Volunteer Action based in Oundle work in partnership to deliver the contract supporting the whole of East Northamptonshire with their transport needs. The scheme was funded by East Northamptonshire Council, Northamptonshire County Council and the NHS up to 31<sup>st</sup> March 2021.



This community transport scheme mainly provides for medical related journeys. SERVE have also given people access to regular shopping journeys to undertake their weekly shop. This includes assistance to carry goods from store to home, and it also enables older people to access a meal at a supermarket cafeteria. SERVE have a purpose-built wheelchair accessible vehicle which can be used for both medical and social purposes.

The transport scheme has access to 40 volunteer drivers who undertake medical related journeys using their own cars. Drivers will escort clients to and from their door and wait with them during their appointment period. Beneficiaries are charged a modest fare based on a national standard set mileage rate to cover volunteer driver expenses.

### **Our Covid-19 Response**

Throughout the Covid-19 pandemic, the transport scheme continued to operate, and 2850 medical journeys were delivered, despite the lack of NHS capacity within medical centres and hospitals and majority of volunteers shielding. We have been the main point of call for people needing transport to get their Covid-19 vaccines and have also supported the Wellingborough District Community Transport Scheme.

In addition, we had an incredible 144 volunteers come forward to support the local community with wellbeing calls and to provide their essential shopping and prescription needs.

## **Carers - Needs & Aspirations Programme (Countywide)**

There are 70,000 Carers in Northamptonshire.



The Carers Needs & Aspirations service is delivered in partnership with Northamptonshire Carers. SERVE are part of the 'Carers Countywide Partnership' which brings together other voluntary organisations such as SERVE, Alzheimer's society, Carers Voice, AGE UK and lead commissioners and statutory bodies such as the Health and Care Partnership, County Council, Northamptonshire Health Foundation Trust and others to address the needs of informal Carers in Northamptonshire through formal strategic development.

The Needs & Aspirations Programme is one part of the strategy providing short respite breaks to informal Carers. Each year 1000 places are allocated and Carers from all over the County can access these activities to take a break from their caring role.

Activities range from afternoon tea, health walks, flower arranging, visits to historic landmarks, holistic therapies, chocolate tasting and many, many more!



## **SERVE**

### **REPORT OF THE TRUSTEES** **for the year ended 31 MARCH 2021**



Sewing workshop at Castello Lounge, carers making Lavender Owls.



**Support throughout the pandemic was essential to ensure carers did not feel isolated. Serve provided online exercise programmes and newsletters to keep carers engaged.**

## **Disclosure and Barring Service Umbrella Body**

SERVE offers a DBS service which support other voluntary organisations in the recruitment of staff and volunteers and aligns with our infrastructure service.

This is a charged for service supporting voluntary sector organisations that require the specialist skills of a qualified administrator to authorize criminal record checks on individuals within UK Data Protection legislation and DBS compliance.

The service supports hospitals, GP surgeries, businesses and voluntary sector organisations across the UK. On average around 2000 **DBS checks** are processed each year. All funds are reinvested in the voluntary services of the organisation.

## **Voluntary Sector Infrastructure (Wellingborough)**

The infrastructure contract is funded through Wellingborough District Council (North Northants Council) and is a community support service for organisations in Wellingborough.

It provides:

- Volunteer Brokerage for the Voluntary Sector in partnership with 5 other infrastructure partners in the County.
- Supports the identification of needs in the local community and facilitates improvements in service provision to meet those needs.
- Assists local voluntary organisations and community groups to function more effectively and deliver a quality service.
- Facilitates effective communications, networking and collaboration amongst local voluntary organisations and community groups.
- Enables the diverse views of the local voluntary and community sector to be represented and supports structures which promotes effective cross-sector partnership working.
- Ensures the third sector's role as an integral part of local planning and policy making.
- Ensures the sector has access to volunteers to support their work, and to engage people in the community.

## **SERVE**

### **REPORT OF THE TRUSTEES** **for the year ended 31 MARCH 2021**

#### **Examples of delivery are:**

- E-Bulletin with volunteering opportunities, volunteer recruitment, funding opportunities, networking opportunities and voluntary local events etc, which are delivered weekly to over 300 contacts and then cascaded via partners to many others.
- Supply of policies.
- Voluntary sector training through Local Infrastructure Organisations Northamptonshire (LION) including safeguarding, lone working, volunteer recruitment, managing a successful AGM, Disability awareness etc.
- X4 Consortium events per annum.
- Database of 2,500 charities operating in Northamptonshire.

