

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 2022
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 2022

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SERVE

Reference and Administrative Details
for the year ended 31 MARCH 2022

TRUSTEES

A Armson MBE Chair Person
Z E Cunliffe Deputy Chair Person
M Coles Treasurer
T Higgs Secretary
J Baker Director
T James Director
M P Core Director
M C Gresswell Director
K Jakovleva Director (appointed 16.7.21)

COMPANY SECRETARY

T Higgs

REGISTERED OFFICE

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 9

SERVE

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2022**

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 31st March 2022. 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 1st 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 MBE	Chairperson
Martin Coles	Treasurer
Trevor Higgs	Secretary
Jimmy James	Director
Jake Baker	Director
Zara Cunliffe	Deputy Chairperson
Maureen Core	Director
Marie Gresswell	Director
Karina Jakovleva	Director – appointed 16/07/2021

In accordance with the company's articles of association, Mr J James retires by rotation and offers himself for re-election. Mr T Higgs and Mrs M Gresswell are up for retirement at the next Annual General Meeting.

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 2022)

CEO	Jessica Slater
Registered Care Manager	Samantha Horne
Operations Manager	Vacant
Corporate & Community Fundraiser	Nick Hayton
Senior Finance Officer	Natalie Clarke

Project Managers

Befriending Manager	Jonathan Cook
Transport Manager & Servescape Coordinator	Jenni Anker
PT Servescape Coordinator	Rodger Yexley
Wellbeing Manager	Gemma Hager
Project Office & Volunteer Coordinator	Ruth Moore

Head Office Staff (as of 31st March 2022)

Finance Assistant	Sonia Richardson
DBS Administrator	Michelle Bathurst
Befriending Coordinator (Kettering/Corby)	Sonia Stewart
Befriending Coordinator (East Northants & Wellingborough)	Cheryl Smith

SERVE

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2022**

Rota Manager
Homecare Team Leaders

Reception & Transport Assistant
Well-being Coordinator
Day Centre Coordinator
Day Centre Cook
Project Worker (Servescape)
Project Administrator (Servescape)

Sam Stewart
Martyna Herbut
Ashley Davidson
Gill Willis
Judith Nelson
Amanda Blackwell
Angie Lees
Scott Kilsby
Lisa Baxter

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 100 volunteers and the Trustees wish to acknowledge the tremendous service that they provide. The number of hours that volunteers contributed between April 2021 and March 2022 is 15,826, with a notional value more than £171,095.00. (Based on NMW 2022 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 31st March 2022, 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

Objectives and Activities

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, such as:

- The aged and disabled members of the community of Rushden, in the county of Northamptonshire and Bedfordshire.
- 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 and scale of the Charity's activities and the issues it faces as it plans for the following year.

Further to our 2021 report, we are still delivering services in challenging times by having to navigate out of Covid-19 pandemic restrictions, however we have now brought back services that were stopped due to national lockdowns and are able to keep new resilience services going 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

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2022**

Integrated Care Service (ICS) and SERVE

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

Covid 19 delayed the setting up of the two new unitary councils planned to take over from the existing County, District and Borough Councils. The West and North unitary councils were set up on the 1st April 2021 and are now operating. Existing contracts within the North Northants voluntary sector were rolled over until March 2024 to sustain consistency of services to the residents.



The major legislation change comes into effect on the 1st July 2022. Northamptonshire has been confirmed as one of 13 new Integrated Care Systems (ICS's) to be rolled out in England.

Integrated care is about giving people the support they need, joined up across local councils, the NHS, and other partners including the voluntary sector.

It removes traditional divisions between hospitals and family doctors, between physical and mental health, and between NHS and council services. In the past, these divisions have meant too many people experienced disjointed care.

An ICS brings together hospital, community and mental health trusts, GP's and other primary care services with local authorities and other care providers to work together and apply their collective strength to addressing their residents' biggest health and care challenges, many exacerbated by COVID -19.

