SPENCER CONTACT

England & Wales · Charity number 1070072

Details

Other names	CHRISTIAN CARE AND CONCERN FOR THE COMMUNITY
Status	Registered
Legal form	Other
Registered	1998-06-16
Register	View on the Charity Commission register

Contact

Address	Mr Steve Scarsbrook Spencer Contact Gladstone Close Northampton NN5 7AY
Phone	01604587589
Email	mail@spencercontact.com
Website	www.spencercontact.com

Activities

Objects: (1) THE RELIEF OF POVERTY BY THE PROVISION OF FURNITURE, OTHER HOUSEHOLD ACCESSORIES AND / OR SERVICES CALCULATED TO REDUCE NEED, HARDSHIP OR DISTRESS. (2) THE RELIEF OF PERSONS WITH MENTAL HEALTH PROBLEMS REQUIRING TREATMENT INCLUDING PERSONS SUFFERING FROM EMOTIONAL DISTRESS BY THE PROVISION OF ASSISTANCE AND (3) THE ADVANCEMENT OF THE CHRISTIAN RELIGION IN ENGLAND AND WALES.

Activities: COLLECTION OF DONATED FURNITURE AND HOUSEHOLD EFFECTS FOR GIVING TO PEOPLE IN NEED

Classification

- **How:** Provides Services
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty, Religious Activities, Environment/conservation/heritage
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

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Geography

- Northamptonshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£207,323	£229,004	-	-
2024-03-31	£189,125	£211,421	-	-
2023-03-31	£198,536	£187,459	-	-
2022-03-31	£156,466	£199,963	-	-
2021-03-31	£186,964	£189,403	-	-

Trustees

Name	Role	Appointed
Steve Pollock	Chair	2025-10-23
Andrew James Hacket		2025-10-23
Anthony Robert Attwood		2025-10-23
DR ALRICK JEREMIAH SPENCER		2025-10-23
Deborah Elizabeth Hackett		2025-10-23
Dr RICHARD BARRETT		
Eric James Lightfoot		2015-01-19
Nathan Andrew Scarsbrook		2025-10-23
PHILIP STILES		
Peter Derrick Burditt		2019-10-03
Sonja Suzanne Lightfoot		2015-01-19

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SPENCER CONTACT

England & Wales - Charity number 1070072

Accounts

Spencer Contact

ANNUAL REPORT AND ACCOUNTS 2024-2025

Furniture Reuse Charity

Christian Care and Concern for the Community

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

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SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

Welcome

Welcome to Spencer Contact's Annual Report for 2024/25. Thank you for taking an interest in the work and the time to read it through. This has been an exciting year for us as we celebrated our 25th year of operating (more about that later in the report). It was January 1999 when Spencer Contact first provided the residents of Northampton with good quality second hand furniture in order to show Christian care and concern to people in need living in our community. There is a great need in the town of Northampton and we have grown significantly over the years to continue meeting that need. We own a large warehouse on Gladstone Close, have a fully committed team of 7 staff (5 full-time and 2 part-time) and our objective every day remains the same, to help others, whoever they are, whatever their circumstances, in their time of need.

There are many individuals and families living within Northampton who are, for varied reasons, struggling; struggling to make ends meet; struggling to afford the items that most of us daily take for granted; curtains at the windows, a bed to sleep on, a wardrobe to store clothes in; struggling because of a breakdown in relationship, loneliness, bereavement, abuse or addiction. Often when we struggle we look for someone to turn to, someone that can help improve the situation in some way, someone that will care. Circumstances can change suddenly leaving people, who maybe thought they would never need to use the services of Spencer Contact, reaching out for help. Spencer Contact exists to help those who are in need. That help is often in the form of items of furniture, crockery, cutlery, electrical items, clothes etc. which maybe many of us take these things for granted, but to be given them in a time of need makes such a positive difference to the lives of those who receive them.

Again this year we have seen the cost of living continue to rise, making life difficult for many households, in particular those on a low wage, across the country and in this town, forcing some to make impossible decisions as to what is the priority use for the money they have available. This increase in financial hardship has impacted on the demand for the service we provide and we have done all that we can to keep up with the need by trying to ensure that deliveries of items are fulfilled as quickly and efficiently as possible.

Also world events, like the war in Ukraine, increased the demand for the service that Spencer Contact provides. We are regularly contacted by people who have fled war torn countries and found refuge here in the UK where they have a house but no means to furnish it.

Over 25 years the one thing that has remained constant is 'Why we do what we do' and that is to show something of the love of God to individuals in this town. We represent a God that gives, and gives….and continues giving, a God that provides for the needs of the smallest creature and we represent a God that cares. We trust that as a charity we will continue to give and continue to care and that through this there will be those that will realise that they are not forgotten but are loved and valued by not only us but by the God that we serve.

If you would like to know more or tour our premises then please do not hesitate to contact the General Manager, Steve, at *steve@spencercontact.com*. Enjoy reading through the report.

Our Mission, Vision and Ethos

MISSION

Our mission is to show Christian love to the community in Northampton by freely providing furniture to any person in need, regardless of the cause of their hardship. This is the core of the charity, upon which all our aims and objectives have been built and it has not changed since its founding. Our vision statement is 'Christian care and concern for the community'.

CONSTITUTION AND OBJECTIVES

The charity exists under a constitution adopted on 4th March 1998 and amended on 7th November 2001.

The stated objectives in the constitution are:

- The relief of poverty by the provision of furniture, other household accessories and/or services calculated to reduce need, hardship or distress.
- The relief of persons with mental health problems requiring treatment, including persons suffering from emotional distress by the provision of assistance.
- The advancement of the Christian religion in England and Wales.

ETHOS

Spencer Contact is characterised by its energetic demonstration of Christian care and concern for those whom we serve outside the organisation in action, word and prayer, and to reflect this Christian care and concern in our relationships with one another.

The motivation for our mission comes from Christ's care, concern and compassion that is evident in the Bible and is therefore rooted in our faith in Christ. This faith produces a distinctive heart attitude of love, as we respond to the love God showed for us, which we seek to express and portray with the following core values:

- That people matter;
- To demonstrate the love of Christ in a practical manner;
- To help bring comfort and relief to the poor;
- To love your neighbour as yourself;
- To make a difference one person at a time.

These values and behaviours are intrinsically linked to our success and fulfilment of our mission. Therefore, the attitude and motivation of our staff and voluntary workers and the way our mission is achieved are as important as the mission itself.

> *"A new commandment I give unto you, That you love one another, as I have loved you, that you also love one another."*
> *John 13:34*

> *Jesus replied, "'Love the Lord your God with all your heart and with all your soul and with all your mind.' This is the first and greatest commandment. And the second is like unto it: 'Love your neighbour as yourself.' On these two commandments hang all the law and the prophets."*
> *Matthew 22:37-40*

As this attitude and motivation come only from a relationship with Christ, it becomes a genuine occupational requirement that most of the positions within Spencer Contact to be filled by committed Christians. Roles that have significant leadership, or that are central to fulfilling our aims and purposes, or developing and maintaining our Christian ethos, will always be held by committed Christians. It is also essential that these attitudes and behaviours continue, and so we expect our staff to act in good faith and with loyalty to that relational ethos and to evangelical Christian standards of behaviour.

Notwithstanding this, the organisation is committed to diversity amongst its staff and volunteers and will not discriminate on any other grounds that are unrelated to our ethos. We believe that defining our occupational requirements does not restrict, but actually enhances, our commitment to diversity.

Public Benefit

Spencer Contact carries out a range of activities in following its charitable aims. The trustees believe that the activities summarised below provide benefit to the people of the town of Northampton and outlying villages.

PROVISION OF FURNITURE TO PEOPLE IN NEED

Spencer Contact provides good quality furniture and household items to those in need in Northampton and the surrounding villages. Those who use our service are often going through periods of crisis and are made aware of our service by housing associations, local homeless charities, women's refuges and Social Services. We are usually the last link in the chain to those moving into a new property; helping to furnish their new homes. We seek to meet the needs of anyone who requires our service, and this is on a strictly non-prejudicial, first-come, first-served basis.

All the furniture we provide is generously donated to us by members of the public and occasionally from local companies. It is then checked, cleaned and restored as necessary so that it is delivered in excellent condition. This is important as we want the items to last. It also shows those we help that they are valued and not just receiving cast offs from other people. It is wonderful to see the difference to our customers a few basic items makes; items which most people take for granted. We do not sell the furniture we provide but do charge a small delivery fee, which covers approximately 10% of our annual running costs.

Demand for the items we provide remained high during 2024/25 and we were able to meet 59% of requests for help we received. This figure was lower than the previous year. Bedroom furniture is always in most demand and the one item that we struggle to collect enough of is good quality mattresses (as we only collect ones that are not stained) to meet the needs of the people requesting our assistance. However, we often have a surplus of items such as wall units, sideboards, dining tables and large sofas. This is due to these not being priority items for our customers and they are sometimes too big for the smaller flats and homes to which we deliver. When we have too many of these in stock, we have to turn down offers of these items, allowing us time to collect the items in higher demand.

PRAYER

During the course of our work, we receive requests for prayer. These requests are upheld at our morning devotions at the beginning of each day and our weekly prayer meeting, which is open to all members of staff, trustees, voluntary workers and supporters. We use this time to take all our work in prayer to the Almighty God who holds everything in His hands.

VOLUNTARY WORK

The work of the charity creates many opportunities for voluntary work; helping with our delivery and collection team, repairing and restoring furniture, fundraising, cleaning, sorting and administration work. Our volunteers come from a variety of backgrounds; from those who are seeking work experience, to those who have learning difficulties, to the retired who are seeking to use their 'free' time for good. We also have a team of regular volunteers who help us run the stalls at our sales, which are held twice a year. Voluntary opportunities are open to everyone and anyone interested is encouraged to apply.

ENVIRONMENT

Our work as a furniture reuse charity has great environmental benefits. Furniture, which often otherwise would be sent to landfill, is donated to us to be reused elsewhere. We usually aim to redistribute approximately 100 tonnes of furniture per year through our main work of helping those in need. Items which we do not supply to people in this way, we sell to raise extra money for our work, which again extends the life of the items. We have a small workshop where we are able to carry out repairs to many of the broken or tired items we collect. We also recycle items and earn extra income by selling scrap metal, textiles and books over the course of this year. All other waste items are sorted before being disposed of, allowing us to send wood, glass, crockery and waste electrical items for recycling. In our work, we are sometimes offered various white goods. If we are collecting other furniture, we pick them up, PAT test them and sell them at price which is affordable to those in need. This again helps the environment by preventing items going to landfill, but it also serves as some extra income to help towards the operational costs of the charity. Thanks must go to West Northamptonshire Council who provide us, as a registered charity, a permit to use their waste transfer sites (for £50 per year) to recycle and dispose of items we cannot reuse.

COLLABORATION

We aim to assist other charitable organisations who work within our local community for our mutual benefit. We have provided storage space within our warehouse for Good News for Everyone and Northamptonshire Association for the Blind for some years. We have Voluntary Impact Northampton (VIN) storing their buses in our car park, Northampton Community Sheds ("NCS") and World Mandate Ministries operating from our premises.

Board of Trustees, Staff Members & Volunteers

GOVERNANCE

The charity is managed on a day-to-day basis by a full-time, paid General Manager and is overseen by an executive committee of trustees. There are currently eight trustees, with three trustees holding the honorary offices of Chairman, Secretary and Treasurer. None of the trustees receive any pay for the work that they carry out. Members of the committee are elected at the Annual General Meeting, and each member serves a maximum of three years before they need to seek re-election. Trustees are elected from the membership of the charity, which is open to everyone.

BOARD OF TRUSTEES

Honorary Chairman	Pete Burditt
Honorary Secretary	Richard Barrett
Honorary Treasurer	Phil Stiles
Trustee	Sam Baxter
Trustee	Steve Pollock
Trustee	Eric Lightfoot
Trustee	Sonja Lightfoot
Trustee	John Phillips

STAFF MEMBERS

General Manager	Steve Scarsbrook
Administrator (Part Time)	Esther Scarsbrook
Administrator (Part Time)	Sharon Smith
Administrator	Ruth Magombo
Warehouse/Delivery Person	Kim Bon Cheong
Warehouse/Delivery Person	Martin Nelson
Warehouse	Gary McDonnell

There are no ‘higher paid’ employees and none of the Trustees claimed any expenses during the year.

REGULAR VOLUNTEERS

Grace Boulter	Edwina Cutler	Heather Burditt
John Green	Pete Burditt	Eric Lightfoot
Sonja Lightfoot	Marion Green	Phil Stiles
David Kinuthia	Crawford Lindsay	Tiffany Carter
John Phillips	Stewart Townsend	Kathryn Sandall

OTHER VOLUNTEERS

Adrian	Olusama	Lucie	Dave Strachan
Richard Fox	Jane Clark	Jacqui Elmore	Ellen
Judith Burditt	Sue Page	Martin Page	Joy
Pete Loftus	Ruth Burditt	Ben Hawkins	Grace Eadie
Steve Hackett	BNI Lighthouse		Rosie Smith

Chairman's Report

As this reporting year commenced we were in the final 2 months of being the Mayor's Charity for his year of office. We are very grateful to Stephen Hibbert and Liz Cox, his consort, for their interest in our work and the support they have given us. It has raised our profile as more people in Northampton have been made aware of who we are, what we do and how they can help by donating furniture and other household items.

