

**BRISTOL SHOPMOBILITY LIMITED**  
**FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2025**

Charity Number 1052552

Company Number 02663659

**BRISTOL SHOPMOBILITY  
FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2025**

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**BRISTOL SHOPMOBILITY  
REFERENCE & ADMINISTRATIVE INFORMATION  
YEAR ENDED 31 MARCH 2025**

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**Status**

Bristol Shopmobility is a registered charity and a company limited by guarantee and is governed by its Memorandum and Articles of Association and the Companies Act 2006. Its company registration number is 02663659, and its charity number is 1052552.

**Managing Trustees**

C Pitchers (Resigned 08/12/2025)  
T Roberts  
S Bullock (Resigned 28/11/2024)  
V Kennedy (Resigned 30/08/2025)  
R Maclaren (Appointed 29/05/2024)  
R Oliver

**Registered Office**

Cabot Circus Car Park  
Newfoundland Circus  
Bristol  
BS2 9AB

**Independent Examiner**

Joshua Kingston BSc FCA  
Burton Sweet Limited  
The Clock Tower  
5 Farleigh Court  
Old Weston Road  
Flax Bourton  
Bristol BS48 1UR

**Bankers**

Lloyds TSB  
44-45 George White Street  
Cabot Circus  
Bristol  
BS1 3BA

# **BRISTOL SHOPMOBILITY TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2025**

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The Trustees have pleasure in presenting their report and financial statement for the year ended 31 March 2025.

## **Objectives and activities**

The objects of the charitable company are to promote any charitable purposes for the benefit of persons with disabilities to assist and improve the mobility and conditions of life and relieve the need of such persons, and to provide facilities and equipment in furtherance of these purposes.

## **Structure, Governance & Management**

The charitable company is run by the Trustees and the Manager (Management Committee) who usually meet on a regular basis.

Trustees are appointed on a three-year rotational basis. They are nominated and elected by existing Board members. They receive in-house training and also have the opportunity to attend courses organised specifically for the voluntary sector.

## **Achievements & Performance**

This year started off well with increasing numbers of hires, especially during the warmer summer months.

On 7th June 2024 we took part in National ShopMobility Awareness Day, and encouraged service users to complete a mystery trail around the central area of Bristol, taking advantage of free scooter hire and a goody bag provided by donations from local shops. Unfortunately uptake was low, but those who participated had a good time. Our thanks go to Lush, Hotel Chocolate, Ben's Cookies, Tesco Yate and the Driving and Mobility Centre for their assistance and donations to the goody bags.

Our long-term hires continued to provide assistance to those who could not afford a mobility scooter, and those wishing to take something that folds on holiday with them. Nationally, this is a growth market. Our other customers came from local flats and housing where scooters cannot be stored, those visiting the city centre hospitals and courts (from other parts of the surrounding counties, and within Bristol itself), and even for training assistance dogs for working with scooters and wheelchairs. Unfortunately our manager, Kayleigh Bournier, became increasingly unwell until she was admitted to hospital as an emergency, and subsequently diagnosed with cancer in November. Unfortunately, the other member of staff was the Manager's mother, and could not continue to run the scheme on her own and so the decision was made to completely close until from November 2024 until January 2025.

Another piece of devastating news came in November when our longstanding Trustee and supporter Steve Bullock passed away, leaving us all in shock and grieving once again. The scheme reopened in the first week of January for 3 days a week with the other members of staff covering 2 days and one of the Trustees covering the third, as part of her job as a Hubs Mobility Advice Service officer, offering advice about how to get around without a car to older and disabled people. This worked well, but the Trustee was unable to take on more responsibility or the Manager's role, or devote more time to running Shopmobility, because of her employment commitments.

The Trustees had emergency Zoom and physical meetings as often as circumstances allowed. Phone and email correspondence was carried out in the intervening times. The Trustees did try to recruit volunteers, but this was not successful.