The government wants ICS to deliver three key aims: improving health, improving health services, and sustainable use of resources. An overarching theme in the reductions of inequalities in health within the population.

Locally, Northamptonshire Health and Care Partners have been working together for some time as Northamptonshire Health and Care Partnership (NHCP) to collectively tackle the challenges and share good practise.

The ICS status will allow the NHCP to formalise some of the joint working arrangements, enabling to simplify the way we all work together and improve the ability to take decisions together in the same place.

There are four clear improvement priorities in Northamptonshire

- Children and Young People
- Mental Health
- Frailty and Elective Treatment
- Clinical and Professional teams across all organisations through a collaborative approach

SERVE

REPORT OF THE TRUSTEES for the year ended 31 MARCH 2022

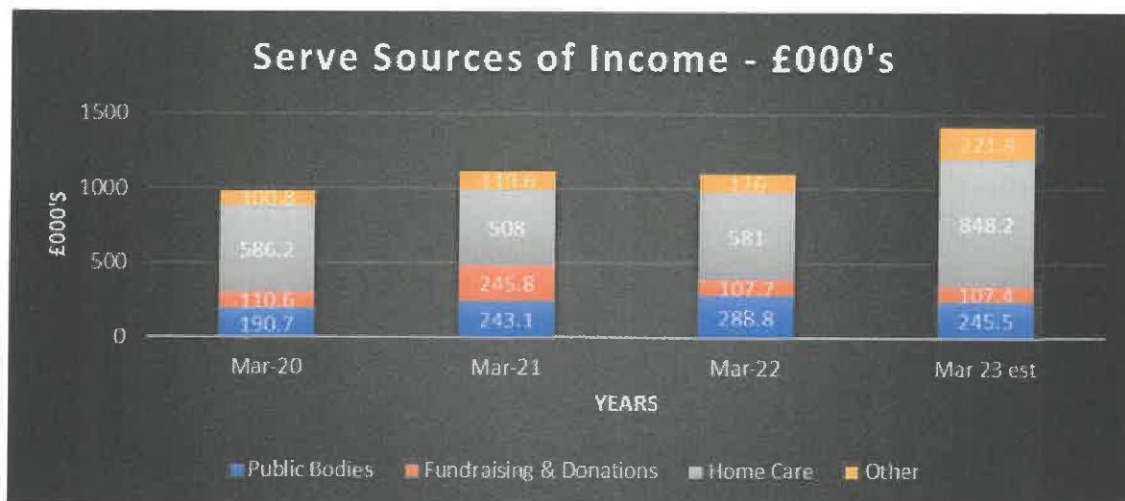
One of the more recent developments of Northamptonshire's phased ICS implementation process is the new Countywide Befriending Service. The Integrated Care Across Northamptonshire (ICAN) pillar of the new ICS structure has developed at pace and as a result SERVE were invited to lead on the Befriending at Scale Service across the County working alongside the NHS, NHCP, NHFT (Northamptonshire Healthcare Foundation Trust) and Northamptonshire Carers. SERVE support partnership working and collaboration, and deliver the service in North Northamptonshire, SERVE subcontract the West Northamptonshire Befriending Service to Voluntary Impact Northamptonshire and Daventry Volunteer Centre. The service has been operating for a year and is progressing rapidly. To learn more about the service and its progression, you can read the annual service review below.



Befriending ServiceReview 2021-22.pdf

Overview of the Financial Health of SERVE

The graphic below shows the forecast financial profile for 2019/20, 2020/21, 2021/22, 2022/23. It indicates an increase in Homecare Services one year after the pandemic, in line with Serve's strategy for growth in this area to offset future potential loss of funding from Public Bodies. Income on homecare has increased over the last year, however it is still falling below budgeted expectations and as a result the charge rates for homecare have been increased and the budget has been increased to reflect the new rates and a realistic increase in capacity. The homecare labour market has been hit hard due to the pandemic and the surge in demand for homecare service support. It has been recognised at National level the difficulties in recruiting and retaining social healthcare staff, we have felt the pressures of this. Our income stream from donations and fundraising have been particularly challenging due to the lack of resource coming out of the pandemic and the cost-of-living crisis.