## **Community Wellbeing Resilience Throughout the Pandemic**

**Whilst most businesses across the UK closed down on the 23<sup>rd</sup> March 2020 when the national lockdown started, SERVE were part of the resilience to combat loneliness and to support those shielding from the virus.**

6329 Wellbeing Calls

1469 shopping trips

336 prescriptions  
collections

2850 medical trips



## SERVE

### **REPORT OF THE TRUSTEES for the year ended 31 MARCH 2021**

**The Big Lottery and the Northamptonshire Community Foundation awarded SERVE with funds to support vulnerable people through Covid-19**

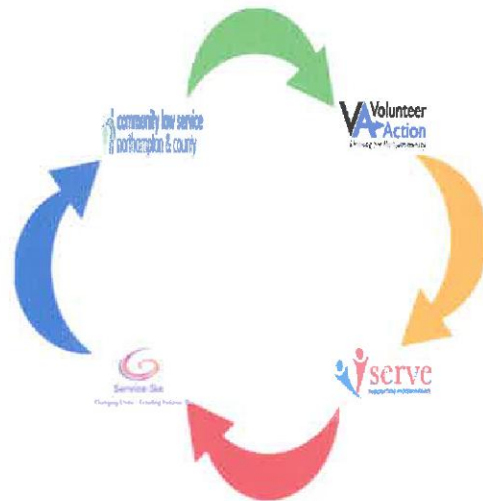


SERVE was in partnership with the Community Resilience Hub set up by the Government which was led by the District Councils.

The partnership has a network of voluntary organisations, including mental health support, family support and finance and benefits advice.

The project dealt with complex cases referred by the community cells to enable us to support vulnerable people effectively and ensure consistent follow up care after the restrictions social distancing measures were lifted.

- Vulnerable adults felt supported with mental health via virtual online support and telephone befriending.
- Families were supported by a professional team of family support links and youth counselling.
- Vulnerable adults were supported with their universal credit applications and finance/budget management.



***“Charity sees the need, not the cause”***

## **Voluntary Services**

SERVE is very fortunate to have a strong volunteer base and employ a volunteer coordinator who actively recruits new volunteers. SERVE is always looking for new ways to attract people to assist with administrative functions and to raise skill levels within the volunteering sector. SERVE conduct induction training for all volunteers and also offer on the job training to improve skills where necessary.

**During the year 144 volunteers engaged in a wide range of Covid-19 response support activities.**

Volunteer Hours delivered  
9195

**SERVE**  
**REPORT OF THE TRUSTEES**  
**for the year ended 31 MARCH 2021**

### **Publicity**

SERVE has its own web site and participate in regular networking forums and partnership arrangements to keep abreast of current changes and to raise awareness of the issues surrounding older people.

### **Charitable activities**

The Trustees have a formal risk management process to assess business risks and implement risk management strategies. This has involved identifying the types of risks SERVE faces and implementing ways to mitigate those risks. The Register is monitored by the Management Committee and departmental managers of SERVE.

## **FINANCIAL REVIEW**

### **Financial Position**

The Statement of Financial Resources for the year to 31st March 2021 shows total income of £1,550,687 (2020: £989,626) and after all expenses a net surplus of £540,233 (2020: £92,685 deficit). The surplus directly impacted on our cash balances - raising from £162,341 at the beginning of the year to £433,276 at the end.

Although we have achieved a surplus in the year, there are particular difficulties currently being experienced by SERVE and other organisations in the social care sector. However, due to future funding uncertainties (which were identified over three years ago), the trustees and management team will continue to pursue their goal of financial independence from the vagaries of the historical grant system. This requires significant growth in home care and other trading operations and in the short term may require investment in resources before deficits can be eliminated.

SERVE have sufficient reserves and run at 7 months operational cost reserves. This takes into account the merger with NVCA.

Financially:		2021	2020
•	Fundraising & Donations:	£725,791	£137,372
•	Service Levels Agreements:	£202,833	£165,428
•	Transport & Care Charges:	£533,178	£685,038

### **Investment policy and objectives**

The Trustees considered that the charitable company has insufficient funds for them to be invested in the longer term. All funds that are not required for immediate use are held on interest, bearing deposit and reviewed on a monthly basis.

### **Reserves Policy**

The Balance Sheet shows net assets on 31<sup>st</sup> March 2021 of £811,988 (2020: £271,755). Of this balance £Nil, (2020: £Nil) is restricted funds.