Also of special note was the sponsored bike ride from Lands End to John O'Groats that was undertaken by Steve our General Manager ably supported by Esther driving the van. The 13 day challenge commenced on 29 April 2024 and concluded on 11 May. We were very grateful to Steele and Bray Ltd for their corporate sponsorship as well as other businesses who sponsored particular days along with individual giving. A lot of effort was put into planning this event and the publicity gained.

These are just two examples of how we have been able to raise funds for the charity, though big ones. We are a Christian Charity who take a faith based view of funding. We look to an all sufficient God to supply our needs but recognise that we have a responsibility to take whatever actions we can to raise funds and spend them wisely. We appreciate the challenge that Trusts face in the current financial climate and are grateful for the support we receive from those who can help us, either regarding specific or general expenses. The same goes for the grant from West Northants Council. We are making slow progress in accumulating sufficient capital to fund extra storage with those funds being ring-fenced.

It bears repeating that the impact we have made this year in helping hundreds of people as well as reducing the waste that would be sent to landfill is significant.

Our staff have had to cope with illness and personal setbacks this year but they have pulled together and supported each other and the work we do. We are again thankful to those who volunteer their services.

I've been Chair for the last 6 years. Looking back it has been a pleasure and a challenge throughout. I thank the Trustees for their support and am ready to hand over to the next Chair for the next steps in our journey, which in the goodness of God has already lasted more than 25 years.

Pete Burditt

(Chair)

General Manager's Report

This year we celebrated 25 years since the first delivery of furniture was made by Spencer Contact to a family in need. So much has changed in that time; the warehouse location, the staff, the scale of the charity, the vans we use, to name just a few. I'm thankful to be able to say that the purpose of Spencer Contact to help those in Northampton in need hasn't changed. It is the case that in 2024/25 in the town of Northampton we still meet people every week who are in desperate need of the basic necessities like a sofa to sit on or a bed to sleep in. Also the kindness of people in giving their possessions for the good of others also hasn't changed and we're thankful to every individual who has donated items to Spencer Contact that can be used again to help others. Most importantly though, the one thing that has remained entirely consistent over the past 25 years is the faithfulness of God. He has protected and provided the means for this charity to continue running and grow into what it has become today.

One thing that often strikes me in Northampton is the massive contrast between those that have everything they need and more in their homes and those that literally have nothing; in the course of a day working out on the van both types of homes can be visited. It reconfirms to me the need that there is for Spencer Contact to help redistribute items of necessary furniture that one customer has finished with to the customer who is in desperate need, and as a further benefit to keep those items from going to landfill.

Northampton remains a town in need and sometimes the 'need' on our own doorstep can be overlooked by many. Families are living in poverty, struggling to 'make ends meet' and with the rising costs in living this is something that we are going to see more and more of over time. Also people's circumstances can change very suddenly and unexpectedly; a loss of stable employment, ill health (physical or mental), the breakdown of a relationship or the loss of a loved one that others were dependent upon, are just some of the circumstances which leave people unable to cope and in need of some help.

It has been a privilege to be involved in this work for another year. To be able to reach out to people in this community, not to judge them, but just to do what we can to help them with the provision of furniture and necessary household items and in

doing so to show something of the love of God to them in a practical and meaningful way.

In April 2024 I cycled from Land's End to John O' Groats, in celebration of 25 years of Spencer Contact operating and to help raise awareness of the work we do and funding to continue it. It was an epic journey with literal (as well as emotional) highs and lows. The kindness of businesses in Northampton and individuals across the entire country raised just over £15,000. Please keep reading through the report as more is said about this later.

May 2024 saw the change of Mayor in Northampton. I will always be thankful to Mayor Stephen Hibbert and Mayoress Liz Cox for selecting Spencer Contact as their charity of the year. They worked tirelessly from May 2023 to May 2024 to raise awareness and funding for the work we do. It was an enjoyable year of getting to know them personally and working with them. They raised £15,000 for the work of Spencer Contact and £10,000 towards the warehouse mezzanine floor.

The demand for our work continues to grow and I'm thankful to God for those that make this work possible and tirelessly support it. For those that give of their finances to fund the work; trustees of funds, churches, BNI Lighthouse networking group, individuals, local schools and parents. Also, people contact us every day to give things that might then be used to help others. Often these are items which could be sold to make a profit for the individual but thankfully there are many in the town of Northampton that choose to forego that personal gain in order to see someone helped. There are also those that give of their time to assist with the work on a weekly basis, cleaning furniture and household items that have been donated, testing the safety of electrical items, sorting through items that have been collected or dropped in at our warehouse, collating ancillary packs to go out to customers, or assisting with the running of our sale events. If it wasn't for each of these groups doing

their part then Spencer Contact would not be able to carry out the work that we do in reaching out to those in need in this community.

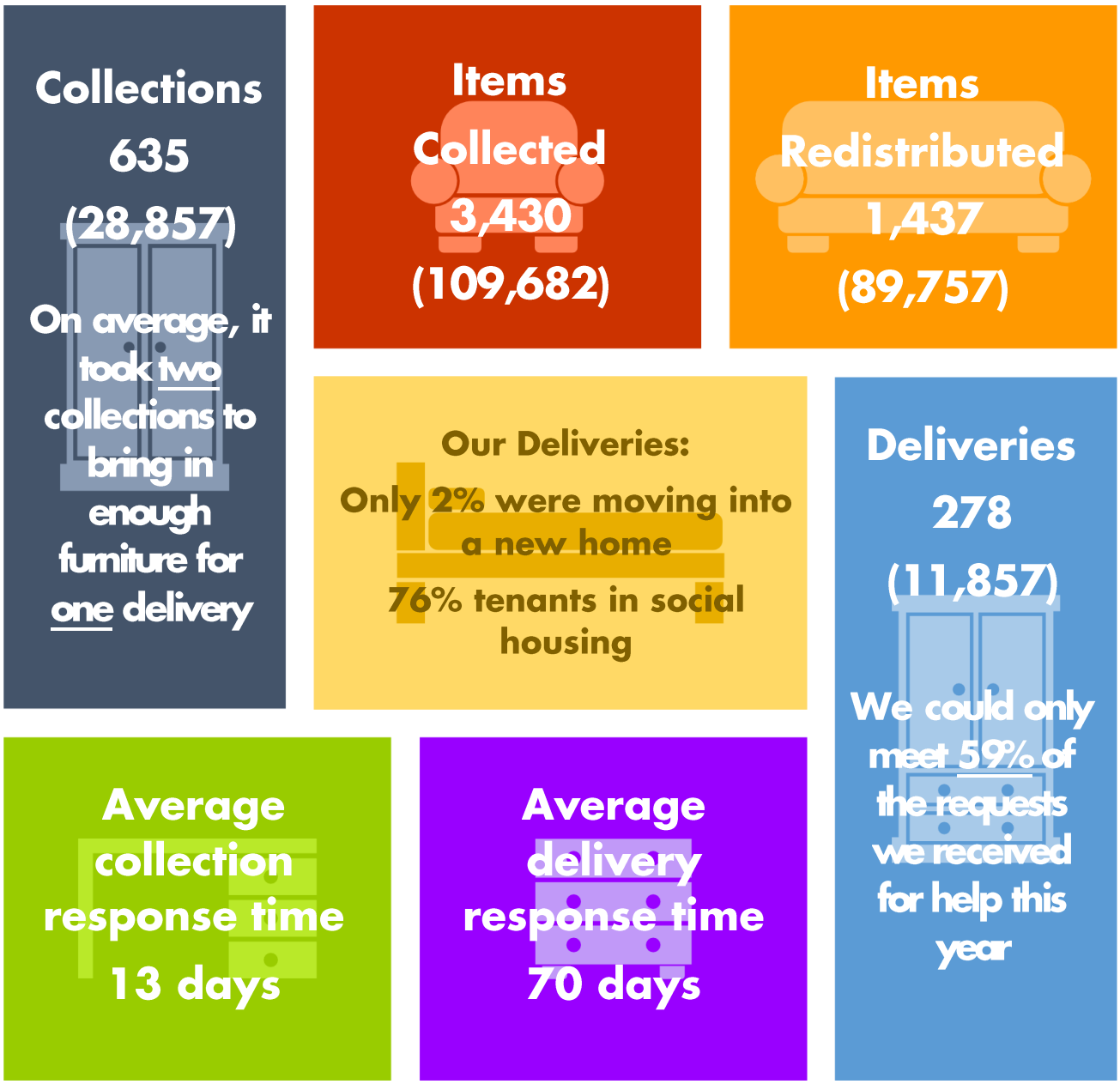
The team that work at Spencer Contact continue to go above and beyond and I can't fault them for their effort and commitment. Each of us understands the importance of the fact that the furniture and items being given away to people in the town should be of a high standard. Whilst the furniture is second-hand the staff all try and ensure that we have done all that can be done to repair and clean items before they are ready to be reused or sold in our sales. Please continue to pray for the 7 staff (soon to be 8) that their skills and abilities will be used for the positive good of others.

So why do we do what we do? I often tell people we do it 'to show the love of God to the people of Northampton'. The Lord Jesus lived on this earth for 33 years and met people, many of whom, whether through physical illness, mental anguish or grief due to loss, had no one else that they could turn to for help. He did not judge, he did not blame, he always had time for those that came to him and he changed their lives for the better. What a wonderful Saviour! As Christians, what amazing motivation!

Steve Scarsbrook

(General Manager)

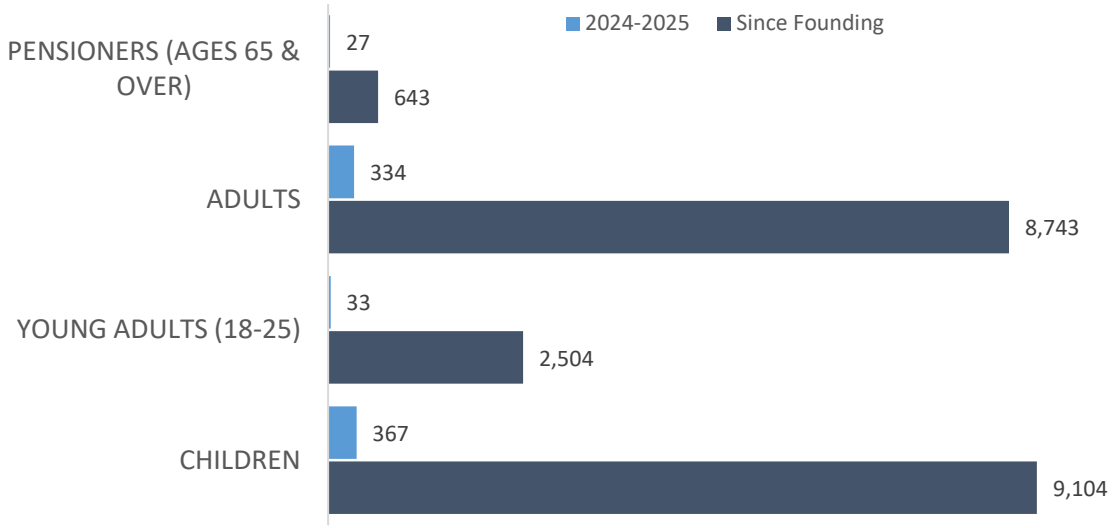
Key Statistics 2024/25



Figures in brackets show the total since we began operations in January 1999.