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

The current strategic 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.

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REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2022**

The key outcomes from the business plan are:

- a) The plan affirms SERVE's key objective to deliver direct services to help independent living of the aged and infirm within the environs of North Northamptonshire.
- b) To work in collaboration and partnership with voluntary organisations in North and West Northamptonshire to provide equitable services at Countywide level, avoiding duplication and increase success for search for funding.
- 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.

The main strategic issues identified:

- a) SERVE will continue to develop sustainable sources of income with less reliance on public grants or vulnerable service contracts.
- b) To become a catalyst for significant volunteering in the local community.
- c) To greatly increase provision of services that require volunteers, e.g., drivers, domestic shoppers, gardeners, befriending activity to centre tutors etc.
- d) Increase net revenues arising from trading activities, e.g., home care.
- 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.

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 24,949 hours, resulting in 36,116 individual care calls.



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 at the year-end 2022. 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.

The care support team have been crucial throughout the pandemic and as we navigate out of the crisis, the service supports our mission is supporting independent living and is able to offer beneficiaries a holistic package of care to complement the voluntary activities.

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REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2022**

The types of care we provide:

Elderly and Dementia care
Complex care
Palliative care
Respite care
Convalescence

Pictured right: One of our service users
with Ashley Davidson, Team Leader at
SERVE



Befriending Service

The befriending service countywide functions as a key service to support locality-based services, forming a service model that tackles isolation for older people.

The aims of the service are to significantly reduce social isolation, improve the mental wellbeing of people who are an older person 65+, frail, lonely and isolated.

We deliver this through trained volunteer supporters to reduce the need for more intensive, costly interventions.

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REPORT OF THE TRUSTEES for the year ended 31 MARCH 2022

Research shows that older people living on their own risk loneliness, social isolation and need more emotional support, companionship, and timely support to sustain their mental and physical wellbeing.

OUTPUTS

The below figures across the financial year end March 2022.

The key performance indicators for outputs year end 2021/22 are 75 Befrienders and 75 Behaviours in each of the four locations.



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**Northamptonshire
Befriending Service**

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 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 Rushden and Higham Ferrers, Northamptonshire

SERVE

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2022**

Activities Include:

Stronger Seniors Exercise
Day Centre, Memory Clinic & Craft
Digital Dodgers - Computer Training
Movement to Music
Community Forum
Musical Moments
Day Trips



The Day & Activity Centre (Higham Ferrers)



The centre is open 5 days a week and offers wellbeing activities throughout the day including a memory clinic and craft fun days!

The centre provides a friendly atmosphere, offering people the chance to socialise and participate independently in activities with support from our trained staff and volunteers.



SERVE

REPORT OF THE TRUSTEES for the year ended 31 MARCH 2022

Wellbeing Continued...



Our services users enjoying Musical Moments



MEALS ON WHEELS were delivered to the local community throughout the year.

643 meals delivered!

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



SERVE

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2022**

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 is funded by North Northamptonshire Council up to 31st March 2023 and the NHS until 31st March 2022.



This community transport scheme mainly provides for medical related journeys. SERVE have also given people access to a regular shopping journey to undertake their weekly shop, including assistance to carry goods from store to home, and it 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 25 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.

Over the last year the transport department has delivered 4531 journeys utilising approximately 9000 hours of volunteer time

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 2022

Carers Continued...



Carers visiting Lampport House.



Carers taking a boat trip out in the sunshine



The Easter Craft & Card Making Workshops were fun!



SERVE

REPORT OF THE TRUSTEES for the year ended 31 MARCH 2022

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 organizations that require the specialist skills of a qualified administrator to authorize criminal records 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 organization.