The trustees have considered the need to maintain and monitor the level of unrestricted reserves and have built this requirement into the current risk register, against potential exposure from any significant loss of income. The risk register is monitored through regular finance sub - committee meetings.

At any point in time the ratio of reserves to expenditure will vary due to the timing of events and transactions. But having regard to any exceptional items, the trustees propose to maintain the charity's unrestricted reserves to cover at least four months of future operational expenditure.

### **Grant Making Policy**

The policy of the Trustees is not to make grants to individuals or other charities.



## **SERVE**

### **REPORT OF THE TRUSTEES** **for the year ended 31 MARCH 2021**

#### **Equal Opportunities**

SERVE is an equal opportunity employer and service provider and will apply objective criteria to assess merit or need. It aims to ensure that no job applicant, employee, volunteer or service user receives less favourable treatment on the grounds of colour, race, nationality, religion, ethnic or national origin, sex, marital status, sexual orientation, age or disability. Selection criteria, assessment and procedures will be reviewed to ensure that individuals are selected, promoted and treated on the basis of their relevant merits, abilities and needs.

All employees and volunteers will be given equal and, where appropriate and possible, special training to enable them to progress both within and outside the organisation. SERVE is committed to a programme of action to make this policy effective and will bring it to the attention of all employees and volunteers.

#### **DBS Disclosure**

The Trustees are conscious of the need to protect service users from abuse and other misdemeanours. They have a policy that all employees and volunteers who are engaged in direct service provision are subject to rigorous checks and are subjected to DBS disclosures.

#### **Corporate Governance**

Internal controls over all forms of commitment and expenditure are regularly reviewed. Processes are in place to ensure that performance is monitored, and the appropriate management information is prepared and reviewed regularly by both the executive management and the Board of Trustees.

The systems of internal control are designed to provide reasonable assurance against material misstatement or loss. They include:

- A Business Plan and annual budget approved by the Trustees.
- Regular consideration by the Trustees of financial results, variation from budgets and non-financial indicators.
- Delegation of day-to-day management authority and segregation of duties.
- Identification and management of risks.
- Health & Safety issues and procedures.

#### **Risk management**

The Trustees have a formal risk management process to assess business risks and implement risk management strategies. This has involved identifying the types of risks SERVE faces and implementing ways to mitigate those risks. The Register is monitored by the Management Committee and departmental managers of SERVE.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Governing document**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

#### **Recruitment and appointment of new trustees**

The articles of association of the company govern the appointment of Trustees and members of the Management Committee and in this regard provide the company to:

- Elect the Management Committee at the General Meeting of the Company.
- Subject to the articles of association, an individual may stand for election provided that he/she is a member of the organisation.
- Have a minimum of six persons as a Management Committee.
- Permit the Management Committee to elect one of their number as Chairperson and to co-opt no more than two persons to the Management Committee.

## **SERVE**

### **REPORT OF THE TRUSTEES** **for the year ended 31 MARCH 2021**

#### **Induction and training of new trustees**

Newly elected trustees attend meetings with the Chairperson and key members of staff to observe the provision of services to beneficiaries. They are also given guidance which include an outline of their role. On a regular basis Trustees meet with other members of staff, volunteers and users of services to update their knowledge and discuss the organisations impact on beneficiaries.

#### **Acknowledgements**

The Trustees are grateful to the following organisations for their support in providing grants, donations and project funding:

Northamptonshire County Council  
East Northamptonshire Council  
Wellingborough Council  
Commsortia  
NHS Northamptonshire (Northants Health and Care Partnership)  
Department for Transport  
Northamptonshire Community Foundation  
BIG LOTTERY  
ASDA  
MORRISONS  
MARKS AND SPENCER  
Greggs Foundation  
Groundworks (Tesco)  
Legal and General  
Sport England  
Northamptonshire Sport  
Lord Hanson Foundation  
Leeds Building Society  
Bedford Borough Council  
The Francis Winham Foundation  
The D'Oyly Carte Charitable Trust  
The Austin and Hope Pilkington Trust  
The Constance Travis Charitable Trust  
The Concertina Charitable Trust  
Douglas Arter Foundation  
The Sir Derek Greenaway Foundation  
The Thornton Trust  
The Pettitt charity  
The Edward Gosling Foundation  
The Phillips Charitable Trust  
Marsh Christian Trust  
The Elaine Barratt Charitable Trust  
The Margaret Giffen Charitable Trust  
Persimmon Homes  
The Strangward Trust  
Scott Bader Commonwealth  
Anglian Water Positive Differences Fund  
The 29<sup>th</sup> May 1961 Charitable Trust  
The Wolfson Foundation  
The Beatrice Laing Trust  
Douglas Compton James Charitable Trust  
The Eric Stanton – Northampton Trust  
The Maud Elkington Charitable Trust

And to everyone who kindly made donations of cash and goods and for all the staff, Friends of SERVE and volunteers who gave up so much of their valuable time in raising funds.