WHO WE HELPED

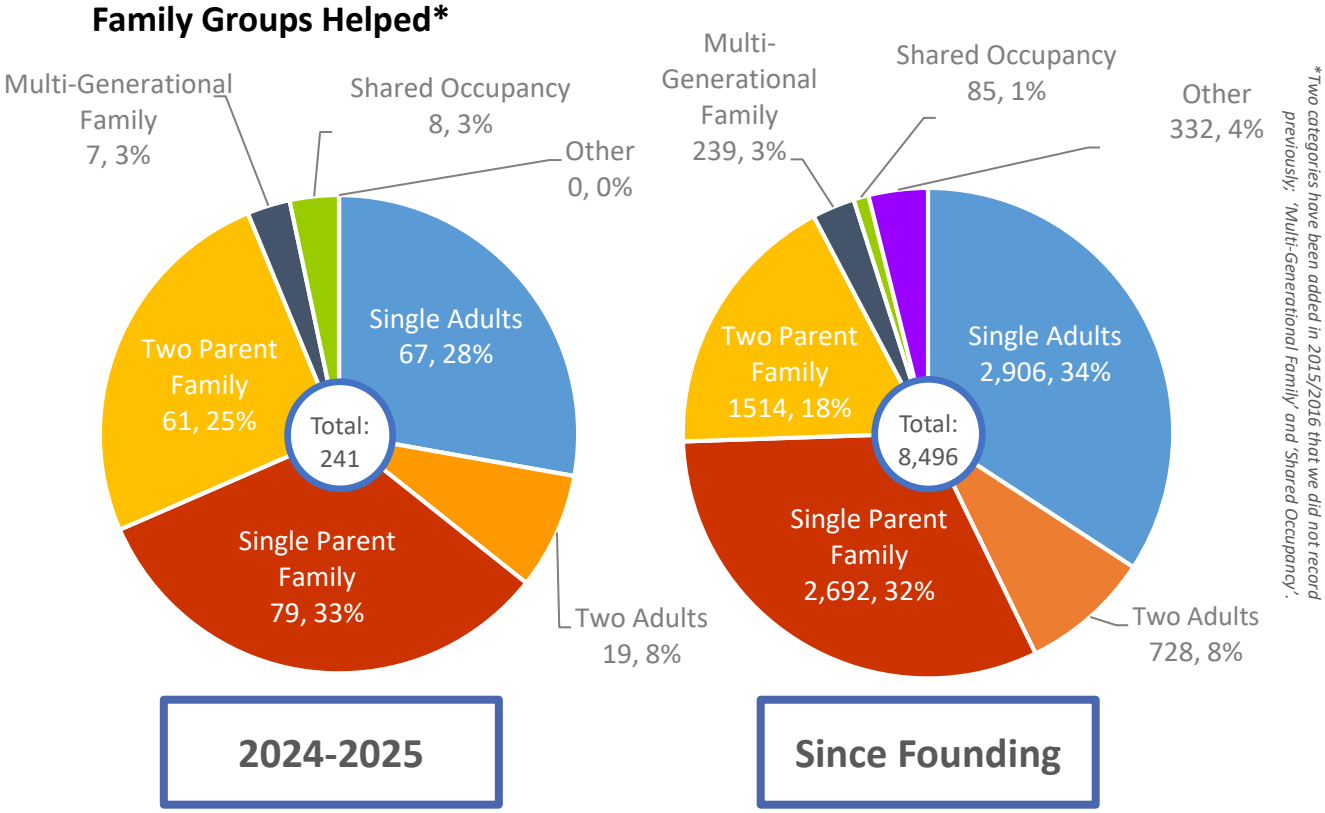
Individuals Helped



Total for financial year 2024-2025: **761**

Total since founding: **20,994**

Family Groups Helped*



*Two categories have been added in 2015/2016 that we did not record previously: 'Multi-Generational Family' and 'Shared Occupancy'.

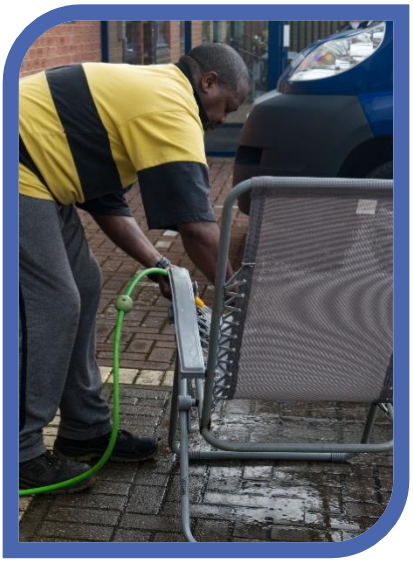
CUSTOMER SATISFACTION SURVEY RESULTS

From our 2024/25 customer satisfaction survey, we found that:

- 100% of those helped were satisfied, happy or very happy with the furniture they received.
- 50% of those moving to a new property would have had some sort of difficulty in moving in without the furniture we provided.
- 99% rated the speed of our delivery service as excellent or good.
- 74% of clients thought our delivery charges to be cheap or very cheap, with none receiving a delivery considering the charges to be expensive.
- 88% of clients indicated that they would not have been able to get the furniture delivered without Spencer Contact.

COMMENTS

The following comments come from customers writing on the survey about the difference our service had made to their lives:



"I appreciate everything that has been brought and it was a nice and great experience. I am satisfied with all items brought."

"Very very happy for your help! You really make life better for people who need your help. Thank you very much"

"The family thank you so much and are absolutely delighted with the quality of the furniture."

"Amazing service. Having had surgery, I was very desperate as unable to work. Very grateful. Many thanks."

Acknowledgements

We express our grateful thanks to those charitable trusts and organisations that have made a financial or material contribution to the work of Spencer Contact, including the following:

Alfred Haines Charitable Trust	West Northamptonshire Council
Maud Elkington Charitable Trust	The P & F W Family Charitable Trust
Hunsbury Park School	Davidge Usher Trust CIO
The Bishop Radford Trust	The Phillips Charitable Trust
The Lord's Work Trust	The Dennis Alan Yardy Charitable Trust
The Hearth Foundation	St. Faith Trustees
The Eric Stanton (Northampton) Trust	The Wyvill Charitable Trust
The Northampton Municipal Church Charity	The N Smith Charitable Trust
The Souter Charitable Trust	Northampton Rail Users Group
The Frederick and Phyllis Cann Trust	Lady Blakenham's Charitable Trust
The Thomas and Rosemary Greenhalgh Charitable Trust	Gay and Peter Hartley's Hillards Charitable Trust
Steyn Charitable Trust	The Archer Trust
David Laing Foundation	The Marsh Christian Trust
Garfield Weston Foundation	The Beatrice Laing Trust
The Dorcas Trust	Kingsthorpe Manor And Town Charity
The Benham Charitable Settlement	The Constance Travis Charitable Trust
Sabina Sutherland Charitable Trust	Reynard Way Church
HDH Wills	Scott Bader Commonwealth
A special thanks to Goodwill Solutions who provided us with £10,000 towards our mezzanine floor through the Mayor of Northampton	

We also give our heartfelt thanks to those supporters, both organisations and individuals, that are not listed here.

Fundraising

We are always looking at ways in which we can raise more funds by our own means and rely less on trust funding. Fundraising is a challenge for every charity in the country as there are so many worthy causes both nationally and locally who are looking to the kindness of people to provide the financial support they need in order to operate and continue the work they do. Spencer Contact is no different in this respect. One of the ways that we fund part of our work is by charging a small delivery fee to customers. The furniture is given away free but we ask that the customer pays between £35 and £65 which is a delivery fee and is calculated on the number of items that the customer receives. If we are furnishing an entire home then the most a customer would have to pay is £65. We found that where a customer has to make a financial sacrifice (even if relatively small) they tend to value more the items that they receive. The delivery charges taken each year covers less than 10% of our overall operational annual costs.

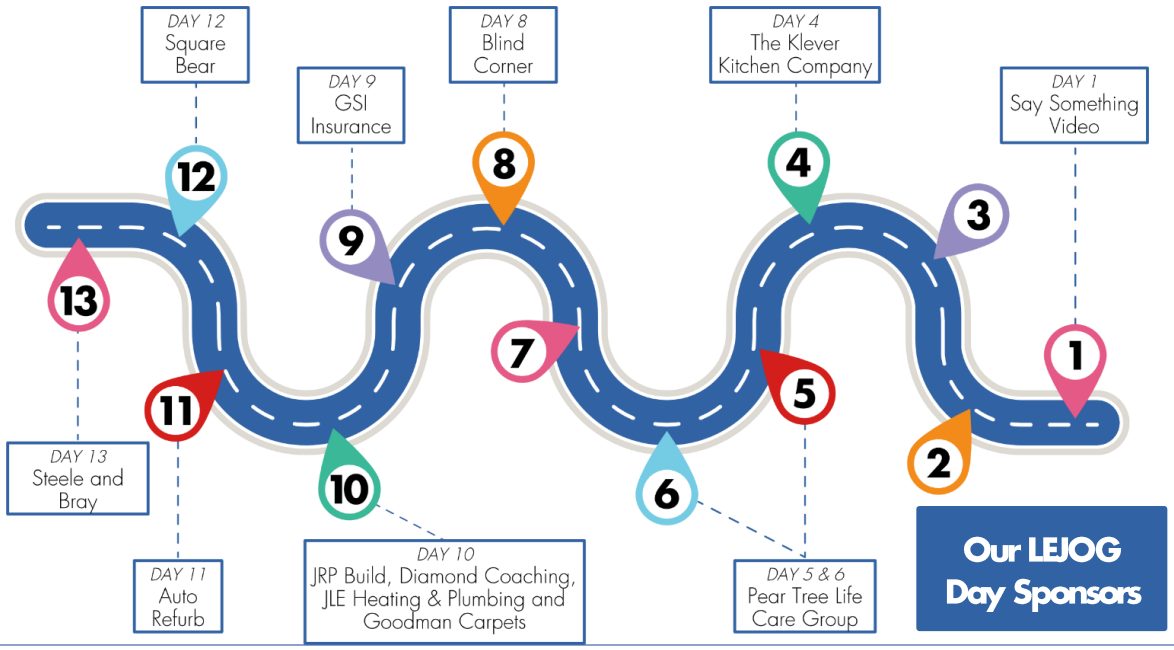
We are thankful to God that the warehouse we operate from, the two vans and the suite of offices are all owned outright by Spencer Contact. This means that we don't have to make any mortgage or rental payments each month. When the warehouse was built we had a lot of 'wasted space' high up in the building and therefore in or around 2017 we built 6 offices, together with a staff room and toilets upstairs. The offices are all rented out by another charity and a roofing business. We have started raising funds towards a mezzanine floor in the warehouse which will almost double the space that we have available to us. At present we have £16,000 towards this project and we need to raise just over £100,000. We have a boardroom that comfortably seats 12 and is available to businesses for hire (please see the photo). We also rent our workshop to a local charity one and a half days each week and parts of our car park for another charity to store their community buses. All the monies raised from this go towards funding the work of Spencer Contact.

We would not have been able to operate for the past 25 years if it had not been for those that give financially to help fund this work; trustees of funds, individuals, parents of school children. Without your support we would not be able to reach out and help the residents of Northampton who find themselves in need.

It is important that children in the town are made aware from a young age that there are those that they go to school with who are not as privileged as they may be. It helps them to understand how that their actions can have a positive effect on others. We continue to encourage schools to participate in our fundraising initiative 'I slept on the floor so that others don't have to'. Primary school aged children raise sponsorship from family and friends by giving up their own bed for one night and sleeping on their floor. The money raised from this event enables us to continue providing beds and household furniture to those in the town who do not have these basic items. The schools that participate receive 10% of what they raise as a thank you for the effort they put into the event.

The year 2024/25 was a special year for Spencer Contact. It is 25 years since we carried out our first delivery of furniture back in 1999 and the work is continuing to grow each year. There is still a demand for our services and people that are desperately in need in the town.

April 2024 was the month that our Manager, Steve, set out to cycle the length of the country in 13 days in order to raise money for Spencer Contact. The weather was a challenge in the South of England but the overall journey was a success, with only one puncture to deal with near Stoke on Trent. The event raised over £15,000 and we are very thankful to our main sponsors Steele and Bray, a local firm of Chartered Building Contractors, that funded the event, BNI Lighthouse networking group, the company day sponsors listed below and every individual who supported this event and gave generously to the work of Spencer Contact making a difference to the lives of those in need.



May 2024 saw a change of Mayor in Northampton. Many thanks should be given to the 2023/24 Mayor of Northampton, Mr. Stephen Hibbert and the Mayoress, Liz Cox, who both worked tirelessly in raising awareness of this work, organising fund raising events and supporting us practically. It was a fun year and we are thankful for all that they did. During the year, they raised over £15,000 to help fund the work of Spencer Contact and secured £10,000 from Goodwill Solutions towards our mezzanine floor. From all connected with the work of Spencer Contact we give you both a heartfelt 'Thank you' for your kindness and generosity.

Esther is a member of the BNI Lighthouse networking group. Spencer Contact is their chosen charity and they support this work both financially and practically. Thank you for the support you have given and the difference you continue to make to the lives of people in Northampton.

We held two main sales during the year 2024 in June and November. We cleared a large section of our warehouse, erected two tents outside in the car park and sold 'non-essential household items'. Prices are kept low to ensure that nobody in the town feels excluded from being able to purchase items. We ensure that any items we sell are of good quality, complete and clean. The same standard is expected for sale items as the items we give away to those in need. We also sell items throughout the year on Facebook Marketplace in order to bring in additional funds to fund the work of Spencer Contact and to manage the available space in the warehouse.

We plan to hold futher sales in June and November 2025. Your support at these events would be greatly appreciated.

We do what we can to raise our own funds to support the work that we do and are developing our fundraising strategies to try and become more self-sufficient and less reliant on income from external sources like Trust Funds. We are pleased to see that currently there is almost a 50:50 split between income generated by our own fundraising and income kindly donated from external funders. Thank you once again to all those who have and continue to financially support this work and in doing so make a positive difference to the lives of those in need in Northampton.

'LE-JOG' Challenge 2024

Cycling from Land's End to John O'Groats

On 29 April 2024, our Charity Manager, Steve, undertook a sponsored cycle ride spanning the length of Great Britain - from Land's End to John O'Groats - raising vital funds and awareness for Spencer Contact. This remarkable journey covered 957 miles over 13 days, supported by generous donors, corporate partners, and the wider community.

From the start...

LAND'S END, CORNWALL
DAY 1 SEND-OFF

...to the end!

