

Trustees' Annual Report 2020-21



CHARITY COMMISSION
FOR ENGLAND AND WALES

Period from: **01 April 2020** to **31 March 2021**

Charity name: **Havering Shopmobility Association**

Charity registration number: **1051614**

Objectives and Activities		
	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<p>To relieve people with mobility problems within the London Borough of Havering and other areas, by the provision of mobility related equipment for use whilst shopping or visiting Romford Town Centre, and its environs;</p> <p>To facilitate mobility and travel for longer periods of use as required at, or away from home, and to use on short breaks and holidays worldwide.</p>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p>The main activities of the charity are the provision of electric scooters, electric wheelchairs, manual wheelchairs and walkers for people who have limited mobility for use when visiting Romford Town Centre.</p> <p>We provide equipment for short term or longer use for people with temporary or permanent mobility needs and for use on holiday.</p> <p>We also sell some disability and mobility aids.</p>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit.	Para 1.18	The trustees have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission.

Additional information (optional)		
	SORP reference	
Policy on grant making	Para 1.38	Havering Shopmobility does not give financial grants.
Policy on social investment including program related investment	Para 1.38	Havering Shopmobility does not make financial investments.
Contribution made by volunteers	Para 1.38	Havering Shopmobility is reliant on our team of dedicated volunteers who deliver our services. Without them, we simply could not operate. In 2020-21 many of our 35 volunteers continued to support our service delivery despite the challenges of Covid-related closures of our two shops.

Achievements and Performance		
	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	We give our users independence to use and enjoy all the shopping, leisure and health facilities within Romford and further afield. They benefit from their retained independence and reduced isolation, whilst the local economy also benefits from their spending power, which would otherwise be lost.

Additional information (optional)		
Achievements against objectives set	Para 1.41	<p>Our services were significantly affected by the Covid-related closures but re-opened in a Covid safe way at the earliest opportunity following each closure. Achievements this year relates more to survival than statistics.</p> <p>In the last year our equipment - electric scooters, electric wheelchairs and manual wheelchairs - was used on a total of 7966 times.</p> <p>A programme of replacing our older equipment was suspended due to the need to constrain expenditure.</p>
Performance of fundraising activities against objectives set	Para 1.41	Trustees' financial strategy is to raise sufficient funds to ensure the continued viability of the charity. As such Trustees have not set objectives or fundraising targets. There has been little fund raising in the last year due to Covid restrictions and that the charity's services were closed for most of the year. In the last year £810 was raised net of costs.
Investment performance against objectives	Para 1.41	Havering Shopmobility does not make financial investments.

Financial Review		
	SORP reference	
Review of the charity's financial position at the end of the period	Para 1.21	From a financial point of view, we have weathered the problems of closedown very well. This is mainly due to the financial support provided through government schemes. Without this the charity would have had to draw on reserves to a significant degree. The bank balance at the end of the year was £118,013. Total Income was £110,780, and our Expenditure was £51,007. Our reserves exceed the Trustee's Policy on Reserves which is to maintain one year's operating costs.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	<p>The Trustee's policy is to transfer funds not required for short term use to an interest-bearing account with Metro Bank.</p> <p>The Trustee's policy on reserves is to maintain a sum equal to one year's operating costs, as a reserve. This is to ensure the longer term financial stability of the charity in the current economic uncertainties. This will need careful monitoring as income will be significantly reduced until user numbers recover.</p>
Amount of reserves held	Para 1.22	£109,787 (greater than one year's operating costs)
Reasons for holding zero reserves	Para 1.22	Havering Shopmobility holds reserves.
Details of funds materially in deficit	Para 1.24	No funds are in deficit.
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	Covid restrictions has significantly reduced the routine hire of our equipment during closedown periods and has been slow to recover since lockdown restrictions have eased. This has had a consequent impact on income. The charity has sufficient reserves that this will not affect the financial viability of the charity in the short term but will need to be monitored for the future, and strategies developed accordingly.