## **SERVE**

### **REPORT OF THE TRUSTEES** **for the year ended 31 MARCH 2021**

#### **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The trustees (who are also the directors of SERVE for the purposes of company law) are responsible for preparing the Report of the Trustees 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. This gives a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to;

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charity SORP.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

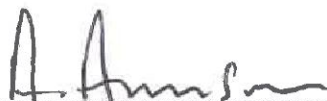
- There is no relevant audit information of which the charitable company's auditor is unaware.
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

#### **AUDITOR**

The auditor, Elsby & Company (Sywell) Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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

Report of the Trustees approved by order of the board of trustees, as the company directors, on 3<sup>rd</sup> August 2021 and signed on the board's behalf by:

  
.....  
A Armson - Trustee

## **REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SERVE**

### **Opinion**

We have audited the financial statements of Serve (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as of 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### **Opinions on other matters prescribed by the Companies Act 2006**

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.



## **REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SERVE**

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small company's exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

### **Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## **REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SERVE**

### **Our responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

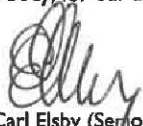
We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
SERVE**

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Carl Elsby (Senior Statutory Auditor)  
for and on behalf of Elsby & Company (Sywell) Ltd  
Statutory Auditors  
Thistledown Barn  
Holcot Lane  
Sywell  
Northampton  
Northamptonshire  
NN6 0BG

Date: .....

31/8/21

**SERVE**

**STATEMENT OF FINANCIAL ACTIVITIES**  
**for the year ended 31 MARCH 2021**

	Notes	Unrestricted fund £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	83,436	204,207	287,643	137,372
Donation NVCA		438,148	-	438,148	-
<b>Charitable activities</b>					
Service Level Contracts	5	5,074	197,759	202,833	165,428
Transport and Care Charges		533,178	-	533,178	685,038
Other trading activities	3	32,859	-	32,859	-
Investment income	4	456	-	456	799
Other income		55,570	-	55,570	989
<b>Total</b>		<b>1,148,721</b>	<b>401,966</b>	<b>1,550,687</b>	<b>989,626</b>
<b>EXPENDITURE ON</b>					
Raising funds	6	16,667	-	16,667	13,195
<b>Charitable activities</b>					
Service Level Contracts	7	738,922	180,712	919,634	989,167
Transport and Care Charges		817	-	817	-
Other		73,336	-	73,336	79,949
<b>Total</b>		<b>829,742</b>	<b>180,712</b>	<b>1,010,454</b>	<b>1,082,311</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>318,979</b>	<b>221,254</b>	<b>540,233</b>	<b>(92,685)</b>
Transfers between funds	18	221,254	(221,254)	-	-
Net movement in funds		540,233	-	540,233	(92,685)
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		271,755	-	271,755	364,440
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>811,988</b>	<b>-</b>	<b>811,988</b>	<b>271,755</b>

**SERVE**

**BALANCE SHEET**  
**31 MARCH 2021**

	Notes	Unrestricted fund £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	13	381,023	-	381,023	87,493
<b>CURRENT ASSETS</b>					
Stocks	14	-	-	-	1,158
Debtors	15	88,887	-	88,887	118,654
Cash at bank and in hand		433,276	-	433,276	162,341
		522,163	-	522,163	282,153
<b>CREDITORS</b>					
Amounts falling due within one year	16	(91,198)	-	(91,198)	(97,891)
<b>NET CURRENT ASSETS</b>		430,965	-	430,965	184,262
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		811,988	-	811,988	271,755
<b>NET ASSETS</b>		811,988	-	811,988	271,755
<b>FUNDS</b>	18				
Unrestricted funds				811,988	271,755
<b>TOTAL FUNDS</b>				811,988	271,755

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 31 August 2021 and were signed on its behalf by:

  
A Armson - Trustee

  
M Coles - Trustee

The notes form part of these financial statements

**SERVE**

**CASH FLOW STATEMENT**  
**for the year ended 31 MARCH 2021**

	Notes	2021 £	2020 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	I	151,130	(66,785)
Tax paid		<u>-</u>	<u>5,211</u>
Net cash provided by/(used in) operating activities		<u>151,130</u>	<u>(61,574)</u>
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		(31,325)	(34,665)
Sale of tangible fixed assets		1,161	-
Cash acquired on acquisition		149,775	-
Interest received		<u>194</u>	<u>799</u>
Net cash provided by/(used in) investing activities		<u>119,805</u>	<u>(33,866)</u>
<b>Change in cash and cash equivalents in the reporting period</b>		270,935	(95,440)
<b>Cash and cash equivalents at the beginning of the reporting period</b>		162,341	257,781
<b>Cash and cash equivalents at the end of the reporting period</b>		<u>433,276</u>	<u>162,341</u>

The notes form part of these financial statements

**SERVE**

**NOTES TO THE CASH FLOW STATEMENT**  
**for the year ended 31 MARCH 2021**

**1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2021 £	2020 £
<b>Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)</b>	540,233	(92,685)
<b>Adjustments for:</b>		
Depreciation charges	32,756	27,103
Profit on disposal of fixed assets	(902)	-
Interest received	(194)	(799)
Assets acquired on acquisition	(438,148)	-
Decrease/(increase) in stocks	1,158	(349)
Decrease/(increase) in debtors	29,768	(17,619)
(Decrease)/increase in creditors	<u>(13,541)</u>	<u>17,564</u>
<b>Net cash provided by/(used in) operations</b>	<u>151,130</u>	<u>(66,785)</u>

**2. ANALYSIS OF CHANGES IN NET FUNDS**

	At 1.4.20 £	Cash flow £	At 31.3.21 £
<b>Net cash</b>			
Cash at bank and in hand	<u>162,341</u>	<u>270,935</u>	<u>433,276</u>
	<u>162,341</u>	<u>270,935</u>	<u>433,276</u>
<b>Total</b>	<u>162,341</u>	<u>270,935</u>	<u>433,276</u>

The notes form part of these financial statements

## **SERVE**

### **NOTES TO THE FINANCIAL STATEMENTS** **for the year ended 31 MARCH 2021**

#### **I. ACCOUNTING POLICIES**

##### **Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

##### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Income received for a specific restricted purpose is credited to a separate restricted fund which is shown in a note to the financial statements. Total incoming resources credited to restricted funds are disclosed on the statement of financial activities which also shows incoming resources in respect of unrestricted funds. Donations and grants received are credited on the statement of financial activities in the year to which they relate.

##### **Donations and Gifts:**

All monetary donations and gifts are included in full in the statement of financial activities when receivable, provided that there are no donor imposed restrictions to the timing of the related expenditure, in which case recognition is deferred until the pre-condition has been met.

Legacies are included when the charity is advised by the personal representative of an estate that payment will be made, property transferred and the amount involved can be quantified. They are included in the statement of financial activities.

Gifts in-kind are accounted for as the trustees' estimate of fair value to the charity or sale value as follows:

- Assets received for distribution by the charity are recognised only when distributed.
- Assets received for resale are recognised, where practicable, when receivable or otherwise sold.
- Gifts of fixed assets for charity use or funds for acquiring fixed assets for charity use are accounted for (as restricted funds) immediately on receipt.

Donated services and income is included at a valuation which is an estimate of the financial cost borne by the donor where such a cost is quantifiable and measurable. An equivalent amount is charged as expenditure. No income is recognised when there is no financial cost borne by a third party. Voluntary help is not included as income.

Donations under Gift Aid together with the associated income tax recoveries are credited as income when the donation are received and tax claimed.

##### **Grants Receivable:**

Revenue grants are credited as incoming resources when they are receivable provided conditions for receipt have been complied with, unless they relate to specified future periods, in which case they are deferred.

Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. Depreciation on the fixed assets purchased with such grants is charged against the restricted fund, unless it is determined that the acquisition of the assets discharges the restricted fund.

##### **Investment Income:**

Investment income, including associated income tax recoveries, is recognised when receivable.