Voluntary Sector Infrastructure (Wellingborough & East Northants)

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

It provides:

- Volunteer Brokerage for the Voluntary Sector in partnership with 5 other infrastructure partners in the County ([Community Action Northants - Volunteering opportunities in Northamptonshire](#)).
- 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 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.

Examples of delivery are

- E-Bulletin with volunteering opportunities, volunteer recruitment, funding opportunities, networking opportunities and voluntary local events etc. 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 (CAN) 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.


Voluntary Services

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

During the year 206 volunteers engaged in a wide range of service delivery and Covid-19 response support activities. We are thankful for the time the community committed to support those vulnerable during the restrictions. We continue to support 100 long term volunteers with training opportunities, peer support and social events.

SERVE

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2022**



Volunteer Hours delivered
15,826

Publicity

SERVE has its own web site, brochures, social media 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 Position

The Statement of Financial Resources for the year to 31st March 2022 shows total income of £1,102,887 (2021: £1,550,687) and after all expenses a net surplus of £54,440 (2021: £540,233 surplus). The surplus directly impacted on our cash balances - rising from £433,276 at the beginning of the year to £480,819 at the end.

Future funding uncertainties continue so 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 considers the merger with NVCA.

Financially:	2022	2021
• Fundraising & Donations:	£188,582	£725,791
• Service Levels Agreements:	£249,683	£197,759
• Transport & Care Charges:	£581,033	£513,417

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 31st March 2022 of £866,428 (2021: £811,988). Of this balance £Nil, (2021: £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 2022**

Equal Opportunities

SERVE recognises that many people in our society experience discrimination or lack of opportunity for reasons which are not fair. The purpose of this policy is to provide equality and fairness for all in our employment and in the provision of services and not to discriminate on the following grounds. These include race, religion, creed, colour, national and ethnic origin, political beliefs, gender, sexual orientation, age, disability (including mental illness), HIV status, marital status, responsibility for dependants, appearance, geographical area, social class, income level or criminal record.

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 if 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 2022**

The Management Committee are each required to attend and contribute to a subcommittee bimonthly

- Finance & Personnel
- HR and Volunteering
- Homecare
- Risk
- Activities and Fundraising

The subcommittees each have their own terms of reference and are made up of at least 2 trustees and officers employed by the organisation, reports and recommendations are recorded and presented to the full board for approval.

The HR subcommittees identifies skills gaps on the Board, and they develop administrative tools and job descriptions to seek approval to recruit new trustees, who are interviewed by the subcommittee initially and then by the full management committee.

All new recruits are required to sign the trustee charter and code of conduct and are presented with an induction pack on starting. Annual training is offered to new and existing trustees where required.

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 includes 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:

North Northamptonshire County Council
Councillor's Member Empowerment Fund – North Northants Council
Rushden Town Council
NHS Northamptonshire (Northants Health and Care Partnership)
Department for Transport
Persimmons Homes
Northamptonshire Community Foundation
BIG LOTTERY
Scott Bader Commonwealth
The Arnold Clark Community Fund
The Barratt Foundation
ASDA Foundation
The Frederick and Phyllis Cann Trust
The Sir Jules Thorn Charitable Trust
The DR and Mrs Muriset Trust Fund
The British Humane Association
Soroptomist International of Rugby Charitable Trust
Benham Charitable Settlement
Duchy of Lancaster Benevolent Fund
David Laing Foundation
The AMMCO Charitable Trust
The R S Brownless Charitable Trust
The Christopher H.R. Reeves Charitable Trust
Charity Link
The Gilander Foundation
The Constance Travis Charitable Trust
The Suede Respite Fund
Lord Hanson Foundation
Francis Winham Foundation
The D'Oyly Carte Charitable Trust
The Thornton Trust
Marsh Christian Charitable Trust
The Margaret Giffen Charitable Trust



Northamptonshire
Health and Care Partnership



SERVE

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2022**

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.