The West of England Combined Authority (WECA) continued to pay the grant money monthly, which enabled us to continue paying salaries and sick pay. The Trustee managed to complete an application for the following year's WECA grant, which was awarded at the very end of the financial year with a 2% increase on last year's amount, but £5,000 less than was applied for. WECA also decided to change the way the grant was delivered, to monthly in arrears after receipt of a completed monitoring spreadsheet, from April 2025.

In January, we started experiencing problems with our phones and emails. The phones were fixed with

## **BRISTOL SHOPMOBILITY TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2025**

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an intervention from the manager (from her sick bed, against advice) but we eventually could not access emails at all. The Manager had not been able to gain access to the website since the previous manager had left, and so we relied on our Facebook account to update our service users. We were advised that the Manager was making a good recovery and intended to come back to work at the end of her sick leave, and so we continued to seek advice from VOSCUR about planning the way forward and recruiting another customer service assistant part time. We wanted to involve the Manager as much as possible and started to plan for her phased return, which was due at the end of April, after the year end.

During the year we continued our membership of ShopMobility UK (£50 fee paid by Broadmead BID, as last year), and VOSCUR. We did not purchase any new pieces of equipment, however, one scooter was donated to us, but could not be put into use by the end of the year.

The Manager and other members of staff resigned and left suddenly at the end of April 2025 with no notice. This left the Trustees with only one signatory able to access the bank account, and no one who could do this online. We also had no email (another was set up) or phone access (unless we met in the unit) and no way of altering the website. Post was not being delivered to the unit as it has no letterbox when closed and so important communications went missing. We were not able to arrange for the post to be redirected as we needed to provide a recent utility bill, which we did not have as we were registered under the old email address with our phone provider, who is the only utility that we pay.

We extend many thanks to Cabot Circus Management who have not charged us rent or electricity for the last few years. We could not access the monitoring spreadsheet to claim the grant which was allocated to us for April and by the time we worked out what we had to do, it was deemed too late. The scheme continued to open for 1 morning a week for a few months, but by the time we had internet access to the bank accounts it was obvious that we would not be able to recruit another Manager and guarantee their income for more than a few months. Our reserves are now at their minimum, and we would not be able to regain them if we used the money to recruit. None of the Trustees have the time or the expertise to recruit new staff.

In September, the decision was taken to close the scheme completely. We are planning to dispose of our equipment in accordance with our aims and objectives, and split any remaining funds between South Gloucestershire Shopmobility and Shopmobility UK.

### **Public Benefit**

The Charity's objectives (the "objectives") are to promote any charitable purposes for the benefit of persons with disabilities; to assist and improve the mobility and conditions of life and relieve the needs of such persons; and to provide facilities and equipment in furtherance of these purposes.

The aims and objectives of Bristol Shopmobility are regularly reviewed by Trustees. All Trustees have complied with the duty in section 4 of the Charities Act 2006 to have regard to public benefit guidance published by the Commission. Due to the high cost of equipment and the subsequent servicing required for health and safety measures, a small charge is made for the hire of such equipment. This charge may be waived in cases of hardship.

### **Financial Review**

The Reserve Policy requires Bristol Shopmobility to maintain free reserves of between £13,000 and £26,000, equivalent to 3-6 months of operating costs. At the end of the financial year we were still just within this parameter. The total free reserves as of 31st March 2025 are £17,719.

Our rental income for 2024/25 totalled £22,505, and we also received a £3,000 donation following the death of a service user, for which we were extremely grateful. The rental income is less than the previous financial year due to restricted opening hours because of staff illness.

Charges for rental remain the same as the previous year, at £2 per hour for all equipment, £8 top charge per day for powered wheelchairs and mobility scooters and £6 per day top charge for manual wheelchairs. This has been the price set since June 2022, and continues to be acceptable to service users.