Additional information (optional)				
The charity's principal sources of funds (including any fundraising)	Para 1.47	<p>The charity's principal sources of funding and the sums generated in the last year are :</p> <ul style="list-style-type: none"> • User Subscriptions £ 1,908 • Hire charges £ 5,672 • Sales & commissions £ 627 (net of costs) • Donations and fund raising £ 327 (net of costs) <p>These are very significantly lower than the previous year.</p>		
Investment policy and objectives including any social investment policy adopted	Para 1.46	Haverling Shopmobility does not make financial investments.		
A description of the principal risks facing the charity	Para 1.46	Risk Item	Minor Event	Major Event
		Loss of Equipment	Non return/theft	Fire/theft/ destruction
		Loss of Finances	Theft/Pilfering/Error	Theft/Fraud Bank collapse
		Loss of Premises	Partial damage or destruction	Damage or destruction Withdrawal of use
		Loss of Staff	Illness, absence, vacancy	Extended absence. Loss of all staff at the same time
		Loss of Volunteers	Availability Gradual decline	Extended absence. Loss of all staff at the same time
		Loss of Trustees	Availability Gradual decline	
		Loss of Information	System failure Accidental loss or erasure Intentional	System loss Accidental loss or erasure Intentional
		Reputational Damage	Bad publicity Scandal	

Structure, Governance and Management		
Description of charity's trusts:	SORP reference	
Type of governing document	Para 1.25	Constitution adopted on 5 th December 1995, as amended on 25 th March 1998, 2 nd July 2009, 30 th June 2014, 15 July 2019 and 20 October 2020.
How is the charity constituted?	Para 1.25	An unincorporated Association
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Trustees are appointed from members by the AGM of members or a meeting of trustees on the recommendation of an Appointments Panel of Trustees. Officers are elected from trustees at the AGM.

Additional information (optional)		
Policies and procedures adopted for the induction and training of trustees	Para 1.51	<p>Newly appointed trustees are provided with a portfolio of information on the organisation, the role of a trustee, key policies and procedures and key information.</p> <p>Trustees have adopted a Medium Term Plan following a review of objectives, the skills needed to deliver these and an audit of current and required skills and commitment. Portfolios of responsibility have been agreed to use to recruit new trustees and new trustees have been appointed.</p>
The charity's organisational structure and any wider network with which the charity works	Para 1.51	<p>Trustees meet on a quarterly basis and receive formal reports on policy, resources, finance, reports of sub committees and operational performance.</p> <p>Trustees established three sub committees to do the work – Performance and Development to deal with how services are delivered and future direction; Membership and Staffing to look after the appointment of trustees, staff and volunteers; and Fund Raising to oversee the raising of monies essential to maintain our services.</p> <p>A Mission Statement and Values were agreed by trustees on 19 January 2015.</p> <p>The charity's day-to-day operations are led by a full time manager supported by a part-time assistant manager with additional management support as the need arises. Services are largely delivered by our volunteers who work as a team in shift patterns.</p> <p>Services delivery is co-ordinated by a management team comprising the Chairman, Deputy Chairman/Treasurer and Manager meeting bi-monthly.</p> <p>The charity maintains networking relationships with similar organisations in the voluntary and statutory sectors, and with local trading and community organisations.</p>
Relationship with any related parties	Para 1.51	Havering Shopmobility is not related to any other party.

Reference and Administrative details	
Charity name	Havering Shopmobility Association
Other name the charity uses	Havering Shopmobility
Registered charity number	1051614
Charity's principal address	Havering Shopmobility 1 The Brewery, Waterloo Road, Romford, RM1 1AU

Names of the charity trustees who manage the charity				
	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Michael JOYCE	Chairman	Re-elected 15 July 2019	The AGM or the Trustees
2	Jackie TOKLEY	Deputy Chairman & Treasurer	Re-elected 15 July 2019	The AGM or the Trustees
3	Brian SAUNDERS		Re-elected 15 July 2019	The AGM or the Trustees
4	Christine FOLAN		Re-elected 15 July 2019	The AGM or the Trustees
5	Gillian COLVIN		Re-elected 15 July 2019	The AGM or the Trustees
6	Elaine GREEN		Re-elected 15 July 2019	The AGM or the Trustees
6	Michael MITCHELL		Re-elected 15 July 2019	The AGM or the Trustees
8	Jacky DANILOVIC		Elected 15 July 2019; deceased 28 March 2021	The AGM or the Trustees
9	Adrian SHERIDAN		Appointed 18 January 2021	The AGM or the Trustees
10	Jack WEBB		Appointed 18 January 2021	The AGM or the Trustees
11	Peter MILLWARD		Appointed 18 January 2021	The AGM or the Trustees
12	Vacant			

