

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 2024**

**for**

**SERVE**

Elsby & Co (Sywell) Ltd  
Statutory Auditors  
155 Wellingborough Road  
Rushden  
Northamptonshire  
NN10 9TB

**SERVE**

**Contents of the Financial Statements**  
**for the year ended 31 MARCH 2024**

	<b>Page</b>
<b>Reference and Administrative Details</b>	<b>1</b>
<b>Report of the Trustees</b>	<b>2 to 10</b>
<b>Report of the Independent Auditors</b>	<b>11 to 14</b>
<b>Statement of Financial Activities</b>	<b>15</b>
<b>Balance Sheet</b>	<b>16</b>
<b>Cash Flow Statement</b>	<b>17</b>
<b>Notes to the Cash Flow Statement</b>	<b>18</b>
<b>Notes to the Financial Statements</b>	<b>19 to 30</b>
<b>Detailed Statement of Financial Activities</b>	<b>31 to 32</b>

**SERVE**

**Reference and Administrative Details**  
**for the year ended 31 MARCH 2024**

<b>TRUSTEES</b>	Z E Cunliffe Deputy Chair Person M Coles Treasurer (resigned 31.12.23) J Baker Director (resigned 31.12.23) T James Director M P Core Director K Jakovleva Director S H Partridge Director A A Harvey Director (appointed 15.1.24) R A Wilson Director (appointed 15.1.24)
<b>REGISTERED OFFICE</b>	8 West Street Rushden Northamptonshire NN10 0RT
<b>REGISTERED COMPANY NUMBER</b>	02951827 (England and Wales)
<b>REGISTERED CHARITY NUMBER</b>	1043321
<b>AUDITORS</b>	Elsby & Co (Sywell) Ltd Statutory Auditors 155 Wellingborough Road Rushden Northamptonshire NN10 9TB
<b>SOLICITORS</b>	Hannah Solicitors 11 Church Street Rushden Northants NN10 9YU

## **SERVE**

### **Report of the Trustees** **for the year ended 31 MARCH 2024**

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 March 2024. 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, Northamptonshire, NN10 0RT

#### **Directors & Trustees (as of 31 March 2024)**

Anita Alison Harvey	Chairperson (appointed 15.1.24)
Zara Elizabeth Cunliffe	Deputy Chairperson
Simon Howard Partridge	Trustee
Rachel Ann Wilson	Trustee (appointed 15.1.24)
Timothy David Richard James	Trustee
Karina Jakovleva	Trustee
Maureen Patricia Core	Trustee

Martin Coles stood down as Treasurer and Director/Trustee on 31.12.23. Jake Paul Baker stood down as Director/Trustee on 31.12.23.

Due to changes in Directors/ Trustees during the financial year, there has been no cycle of retirement and reappointment following the year end. The process of retirement on rotation will commence next year.

Trustees disclose potential conflicts of interest and abstain from votes on related matters. They receive no remuneration but may claim reasonable expenses incurred in their official duties.

#### **Senior Management Team**

The Chief Executive Officer (CEO) oversees the day-to-day operations with the support of senior managers, including the Registered Care Manager, Fundraising Manager, Finance Office, Transport Manager and others.

During the financial year 1.4.2023 - 31.3.2024, the position of CEO was held by Jessica Slater. Following the year end, the role of CEO has been held by Tony Gibbs.

#### **Volunteer Contributions**

SERVE was founded by volunteers and continues to benefit from their active involvement. During the year, 264 volunteers contributed 29,304 hours, valued at over £363,000. The Trustees express their sincere gratitude for their dedication.

#### **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.

##### **Significant activities and focus**

SERVE's mission is to promote independence, health, and wellbeing among older adults and individuals with disabilities. The charity addresses poverty, isolation, and health inequalities while enhancing quality of life.



## **SERVE**

### **Report of the Trustees** **for the year ended 31 MARCH 2024**

#### **OBJECTIVES AND ACTIVITIES**

##### **Public benefit**

SERVE provides a comprehensive range of services to enable vulnerable individuals to live independently at home, improving their health and reducing social isolation. All activities align with the charity's objectives and provide measurable public benefit. The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake, and when considering what constitutes public benefit.

##### **Grantmaking**

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 2024**

#### **ACHIEVEMENT AND PERFORMANCE**

##### **Charitable activities**

##### **Integrated Care Systems (ICS) Collaboration:**

SERVE actively participates in the Integrated Care Northamptonshire (ICN) framework, which aligns local councils, NHS, and voluntary sector services. The Support North Northants (SNN) project exemplifies SERVE's role in building community resilience and providing preventative, integrated services.