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:

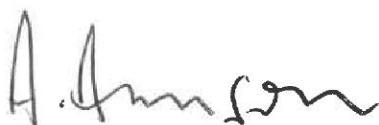
- There is no relevant audit information of which the charitable company's auditor is unaware.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

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, on21-7-2022.....
and signed on the board's behalf by:



.....
A Armson MBE - 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 2022 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 at 31 March 2022 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 companies 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.

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:

- o 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.
 - o 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.
 - o Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
 - o 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.
 - o 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 (ie. gives a true and fair view).
- 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. 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: 25/8/22

SERVE

**Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the year ended 31 MARCH 2022**

	Notes	Unrestricted fund £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	42,498	146,084	188,582	725,791
Charitable activities	6				
Service Level Contracts		-	249,683	249,683	197,759
Care Charges		581,033	-	581,033	513,417
Other trading activities	4	83,546	-	83,546	57,694
Investment income	5	43	-	43	456
Other income	7	-	-	-	55,570
Total		707,120	395,767	1,102,887	1,550,687
EXPENDITURE ON					
Raising funds	8	16,892	-	16,892	16,667
Charitable activities	9				
Service Level Contracts		-	376,482	376,482	919,634
Care Charges		530,574	-	530,574	817
Other		124,449	-	124,499	73,336
Total		671,965	376,482	1,048,447	1,010,454
NET INCOME/(EXPENDITURE)		35,155	19,285	54,440	540,233
Transfers between funds	19	19,285	(19,285)	-	-
Net movement in funds		54,440	-	54,440	540,233
RECONCILIATION OF FUNDS					
Total funds brought forward		811,988	-	811,988	271,755
TOTAL FUNDS CARRIED FORWARD		866,428	-	866,428	811,988

The notes form part of these financial statements

SERVE

Balance Sheet
31 MARCH 2022

	Notes	Unrestricted fund £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	15	364,429	-	364,429	381,023
CURRENT ASSETS					
Debtors	16	128,855	-	128,855	88,887
Cash at bank and in hand		<u>480,819</u>	<u>-</u>	<u>480,819</u>	<u>433,276</u>
		609,674	-	609,674	522,163
CREDITORS					
Amounts falling due within one year	17	(107,675)	-	(107,675)	(91,198)
NET CURRENT ASSETS		<u>501,999</u>	<u>-</u>	<u>501,999</u>	<u>430,965</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>866,428</u>	<u>-</u>	<u>866,428</u>	<u>811,988</u>
NET ASSETS		<u>866,428</u>	<u>-</u>	<u>866,428</u>	<u>811,988</u>
FUNDS	19				
Unrestricted funds				<u>866,428</u>	<u>811,988</u>
TOTAL FUNDS				<u>866,428</u>	<u>811,988</u>

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 25-8-2022 and were signed on its behalf by:



.....
A Armson MBE - Trustee



.....
M Coles - Trustee

SERVE

Cash Flow Statement
for the year ended 31 MARCH 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	I	<u>59,079</u>	<u>151,130</u>
Net cash provided by operating activities		<u>59,079</u>	<u>151,130</u>
 Cash flows from investing activities			
Purchase of tangible fixed assets		(11,579)	(31,325)
Sale of tangible fixed assets		-	1,161
Cash acquired on acquisition		-	149,775
Interest received		<u>43</u>	<u>194</u>
Net cash (used in)/provided by investing activities		<u>(11,536)</u>	<u>119,805</u>
 Change in cash and cash equivalents in the reporting period		 47,543	 270,935
Cash and cash equivalents at the beginning of the reporting period		<u>433,276</u>	<u>162,341</u>
 Cash and cash equivalents at the end of the reporting period		 <u>480,819</u>	 <u>433,276</u>

The notes form part of these financial statements

SERVE

Notes to the Financial Statements - continued **for the year ended 31 MARCH 2022**

I. ACCOUNTING POLICIES - continued

Income

Investment Income:

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

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

The freehold property is carried at fair value determined annually by the Directors/Trustees from the current market and property yields for comparable real estate, adjusted if necessary for any difference in the nature, location or condition of the specific asset. No depreciation is provided. Changes in fair value are recognised in a revaluation reserve.