JOHN O'GROATS, SCOTLAND
DAY 13 ARRIVAL

Launch Event

STEVE PICTURED WITH THE MAYOR OF NORTHAMPTON AND REPRESENTATIVE FROM STEELE & BRAY

Total Distance	Duration	Lead Sponsor	Funds Raised
957 miles	13 days	Steele & Bray	£15,000+

ACKNOWLEDGEMENTS

We extend our sincere thanks to the Mayor of Northampton, our main corporate sponsor, Steele and Bray, also every company and individual who donated, encouraged, or followed the journey. Your support continues to drive our mission forward in serving Northampton.

Treasurer's Report for Year Ending 31st March 2025

The UK economic growth slowed in the 2nd half of 2024 after a relative strong start. The GDP increased slightly. Private consumption was curtailed by elevated precautionary savings and inflation moderated until Q3 2024 but moved higher in the first quarter of 2025. The unemployment rate rose, and wage growth remained substantial. Companies operating costs rose due to higher national insurance contributions and the phasing out of business rate relief.

INCOME RESOURCES

Our level of expenditure is up compared to the previous year mainly due to the rise in costs.

On page 4 under "Current Assets" you will see our financial position at the end of this financial year.

RESOURCES EXPENDED

Our level of expenditure is up compared to the previous year mainly due to the rise in costs.

On page 4 under "Current Assets" you will see our financial position at the end of this financial year.

SUMMARY

These accounts show that despite the rise in costs we have been able to maintain our day-to-day operations. We continue to praise and thank our Lord for his continued provision and guidance in all we seek to do for Him through Spencer Contact.

We continue to make every effort to budget prudently in order to maintain a viable trading position for the future.

Phil Stiles

(Treasurer)

SPENCER CONTACT
Registered Charity No: 1070072

ACCOUNTS

for the year ended

31 MARCH 2025

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SPENCER CONTACT

We report on the accounts of the Charity for the period ended 31 March 2025 which are set out on pages 2 to 7.

Respective responsibilities of trustees and examiner

As the Charity's trustees you are responsible for the preparation of the accounts; you consider that the audit requirement of section 144(2) of the Charities Act 2011 (the Act) does not apply and that an independent examination is needed.

It is our responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under section 145(5)(b) of the Act, whether particular matters have come to our attention and to examine the accounts under Section 145 of the 2011 Act.

Basis of independent examiner's report

Our examination was carried out in accordance with the general Directions given by the Charities Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts. Our report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with our examination, no matter has come to our attention:

(1) which gives us reasonable cause to believe that in any material respect the following requirements have not been met –

a) to keep accounting records in accordance with section 130 of the Act; and

b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act; or

(2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

TC Ollis Limited

TC Ollis Limited
Nelson House, 2 Hamilton Terrace, Leamington Spa, Warwickshire. CV32 4LY

Date 29th September 2025

SPENCER CONTACT

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted funds	Restricted funds	Total 2025	Total 2024
INCOMING RESOURCES	2				
Unrestricted donations		80,826		80,826	65,230
Restricted donations			3,990	3,990	17,370
Local government grants		10,500		10,500	10,834
Gift Aid		2,458		2,458	-
Fundraising events		29,281		29,281	290
Sale of goods		32,896		32,896	48,421
Delivery charges		10,333		10,333	12,681
Rental and storage income		35,837		35,837	32,924
Commission		31		31	13
Interest		1,171		1,171	1,362
		203,333	3,990	207,323	189,125
RESOURCES EXPENDED					
Direct Charitable Expenditure					
Wages and national insurance		157,255		157,255	140,447
Staff pension		3,196		3,196	2,750
Protective clothing		482		482	148
Insurance		4,880		4,880	4,636
Water, gas and electricity charges		7,337		7,337	4,676
Telephone		2,242		2,242	2,099
Printing, postage and stationery		551		551	1,034
Premises costs, repairs and small tools		4,179	100	4,279	8,234
Motor and travel expenses		1,941	3,890	5,831	10,287
Fundraising expenses		3,391	2,000	5,391	1,335
Professional fees		497		497	2,732
Depreciation		23,567		23,567	24,575
Loss on disposal of asset		117		117	-
Sundry expenses		1,667		1,667	2,655
Donations		5,700		5,700	5,034
Credit card charges		345		345	-
Training		915		915	-
Volunteer expenses		903		903	779
		219,165	5,990	225,155	211,421

SPENCER CONTACT

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

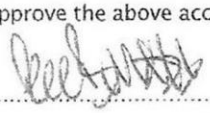
	Unrestricted funds	Restricted funds	Total 2025	Total 2024
Administration of the Charity				
Accountancy: Independent Examination	1,698		1,698	1,250
Subscriptions	1,602		1,602	1,050
Software and computer costs	549		549	717
	3,849	-	3,849	3,017
TOTAL RESOURCES EXPENDED	223,014	5,990	229,004	214,438
NET INCOMING RESOURCES FOR THE YEAR	-19,681	-2,000	-21,681	-25,313
BALANCES BROUGHT FORWARD 1 APRIL 2024	1,264,978	18,000	1,282,978	1,308,291
BALANCES CARRIED FORWARD 31 MARCH 2025	1,245,297	16,000	1,261,297	1,282,978

SPENCER CONTACT

STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	31.3.2025 Unrestricted funds	Restricted funds	Total	31.3.2024
FIXED ASSETS	3	1,221,248		1,221,248	1,244,452
CURRENT ASSETS					
Prepayments and other debtors		4,821		4,821	3,801
Deposit account Santander		10,287	16,000	26,287	30,655
Current account Co-op		12,932		12,932	8,168
Cash in hand		1,125		1,125	845
		29,165	16,000	45,165	43,469
CURRENT LIABILITIES					
PAYE & NI		2,811		2,811	2,443
Other creditors and accruals		2,305		2,305	2,500
		5,116	-	5,116	4,943
NET CURRENT ASSETS		24,049	16,000	40,049	38,526
NET ASSETS		1,245,297	16,000	1,261,297	1,282,978
Represented by:					
UNRESTRICTED FUNDS				1,245,297	1,264,978
RESTRICTED FUNDS	4			16,000	18,000
				1,261,297	1,282,978

I approve the above accounts on behalf of the trustees.



..... P Burditt, Hon. Chairman

Date of meeting: 29/9/2025

I confirm that I have made available all the relevant records and information for the preparation of these accounts.

P Stiles ..... P Stiles, Hon. Treasurer

SPENCER CONTACT
(Charity No. 1070072)

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2025

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

General information and basis of preparation

The nature of the charity's operations and principal activities are shown on pages 2 to 4.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and UK Generally Accepted Practice.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following the 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) issued in October 2019.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

SPENCER CONTACT

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2025

2 ACCOUNTING POLICIES

General
These accounts have been prepared under the historic cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice on Accounting by Charities. The term "resources" includes funds received and paid during the period adjusted for items which are accrued and prepaid at the period end.

Depreciation
Depreciation is provided at the following rates based on the estimated useful life of these fixed assets and their anticipated residual value:

Property	2% p.a. (straight line basis)
Motor vehicle	25% p.a. (reducing balance basis)
Equipment	20% p.a. (reducing balance basis)

Included within freehold property is freehold land at a historical cost value of £285,000. No depreciation was provided on the value of the land.

Incoming Resources:
Recognition of Incoming Resources
These are included in the Statement of Financial Activities (SoFA) when:
- the charity becomes entitled to The resources
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

Grants and Donations
Grants and donations are only included in the SoFA when the Charity has unconditional entitlement to the resources.

Investment Income
This is included in the accounts when receivable

Expenditure and Liabilities:
Liability Recognition
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources

Revaluation of property
The property was revalued on 5 April 2023 and found to be worth less than the original cost. Further revaluations will be carried out on a regular basis.

SPENCER CONTACT

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2025

3 FIXED ASSETS

	Land and buildings	Motor vehicles	Equipment	Total
Cost at 1.4.2024	1,250,000	75,423	6,981	1,332,404
Additions			480	480
Disposals			-699	-699
Cost at 31.3.2025	1,250,000	75,423	6,762	1,332,185
Depreciation at 1.4.2024	20,000	63,825	4,127	87,952
Charge for the year	20,000	2,900	667	23,567
Eliminated on disposal			-582	-582
Depreciation at 31.3.2025	40,000	66,725	4,212	110,937
Net book value at 31.3.2025	1,210,000	8,698	2,550	1,221,248
Net book value at 31.3.2024	1,250,000	11,598	2,854	1,244,452

The property was revalued in 2023. Without this, the historical cost carrying value would have been £1,270,917 at the year end.

4 RESTRICTED FUNDS

	Balance at 1.4.2024	During the year: Income	During the year: Expenditure	Balance at 31.3.2025
Mezzanine floor fund	16,000			16,000
Land End to John o'Groats expenses	2,000		-2,000	
Vehicle running costs		3,890	-3,890	
Boxes		100	-100	
	18,000	3,890	-5,890	16,000

5 REMUNERATION OF TRUSTEES

None of the trustees or management committee members received any payment for the services they provided during the period.

6 RELATED PARTY TRANSACTIONS

During the year the charity received donations from trustees with a total value of £1,655

END OF REPORT

Supported By:

West Northamptonshire Council

SPENCER CONTACT

England & Wales - Charity number 1070072

Accounts

ANNUAL REPORT & ACCOUNTS

Spencer Contact

APRIL 2023 – MARCH 2024

Christian Care and Concern for the Community

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

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SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

Welcome

Welcome to Spencer Contact's Annual Report for 2023/24. Thank you for taking an interest and the time to read it through. Since 1999 Spencer Contact has been providing the residents of Northampton with good quality second hand (sometimes new) furniture and household items in order to show Christian care and concern to people in need living in our community. There is a great need in the town of Northampton and we have grown significantly over the years to continue meeting that need. We own a large warehouse on Gladstone Close, have a fully committed team of 7 staff and our objective every day remains the same, to help others, whoever they are, whatever their circumstances, in their time of need.

Imagine waking up early because you have no curtains at the window; you've not slept because you don't have a bed; your body aches from sleeping on the floor; all the clothes you own are kept in a bin bag in the corner of the room; there is no table or chairs to sit at in your house or a sofa to relax into; your children are tired because they've spent the night sharing the only bed in the house with their siblings…and so another day begins. Sadly, this is the reality of many people's lives in Northampton today. They have a roof over their heads but don't have the means to obtain the items of furniture needed to make that house comfortable, more than that, to make that house a home. Circumstances can change suddenly leaving people, who maybe thought they would never need to use the services of Spencer Contact, reaching out for help. That help is often in the form of items which so many take for granted every day, but to be given them in a time of need makes such a positive difference to the lives of those who receive them.

This year we have seen the cost of living continue to rise, making life difficult for many households across the country and in this town. Some have been forced to decide between paying to heat their home or spending the money available to them to feed their family. This increase in financial hardship has impacted on the demand for the service we provide and we have done all that we can to keep up with the need by trying to ensure that deliveries of items are fulfilled as quickly as possible.

Sometimes world events, like the war in Ukraine, increase the demand for the service that Spencer Contact provides.

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

We are regularly contacted by people who have fled war torn countries and found refuge here in the UK where they have a house but no means to furnish it.

Over 25 years the one thing that has remained constant is 'Why we do what we do' and that is to show something of the love of God to individuals in this town. Somebody once said 'we come representing a giving God and therefore we must come giving'. We trust that by doing what we do there will be those who will appreciate that they are not forgotten but are loved and valued, not only by us but by the God we serve.

Enjoy reading through the report. If you would like to know more or tour our premises then please do not hesitate to contact the General Manager, Steve, at *steve@spencercontact.com*.

Our Mission, Vision and Ethos

MISSION

Our mission is to show Christian love to the community in Northampton by freely providing furniture to any person in need, regardless of the cause of their hardship. This is the core of the charity, upon which all our aims and objectives have been built and it has not changed since its founding. Our vision statement is 'Christian care and concern for the community'.

CONSTITUTION AND OBJECTIVES

The charity exists under a constitution adopted on 4th March 1998 and amended on 7th November 2001.

The stated objectives in the constitution are:

- The relief of poverty by the provision of furniture, other household accessories and/or services calculated to reduce need, hardship or distress.
- The relief of persons with mental health problems requiring treatment, including persons suffering from emotional distress by the provision of assistance.
- The advancement of the Christian religion in England and Wales.

ETHOS

Spencer Contact is characterised by its energetic demonstration of Christian care and concern for those whom we serve outside the organisation in action, word and prayer, and to reflect this Christian care and concern in our relationships with one another.

The motivation for our mission comes from Christ's care, concern and compassion that is evident in the Bible and is therefore rooted in our faith in Christ. This faith produces a distinctive heart attitude of love, as we respond to the love God showed for us, which we seek to express and portray with the following core values:

- That people matter;
- To demonstrate the love of Christ in a practical manner;
- To help bring comfort and relief to the poor;
- To love your neighbour as yourself;
- To make a difference one person at a time.

These values and behaviours are intrinsically linked to our success and fulfilment of our mission. Therefore, the attitude and motivation of our staff and voluntary workers and the way our mission is achieved are as important as the mission itself.