##### **Key Services**

##### **Homecare Services:**

During the financial year, SERVE delivered 29,085 hours of care and 40,919 care calls. This service is critical in enabling elderly and vulnerable individuals to maintain independence in their own homes for longer and supports the prevention of hospitalisation. All services are delivered by trained, DBS-checked care workers who are supported by experienced management on an ongoing basis through supervision and appraisal, ensuring that the care provided is of the highest standard. During the current financial year, SERVE has seen its homecare income rise from £674,158 to £790,328, with plans in place to further develop this key service.

##### **Befriending Services:**

As part of SERVE's mission to improve the health and wellbeing of older adults in the local area, the charity seeks to tackle social isolation through the provision of its befriending service. This project seeks to connect individuals over 65 with volunteers who visit them in their own homes. SERVE also provides a group befriending option for those in supported accommodation; this includes offering transport to a community venue to build on a befriending support group. This service is key for reducing loneliness and isolation, not only improving outcomes for the local community and the individuals we support, but also reducing the need for more intensive, costly interventions to tackle the negative health implications of loneliness in society.

##### **Life Stories Project:**

This initiative is promoting the creation of digital 'memory books', collating thoughts, memories, images and videos together in one place. The contents of the book are confidential and kept securely, accessible to the individual and 4 other trusted people as chosen by the individual. The aim of this project is to strengthen the wellbeing of individuals experiencing dementia, fostering a sense of identity. Through using the memory books to record preferences and important memories, memory books can also be used to strengthen person-centred care for individuals with dementia.

##### **Wellbeing Services:**

Running 5 days a week and occasionally at weekends, SERVE's wellbeing service offers day trips to individuals in the local community. The aim of the wellbeing service is to improve access to local resources and landmarks, and create community for individuals who are not already being supported by statutory services. In addition to maintaining independence through trips to shopping centres, the service also promotes quality of life, enabling individuals to visit locations that would not otherwise be accessible to them.

SERVE's wellbeing service includes a day centre for older adults. Operating two days a week, 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. Transport to and from the centre is provided, along with a hot meal.

Given the rural profile of Northamptonshire and Bedfordshire, the wellbeing service is providing a vital contribution to the preservation of community links and reduction of isolation. The public benefit of this service therefore extends far beyond the individuals we support into the wider community.

##### **Community Transport:**

## SERVE

### Report of the Trustees for the year ended 31 MARCH 2024

In partnership with Volunteer Action, SERVE facilitated 42,435 medical and shopping journeys between April 2023 and March 2024, ensuring accessibility for older adults. The service includes wheelchair-accessible vehicles, plus a team of volunteers who assist in their own vehicles. Community Transport remains a critical service provided by the charity, ensuring that the individuals SERVE supports are able to access medical care and reducing strain on other services. The health inequalities faced by rural communities are well documented, and through delivery of the Community Transport service, SERVE aims to play a central role in improving access to healthcare within the local communities of Northamptonshire and Bedfordshire.

#### **Carers' Needs & Aspirations Program:**

Delivered in partnership with Northamptonshire Carers as part of the Carers Countywide Partnership, the Carers' Needs & Aspirations Program brings together voluntary organisations, lead commissioners and statutory bodies to address the needs of informal carers in Northamptonshire. The Needs & Aspirations Programme is one part of the strategy providing short respite breaks to informal Carers. Each year, 1,000 places are allocated and Carers from all over the county can access activities such as days out, afternoon teas, holistic therapies and health walks. By accessing these respite activities, carers are able to have a break from caring responsibilities, reducing stress and the likelihood of burnout. The service also provides an opportunity for informal carers to recharge, allowing them to continue caring for their loved ones.

#### **Voluntary Sector Infrastructure Support:**

SERVE continues to provide capacity-building support for local voluntary groups. This includes training, networking, and funding guidance. This service enables the diverse view of the local voluntary and community sector to be represented, and promotes effective partnership working in the local community.

In alignment with the infrastructure service, SERVE offers a DBS service to support voluntary organisations to recruit staff and volunteers. processes approximately 2,000 DBS checks annually, reinvesting proceeds into the charity's other activities.

#### **Servescape (Gardening Services):**

Supported by the National Lottery Community Fund between March 2022 and February 2024. Servescape assisted older adults across Northamptonshire with garden maintenance. Volunteers would assist individual and their carers to look after their gardens whilst enjoying companionship and a friendly visit. This service aimed to reduce worry and anxiety around garden maintenance, and ensure that individuals had outdoor space to enjoy in order to improve wellbeing. As funding for the service ended in February 2024, the project has been ended since the year end and before the date of balance sheet signing.

## **FINANCIAL REVIEW**

### **Financial position**

The overall financial outcome for the year April 2023 - March 2024 was a net deficit of £17,960, a significant improvement from the £115,691 deficit in the year April 2022 - March 2023.