The notes form part of these financial statements



## **SERVE**

### **NOTES TO THE FINANCIAL STATEMENTS - continued** **for the year ended 31 MARCH 2021**

#### **I. ACCOUNTING POLICIES - continued**

##### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

##### **Expenditure and irrecoverable VAT**

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

Expenditure is allocated on an actual use basis on the statement of financial activities between restricted and unrestricted funds, and is further analysed between:

- Cost of raising funds comprise all fundraising costs
- Expenditure on charitable activities includes the costs incurred directly to the fulfilment of the Charity's objectives
- Governance costs (relating to compliance with constitutional and statutory requirements).

Irrecoverable VAT is taken as a core cost.

##### **Support Costs and Governance Costs:**

Support costs are those functions that assist the work of the charity, but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and accountancy fees.

##### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Improvements to property	- at variable rates on reducing balance
Fixtures and fittings	- at variable rates on reducing balance
Motor vehicles	- 25% on reducing balance

##### **Stocks**

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

##### **Taxation**

The charity is exempt from corporation tax on its charitable activities.

##### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Restricted funds are donations to be used for specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objectives of the charity.

Continued..



**SERVE**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**for the year ended 31 MARCH 2021**

**1. ACCOUNTING POLICIES - continued**

**Going concern**

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

**2. DONATIONS AND LEGACIES**

	2021	2020
	£	£
Donations	9,716	30,773
Gift aid	739	2,052
Legacies	12,750	-
Donated services and facilities	143,867	74,299
Other grants	<u>120,571</u>	<u>30,248</u>
	<u>287,643</u>	<u>137,372</u>

**3. OTHER TRADING ACTIVITIES**

	2021	2020
	£	£
DBS	<u>32,859</u>	<u>-</u>

**4. INVESTMENT INCOME**

	2021	2020
	£	£
Rents received	262	-
Deposit account interest	<u>194</u>	<u>799</u>
	<u>456</u>	<u>799</u>

Continued..

**SERVE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
for the year ended 31 MARCH 2021**

**5. INCOME FROM CHARITABLE ACTIVITIES**

		2021	2020
	Activity	£	£
Council	Service Level Contracts	186,995	154,664
Northamptonshire NHS	Service Level Contracts	10,764	10,764
Contributions and charges	Service Level Contracts	5,074	-
Contributions and charges	Transport and Care Charges	508,575	589,928
Transport Registration	Transport and Care Charges	19,225	24,480
Equipment sales	Transport and Care Charges	3,452	14,350
Hire charges	Transport and Care Charges	255	1,539
Shop commissions	Transport and Care Charges	1,630	878
Other charges	Transport and Care Charges	41	53,863
		<u>736,011</u>	<u>850,466</u>

**6. RAISING FUNDS**

**Raising donations and legacies**

	2021	2020
	£	£
Fundraising and expenses	<u>16,667</u>	<u>13,195</u>

**7. CHARITABLE ACTIVITIES COSTS**

	Direct Costs	Support costs (see note 8)	Totals
	£	£	£
Service Level Contracts	775,827	143,807	919,634
Transport and Care Charges	817	-	817
	<u>776,644</u>	<u>143,807</u>	<u>920,451</u>

**8. SUPPORT COSTS**

	Governance costs
	£
Other resources expended	73,336
Service Level Contracts	<u>143,807</u>
	<u>217,143</u>

Continued..

**SERVE**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**for the year ended 31 MARCH 2021**

**9. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation - owned assets	32,757	27,103
Surplus on disposal of fixed assets	(902)	-

**10. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Timothy (Jimmy) James was appointed as trustee on the 17th July 2019. He is also our fundraising consultant and was paid £12,750 (2020: £12,240) for fees

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Key management salaries and expenses paid during the year were £102,416 (2020: £135,023)

**11. STAFF COSTS AND OTHER EMPLOYEE BENEFITS**

	2021	2020
Wages and salaries	683,544	718,672
Pension costs	9,563	10,130
Other employment costs	38,290	59,408
	<u>731,397</u>	<u>788,210</u>

Included within other employment costs is recruitment costs of £1,120 (2020: £2,181) and expenses of £13,755 (2020: £13,755).

The average number of employees during the year was 59 (2020: 62). These were employed according to the following:

	2021 Number	2021 FTE	2020 Number	2020 FTE
Raising funds	1	1	1	1
Charitable activities	55	26	57	27
Governance	3	3	4	4
	<u>59</u>	<u>31</u>	<u>62</u>	<u>32</u>

No employee earned £60,000 or more during the current or preceding year.

Continued..