Corporate trustees – names of the directors at the date the report was approved		
Director name		
None		

Name of trustees holding title to property belonging to the charity		
Trustee name	Dates acted if not for whole year	
None		

Funds held as custodian trustees on behalf of others	
Description of the assets held in this capacity	None
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	None
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	None

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Independent Financial Examiner	Mr John Percy	c/o Havering Shopmobility

Name of chief executive or names of senior staff members (Optional information)

Ms Mandy Bunn, Manager

Exemptions from disclosure

Reason for non-disclosure of key personnel details



None

Other optional information

Intentionally blank

Declarations

The trustees declare that they have approved the trustees' report above.
Signed on behalf of the charity's trustees

Signature		
Full name	Michael JOYCE	Jacqueline TOKLEY
Position	Chairman	Deputy Chairman & Treasurer
Date	18 th October 2021	18th October 2021





Receipts and payments accounts

For the period from	Period start date 1st April 2020	To	Period end date 31st March 2021
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Equipment Hires	5,672	-	-	5,672	30,402
Membership New / renew	1,908	-	-	1,908	6,692
Promotions & shop sales	136	-	-	136	993
Collection Tins & donations	276	-	-	276	554
Raffles & Fundraising	143	-	-	143	4,854
Shopmob Sales	474	-	-	474	5,000
First Step	199	-	-	199	1,658
Angel sales	-	-	-	-	2,525
Insurance Refund	1,312	-	-	1,312	1,256
Acorn Commision	-	-	-	-	229
Sundry	100	-	-	100	1,281
LBH Grants (Brewery & Liberty	80,716	-	-	80,716	-
JRS Grant (Furlough)	19,657	-	-	19,657	-
Refunds	187	-	-	187	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	110,780	-	-	110,780	55,444
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	110,780	-	-	110,780	55,444
A3 Payments					
Equipment Maintenance	258	-	-	258	3,164
Office Equip Maintenance	1,381	-	-	1,381	1,119
Stationery	997	-	-	997	999
Phone & Internet	1,896	-	-	1,896	1,644
Insurance	4,669	-	-	4,669	-
Training / FirstAid	-	-	-	-	10
CCTV / Security (Both Shops)	763	-	-	763	-
Salaries & HMRC Payments	37,608	-	-	37,608	36,511
New Telephone/Computers	-	-	-	-	-
PAT Testing	-	-	-	-	120
Sanitary Waste	349	-	-	349	326
Parkng Permits	110	-	-	110	110
Stock For Resale	182	-	-	182	5,428
Petty Cash	638	-	-	638	1,136
Sundry	70	-	-	70	173
Christmas Do / Vouchers	320	-	-	320	788
Covid Safety Measures (PPE, Screens, Gel etc.)	1,318	-	-	1,318	-
Cash Withdrawal for Reopening	280	-	-	280	-
Miscellaneous	169	-	-	169	-
Sub total	51,007	-	-	51,007	51,528
A4 Asset and investment purchases, (see table)					
	-	-	-	-	5,016
	-	-	-	-	-
Sub total	-	-	-	-	5,016
Total payments	51,007	-	-	51,007	56,544
Net of receipts/(payments)	59,773	-	-	59,773	- 1,100
A5 Transfers between funds	59,000	-	-	59,000	4,984
A6 Cash funds last year end	6,505	-	-	6,505	2,621
Cash funds this year end	125,278	-	-	125,278	6,505