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.

SERVE

Notes to the Financial Statements - continued **for the year ended 31 MARCH 2022**

I. ACCOUNTING POLICIES - continued

Fund accounting

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.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Cash and cash equivalents

Cash and cash equivalents include cash in hand and deposits held at call with banks.

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.

SERVE

Notes to the Financial Statements - continued **for the year ended 31 MARCH 2022**

2. CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

In preparing the financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements.

In the view of the trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

3. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations	10,659	9,716
Gift aid	-	739
Legacies	8,679	12,750
NVCA donation	-	438,148
Donated services and facilities	106,526	143,867
Other grants	62,718	120,571
	<u>188,582</u>	<u>725,791</u>

NVCA transferred its assets to SERVE on 1st June 2020. The NVCA donation is shown above: 2021 £438,148.

4. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
DBS	46,407	32,859
Transport registration	26,592	24,794
Other charges	10,547	41
	<u>83,546</u>	<u>57,694</u>

5. INVESTMENT INCOME

	2022	2021
	£	£
Rents received	-	262
Deposit account interest	43	194
	<u>43</u>	<u>456</u>

SERVE

**Notes to the Financial Statements - continued
for the year ended 31 MARCH 2022**

6. INCOME FROM CHARITABLE ACTIVITIES

		2022	2021
	Activity	£	£
Council	Service Level Contracts	114,103	186,995
Northamptonshire NHS	Service Level Contracts	135,580	10,764
Contributions and charges	Care Charges	581,033	508,080
Equipment sales	Care Charges	-	3,452
Hire charges	Care Charges	-	255
Shop commissions	Care Charges	-	1,630
		<u>830,716</u>	<u>711,176</u>

7. OTHER INCOME

	2022	2021
	£	£
Other income	<u>-</u>	<u>55,570</u>

8. RAISING FUNDS

Raising donations and legacies

	2022	2021
	£	£
Fundraising and expenses	<u>16,892</u>	<u>16,667</u>

9. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 10)	Totals
	£	£	£
Service Level Contracts	357,392	19,090	376,482
Care Charges	<u>530,574</u>	<u>-</u>	<u>530,574</u>
	<u>887,966</u>	<u>19,090</u>	<u>907,056</u>

SERVE

Notes to the Financial Statements - continued for the year ended 31 MARCH 2022

10. SUPPORT COSTS

	Governance costs
	£
Other resources expended	124,499
Service Level Contracts	<u>19,090</u>
	<u>143,589</u>

Support costs, included in the above, are as follows:

Governance costs

	Other resources expended	Service Level Contracts	2022 Total activities	2021 Total activities
	£	£	£	£
Wages	96,008	19,090	115,098	46,487
Auditors' remuneration	7,200	-	7,200	4,800
General office costs	<u>21,291</u>	<u>-</u>	<u>21,291</u>	<u>165,856</u>
	<u>124,499</u>	<u>19,090</u>	<u>143,589</u>	<u>217,143</u>

11. NET INCOME/(EXPENDITURE)

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

	2022	2021
	£	£
Auditors' remuneration	7,200	4,800
Depreciation - owned assets	28,173	32,757
Surplus on disposal of fixed assets	<u>-</u>	<u>(902)</u>

12. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Timothy (Jimmy) James was appointed as trustee on the 17th July 2019. He is also our fundraising consultant and was paid £12,240 (2021: £12,750) for fees

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Key management salaries and expenses paid during the year were £123,456 (2021: £102,416)