**SERVE**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**for the year ended 31 MARCH 2021**

**11. STAFF COSTS AND OTHER EMPLOYEE BENEFITS - continued**

Included within wages and salaries is £9,563 paid in respect of defined contribution pension scheme payments (2020: £10,130)

There was nothing outstanding at 31 March 2021 (2020: Nil)

**12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted fund £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	33,649	103,723	137,372
<b>Charitable activities</b>			
Service Level Contracts	-	165,428	165,428
Transport and Care Charges	685,038	-	685,038
Investment income	799	-	799
Other income	989	-	989
<b>Total</b>	<b>720,475</b>	<b>269,151</b>	<b>989,626</b>
 <b>EXPENDITURE ON</b>			
Raising funds	13,195	-	13,195
<b>Charitable activities</b>			
Service Level Contracts	808,884	180,283	989,167
Other	79,949	-	79,949
<b>Total</b>	<b>902,028</b>	<b>180,283</b>	<b>1,082,311</b>
 <b>NET INCOME/(EXPENDITURE)</b>	<b>(181,553)</b>	<b>88,868</b>	<b>(92,685)</b>
<b>Transfers between funds</b>	<b>88,868</b>	<b>(88,868)</b>	<b>-</b>
<b>Net movement in funds</b>	<b>(92,685)</b>	<b>-</b>	<b>(92,685)</b>
 <b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	364,440	-	364,440
 <b>TOTAL FUNDS CARRIED FORWARD</b>	<b>271,755</b>	<b>-</b>	<b>271,755</b>

**SERVE**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**for the year ended 31 MARCH 2021**

**13. TANGIBLE FIXED ASSETS**

	Freehold property £	Improvements to property £	Fixtures and fittings £	Motor vehicles £	Totals £
<b>COST</b>					
At 1 April 2020	-	63,640	37,835	140,500	241,975
Additions	293,654	23,078	9,814	-	326,546
Disposals	-	(18,835)	(9,880)	-	(28,715)
At 31 March 2021	<u>293,654</u>	<u>67,883</u>	<u>37,769</u>	<u>140,500</u>	<u>539,806</u>
<b>DEPRECIATION</b>					
At 1 April 2020	-	25,814	30,976	97,692	154,482
Charge for year	-	10,836	11,193	10,728	32,757
Eliminated on disposal	-	(18,835)	(9,621)	-	(28,456)
At 31 March 2021	<u>-</u>	<u>17,815</u>	<u>32,548</u>	<u>108,420</u>	<u>158,783</u>
<b>NET BOOK VALUE</b>					
At 31 March 2021	<u>293,654</u>	<u>50,068</u>	<u>5,221</u>	<u>32,080</u>	<u>381,023</u>
At 31 March 2020	<u>-</u>	<u>37,826</u>	<u>6,859</u>	<u>42,808</u>	<u>87,493</u>

**14. STOCKS**

	2021 £	2020 £
Stocks	-	<u>1,158</u>

Continued..



**SERVE**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**for the year ended 31 MARCH 2021**

**15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2021	2020
	£	£
Trade debtors	81,138	108,329
Prepayments	<u>7,749</u>	<u>10,325</u>
	<u>88,887</u>	<u>118,654</u>

**16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2021	2020
	£	£
Trade creditors	4,858	8,861
Social security and other taxes	9,732	(2,633)
VAT	5,700	5,700
Other creditors	3,443	2,610
Deferred income	45,142	9,250
Accrued expenses	<u>22,323</u>	<u>74,103</u>
	<u>91,198</u>	<u>97,891</u>

**17. LEASING AGREEMENTS**

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021	2020
	£	£
Within one year	4,049	24,504
Between one and five years	<u>2,458</u>	<u>6,506</u>
	<u>6,507</u>	<u>31,010</u>

**SERVE**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**for the year ended 31 MARCH 2021**

**18. MOVEMENT IN FUNDS**

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
<b>Unrestricted funds</b>				
General fund	271,755	318,979	221,254	811,988
<b>Restricted funds</b>				
Restricted	-	221,254	(221,254)	-
<b>TOTAL FUNDS</b>	<u>271,755</u>	<u>540,233</u>	<u>-</u>	<u>811,988</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	1,148,721	(829,742)	318,979
<b>Restricted funds</b>			
Restricted	401,966	(180,712)	221,254
<b>TOTAL FUNDS</b>	<u>1,550,687</u>	<u>(1,010,454)</u>	<u>540,233</u>

**Comparatives for movement in funds**

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
<b>Unrestricted funds</b>				
General fund	364,440	(181,553)	88,868	271,755
<b>Restricted funds</b>				
Restricted	-	88,868	(88,868)	-
<b>TOTAL FUNDS</b>	<u>364,440</u>	<u>(92,685)</u>	<u>-</u>	<u>271,755</u>

Continued...