Overall, SERVE remains financially sound, with strong income growth and a controlled deficit compared to the previous year. The income and expenditure for the financial year is within tolerable variance from the previous year with strong indications that the steps to reduce costs and ensure improved accountability moving forward will have a positive impact. The charity's balance sheet reflects a solid foundation with sufficient assets to meet liabilities. However, continued vigilance is required to manage costs and maintain sufficient reserves to support unrestricted activities. The Trustees are confident that the charity is well-positioned to meet its commitments and continue delivering essential services to its beneficiaries in the coming years.

## **SERVE**

### **Report of the Trustees** **for the year ended 31 MARCH 2024**

#### **FINANCIAL REVIEW**

##### **Principal funding sources**

The total income for the year amounted to £1,559,078, an increase from the previous year of £1,202,924. This income was drawn from a combination of unrestricted and restricted funds. In terms of expenditure, SERVE's total outgoings of £1,577,038 increased from £1,318,615 in the previous year.

Core costs are apportioned across activities based on the activity's percentage of total income.

##### **Donations and Legacies:**

This funding stream brought in £391,296. A significant portion of this was restricted funds, meaning it was earmarked for specific activities. Donations and legacies rose considerably compared to the previous year, in part due to funding from the Big Lottery to facilitate the provision of Servescape, and a successful application to deliver further transport services in partnership with Ability.

##### **Service Level Contracts**

Income from service contracts was £268,896 (2023: £199,670). Expenditure here rose to £531,257 from £390,671, an increase of 35.99% the previous year.

##### **Care Charges**

Care charges totalled £790,328 (2023: £674,158) and formed the bulk of the charity's revenue. The increase in care charges reflects the growing demand for services provided by SERVE. A total of £908,808 was spent to deliver the care service, a 12.5% increase from £807,689 in the prior year.

##### **Other Activities**

Income from other activities in the year April 2023 - March 2024 was £105,323, slightly lower than the £113,963 generated in the year April 2022 - March 2023.

##### **Investment Income**

Although not a major contributor, investment income increased from £1,001 in 2023 to £3,235 in 2024, indicating improved returns on the charity's investments.

##### **Investment policy and objectives**

All funds that are not required for immediate use are held on interest bearing deposit and reviewed on a monthly basis.

##### **Reserves policy**

SERVE maintains reserves equivalent to three months' operational costs to ensure financial stability. At the balance sheet date, the charity had reserves of £732,777. This balance includes £394,444 of free reserves. Based on 2024 expenditure, this level of free reserves is sufficient to cover three months' operational costs (£391,510).

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.

## **SERVE**

### **Report of the Trustees** **for the year ended 31 MARCH 2024**

#### **FUTURE PLANS**

As SERVE moves into the next fiscal year, the organisation is committed to building upon its legacy of empowering vulnerable individuals while addressing emerging challenges. The following strategic vision outlines SERVE's aspirations for service growth, operational improvements, and community impact.

#### **Strategic Objectives**

1. Enhance Service Accessibility and reach: Increase the availability of services to meet the growing demand across Northamptonshire.
2. Sustain Financial Stability: Diversify income streams and ensure financial resilience through strategic partnerships and new funding opportunities.
3. Strengthen Community Integration: Deepen collaboration with statutory, voluntary, and community sector partners to create cohesive, preventative care models.
4. Promote Volunteer Engagement: Expand volunteer recruitment, retention, and training to ensure high-quality service delivery.
5. Innovate Through Technology: Leverage digital tools to improve service delivery and user engagement.

#### **Growth Aspirations by Service**

##### **Homecare Services**

Expansion Goal: Increase service capacity by 15% to meet the rising demand for domiciliary care.

##### **Key Initiatives:**

- Recruit and train additional care workers, emphasising professional development and retention.
- Implement digital care management tools for more efficient scheduling and real-time monitoring.
- Strengthen relationships with local authorities and health partners to secure new contracts.

##### **Befriending Services**

Expansion Goal: Reach 800 individuals, with a focus on underserved rural areas.

##### **Key Initiatives:**

- Scale up digital befriending services, providing tablets and training for service users.
- Increase group befriending sessions and initiate peer-led support groups.
- Secure additional funding to recruit and train 50 new volunteer befrienders.

##### **Life Stories Project**

Expansion Goal: Support 500 individuals in creating digital memory books, with an emphasis on those with dementia.

##### **Key Initiatives:**

- Launch Life Stories workshops in community hubs and care homes.
- Partner with local schools and youth groups to foster intergenerational engagement.
- Develop a self-funding model by offering tailored Life Stories packages to families.

##### **Wellbeing Services**

Expansion Goal: Double the capacity of day centre activities and supported outings.