# **BRISTOL SHOPMOBILITY TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2025**

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Kayleigh (Manager) received a pay rise to recognise her role and responsibilities in June 2024. Kayleigh worked 5 days a week at the start of the financial year, and Linda worked 3 days.

The Trustees may invest the property of the charitable company in any such investments as are authorised by the Trustee Act 2000, subject to the restrictions and conditions contained in the Act.

## **Planned Closure**

On 25<sup>th</sup> September 2025 the remaining Trustees agreed to close Bristol Shopmobility, due to shortage of funding and an ongoing shortage of staff. The date of complete closure is expected to be 28<sup>th</sup> February 2026. The funds remaining in our accounts will be divided between Shopmobility UK and South Gloucestershire Shopmobility. An amount (£700) will be retained to cover ICO (Information Commissioners Office) registration fees for the next 7 years while personal information is still kept safely online and in paper format, after which it will be securely destroyed.

Assets in the form of mobility equipment will be given to South Gloucestershire Shopmobility, or to people in the Greater Bristol area who are in need, in exchange for a donation to help cover closure costs. Office furniture and equipment will be given to local charities which will accept them. The scheme van will be sold to an interested party for a nominal fee in exchange for all the help he has given with the closure process.

We have no other liabilities. Our 5 year Broadband and telephone contract was paid off at the end of December 2025, and our landlords have not renewed the lease which expired in 2024, allowing us to use the premises for free and covering all costs associated with it such as water and energy. Our thanks go to the Cabot Circus Management Team for allowing this to happen.

Our gratitude also goes to our Chair of Trustees, Claire Pitchers, who managed the situation we found ourselves in until her resignation on health grounds in December 2025.

# **BRISTOL SHOPMOBILITY TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2025**

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## **Statement of trustees' responsibilities**

The trustees (who are also directors of Bristol Shopmobility Limited for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom 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 income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and 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.

Approved by the trustees and signed on their behalf by:

Registered office:  
Cabot Circus Car Park,  
Newfoundland Circus,  
Bristol, BS2 9AB

Signed by order of the trustees:

*Roberta Oliver*

Roberta Oliver

Approved by the Trustees on ...28 January 2026...

**BRISTOL SHOPMOBILITY  
INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES  
YEAR ENDED 31 MARCH 2025**

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**Independent examiner's report to the trustees of Bristol Shopmobility Limited ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

*Joshua Kingston*

Joshua Kingston BSc FCA  
Burton Sweet Limited  
The Clock Tower  
5 Farleigh Court  
Old Weston Road  
Flax Bourton  
Bristol BS48 1UR

Date: 28 January 2026  
Date:.....



# BRISTOL SHOPMOBILITY

## STATEMENT OF FINANCIAL ACTIVITIES (Including Income & Expenditure Account)

YEAR ENDED 31 MARCH 2025

		<b>Total Funds 2025 £</b>	<b>Total Funds 2024 £</b>
<b>Income from:</b>	<b>Note</b>		
Donations and grants	<b>2</b>	17,050	23,800
Legacies		3,000	-
Investment income		248	290
Charitable activities: Hire income		22,505	23,091
Other		50	95
<b>Total income</b>		<u>42,853</u>	<u>47,276</u>
<b>Expenditure on:</b>			
Charitable activities	<b>3</b>	<u>50,362</u>	<u>52,487</u>
<b>Total expenditure</b>		<u>50,362</u>	<u>52,487</u>
<b>Net income/(expenditure) for the year</b>	<b>5</b>	(7,509)	(5,211)
<b>Transfers between funds</b>		<u>(7,509)</u>	<u>(5,211)</u>
<b>Total funds at 1 April</b>	<b>11</b>	<u>28,340</u>	<u>33,551</u>
<b>Total funds at 31 March</b>	<b>11</b>	<u>20,831</u>	<u>28,340</u>

The charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.

All income and expenditure in the current year and in the prior year comparatives relates to unrestricted funds.