**SERVE**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**for the year ended 31 MARCH 2021**

**18. MOVEMENT IN FUNDS - continued**

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	720,475	(902,028)	(181,553)
<b>Restricted funds</b>			
Restricted	269,151	(180,283)	88,868
<b>TOTAL FUNDS</b>	<u>989,626</u>	<u>(1,082,311)</u>	<u>(92,685)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
<b>Unrestricted funds</b>				
General fund	364,440	137,426	310,122	811,988
<b>Restricted funds</b>				
Restricted	-	310,122	(310,122)	-
<b>TOTAL FUNDS</b>	<u>364,440</u>	<u>447,548</u>	<u>-</u>	<u>811,988</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	1,869,196	(1,731,770)	137,426
<b>Restricted funds</b>			
Restricted	671,117	(360,995)	310,122
<b>TOTAL FUNDS</b>	<u>2,540,313</u>	<u>(2,092,765)</u>	<u>447,548</u>

Continued..

**SERVE**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**for the year ended 31 MARCH 2021**

**19. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2021.

**20. FUNDS HELD AS AGENT**

The charity received the following funds as agent:

East Northants Council Community Transport  
Northamptonshire CCG Community Transport

As at the Balance Sheet date £nil (2020: £nil) was held by SERVE and not distributed.

**21. NENE VALLEY COMMUNITY ACTION GROUP ( NVCA) TRANSFER**

NVCA Transferred its assets to SERVE on 1st June 2020. The objectives of NVCA are closely aligned with SERVE. NVCA was originally a department of SERVE in 2008 before splitting and becoming an independent charity. The trustees of both Charities agreed in 2018 that the two organisations should be combined once again. The value of the assets transferred is recognised as income within Donations. The property has been introduced at fair value. Following the business coming together there was a donation of

- Cash £149,775
- Freehold Property at Fair Value £293,654
- Other Assets/Liabilities £(5,281)

**SERVE**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES**  
**for the year ended 31 MARCH 2021**

	2021 £	2020 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	9,716	30,773
Gift aid	739	2,052
Legacies	12,750	-
NVCA donation	438,148	-
Donated services and facilities	143,867	74,299
Other grants	<u>120,571</u>	<u>30,248</u>
	725,791	137,372
<b>Other trading activities</b>		
DBS	32,859	-
<b>Investment income</b>		
Rents received	262	-
Deposit account interest	<u>194</u>	<u>799</u>
	456	799
<b>Charitable activities</b>		
Council	186,995	154,664
Northamptonshire NHS	10,764	10,764
Contributions and charges	513,649	589,928
Transport Registration	19,225	24,480
Equipment sales	3,452	14,350
Hire charges	255	1,539
Shop commissions	1,630	878
Other charges	<u>41</u>	<u>53,863</u>
	736,011	850,466
<b>Other income</b>		
Other income	<u>55,570</u>	<u>989</u>
<b>Total incoming resources</b>	1,550,687	989,626
<b>EXPENDITURE</b>		
<b>Raising donations and legacies</b>		
Fundraising and expenses	16,667	13,195
<b>Charitable activities</b>		
Wages	684,910	638,040
Carried forward	684,910	638,040

This page does not form part of the statutory financial statements

**SERVE****DETAILED STATEMENT OF FINANCIAL ACTIVITIES**  
**for the year ended 31 MARCH 2021**

	2021 £	2020 £
<b>Charitable activities</b>		
Brought forward	684,910	638,040
Care costs	59,880	101,047
Depreciation of tangible fixed assets	32,756	27,103
Loss on sale of tangible fixed assets	(902)	-
	<u>776,644</u>	<u>766,190</u>
<b>Support costs</b>		
<b>Governance costs</b>		
Wages	46,487	138,618
General office costs	165,856	160,078
Accountancy and legal fees	4,800	4,230
	<u>217,143</u>	<u>302,926</u>
Total resources expended	<u>1,010,454</u>	<u>1,082,311</u>
<b>Net income/(expenditure)</b>	<u>540,233</u>	<u>(92,685)</u>

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