##### **Key Initiatives:**

- Extend day centre operations to five days per week, offering specialised activities such as memory clinics and exercise classes.
- Introduce themed outings tailored to service users' preferences, such as cultural trips and wellness retreats.
- Explore partnerships to secure additional minibuses for transport services.

##### **Community Transport**

Expansion Goal: Increase journey capacity by 10%, focusing on expanding medical and social transport in remote areas.

##### **Key Initiatives:**

- Recruit 20 new volunteer drivers to meet growing demand.
- Explore funding opportunities to procure additional wheelchair-accessible vehicles.

## **SERVE**

### **RePort of the Trustees for the Year ended 31 MARCH 2024**

- Partner with health services to integrate transport into care pathways.

#### **Carers' Needs & Aspirations Program**

Expansion Goal: Provide 1,200 respite places for informal carers.

Key Initiatives:

- Expand the range of activities, including wellness retreats, skill-building workshops, and peer support groups.
- Strengthen collaborations with healthcare providers to better identify and support carers.
- Develop an evaluation framework to measure the long-term impact of respite services.

#### **Operational Priorities**

Volunteer Development:

- Introduce leadership training for experienced volunteers.
- Increase peer mentoring opportunities to support new recruits.

Technology Integration:

- Upgrade digital platforms for volunteer management and service delivery.
- Pilot an online portal for service users to book services and provide feedback.

Sustainability Initiatives:

- Transition vehicles to environmentally friendly options where feasible.
- Explore funding to reduce the environmental impact of service operations.

Public Engagement:

- Enhance SERVE's visibility through targeted social media campaigns and local outreach events.
- Strengthen advocacy efforts to highlight issues such as isolation, disability, and carer support.

#### **Aspirations for Financial Growth**

Self-Generated Income:

- Increase homecare service revenue by 20% through strategic marketing and service diversification.
- Expand DBS checking services to attract more corporate clients.

Grant Funding:

- Pursue multi-year grants to support core services, particularly befriending and transport.
- The grant support of The Motability Foundation to support transport service development is acknowledged.
- Collaborate with partners to secure consortium funding for integrated care initiatives.
- Partner with local businesses to fund specific projects, such as minibuses or day centre enhancements.
- Develop tailored corporate social responsibility (CSR) packages to encourage support.

SERVE's strategic vision for the upcoming year reflects its unwavering commitment to improving the lives of vulnerable individuals. By expanding services, fostering partnerships, and embracing innovation, SERVE will continue to meet the evolving needs of its community while maintaining financial stability and operational excellence.

#### **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.

## **SERVE**

### **Report of the Trustees** **for the year ended 31 MARCH 2024**

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

##### **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.

##### **Induction and training of new Trustees**

New Trustees are elected at the AGM and participate in an induction program, including observation of service delivery and regular engagement with staff and beneficiaries.

##### **Risk management**

The trustees regularly review a formal risk register and implement strategies to mitigate identified risks. Internal controls are in place to safeguard assets, monitor performance, and ensure compliance with regulatory requirements.

##### **Corporate Governance**

Trustees oversee SERVE's activities through a robust governance framework, including financial oversight, performance monitoring, and adherence to health and safety standards.

##### **Acknowledgements**

The Trustees extend their heartfelt thanks to SERVE's volunteers, staff, and partners for their continued support and dedication in delivering essential services to the community.

#### **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 which give a true and fair view of the state of affairs of the charitable company and of 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 and to enable 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 auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

**SERVE**


**Report of the Trustees**  
**for the year ended 31 MARCH 2024**

**AUDITORS**

The auditors, Elsby & Co (Sywell) Ltd, 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.

Approved by order of the board of trustees on ..... 31/01/2025 ..... and signed on its behalf by:

  
.....  
A A Harvey - 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 2024 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 2024 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:

- 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 (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](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 ACA (Senior Statutory Auditor)  
for and on behalf of Elsby & Co (Sywell) Ltd  
Statutory Auditors  
155 Wellingborough Road  
Rushden  
Northamptonshire  
NN10 9TB**

**31 January 2025**

SERVE

**Statement of Financial Activities**  
**(Incorporating an Income and Expenditure Account)**  
**for the year ended 31 MARCH 2024**