> *"A new commandment I give unto you, That you love one another, as I have loved you, that you also love one another."*
> *John 13:34*

> *Jesus replied, "'Love the Lord your God with all your heart and with all your soul and with all your mind.' This is the first and greatest commandment. And the second is like unto it: 'Love your neighbour as yourself.' On these two commandments hang all the law and the prophets."*
> *Matthew 22:37-40*

As this attitude and motivation come only from a relationship with Christ, it becomes a genuine occupational requirement that most of the positions within Spencer Contact to be filled by committed Christians. Roles that have significant leadership, or that are central to fulfilling our aims and purposes, or developing and maintaining our Christian ethos, will always be held by committed Christians. It is also essential that these attitudes and behaviours continue, and so we expect our staff to act in good faith and with loyalty to that relational ethos and to evangelical Christian standards of behaviour.

Notwithstanding this, the organisation is committed to diversity amongst its staff and volunteers and will not discriminate on any other grounds that are unrelated to our ethos. We believe that defining our occupational requirements does not restrict, but actually enhances, our commitment to diversity.

Public Benefit

Spencer Contact carries out a range of activities in following its charitable aims. The trustees believe that the activities summarised below provide benefit to the people of the town of Northampton and outlying villages.

PROVISION OF FURNITURE TO PEOPLE IN NEED

Spencer Contact provides good quality furniture and household items to those in need in Northampton and the surrounding villages. Those who use our service are often going through periods of crisis and are made aware of our service by housing associations, local homeless charities, women's refuges and Social Services. We are usually the last link in the chain to those moving into a new property; helping to furnish their new homes. We seek to meet the needs of anyone who requires our service, and this is on a strictly non-prejudicial, first-come, first-served basis.

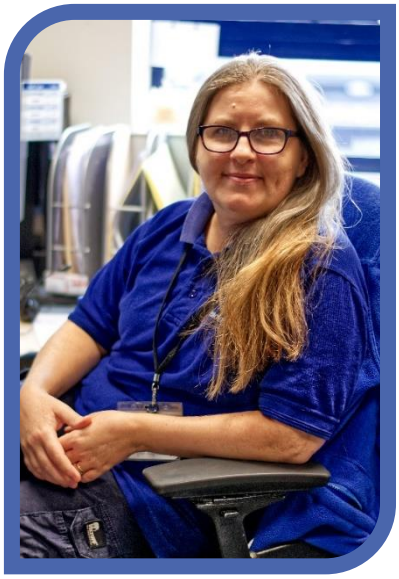
All the furniture we provide is generously donated to us by members of the public and occasionally from local companies. It is then checked, cleaned and restored as necessary so that it is delivered in excellent condition. This is important as we want the items to last. It also shows those we help that they are valued and not just receiving cast offs from other people. It is wonderful to see the difference to our customers a few basic items makes; items which most people take for granted. We do not sell the furniture we provide but do charge a small delivery fee, which covers approximately 10% of our annual running costs.

Demand for the items we provide remained high during 2023/24 and we were able to meet 69% of requests for help we received. This figure was higher than the previous year. Bedroom furniture is always in most demand and the one item that we struggle to collect enough of is good quality mattresses (as we only collect ones that are not stained) to meet the needs of the people requesting our assistance. However, we often have a surplus of items such as wall units, sideboards, dining tables and large sofas. This is due to these not being priority items for our customers and they are sometimes too big for the smaller flats and homes to which we deliver. When we have too many of these in stock, we have to turn down offers of these items, allowing us time to collect the items in higher demand.

PRAYER

During the course of our work, we receive requests for prayer. These requests are upheld at our morning devotions at the beginning of each day and our weekly prayer meeting, which is open to all members of staff, trustees, voluntary workers and supporters. We use this time to take all our work in prayer to the Almighty God who holds everything in His hands.

VOLUNTARY WORK



The work of the charity creates many opportunities for voluntary work; helping with our delivery and collection team, repairing and restoring furniture, fundraising, cleaning, sorting and administration work. Our volunteers come from a variety of backgrounds; from those who are seeking work experience, to those who have learning difficulties, to the retired who are seeking to use their free time for good. We also have a team of regular volunteers who help us run the stalls at our sales, which are held twice a year. Voluntary opportunities are open to everyone and anyone interested is encouraged to apply.

ENVIRONMENT

Our work as a furniture reuse charity has great environmental benefits. Furniture, which often otherwise would be sent to landfill, is donated to us to be reused elsewhere. We usually aim to redistribute approximately 100 tonnes of furniture per year through our main work of helping those in need. Items which we do not supply to people in this way, we sell to raise extra money for our work, which again extends the life of the items. We have a small workshop where we are able to carry out repairs to many of the broken or tired items we collect. We also recycle items and earn extra income by selling scrap metal, textiles and books over the course of this year. All other waste items are sorted before being disposed of, allowing us to send wood, glass, crockery and waste electrical items for recycling. In our work, we are sometimes offered various white goods. If we are collecting other furniture, we pick them up, PAT test them and sell them at price which is affordable to those in need. This again helps the environment by preventing items going to landfill, but it also serves as some extra income to help towards the operational costs of the charity. Thanks must go to West Northamptonshire Council who provide us, as a registered charity, a permit to use their waste transfer sites free of charge to recycle and dispose of items we cannot reuse.

COLLABORATION

We aim to assist other charitable organisations who work within our local community for our mutual benefit. We have provided storage space within our warehouse for Good News for Everyone and Northamptonshire Association for the Blind for some years. We have Voluntary Impact Northampton (VIN) storing their buses in our car park, Northampton Community Sheds (“NCS”) and World Mandate Ministries operating from our premises.

Board of Trustees, Staff Members & Volunteers

GOVERNANCE

The charity is managed on a day-to-day basis by a full-time, paid General Manager and is overseen by an executive committee of trustees. There are currently eight trustees, with three trustees holding the honorary offices of Chairman, Secretary and Treasurer. None of the trustees receive any pay for the work that they carry out. Members of the committee are elected at the Annual General Meeting, and each member serves a maximum of three years before they need to seek re-election. Trustees are elected from the membership of the charity, which is open to everyone.

BOARD OF TRUSTEES

Honorary Chairman	Pete Burditt
Honorary Secretary	Richard Barrett
Honorary Treasurer	Phil Stiles
Trustee	Sam Baxter
Trustee	Steve Pollock
Trustee	Eric Lightfoot
Trustee	Sonja Lightfoot
Trustee	John Phillips

STAFF MEMBERS

General Manager	Steve Scarsbrook
Administrator (Part Time)	Esther Scarsbrook
Administrator (Part Time)	Sharon Smith
Administrator	Ruth Magombo
Warehouse/Delivery Person	Kim Bon Cheong
Warehouse/Delivery Person	Martin Nelson
Warehouse	Gary McDonnell

There are no ‘higher paid’ employees and none of the Trustees claimed any expenses during the year.

REGULAR VOLUNTEERS

Grace Boulter	Edwina Cutler	Heather Burditt
John Green	Pete Burditt	Eric Lightfoot
Sonja Lightfoot	Marion Green	Phil Stiles
David Kinuthia	Crawford Lindsay	Tiffany Carter
John Phillips	Stewart Townsend	Kathryn Sandall

OTHER VOLUNTEERS

Brenda Barton	Richard Barrett	Sam Baxter	Dave Strachan
Lucie	Richard Fox	Jacqui Elmore	Ellen
Judith Burditt	Sue Page	Martin Page	Joy
Jane Clark	Ruth Burditt	Jean Attwood	Grace Smith
Steve Hackett	Northampton Community Sheds		Rosie Smith

Chairman's Report

Stephen Hibbert was elected the 783rd Mayor of Northampton on 15 May 2023 and chose Spencer Contact as his nominated charity for his year of office. We counted it a privilege to be honoured in this way and Steve and Esther Scarsbrook represented Spencer Contact at various events throughout the year. One benefit was to raise the profile of the charity amongst the business community and in the local press.

Another new venture for us was when we were introduced to the local chapter of Business Network International. The contacts formed have been helpful and the members have supported the charity in various ways including some volunteering.

We appreciate the facilities offered by our premises at Gladstone Close which have been altered previously to provide further office accommodation rented to tenants, thus bringing in helpful funds. We do however see a need for more storage space and a mezzanine project is in planning. Supporters including through the Mayor's Charity have generously donated some funds and these are ring fenced.

We are a Christian Charity that ultimately takes a faith-based approach to our funding whilst being financially responsible. As an example, we discovered that we had been overcharged for our energy bills and used the sum recovered to replace our warehouse lighting to a more efficient system that has improved the illumination and reduced running costs. We also arranged for an up-to-date valuation of our premises.

Our 25th Anniversary celebrations were under review during the year with an investment in time to organise a major sponsored bike challenge ride which was planned for May 2024.

The list of Members was reviewed during the year and refreshed with contact made with everyone on the list. We also started a review of policies.

Thanks go again to the staff whose efforts are appreciated particularly so this year as serious health matters were encountered. The work done by volunteers and fellow Trustees has been a big help as was support from so many Trusts and the grant from West Northants Council.

Pete Burditt

(Chair)

General Manager's Report

Once again, I count it a privilege to have been given the opportunity to manage Spencer Contact for another year. The need in Northampton remains great and we have been brought into contact with individuals and families who are experiencing real difficulties in their lives and have been able to help them. These difficulties can take many varied forms like fleeing countries that are torn by war and finding safety and refuge from violence (this then brings the additional challenge of settling families into a different culture and learning a new language whilst trying to provide each day for the daily needs of their families); those battling addictions; those adjusting to a complete change in life following a broken relationship; or those trying to survive on a low income and the challenges that brings in 'making ends meet' and the difficulties of affording the necessities of life.

Spencer Contact remains a constant in doing what we can in giving furniture and essential household items to those who find themselves in need, in order to help bring some stability and comfort into their lives. Not only do we look to provide practical help but we daily pray (to a God who hears and understands) for those that we come into contact with that they may know something of God's love in their lives. I am, once again, firstly thankful to God who has daily provided for the needs of Spencer Contact over another year which has enabled us to reach out and help those who are in need.

Thank you to those who faithfully support this work. Not only has the cost of living increased for us all but the day-to-day cost of running Spencer Contact has also significantly increased. Thank you to all the trustees of trust funds that have kindly donated to this work, companies that supported us financially, individuals who give a regular sum each month or an annual payment, churches, associations and schools that have engaged in fundraising activities. All this has helped us to continue and every donation whether financial or material goes towards helping the people of this town. We own the warehouse, offices and vans which means that none of the money received has to go on mortgage, rental or interest payments each month. The Apostle Paul wrote to a church in Philippi and he reminded them that '*my God shall supply all your need*'. Over the past 25 years, through challenging times, we can attest to the fact that God has remained faithful and by varied means has supplied for the needs of Spencer Contact. To those of you who pray, please join with me in praying for wisdom that the money provided to Spencer Contact will be used in a correct and careful manner to the good of others.

A special thanks should be given to the Mayor Stephen Hibbert and Mayoress Liz Cox for kindly choosing Spencer Contact as the Mayor's charity for their year in office from May 2023 to May 2024. So far, it has been a busy and exciting year and I am thankful for the effort that they have put in to raise awareness of the work that we do and funds to help support it.

Thank you to those 'behind the scenes' who make this work possible by tirelessly supporting it. Those who donate furniture and household items, those who give their time to assist with the work, cleaning furniture, sorting through donations, testing electrical items, collating ancillary packs, helping with the business of the sale weeks; overseeing the running of the charity and providing wisdom, experience, prayer support and guidance in important decisions that need to be made.

Thank you for the effort and commitment put in by the staff, for all they do in trying to ensure that the furniture given away to our customers is of a high standard and that the items we sell are complete and ready to be used by those who purchase them. Some of the staff have encountered significant health issues this year and we would appreciate your prayer for health, harmony, strength and that the skills and abilities each have been given may be used to serve others and honour God.

Managing Spencer Contact has taught me to be more compassionate towards others, to show love and not to judge people on their circumstances. People's circumstances can change very suddenly and unexpectedly; a loss of stable employment, ill health (physical or mental), the breakdown of a relationship, or the loss of a loved one who others were dependent upon, are just some of the circumstances which leave people unable to cope and in need of some help.

Sometimes managing Spencer Contact can be busy, sometimes stressful…requiring long hours to be put in. I look at the example of the Lord Jesus in Luke Ch. 4. He had worked all day and then it says '*Now when the sun was setting, all they that had any sick with diverse diseases brought them unto him; and he laid his hands on every one of them, and healed them.*' He didn't judge and He didn't send those in need away. He showed care, compassion and love and He continued long through the night after a busy day. It is an honour to serve, represent and tell others about one who showed love on a practical basis more than any other.