**The notes on pages 9 to 13 form part of these financial statements**

# BRISTOL SHOPMOBILITY

## BALANCE SHEET

AS AT 31 MARCH 2025

	Note	2025 £	2024 £
<b>Fixed assets</b>			
Tangible assets	8	3,112	3,671
<b>Current Assets</b>			
Debtors	9	905	3,134
Cash at bank and in hand		18,764	23,385
		<u>19,669</u>	<u>26,519</u>
<b>Creditors : Amounts falling due within one year</b>	10	<u>(1,950)</u>	<u>(1,850)</u>
<b>Net current assets</b>		<u>17,719</u>	<u>24,669</u>
<b>Net assets</b>		<u>20,831</u>	<u>28,340</u>
<b>Unrestricted funds</b>			
General funds	12	<u>20,831</u>	<u>28,340</u>
		<u>20,831</u>	<u>28,340</u>

For the year ending 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

### Directors responsibilities

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476,

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the trustees on 28 January 2026 and are signed on their behalf by:



Roberta Oliver

The notes on pages 9 to 13 form part of these financial statements

# BRISTOL SHOPMOBILITY

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

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### 1 Accounting policies

- a) The financial statements have been prepared in accordance with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), and the Companies Act 2006.

The charity is a public entity as defined under FRS102.

The accounts have been prepared on a basis other than going concern due to the trustees' decision post year end that the charity will cease operations and close by the end of the next financial year. Fixed assets will be donated and there are not considered to be any balances held that would require the calculation of their expected net realisable value, or balances held would be immaterial to do so.

- b) Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable. Grants receivable are only recognised when any conditions for receipt have been complied with.

Hire income received in advance of provision is deferred until criteria for income recognition are met.

- c) Expenditure is recognised in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.
- d) Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset as follows:  
Computer Equipment - 25% Straight Line  
Mobility Equipment - 25% Reducing Balance  
Assets with a cost above £1,000 are capitalised.

- e) Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.
- f) Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.
- g) Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.
- h) Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.
- i) 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. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.
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# BRISTOL SHOPMOBILITY

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

### 2 Donations and grants

	Total Funds 2025 £	Total Funds 2024 £
Donations	17,050	23,800
	<u>17,050</u>	<u>23,800</u>

All prior year income was represented by unrestricted funds

### 3 Charitable activities

	Total Funds 2025 £	Total Funds 2024 £
Staff costs (note 6)	40,809	37,842
Repairs and renewals	705	5,198
Equipment	358	134
Motor and travel	1,078	642
Other office and shop expenses	1,253	1,629
Advertising	440	1,126
Dues & Subscriptions	102	238
Insurance	2,967	2,375
Postage and stationary	45	280
Professional fees	381	697
Depreciation	559	728
Governance costs (note 4)	1,665	1,598
	<u>50,362</u>	<u>52,487</u>

All prior year expenditure was represented by unrestricted funds.

### 4 Governance costs

	Total Funds 2025 £	Total Funds 2024 £
Independent examiner's fee	1,650	1,542
Trustees expenses	15	56
	<u>1,665</u>	<u>1,598</u>

### 5 Net income/(expenditure) for the year

This is stated after charging:	2025 £	2024 £
Depreciation	559	728
Accountancy fees	906	846
Independent examiner's fees	<u>744</u>	<u>696</u>

1 (2024: 1) Trustee has been reimbursed for their out of pocket travel expenses amounting to £15 (2024: £56). No trustee received any remuneration during the year or prior year.

# BRISTOL SHOPMOBILITY

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

### 6 Staff costs and numbers

The aggregate payroll costs were:	<b>2025</b>	2024
	£	£
Wages and salaries	40,809	37,842
Redundancy costs	-	-
Pension costs	-	-
	<u>40,809</u>	<u>37,842</u>

No employee received emoluments of more than £60,000 in the current and prior year.