		Unrestricted fund £	Restricted funds £	2024 Total funds £	2023 Total funds £
	Notes				
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	3	59,291	332,005	391,296	214,132
<b>Charitable activities</b>	6				
Service Level Contracts		-	268,896	268,896	199,670
Care Charges		790,328	-	790,328	674,158
Other trading activities	4	105,323	-	105,323	113,963
Investment income	5	3,235	-	3,235	1,001
<b>Total</b>		<u>958,177</u>	<u>600,901</u>	<u>1,559,078</u>	<u>1,202,924</u>
<b>EXPENDITURE ON</b>					
Raising funds	7	120	11,255	11,375	23,183
<b>Charitable activities</b>	8				
Service Level Contracts		3,154	528,103	531,257	390,671
Care Charges		908,808	-	908,808	807,689
Other		125,598	-	125,598	97,072
<b>Total</b>		<u>1,037,680</u>	<u>539,358</u>	<u>1,577,038</u>	<u>1,318,615</u>
<b>NET INCOME/(EXPENDITURE)</b>		(79,503)	61,543	(17,960)	(115,691)
Transfers between funds	18	63,163	(63,163)	-	-
<b>Net movement in funds</b>		<u>(16,340)</u>	<u>(1,620)</u>	<u>(17,960)</u>	<u>(115,691)</u>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		744,257	6,480	750,737	866,428
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>727,917</u></u>	<u><u>4,860</u></u>	<u><u>732,777</u></u>	<u><u>750,737</u></u>

The notes form part of these financial statements

**Balance Sheet**  
**31 MARCH 2024**

	Notes	Unrestricted fund £	Restricted funds £	2024 Total funds £	2023 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	14	313,602	24,731	338,333	345,973
<b>CURRENT ASSETS</b>					
Debtors	15	178,536	-	178,536	153,019
Cash at bank and in hand		347,744	102,544	450,288	372,871
		526,280	102,544	628,824	525,890
<b>CREDITORS</b>					
Amounts falling due within one year	16	(111,965)	(122,415)	(234,380)	(121,126)
<b>NET CURRENT ASSETS</b>		414,315	(19,871)	394,444	404,764
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		727,917	4,860	732,777	750,737
<b>NET ASSETS</b>		727,917	4,860	732,777	750,737
<b>FUNDS</b>	18				
Unrestricted funds				727,917	744,257
Restricted funds				4,860	6,480
<b>TOTAL FUNDS</b>				732,777	750,737

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 31/01/2025 and were signed on its behalf by:

.....  
Trustee

**SERVE**

**Cash Flow Statement**  
**for the year ended 31 MARCH 2024**

	Notes	2024 £	2023 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	97,283	(94,903)
Net cash provided by/(used in) operating activities		97,283	(94,903)
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		(31,097)	(14,046)
Sale of tangible fixed assets		7,996	-
Interest received		3,235	1,001
Net cash used in investing activities		(19,866)	(13,045)
<b>Change in cash and cash equivalents in the reporting period</b>		77,417	(107,948)
<b>Cash and cash equivalents at the beginning of the reporting period</b>		372,871	480,819
<b>Cash and cash equivalents at the end of the reporting period</b>		450,288	372,871

The notes form part of these financial statements

**SERVE**

**Notes to the Cash Flow Statement**  
**for the year ended 31 MARCH 2024**

**1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2024 £	2023 £
<b>Net expenditure for the reporting period (as per the Statement of Financial Activities)</b>	(17,960)	(115,691)
<b>Adjustments for:</b>		
Depreciation charges	37,638	32,502
Profit on disposal of fixed assets	(6,897)	-
Interest received	(3,235)	(1,001)
Increase in debtors	(25,517)	(24,164)
Increase in creditors	113,254	13,451
	<hr/>	<hr/>
<b>Net cash provided by/(used in) operations</b>	<b>97,283</b>	<b>(94,903)</b>
	<hr/> <hr/>	<hr/> <hr/>

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

	At 1.4.23 £	Cash flow £	At 31.3.24 £
<b>Net cash</b>			
Cash at bank and in hand	372,871	77,417	450,288
	<hr/>	<hr/>	<hr/>
	372,871	77,417	450,288
	<hr/>	<hr/>	<hr/>
<b>Total</b>	<b>372,871</b>	<b>77,417</b>	<b>450,288</b>
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

The notes form part of these financial statements



**Notes to the Financial Statements**  
**for the year ended 31 MARCH 2024**

**1. ACCOUNTING POLICIES**

**General information**

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 8 West Street, Rushden, Northamptonshire, England, NN10 0RT.

**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.

The presentational currency of Serve is considered to be pounds sterling and the financial statements are rounded to the nearest pound.

**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 donor imposed conditions limit the charity's ability to spend money to a specific timeframe, in which instances the income is deferred in line with the guidelines of the Charity SORP.

## **SERVE**

### **Notes to the Financial Statements - continued** **for the year ended 31 MARCH 2024**

#### **1. ACCOUNTING POLICIES - continued**

##### **Income**

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.

##### **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**

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).