Steve Scarsbrook

(General Manager)

Key Statistics 2023/24

Collections
747
(28,637)
On average, it took two collections to bring in enough furniture for one delivery

Items Collected
3,902
(106,252)

Items Redistributed
1,683
(88,320)

Our Deliveries:
Only 2% were moving into a new home
73% tenants in social housing

Deliveries
370
(11,579)
We could only meet 69% of the requests we received for help this year

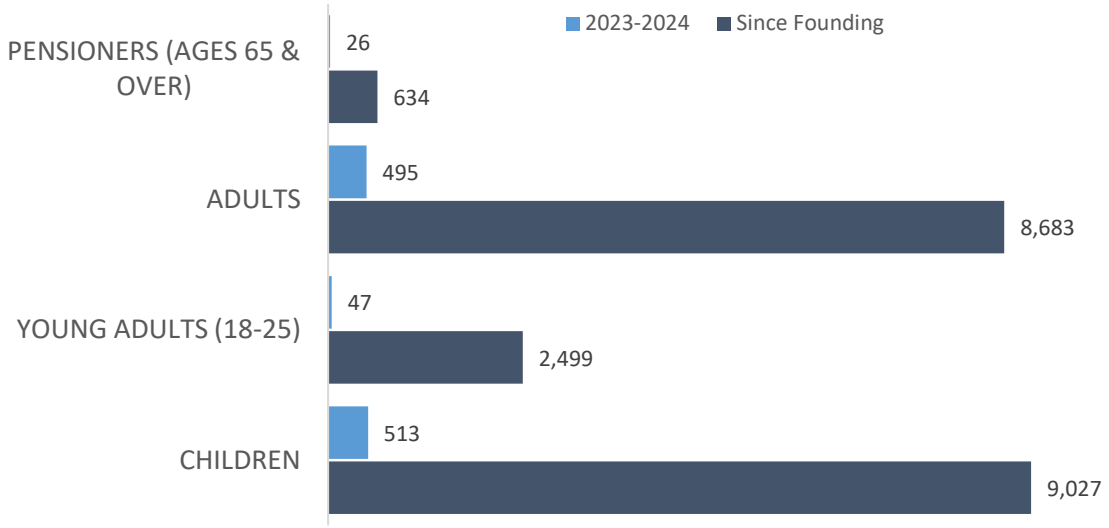
Average collection response time
15 days

Average delivery response time
64 days

Figures in brackets show the total since we began operations in January 1999.

WHO WE HELPED

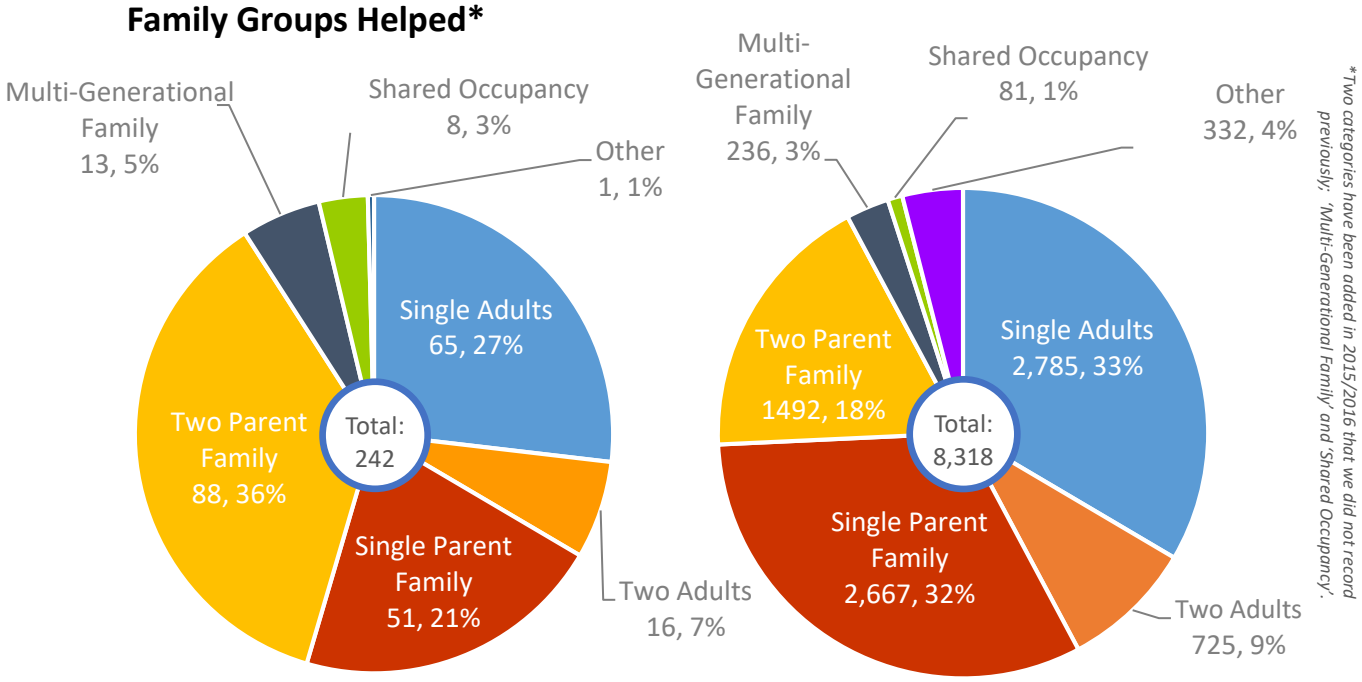
Individuals Helped



Total for financial year 2023-2024: **1,081**

Total since founding: **20,843**

Family Groups Helped*



2023-2024

Since Founding

**Two categories have been added in 2015/2016 that we did not record previously: 'Multi-Generational Family' and 'Shared Occupancy'.*

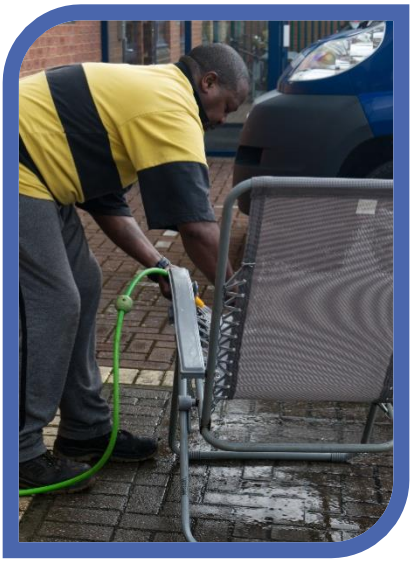
CUSTOMER SATISFACTION SURVEY RESULTS

From our 2023/24 customer satisfaction survey, we found that:

- 99% of those helped were satisfied, happy or very happy with the furniture they received.
- 56% of those helped would have had some sort of difficulty in moving in to their property without the furniture we provided.
- 99% rated the speed of our delivery service as excellent or good.
- 99% of clients thought our delivery charges to be cheap or very cheap, with 1% receiving a delivery considering the charges to be expensive.
- 79% of clients indicated that they would not have been able to get the furniture delivered without Spencer Contact.

COMMENTS

The following comments come from customers writing on the survey about the difference our service had made to their lives:



"They have brought hope and light at the end of the tunnel for us. God bless you all."

"Delivery men very respectful, helpful and patient. This is the only contact I've had that actually helped. I'd still be on the floor tonight but now I won't. Very grateful. God bless."

"Thank you for providing such services to needy people. Great job."

"I want to thank Spencer Contact for coming to our aid when we needed it"

Acknowledgements

We express our grateful thanks to those charitable trusts and organisations that have made a financial or material contribution to the work of Spencer Contact, including the following:

Alfred Haines Charitable Trust	West Northamptonshire Council
Matthews Wrightson Charity Trust	The P & F W Family Charitable Trust
Hunsbury Park School	Davidge Usher Trust CIO
The Bishop Radford Trust	Eric Stanton Northampton Trust
The Maud Elkington Charitable Trust	The 29th May 1961 Charitable Trust
The Hearth Foundation	The Pettit Charity
The Eric Stanton (Northampton) Trust	The Wyvill Charitable Trust
The Northampton Municipal Church Charity	Lowther Charitable Settlement
The Souter Charitable Trust	Persula Foundation
The Fulmer Charitable Trust	Viscountess Blakenham's Charitable Trust
The Thomas and Rosemary Greenhalgh Charitable Trust	Gay and Peter Hartley's Hillards Charitable Trust
Steyn Charitable Trust	The Archer Trust
David Laing Foundation	May Hearnshaw Charitable Trust
Garfield Weston Foundation	The Beatrice Laing Trust
The Dorcas Trust	Kingsthorpe Manor And Town Charity
The Benham Charitable Settlement	The Constance Travis Charitable Trust
Sir Derek Greenaway Foundation	Reynard Way Church
Good News For Everyone	East Hunsbury Townswomen's Guild

We also give our heartfelt thanks to those supporters, both organisations and individuals, that are not listed here.

Fundraising

Spencer Contact, as with every other charity in the UK, faces the continuous challenge of raising money in order to fund the work that we look to do. For many years, because of the kindness of those that give financially towards this work, we have been able to keep our delivery charges at a relatively low level. The customer pays between £35 and £65 for their delivery of furniture and this is calculated on the number of items that are being delivered. If we are furnishing an entire home then the most a customer would be expected to pay is £65. We found that where a financial sacrifice is made by the customer (even if relatively small) they tend to value more the items that they receive. The delivery charges taken each year cover less than 10% of our overall operational costs.

The warehouse, offices and vans are all owned outright by Spencer Contact which means that we do not have to make mortgage or rental payments each month. We had 6 purpose built offices, together with a staff room and toilets built upstairs to allow us to make good use of what was before 'wasted space' and these are rented out primarily to another charity and a roofing business. We have a boardroom which comfortably seats 12 and is available by buisnesses to hire (please see the photo). We also rent parts of our car park for another charity to store their community busses. All the monies raised from this goes towards funding the work of Spencer Contact.

We are thankful to God for those that give of their finances to help fund this work; trustees of funds, churches, individuals and parents of school children. Without all of their support we would not be able to continue helping the residents of Northampton who find themselves in times of need.

Our fundraising initiative 'Sleep on the Floor so others don't have to' where we invite primary school age children to raise sponsorship from family and friends by giving up their own bed for one night and sleeping on their floor has a growing interest amongst primary schools in Northampton. The money raised through this event enables us to continue providing beds and household furniture to those in the town who do not have these basic items.

We are also approaching secondary schools asking them to participate in 'non-uniform days' or 'wearing blue for Spencer Contact' events in order to raise awareness and funds.

Spencer Contact was honoured to be chosen by the Mayor of Northampton, Mr Stephen Hibbert as the Mayors charity of the year 2023/24. The Mayor and the Mayoress, Liz Cox, worked tirelessly in raising awareness of the charity and the work we do and also organised

a number of fund raising events in order to raise much needed funds. Thank you for your tremendous invaluable support over this past year.

Esther is a member of the BNI Lighthouse networking group. Spencer Contact is their charity and they support this work both financially and practically. Thank you for the support you have given and the difference you have made to the lives of those in need in Northampton.

We have entered our 25th year this year and have a number of events planned to celebrate including the Manager cycling from Land's End to John o' Groats to raise support of this vital work.

SALES

We held two main sales during the year 2023/24 in May and November. We cleared a large section of our warehouse, erected two tents outside in the car park and sold 'non-essential household items'. Prices are kept low to ensure that nobody in the town feels excluded from being able to purchase items. We ensure that any items we sell are of good quality, complete and clean (the same standard is expected for sale items as the items we give away to those in need). We also sell items throughout the year on Facebook Marketplace in order to bring in additional funds to fund the work of Spencer Contact and to manage the available space in the warehouse.

We plan to hold futher sales in June and November 2024. Your support at these events would be greatly appreciated.

We do what we can to raise our own funds to support the work that we do and are developing our fundraising strategies to try and become more self-sufficient and less reliant on income from external sources like Trust Funds. We are pleased to see that currently there is almost a 50:50 split between income generated by our own fundraising and income kindly donated from external funders. Thank you once again to all those who have and continue to financially support this work and in doing so make a positive difference to the lives of those in need in Northampton.

Treasurer's Report for Year Ending 31st March 2024

The UK economy shrank in the latter half of 2023 and went into recession. The recession ended in the early part of 2024. There was widespread uncertainty on growth which remained weak. There were major conflicts and trade tensions all over the world which had the effect of uncertainty for a lot of people. Peoples living standards suffered as a result.

INCOME RESOURCES

Although the level of donations received overall was down compared to the previous financial year the sale of goods increased. The level of interest we received was also up compared to the last financial year.

RESOURCES EXPENDED

Our level of expenditure has increased compared to the last financial year mainly due to rising costs.

On page 4 under "Current Assets" you will see our financial position at the end of this financial year.

SUMMARY

These accounts show that despite the rise in costs we have been able to maintain our day-to-day operations. We continue to praise and thank our Lord for his continued provision and guidance in all that we seek to do for Him through Spencer Contact.

We continue to make every effort to budget prudently in order to maintain a viable trading position for the future.

Phil Stiles

(Treasurer)

SPENCER CONTACT
Registered Charity No: 1070072

ACCOUNTS

for the year ended

31 MARCH 2024

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SPENCER CONTACT

We report on the accounts of the Charity for the period ended 31 March 2024 which are set out on pages 2 to 7.