SERVE

Notes to the Financial Statements - continued for the year ended 31 MARCH 2022

13. STAFF COSTS AND OTHER EMPLOYEE BENEFITS

	2022	2021
Wages and salaries	728,288	683,544
Pension costs	10,520	9,563
Other employment costs	38,374	38,290
	<u>777,182</u>	<u>731,397</u>

Included within other employment costs are mileage expenses of £27,532 (2021: £30,605)

The average number of employees during the year was 57 (2021: 59). These were employed according to the following:

	2022 Number	2022 FTE	2021 Number	2021 FTE
Raising funds	1	1	1	1
Charitable activities	53	26	55	26
Governance	3	3	3	3
	<u>57</u>	<u>31</u>	<u>59</u>	<u>31</u>

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

Included within wages and salaries is £32,119 paid in respect of defined contribution pension scheme payments (2021: £9,563) There was £2,935 outstanding at 31 March 2022 (2021: £2,068)

14. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	521,584	204,207	725,791
Charitable activities			
Service Level Contracts	-	197,759	197,759
Care Charges	513,417	-	513,417
Other trading activities	57,694	-	57,694
Investment income	456	-	456
Other income	55,570	-	55,570
Total	<u>1,148,721</u>	<u>401,966</u>	<u>1,550,687</u>
EXPENDITURE ON			
Raising funds	16,667	-	16,667
Charitable activities			
Service Level Contracts	738,922	180,712	919,634
Care Charges	817	-	817

SERVE

**Notes to the Financial Statements - continued
for the year ended 31 MARCH 2022**

14. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted funds £	Total funds £
Other	73,336	-	73,336
Total	829,742	180,712	1,010,454
NET INCOME	318,979	221,254	540,233
Transfers between funds	221,254	(221,254)	-
Net movement in funds	540,233	-	540,233
RECONCILIATION OF FUNDS			
Total funds brought forward	271,755	-	271,755
TOTAL FUNDS CARRIED FORWARD	811,988	-	811,988

15. TANGIBLE FIXED ASSETS

	Freehold property £	Improvements to property £	Fixtures and fittings £	Motor vehicles £	Totals £
COST					
At 1 April 2021	293,654	67,883	37,769	140,500	539,806
Additions	-	2,995	8,584	-	11,579
Disposals	-	-	(833)	-	(833)
At 31 March 2022	293,654	70,878	45,520	140,500	550,552
DEPRECIATION					
At 1 April 2021	-	17,815	32,548	108,420	158,783
Charge for year	-	11,211	8,942	8,020	28,173
Eliminated on disposal	-	-	(833)	-	(833)
At 31 March 2022	-	29,026	40,657	116,440	186,123
NET BOOK VALUE					
At 31 March 2022	293,654	41,852	4,863	24,060	364,429
At 31 March 2021	293,654	50,068	5,221	32,080	381,023

SERVE

**Notes to the Financial Statements - continued
for the year ended 31 MARCH 2022**

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade debtors	121,044	81,138
Prepayments	<u>7,811</u>	<u>7,749</u>
	<u>128,855</u>	<u>88,887</u>

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	2,667	4,858
Social security and other taxes	18,368	9,732
VAT	5,700	5,700
Other creditors	504	3,443
Deferred income	55,272	45,142
Accrued expenses	<u>25,164</u>	<u>22,323</u>
	<u>107,675</u>	<u>91,198</u>

Deferred income

	2022	2021
	£	£
Deferred income at 1 April 2021	45,142	9,250
Resources deferred during the year	55,272	45,142
Amounts released from prior year	<u>(45,142)</u>	<u>(9,250)</u>
Deferred income at 31 March 2022	<u><u>55,272</u></u>	<u><u>45,142</u></u>

Deferred income relates to income received in the year specifically relating to performance conditions to be met in the following year.

18. LEASING AGREEMENTS

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

	2022	2021
	£	£
Within one year	2,458	4,049
Between one and five years	<u>-</u>	<u>2,458</u>
	<u>2,458</u>	<u>6,507</u>

Operating lease payments recognised as an expense during the period was £2,552 (2021: £8,541).