##### **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.

Freehold property	- 2% on cost
Improvements to property	- at variable rates on reducing balance
Fixtures and fittings	- at variable rates on reducing balance
Motor vehicles	- 25% on reducing balance

##### **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.

**Notes to the Financial Statements - continued**  
**for the year ended 31 MARCH 2024**

**1. 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.

**Hire purchase and leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

**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 Trustees recognise that continued operation of the Charity is dependent upon the continuing renewal of service contracts. The Trustees are working continually with their partners and expect the funding to continue for the next 12 months.

**SERVE**

**Notes to the Financial Statements - continued**  
**for the year ended 31 MARCH 2024**

**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**

	2024	2023
	£	£
Donations	25,375	17,788
Legacies	4,380	5,362
Donated services and facilities	173,977	85,857
Other grants	187,564	105,125
	<u>391,296</u>	<u>214,132</u>

**4. OTHER TRADING ACTIVITIES**

	2024	2023
	£	£
DBS	25,476	38,174
Transport registration	25,083	27,430
Other charges	54,764	48,359
	<u>105,323</u>	<u>113,963</u>

**5. INVESTMENT INCOME**

	2024	2023
	£	£
Deposit account interest	<u>3,235</u>	<u>1,001</u>

**6. INCOME FROM CHARITABLE ACTIVITIES**

	Activity	2024	2023
		£	£
Council	Service Level Contracts	98,743	63,073
Northamptonshire NHS	Service Level Contracts	170,153	136,597
Contributions and charges	Care Charges	790,328	674,158
		<u>1,059,224</u>	<u>873,828</u>

**SERVE**

**Notes to the Financial Statements - continued**  
**for the year ended 31 MARCH 2024**

**7. RAISING FUNDS**

**Raising donations and legacies**

	2024	2023
	£	£
Fundraising and expenses	<u>11,375</u>	<u>23,183</u>

**8. CHARITABLE ACTIVITIES COSTS**

	Direct Costs	Support costs (see note 9)	Totals
	£	£	£
Other resources expended	-	125,598	125,598
Service Level Contracts	23,464	507,793	531,257
Care Charges	514,438	394,370	908,808
	<u>537,902</u>	<u>1,027,761</u>	<u>1,565,663</u>

**9. SUPPORT COSTS**

	Management	Finance	Other	Governance costs	Totals
	£	£	£	£	£
Other resources expended	65,702	2,091	36,805	21,000	125,598
Service Level Contracts	391,985	1,195	114,613	-	507,793
Care Charges	307,368	3,512	83,490	-	394,370
	<u>765,055</u>	<u>6,798</u>	<u>234,908</u>	<u>21,000</u>	<u>1,027,761</u>

Support and overhead costs are allocated between charitable activities and other costs. Governance costs are those support costs which relate to the strategic and day to day management of the charity. The basis for splitting out the costs is on a percentage of income.

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

**Management**

	Other resources expended	Service Level Contracts	Care Charges	2024  Total activities	2023  Total activities
	£	£	£	£	£
Wages	64,997	387,760	305,190	757,947	569,589
Advertising	705	4,225	2,178	7,108	5,431
	<u>65,702</u>	<u>391,985</u>	<u>307,368</u>	<u>765,055</u>	<u>575,020</u>

**SERVE**

**Notes to the Financial Statements - continued**  
**for the year ended 31 MARCH 2024**

**9. SUPPORT COSTS - continued**  
**Finance**

				2024	2023
	Other resources expended £	Service Level Contracts £	Care Charges £	Total activities £	Total activities £
Bank charges	2,091	1,195	3,512	6,798	5,263

**Other**

				2024	2023
	Other resources expended £	Service Level Contracts £	Care Charges £	Total activities £	Total activities £
Hire of premises	413	9,212	5,066	14,691	10,471
Rates and water	190	592	320	1,102	1,035
Insurance	2,496	1,497	4,192	8,185	6,704
Light and heat	2,628	4,538	4,416	11,582	10,940
Telephone	3,761	5,771	7,707	17,239	17,358
Postage and stationery	5,435	10,574	9,376	25,385	17,410
General office costs	21,901	56,838	52,117	130,856	97,389
Travel and motor expenses	-	25,592	323	25,915	24,600
Bad debts	(19)	(1)	(27)	(47)	23,970
	36,805	114,613	83,490	234,908	209,877

**Governance costs**

	2024	2023
	Other resources expended £	Total activities £
Auditors' remuneration	21,000	9,300

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

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

	2024	2023
Auditors' remuneration	21,000	9,300
Depreciation - owned assets	37,638	32,502
Gain on sale of tangible fixed assets	-6,897	

**SERVE**

**Notes to the Financial Statements - continued**  
**for the year ended 31 MARCH 2024**

**11. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Key management salaries and expenses paid during the year were £231,623 (2023: £203,602)

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

	2024	2023
Wages and salaries	1,137,954	937,302
Pension costs	17,851	13,076
Other employment costs	58,969	42,497
	<u>1,214,774</u>	<u>992,875</u>