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Barclays bank account ***046	7,096		-
	Metro bank account ****023	182	-	-
		-	-	-
	Total cash funds	7,278	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	Metro instant access savings *****413	35,069	-	-
	Metro 90-day notice savings *****687	50,666	-	-
	Barclays instant access savings ***849	24,000	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	none		-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	Equipment pre 2018 depreciated by 20%	unrestricted	-	9,200
	Equipment pre 2019 depreciated by 20%	unrestricted	-	3,440
	Equipment pre 2020 depreciated by 20%	unrestricted	-	1,440
	Equipment pre 2021 depreciated by 20%	unrestricted	-	4,012
	Shop Stock at approximate valuation	unrestricted	-	2,000
	Office equipment	unrestricted	-	500
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
	None		-	
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
		Mr Michael Joyce	18/10/2021	
		Mrs Jackie Tokley	18/10/2021	

**Havering Shopmobility 2020/21 accounts.
Independent Examiner's Report to the Charity Commission.**

Charity Name & Number: Havering Shopmobility **1051614**

Accounting year: 1st April 2020 – 31 March 2021

Opening statement:

As the nominated Independent Examiner for Havering Shopmobility's 2020/21 accounts I confirm that:

- The charity is not a Company.
- The charity's gross income is less than £250,000
- The charity is not VAT registered.
- The charity's governing document (its constitution) does not require "accrual" accounts nor professional auditing/examination.
- The accounts have been prepared on a "receipts & payment" basis.
- The charity's trustees have elected to have an Independent Examination of the accounts.
- I, acting as the Independent Examiner, declare that I am neither a trustee nor do I have any close relationship with any trustee of the charity.

This report should be read in conjunction with the Charity Commission's reporting form CC16a.

Report.

I am confident that the end of year accounts report (form CC16a) accurately reflects the accounts maintained by the charity (Havering Shopmobility) throughout the 2020/21 accounting year.

The charity's personnel have fully cooperated with my examination of the accounts and provided all the relevant documentation that I requested (bank statements, till receipts, cheque book etc), and it is clear that they have been diligent in maintaining the accounts in a comprehensive and transparent fashion.

In support of my examination of the accounts, I prepared a check list of items to be inspected and/or confirmed - a copy of which I can provide should you request it.

The Covid19 pandemic, and the government restrictions that came with it, made 2020/21 a turbulent year for Havering Shopmobility. The imposition of two "lock-downs" meant that the charity had to close its doors with a subsequent loss of income whilst the fixed overheads still had to be paid. Further, the need to provide Personal Protection Equipment along with perspex screens etc. imposed additional costs in excess of £1,300. Fortunately, the charity benefitted from Central and Local Government support grants, otherwise the charity would have recorded a deficit of around £40,000 for the 2020/21 financial year.

Havering Shopmobility's 2020/21 total income was £110,780 (of which £99,373 was Government support) with outgoings of £51,007 resulting in an operating surplus of £59,773. However, I have informed the charity that this is an entirely artificial number and that although it has boosted their reserves, it should be recognised that if further Covid restrictions are imposed it is unlikely that the government will provide further support, and that they may need to call upon these reserves to fund the organisation.

It is clear that the charity's leadership team took decisive action over the Covid crisis by postponing replacement of equipment (mobility scooters); supplying PPE to the staff; installing screening; limiting contact with others; preparing and initiating a Covid protocol etc. Further, they made plans so as to be able to resume operating ASAP following lifting of the government's restrictions. On the financial side, as soon as "lock-down" was imposed they applied for central government and local government financial support.

As required by the Charity Commission's guide lines, the bank balance shown for both the start and end of the financial year has been declared as a "net" amount ie. the bank balance as shown on the bank statement less:

- Any un-presented cheques (there are none, since the charity has adopted electronic payments)
- Any other liabilities against the charity (eg. unpaid bills) – of which there are none.

There have been no asset sales during this accounting period. However, the electric mobility equipment has been written down (depreciated) by approx. 20% primarily due to ageing.

End of report

Mr J. Percy
54 Fairfield Ave
Upminster
Essex RM14 3AY
Tel: 01708 640755

Dated: 14th October 2021