SERVE

**Notes to the Financial Statements - continued
for the year ended 31 MARCH 2022**

19. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	811,988	35,155	19,285	866,428
Restricted funds				
Restricted	-	19,285	(19,285)	-
TOTAL FUNDS	<u>811,988</u>	<u>54,440</u>	<u>-</u>	<u>866,428</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	707,120	(671,965)	(35,155)
Restricted funds			
Restricted	395,767	(376,482)	19,285
TOTAL FUNDS	<u>1,102,887</u>	<u>(1,048,447)</u>	<u>54,440</u>

Comparatives for movement in funds

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

SERVE

**Notes to the Financial Statements - continued
for the year ended 31 MARCH 2022**

19. MOVEMENT IN FUNDS - continued

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

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

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

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	271,755	354,134	240,539	866,428
Restricted funds				
Restricted	-	240,539	(240,539)	-
TOTAL FUNDS	<u>271,755</u>	<u>594,673</u>	<u>-</u>	<u>866,428</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 £
Unrestricted funds			
General fund	1,855,841	(1,501,707)	354,134
Restricted funds			
Restricted	797,733	(557,194)	240,539
TOTAL FUNDS	<u>2,653,574</u>	<u>(2,058,901)</u>	<u>594,673</u>

At the end of the accounting period, the balance within the restricted fund is eligible to be transferred to the unrestricted fund in accordance with the funding agreement.

SERVE

Notes to the Financial Statements - continued
for the year ended 31 MARCH 2022

20. RELATED PARTY DISCLOSURES

During the year, an individual related to a trustee received employment related remuneration totalling £10,778.53 (2021: £8,584.16). At the year end there was a balance of £0 (2021: £0) due to the related party.

21. FUNDS HELD AS AGENT

The charity received the following funds as agent:

North Northamptonshire Council Community Transport £9,860

Northamptonshire Carers Befriending Health ICAN grant £78,645

As at the Balance Sheet date £12,913 (2021: £nil) was held by SERVE and not distributed.

SERVE**Detailed Statement of Financial Activities**
for the year ended 31 MARCH 2022

	2022 £	2021 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	10,659	9,716
Gift aid	-	739
Legacies	8,679	12,750
NVCA donation	-	438,148
Donated services and facilities	106,526	143,867
Other grants	<u>62,718</u>	<u>120,571</u>
	188,582	725,791
Other trading activities		
DBS	46,407	32,859
Transport registration	26,592	24,794
Other charges	<u>10,547</u>	<u>41</u>
	83,546	57,694
Investment income		
Rents received	-	262
Deposit account interest	<u>43</u>	<u>194</u>
	43	456
Charitable activities		
Council	114,103	186,995
Northamptonshire NHS	135,580	10,764
Contributions and charges	581,033	508,080
Equipment sales	-	3,452
Hire charges	-	255
Shop commissions	<u>-</u>	<u>1,630</u>
	830,716	711,176
Other income		
Other income	<u>-</u>	<u>55,570</u>
Total incoming resources	1,102,887	1,550,687
EXPENDITURE		
Raising donations and legacies		
Fundraising and expenses	16,892	16,667

SERVE

Detailed Statement of Financial Activities
for the year ended 31 MARCH 2022

	2022 £	2021 £
Raising donations and legacies		
Charitable activities		
Wages	698,941	684,910
Care costs	160,851	59,880
Depreciation of tangible fixed assets	28,174	32,756
Loss on sale of tangible fixed assets	<u>-</u>	<u>(902)</u>
	887,966	776,644
Support costs		
Governance costs		
Wages	115,098	46,487
Auditors' remuneration	7,200	4,800
General office costs	<u>21,291</u>	<u>165,856</u>
	143,589	217,143
Total resources expended	<u>1,048,446</u>	<u>1,010,454</u>
Net income	<u>54,440</u>	<u>540,233</u>