Included within other employment costs are mileage expenses of £36,185 (2023: £31,212)

The average number of employees during the year was 73 (2023: 67). These were employed according to the following:

	2024 Number	2024 FTE	2023 Number	2023 FTE
Raising funds	1	1	1	1
Charitable activities	67	27	61	26
Governance	5	5	5	5
	<u>73</u>	<u>33</u>	<u>67</u>	<u>32</u>

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

Included within wages and salaries is £40,834 paid in respect of defined contribution pension scheme payments (2023: £31,878) There was £NIL outstanding at 31 March 2024 (2023: £3,008)

**SERVE**

**Notes to the Financial Statements - continued**  
**for the year ended 31 MARCH 2024**

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

	Unrestricted fund £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	50,281	163,851	214,132
<b>Charitable activities</b>			
Service Level Contracts	-	199,670	199,670
Care Charges	674,158	-	674,158
Other trading activities	113,963	-	113,963
Investment income	1,001	-	1,001
<b>Total</b>	<b>839,403</b>	<b>363,521</b>	<b>1,202,924</b>
<b>EXPENDITURE ON</b>			
Raising funds	13,062	10,121	23,183
<b>Charitable activities</b>			
Service Level Contracts	48,459	342,212	390,671
Care Charges	807,689	-	807,689
Other	97,072	-	97,072
<b>Total</b>	<b>966,282</b>	<b>352,333</b>	<b>1,318,615</b>
<b>NET INCOME/(EXPENDITURE)</b>	<b>(126,879)</b>	<b>11,188</b>	<b>(115,691)</b>
Transfers between funds	4,708	(4,708)	-
<b>Net movement in funds</b>	<b>(122,171)</b>	<b>6,480</b>	<b>(115,691)</b>
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	866,428	-	866,428
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>744,257</b>	<b>6,480</b>	<b>750,737</b>

The above figures relate to the previous financial year April 2022 - March 2023.



**SERVE**

**Notes to the Financial Statements - continued**  
**for the year ended 31 MARCH 2024**

**14. TANGIBLE FIXED ASSETS**

	Freehold property £	Improvements to property £	Fixtures and fittings £	Motor vehicles £	Totals £
<b>COST</b>					
At 1 April 2023	293,654	70,878	50,926	149,140	564,598
Additions	-	-	4,602	26,495	31,097
Disposals	-	-	(3,566)	(19,500)	(23,066)
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2024	293,654	70,878	51,962	156,135	572,629
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<b>DEPRECIATION</b>					
At 1 April 2023	5,873	40,236	47,901	124,615	218,625
Charge for year	5,873	11,211	5,085	15,469	37,638
Eliminated on disposal	-	-	(2,467)	(19,500)	(21,967)
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2024	11,746	51,447	50,519	120,584	234,296
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<b>NET BOOK VALUE</b>					
At 31 March 2024	<u>281,908</u>	<u>19,431</u>	<u>1,443</u>	<u>35,551</u>	<u>338,333</u>
At 31 March 2023	<u>287,781</u>	<u>30,642</u>	<u>3,025</u>	<u>24,525</u>	<u>345,973</u>

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

	2024 £	2023 £
Trade debtors	169,274	131,843
Prepayments	9,262	21,176
	<hr/>	<hr/>
	178,536	153,019
	<hr/>	<hr/>

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

	2024 £	2023 £
Trade creditors	13,143	16,961
Social security and other taxes	19,053	14,962
Other creditors	28,798	12,126
Deferred income	124,172	52,057
Accrued expenses	49,214	25,020
	<hr/>	<hr/>
	234,380	121,126
	<hr/>	<hr/>

**SERVE**

**Notes to the Financial Statements - continued**  
**for the Year ended 31 MARCH 2024**

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

**Deferred income**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Deferred income at 1 April 2023	52,057	55,272
Resources deferred during the year	124,172	52,057
Amounts released from prior year	(52,057)	(55,272)
	<hr/>	<hr/>
<b>Deferred income at 31 March 2024</b>	<b>124,172</b>	<b>52,057</b>
	<hr/> <hr/>	<hr/> <hr/>

Deferred income relates to income received in the year specifically relating to performance conditions to be met in the future periods

**17. LEASING AGREEMENTS**

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

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Within one year	6,000	-
Between one and five years	2,500	-
	<hr/>	<hr/>
	<b>8,500</b>	<b>-</b>
	<hr/> <hr/>	<hr/> <hr/>

Operating lease payments recognised as an expense during the period was £3,500 (2023: £2,458).