The average headcount of employees during the year was:	<b>2025</b>	2024
	No.	No.
General staff	<u>2</u>	<u>2</u>

The key management personnel are considered to be the trustees. The aggregate employment benefits paid to key management personnel during the current and prior year were £21,839 (2024: £22,260).

No trustee, key management personnel and related party donations were made in the current or prior year.

### 7 Taxation

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

### 8 Tangible fixed assets

	<b>Computer Equipment £</b>	<b>Mobility Equipment £</b>	<b>Total £</b>
<b>Cost</b>			
At 1 April 2024	2,016	63,349	65,365
Additions	-	-	-
At 31 March 2025	<u>2,016</u>	<u>63,349</u>	<u>65,365</u>
<b>Depreciation</b>			
At 1 April 2024	2,016	59,678	61,694
Charge for the year	-	559	559
At 31 March 2025	<u>2,016</u>	<u>60,237</u>	<u>62,253</u>
<b>Net book value</b>			
At 31 March 2025	<u>-</u>	<u>3,112</u>	<u>3,112</u>
At 31 March 2024	<u>-</u>	<u>3,671</u>	<u>3,671</u>

# BRISTOL SHOPMOBILITY

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

### 9 Debtors

	2025	2024
	£	£
Prepayments	905	3,134
	<u>905</u>	<u>3,134</u>

### 10 Creditors: amounts falling due within one year

	2025	2024
	£	£
Other creditors	300	308
Accruals and deferred income	1,650	1,542
	<u>1,950</u>	<u>1,850</u>

### 11 Movement in funds

	At 01-Apr 2024 £	Income £	Expenditure £	Transfers £	At 31-Mar 2025 £
<b>Unrestricted funds</b>					
Fixed asset designated fund	3,671	-	(559)	-	3,112
General funds	24,669	42,853	(49,803)	-	17,719
<b>Total funds</b>	<u>28,340</u>	<u>42,853</u>	<u>(50,362)</u>	<u>-</u>	<u>20,831</u>

#### Fixed asset fund

The fixed asset fund represents the net book value of the fixed assets held at the year end.

#### Prior year comparative

	At 01-Apr 2023 £	Income £	Expenditure £	Transfers £	At 31-Mar 2024 £
<b>Unrestricted funds</b>					
Fixed asset designated fund	2,699	-	(728)	1,700	3,671
General funds	30,852	47,276	(51,759)	(1,700)	24,669
<b>Total funds</b>	<u>33,551</u>	<u>47,276</u>	<u>(52,487)</u>	<u>-</u>	<u>28,340</u>

# BRISTOL SHOPMOBILITY

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

### 12 Analysis of net assets between funds

	<b>Tangible Fixed assets £</b>	<b>Other Net assets £</b>	<b>Total 2025 £</b>
<b>Unrestricted funds</b>			
Fixed asset designated fund	3,112	-	3,112
General funds	-	17,719	17,719
	<u>3,112</u>	<u>17,719</u>	<u>20,831</u>

### Prior year comparative

	<b>Tangible Fixed assets £</b>	<b>Other Net assets £</b>	<b>Total 2024 £</b>
<b>Unrestricted funds</b>			
Fixed asset designated fund	3,671	-	3,671
General funds	-	24,669	24,669
	<u>3,671</u>	<u>24,669</u>	<u>28,340</u>

### 13 Company limited by guarantee

The company is limited by guarantee and as such has no issued share capital. In the event of the company being wound up the liability of the members is limited to £1 each.

### 14 Related parties

There are no transactions with trustees or other related parties other than those disclosed as required by the SORP elsewhere in the financial statements.

### 15 Going concern and post balance sheet events

The trustees have taken the decision to close the charitable company post year end due to funding shortages and staffing issues, with the continued operations of the charity becoming unfeasible. All remaining funds will be distributed between Shopmobility UK and South Gloucestershire Shopmobility. Please see the trustees' annual report for further information.