Respective responsibilities of trustees and examiner

As the Charity's trustees you are responsible for the preparation of the accounts; you consider that the audit requirement of section 144(2) of the Charities Act 2011 (the Act) does not apply and that an independent examination is needed.

It is our responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under section 145(5)(b) of the Act, whether particular matters have come to our attention and to examine the accounts under Section 145 of the 2011 Act.

Basis of independent examiner's report

Our examination was carried out in accordance with the general Directions given by the Charities Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts. Our report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with our examination, no matter has come to our attention:

(1) which gives us reasonable cause to believe that in any material respect the following requirements have not been met –

a) to keep accounting records in accordance with section 130 of the Act; and

b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act; or

(2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

TC Ollis Limited

TC Ollis Limited
Nelson House, 2 Hamilton Terrace, Leamington Spa, Warwickshire. CV32 4LY

Date 6th November 2024

SPENCER CONTACT

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

	Note	Unrestricted funds	Restricted funds	Total 2024	Total 2023
INCOMING RESOURCES	2				
Unrestricted donations		65,230		65,230	87,527
Restricted donations			17,370	17,370	6,000
Local government grants		10,834		10,834	15,000
Inland Revenue refunds				–	1,051
Fundraising events		290		290	–
Sale of goods		48,421		48,421	41,967
Delivery charges		12,681		12,681	12,959
Rental and storage income		32,924		32,924	33,788
Commission		13		13	97
Interest		1,362		1,362	147
		171,755	17,370	189,125	198,536
RESOURCES EXPENDED					
Direct Charitable Expenditure					
Wages and national insurance		140,447		140,447	142,161
Staff pension		2,750		2,750	2,689
Protective clothing		148		148	558
Insurance		4,636		4,636	4,240
Water, gas and electricity charges		4,676		4,676	7,803
Telephone		2,099		2,099	1,799
Printing, postage and stationery		1,034		1,034	658
Premises costs, repairs and small tools		8,234		8,234	5,141
Motor and travel expenses		4,917	5,370	10,287	7,273
Fundraising expenses		1,335		1,335	898
Professional fees		2,732		2,732	1,645
Depreciation		24,575		24,575	5,821
Sundry expenses		2,655		2,655	1,521
Donations		5,034		5,034	4,480
Volunteer expenses		779		779	772
		206,051	5,370	211,421	187,459

SPENCER CONTACT

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

	Unrestricted funds	Restricted funds	Total 2024	Total 2023
Administration of the Charity				
Accountancy: Independent Examination	1,250		1,250	1,302
Subscriptions	1,050		1,050	893
Software and computer costs	717		717	1,032
	3,017	-	3,017	3,227
LOSS ON REVALUATION			-	89,698
TOTAL RESOURCES EXPENDED	209,068	5,370	214,438	280,384
NET INCOMING RESOURCES FOR THE YEAR	-37,313	12,000	-25,313	-81,848
BALANCES BROUGHT FORWARD 1 APRIL 2023	1,302,291	6,000	1,308,291	1,390,139
BALANCES CARRIED FORWARD 31 MARCH 2024	1,264,978	18,000	1,282,978	1,308,291

SPENCER CONTACT

STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	31.3.2024 Unrestricted funds	Restricted funds	Total	31.3.2023
FIXED ASSETS	3	1,244,452		1,244,452	1,269,027
CURRENT ASSETS					
Prepayments and other debtors		3,801		3,801	4,744
Deposit account Santander		12,655	18,000	30,655	21,527
Current account Co-op		8,168		8,168	17,209
Cash in hand		845		845	411
		25,469	18,000	43,469	43,891
CURRENT LIABILITIES					
PAYE & NI		2,443		2,443	2,260
Other creditors and accruals		2,500		2,500	2,367
		4,943	-	4,943	4,627
NET CURRENT ASSETS		20,526	18,000	38,526	39,264
NET ASSETS		1,264,978	18,000	1,282,978	1,308,291
Represented by:					
UNRESTRICTED FUNDS				1,264,978	1,302,291
RESTRICTED FUNDS	4			18,000	6,000
				1,282,978	1,308,291

I approve the above accounts on behalf of the trustees.

..... P Burditt, Hon. Chairman

Date of meeting: 6/11/24

I confirm that I have made available all the relevant records and information for the preparation of these accounts.

P. Stiles. ..... P Stiles, Hon. Treasurer

SPENCER CONTACT
(Charity No. 1070072)

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

General information and basis of preparation

The nature of the charity's operations and principal activities are shown on pages 2 to 4.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and UK Generally Accepted Practice.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following the 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) issued in October 2019.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

SPENCER CONTACT

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

2 ACCOUNTING POLICIES

General
These accounts have been prepared under the historic cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice on Accounting by Charities. The term "resources" includes funds received and paid during the period adjusted for items which are accrued and prepaid at the period end.

Depreciation
Depreciation is provided at the following rates based on the estimated useful life of these fixed assets and their anticipated residual value:

Property	2% p.a. (straight line basis)
Motor vehicle	25% p.a. (reducing balance basis)
Equipment	20% p.a. (reducing balance basis)

Included within freehold property is freehold land at a historical cost value of £285,000. No depreciation was provided on the value of the land.

Incoming Resources:
Recognition of Incoming Resources
These are included in the Statement of Financial Activities (SoFA) when:
- the charity becomes entitled to The resources
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

Grants and Donations
Grants and donations are only included in the SoFA when the Charity has unconditional entitlement to the resources.

Investment Income
This is included in the accounts when receivable

Expenditure and Liabilities:
Liability Recognition
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources

Revaluation of property
The property was revalued on 5 April 2023 and found to be worth less than the original cost. Further revaluations will be carried out on a regular basis.

SPENCER CONTACT

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

3 FIXED ASSETS

	Land and buildings	Motor vehicles	Equipment	Total
Cost at 1.4.2023	1,250,000	75,423	6,981	1,332,404
Additions				0
Cost at 31.3.2024	1,250,000	75,423	6,981	1,332,404
Depreciation at 1.4.2023	-	59,959	3,418	63,377
Charge for the year	20,000	3,866	709	24,575
Depreciation at 31.3.2024	20,000	63,825	4,127	87,952
Net book value at 31.3.2024	1,230,000	11,598	2,854	1,244,452
Net book value at 31.3.2023	1,250,000	15,464	3,563	1,269,027

The property was revalued in 2023. Without this, the historical cost carrying value would have been £1,293,844 at the year end.

4 RESTRICTED FUNDS

	Balance at 1.4.2023	During the year: Income	Expenditure	Balance at 31.3.2024
Mezzanine floor fund	6,000	10,000		16,000
Land End to John o'Groats expenses		2,000		2,000
Vehicle running costs		5,370	-5,370	-
	6,000	17,370	-5,370	18,000

5 REMUNERATION OF TRUSTEES

None of the trustees or management committee members received any payment for the services they provided during the period.

6 RELATED PARTY TRANSACTIONS

During the year the charity received donations from trustees with a total value of £1,462.

END OF REPORT

Supported By:

West Northamptonshire Council

SPENCER CONTACT

England & Wales - Charity number 1070072

Accounts

ANNUAL REPORT & ACCOUNTS

Spencer Contact

APRIL 2022 – MARCH 2023

Christian Care and Concern for the Community

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

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SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

Welcome

Welcome to Spencer Contact's Annual Report for 2022/23. Thank you for taking an interest and the time to read it through. Since 1999 Spencer Contact has been providing the residents of Northampton with good quality second hand (sometimes new) furniture and household items in order to show Christian care and concern to people in need living in our community. There is a great need in the town of Northampton and we have grown significantly over the years to continue meeting that need. We own a large warehouse on Gladstone Close, have a fully committed team of 7 staff and our objective every day remains the same, to help others, whoever they are, whatever their circumstances, in their time of need.

Imagine waking up early because you have no curtains at the window; you've not slept because you don't have a bed; your body aches from sleeping on the floor; all the clothes you own are kept in a bin bag in the corner of the room; there is no table or chairs to sit at in your house or a sofa to relax into; your children are tired because they've spent the night sharing the only bed in the house with their siblings…and so another day begins. Sadly, this is the reality of many people's lives in Northampton today. They have a roof over their heads but don't have the means to obtain the items of furniture needed to make that house comfortable, more than that, to make that house a home. Circumstances can change suddenly leaving people, who maybe thought they would never need to use the services of Spencer Contact, reaching out for help. That help is often in the form of items which so many take for granted every day, but to be given them in a time of need makes such a positive difference to the lives of those who receive them.

This year we have seen the cost of living continue to rise, making life difficult for many households across the country and in this town. Some have been forced to decide between paying to heat their home or spending the money available to them to feed their family. This increase in financial hardship has impacted on the demand for the service we provide and we have done all that we can to keep up with the need by trying to ensure that deliveries of items are fulfilled as quickly as possible.

Over 24 years the one thing that has remained constant is 'Why we do what we do' and that is to show something of the love of God to individuals in this town. Somebody once said 'we come representing a giving God and therefore we must come giving'. We trust that by doing what we do there will be those who will appreciate that they are not forgotten but are loved and valued, not only by us but by the God we serve.

Enjoy reading through the report. If you would like to know more or tour our premises then please do not hesitate to contact the General Manager, Steve, at steve@spencercontact.com.

Our Mission, Vision and Ethos

MISSION

Our mission is to show Christian love to the community in Northampton by freely providing furniture to any person in need, regardless of the cause of their hardship. This is the core of the charity, upon which all our aims and objectives have been built and it has not changed since its founding. Our vision statement is 'Christian care and concern for the community'.

CONSTITUTION AND OBJECTIVES

The charity exists under a constitution adopted on 4th March 1998 and amended on 7th November 2001.

The stated objectives in the constitution are:

- The relief of poverty by the provision of furniture, other household accessories and/or services calculated to reduce need, hardship or distress.
- The relief of persons with mental health problems requiring treatment, including persons suffering from emotional distress by the provision of assistance.
- The advancement of the Christian religion in England and Wales.

ETHOS

Spencer Contact is characterised by its energetic demonstration of Christian care and concern for those whom we serve outside the organisation in action, word and prayer, and to reflect this Christian care and concern in our relationships with one another.

The motivation for our mission comes from Christ's care, concern and compassion that is evident in the Bible and is therefore rooted in our faith in Christ. This faith produces a distinctive heart attitude of love, as we respond to the love God showed for us, which we seek to express and portray with the following core values:

- That people matter;
- To demonstrate the love of Christ in a practical manner;
- To help bring comfort and relief to the poor;
- To love your neighbour as yourself;
- To make a difference one person at a time.

These values and behaviours are intrinsically linked to our success and fulfilment of our mission. Therefore, the attitude and motivation of our staff and voluntary workers and the way our mission is achieved are as important as the mission itself.

"A new commandment I give unto you, That you love one another, as I have loved you, that you also love one another." *John 13:34*

Jesus replied, "'Love the Lord your God with all your heart and with all your soul and with all your mind.' This is the first and greatest commandment. And the second is like unto it: 'Love your neighbour as yourself.' On these two commandments hang all the law and the prophets."
Matthew 22:37-40

As this attitude and motivation come only from a relationship with Christ, it becomes a genuine occupational requirement that most of the positions within Spencer Contact to be filled by committed Christians. Roles that have significant leadership, or that are central to fulfilling our aims and purposes, or developing and maintaining our Christian ethos, will always be held by committed Christians. It is also essential that these attitudes and behaviours continue, and so we expect our staff to act in good faith and with loyalty to that relational ethos and to evangelical Christian standards of behaviour.

Notwithstanding this, the organisation is committed to diversity amongst its staff and volunteers and will not discriminate on any other grounds that are unrelated to our ethos. We believe that defining our occupational requirements does not restrict, but actually enhances, our commitment to diversity.

Public Benefit

Spencer Contact carries out a range of activities in following its charitable aims. The trustees believe that the activities summarised below provide benefit to the people of the town of Northampton and outlying villages.

PROVISION OF FURNITURE TO PEOPLE IN NEED

Spencer Contact provides good quality furniture and household items to those in need in Northampton and the surrounding villages. Those who use our service are often going through periods of crisis and are made aware of our service by housing associations, local homeless charities, women's refuges and Social Services. We are usually the last link in the chain to those moving into a new property; helping to furnish their new homes. We seek to meet the needs of anyone who requires our service, and this is on a strictly non-prejudicial, first-come, first-served basis.

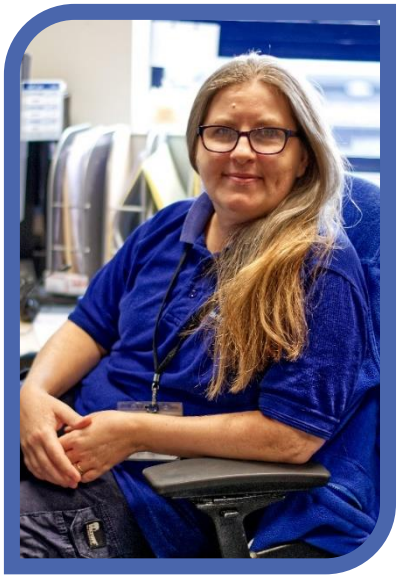
All the furniture we provide is generously donated to us by members of the public and occasionally from local companies. It is then checked, cleaned and restored as necessary so that it is delivered in excellent condition. This is important as we want the items to last. It also shows those we help that they are valued and not just receiving cast offs from other people. It is wonderful to see the difference to our customers a few basic items makes; items which most people take for granted. We do not sell the furniture we provide but do charge a small delivery fee, which covers approximately 10% of our annual running costs.