**18. MOVEMENT IN FUNDS**

	<b>At 1.4.23</b>	<b>Net movement in funds</b>	<b>Transfers between funds</b>	<b>At 31.3.24</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Unrestricted funds</b>				
General fund	744,257	(79,503)	63,163	727,917
<b>Restricted funds</b>				
Restricted	6,480	61,543	(63,163)	4,860
	<hr/>	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS</b>	<b>750,737</b>	<b>(17,960)</b>	<b>-</b>	<b>732,777</b>
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

**SERVE**

**Notes to the Financial Statements - continued**  
**for the year ended 31 MARCH 2024**

**18. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	958,177	(1,037,680)	(79,503)
<b>Restricted funds</b>			
Restricted	600,901	(539,358)	61,543
<b>TOTAL FUNDS</b>	<u>1,559,078</u>	<u>(1,577,038)</u>	<u>(17,960)</u>

**Comparatives for movement in funds**

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
<b>Unrestricted funds</b>				
General fund	866,428	(126,879)	4,708	744,257
<b>Restricted funds</b>				
Restricted	-	11,188	(4,708)	6,480
<b>TOTAL FUNDS</b>	<u>866,428</u>	<u>(115,691)</u>	<u>-</u>	<u>750,737</u>

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	839,403	(966,282)	(126,879)
<b>Restricted funds</b>			
Restricted	363,521	(352,333)	11,188
<b>TOTAL FUNDS</b>	<u>1,202,924</u>	<u>(1,318,615)</u>	<u>(115,691)</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.

Restricted funds that have been spent on the following areas during the year:

- Befriending
- Servescape

**SERVE**

**Notes to the Financial Statements - continued**  
**for the Year ended 31 MARCH 2024**

**18. MOVEMENT IN FUNDS - continued**

- Carer days out
- Transport and infrastructure

Further details are included in the trustees report about the different areas.

**19. RELATED PARTY DISCLOSURES**

During the year, an individual related to a trustee received employment related remuneration totalling £13,237 (2023: £12,471 ). At the year end there was a balance of £0 (2023: £0) due to the related party.

**20. FUNDS HELD AS AGENT**

The charity received the following funds as agent:

North Northamptonshire Council Community Transport: £7,194 (2023: £9,778)

Northamptonshire Carers Befriending Health ICAN grant: £96,937 (2023: £72,334)

Motability: £149,989 (2023: £0)

As at the Balance Sheet date £55,200 (2023: £0) was held by SERVE as agent and not distributed.

**SERVE**

**Detailed Statement of Financial Activities**  
**for the year ended 31 MARCH 2024**

	2024 £	2023 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	25,375	17,788
Legacies	4,380	5,362
Donated services and facilities	173,977	85,857
Other grants	187,564	105,125
	<hr/> 391,296	<hr/> 214,132
<b>Other trading activities</b>		
DBS	25,476	38,174
Transport registration	25,083	27,430
Other charges	54,764	48,359
	<hr/> 105,323	<hr/> 113,963
<b>Investment income</b>		
Deposit account interest	3,235	1,001
<b>Charitable activities</b>		
Council	98,743	63,073
Northamptonshire NHS	170,153	136,597
Contributions and charges	790,328	674,158
	<hr/> 1,059,224	<hr/> 873,828
<b>Total incoming resources</b>	1,559,078	1,202,924
<b>EXPENDITURE</b>		
<b>Raising donations and legacies</b>		
Fundraising and expenses	11,375	23,183
<b>Charitable activities</b>		
Care staff costs	497,867	452,647
Care costs	9,294	16,695
Depreciation of tangible fixed assets	37,638	26,630
Loss on sale of tangible fixed assets	(6,897)	-
	<hr/> 537,902	<hr/> 495,972
<b>Support costs</b>		
<b>Management</b>		
Wages	757,947	569,589
Advertising	7,108	5,431
	<hr/> 765,055	<hr/> 575,020

This page does not form part of the statutory financial statements

**SERVE**

**Detailed Statement of Financial Activities**  
**for the year ended 31 MARCH 2024**

	2024 £	2023 £
<b>Management</b>		
<b>Finance</b>		
Bank charges	6,798	5,263
<b>Other</b>		
Hire of premises	14,691	10,471
Rates and water	1,102	1,035
Insurance	8,185	6,704
Light and heat	11,582	10,940
Telephone	17,239	17,358
Postage and stationery	25,385	17,410
General office costs	130,856	97,389
Travel and motor expenses	25,915	24,600
Bad debts	(47)	23,970
	<hr/> 234,908	<hr/> 209,877
<b>Governance costs</b>		
Auditors' remuneration	21,000	9,300
	<hr/>	<hr/>
Total resources expended	1,577,038	1,318,615
	<hr/>	<hr/>
<b>Net expenditure</b>	<hr/> (17,960) <hr/>	<hr/> (115,691) <hr/>