Demand for the items we provide remained high during 2022/23 and we were able to meet 61% of requests for help we received. This figure was on par with the previous year. Bedroom furniture is always in most demand and the one item that we struggle to collect enough of is good quality mattresses (as we only collect ones that are not stained) to meet the needs of the people requesting our assistance. However, we often have a surplus of items such as wall units, sideboards, dining tables and large sofas. This is due to these not being priority items for our customers and they are often too big for the smaller flats and homes to which we deliver. When we have too many of these in stock, we have to turn down offers of these items, allowing us time to collect the items in higher demand.

PRAYER

During the course of our work, we receive requests for prayer. These requests are upheld at our morning devotions at the beginning of each day and our weekly prayer meeting, which is open to all members of staff, trustees, voluntary workers and supporters. We use this time to take all our work in prayer to the Almighty God who holds everything in His hands.

VOLUNTARY WORK



The work of the charity creates many opportunities for voluntary work; helping with our delivery and collection team, repairing and restoring furniture, fundraising, cleaning, sorting and administration work. Our volunteers come from a variety of backgrounds; from those who are seeking work experience, to those who have learning difficulties, to the retired who are seeking to use their free time for good. We also have a team of regular volunteers who help us run the stalls at our sales, which are held twice a year. Voluntary opportunities are open to everyone and anyone interested is encouraged to apply.

ENVIRONMENT

Our work as a furniture reuse charity has great environmental benefits. Furniture, which often otherwise would be sent to landfill, is donated to us to be reused elsewhere. We usually aim to redistribute approximately 100 tonnes of furniture per year through our main work of helping those in need. Items which we do not supply to people in this way, we sell to raise extra money for our work, which again extends the life of the items. We have a small workshop where we are able to carry out repairs to many of the broken or tired items we collect. We also recycle items and earn extra income by selling scrap metal, textiles and books over the course of this year. All other waste items are sorted before being disposed of, allowing us to send wood, glass, crockery and waste electrical items for recycling. In our work, we are sometimes offered various white goods. If we are collecting other furniture, we pick them up, PAT test them and sell them at price which is affordable to those in need. This again helps the environment by preventing items going to landfill, but it also serves as some extra income to help towards the operational costs of the charity. Thanks must go to West Northamptonshire Council who provide us, as a registered charity, a permit to use their waste transfer sites free of charge to recycle and dispose of items we cannot reuse.

COLLABORATION

We aim to assist other charitable organisations who work within our local community for our mutual benefit. We have provided storage space within our warehouse for Good News for Everyone and Northamptonshire Association for the Blind for some years. We have Voluntary Impact Northampton (VIN) storing their buses in our car park, Northampton Community Sheds (“NCS”) and World Mandate Ministries operating from our premises.

Board of Trustees, Staff Members & Volunteers

GOVERNANCE

The charity is managed on a day-to-day basis by a full-time, paid General Manager and is overseen by an executive committee of trustees. There are currently eight trustees, with three trustees holding the honorary offices of Chairman, Secretary and Treasurer. None of the trustees receive any pay for the work that they carry out. Members of the committee are elected at the Annual General Meeting, and each member serves a maximum of three years before they need to seek re-election. Trustees are elected from the membership of the charity, which is open to everyone.

BOARD OF TRUSTEES

Honorary Chairman	Pete Burditt
Honorary Secretary	Richard Barrett
Honorary Treasurer	Phil Stiles
Trustee	Sam Baxter
Trustee	Steve Pollock
Trustee	Eric Lightfoot
Trustee	Sonja Lightfoot
Trustee	John Phillips

STAFF MEMBERS

General Manager	Steve Scarsbrook
Administrator (Part Time)	Esther Scarsbrook
Administrator (Part Time)	Sharon Smith
Administrator	Ruth Magombo
Warehouse/Delivery Person	Kim Bon Cheong
Warehouse/Delivery Person	Martin Nelson
Warehouse	Gary McDonnell

There are no 'higher paid' employees and none of the Trustees claimed any expenses during the year.

REGULAR VOLUNTEERS

Grace Boulter	Edwina Cutler	Heather Burditt
John Green	Pete Burditt	Eric Lightfoot
Sonja Lightfoot	Marion Green	Phil Stiles
David Kinuthia	Crawford Lindsay	Tiffany Carter
John Phillips	Stewart Townsend	Kathryn Sandall

OTHER VOLUNTEERS

Brenda Barton	Richard Barrett	Sam Baxter	Rosie Smith
Sue Burditt	Richard Smith	Sin Wei Lau	Deb Hackett
Judith Burditt	James Scarsbrook	Nathan Scarsbrook	Martin Page
Lydia Hearsum	Ruth Burditt	Faith Smith	Grace Smith
Steve Hackett	Northampton Community Sheds		

Chairman's Report

Writing this report gives me an opportunity to look back and be reminded of the challenges faced and progress made over this year. We moved from dealing with the aftermath of Covid and its consequences to a position where we were focusing attention on current improvements and future planning.

However, as this financial year started the world was adjusting to the effects of the Russian invasion of Ukraine five weeks earlier. It was becoming apparent that there would be a significant increase in inflation and an impact on the cost of living generally. We saw how this affected users of the service we offer, potential donors who may have held back on planned upgrades to conserve funds as well as our own staff. This meant more challenges to face, though different from those in recent years.

I'm appreciative of the cumulative breadth of experience that the trustees bring to their roles. Our treasurer was faced with the decision to move to a different supplier of financial software. The transition was managed, with the help of advisers when required, and the trustees see the new arrangement as an improvement. We were concerned about the need to upgrade our IT systems and good progress was made with the advice from a trustee. Other trustees have been with the Charity for some years and we benefit from that sense of connection. It is helpful to be outward looking and trustees' experience of the Charity sector is also valued.

We took the decision to set aside a regular monthly amount as a fund to support things like an IT upgrade and we've also started the ball rolling on a major project to improve storage capacity but this is at an early stage.

We have been aware for some time that we are not as well known in the town as we would like and have been trying to raise our profile. This would help in getting more donations of furniture from individuals and businesses in the town. Consequently we were delighted and honoured that the year concluded with the news that the new Mayor of Northampton would be choosing us as his Charity to support in 2023-24, his year of office.

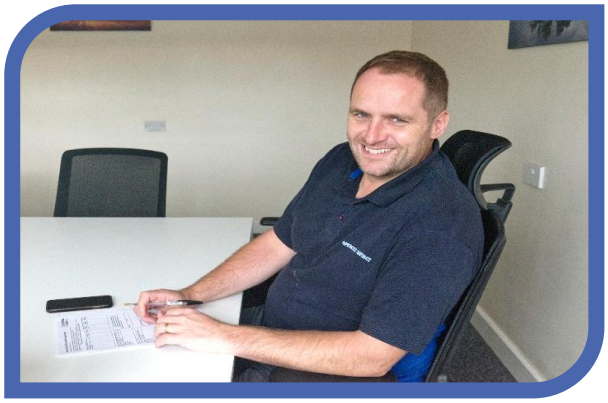
This report has focused more on Governance but once again, as in past years, I want to recognise the way that the staff have pulled together, give credit to the Volunteers without whose help we would find our efforts restricted and show appreciation to all who have supported our work financially. We do not take these things for granted.

Finally, we trust that our Christian ethos has been to the fore throughout. We seek to be professional in our responsibilities yet are unashamedly reliant on the faithfulness of our unfailing God in every aspect of our work.

Pete Burditt
(Chair)

General Manager's Report

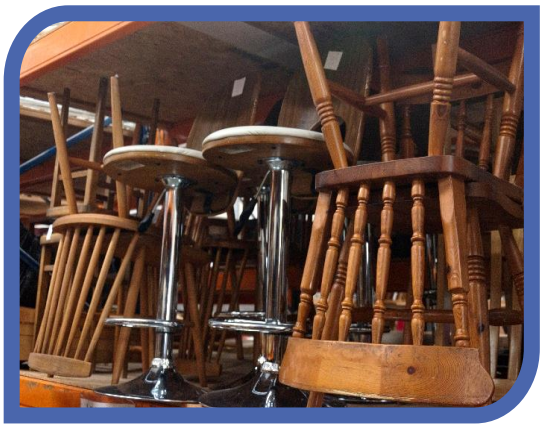
The statement "after a storm comes calm" would probably best describe the work of Spencer Contact in 2022/23 following the pandemic and its aftermath. A year of getting back to 'what we do' in helping people each day was most welcomed. Although sadly, this statement would not describe the lives of many that we came into contact with this year who were very much in the midst of 'the storm', whether fleeing war torn countries to find safety and refuge from violence; battling against addiction; reeling from the hurt of broken relationships; struggling to 'make ends meet' and not able to afford the basic necessities of life. Once again we looked to do what we could in giving essential furniture and household items in order to bring some comfort and stability into their lives. My heart and prayers continue to go out to those who we meet that are currently enduring the 'storms of life'. I'm thankful to God that He has daily provided for the needs of Spencer Contact over this year which has enabled us to reach out and help those who found themselves in need.



One of the challenges we have all had to face this year is the rise in the cost of living. This has meant that families with low incomes are struggling to afford the basic essentials, which has in turn increased the demand for the service that we provide. It also has an effect on the financial donations that come in to support the work in that there is not the same amount of money available as previous years and money that is kindly donated doesn't go as far as previously because the costs of running Spencer Contact have significantly increased. Thank you once again to all the trustees of funds, companies, individuals, churches, associations, government departments, schools and others that have supported us financially this year and to the many who have faithfully done so for years. We own the warehouse, offices and vans which means we are not having to fund rental or mortgage payments each month. I regularly look to God that the money provided to Spencer Contact will be used in a correct and wise manner and will be of maximum benefit to others. The increased need in the town and demand on our service causes me to continually re-assess our working practices and make the necessary adjustments to ensure that we can deal with it as well as possible.

Northampton, like many other towns in England, has areas of evident wealth and then within just a few miles areas of relative poverty and within the course of a day working on our vans both types of home can be visited. It constantly reconfirms to me the need there is for Spencer Contact to help in redistributing items of necessary furniture that one customer has finished with to the customer who is in desperate need. A further benefit of this is that items which would otherwise have been thrown away, after a clean and maybe minor repair, can be used again for many years therefore keeping them from landfill.

Sadly, I still occasionally come across those who hold the view that people who find themselves in need and who we look to help have got themselves into that situation by their own fault. Spencer Contact has taught me to have more compassion toward others, to show more love and not to judge. People's circumstances can change very suddenly and unexpectedly; a loss of stable employment, ill health (physical or mental), the breakdown of a relationship, or the loss of a loved one that others were dependent upon, are just some of the circumstances which leave people unable to cope and in need of some help. Once again it has been a privilege to be involved in this work for another year. To be able to reach out to people in this community, not to judge them, but just to do what we can to help them with the provision of furniture and necessary household items and in doing so to show something of the love of God to them in a practical and meaningful way.



It is important that I take time to show recognition to those that make this work possible and tirelessly support it. For those that give of their finances to fund the work; those that donate furniture and household items that might then be used to help others; those that give of their time to assist with the work, on a weekly basis, cleaning furniture and household items that have been donated, testing the safety of electrical items, sorting through items that have been collected or dropped in at our warehouse, collating ancillary packs to go out to customers, or assisting with the running of our sale events; those that oversee the running of the charity and give their wisdom and guidance in important decisions that need to be made. Thank you to every single one of you.

Thank you in particular to the team that work at Spencer Contact who daily go above and beyond in helping others. I can't fault them for their effort and commitment. Each of us understands the importance of the fact that the furniture and items being given away to people in the town should be of a high standard. Whilst the furniture is second hand, the staff all try and ensure that they have done all that can be done to repair and clean items before they are ready to be reused or sold in our sales. Please continue to pray for the seven staff, for harmony between each other, for health, strength and that their skills and abilities will be used for the positive good of others.

On the wall in the dining room at home the words are written '**even the winds and the sea obey him!**' The disciples and the Lord Jesus were on a boat and a storm arose. The disciples feared for their lives but Jesus was asleep. They woke him and questioned whether he cared that they were going to perish. He stood up, rebuked the winds and the sea and there was a great calm. Those on the boat were amazed that the winds and sea obeyed his voice. I began by mentioning the storms in life that many are passing through. It is an honour to serve, represent and tell others of the only one that has the power to calm any storm.

Steve Scarsbrook (General Manager)

Key Statistics 2022/23

Collections
730
(27,835)
On average, it took two collections to bring in enough furniture for one delivery

Items Collected
3,470
(96,452)

Items Redistributed
2,141
(86,572)

Our Deliveries:
Only 6% were moving into a new home
66% tenants in social housing

Deliveries
371
(11,227)
We could only meet 61% of the requests we received for help this year

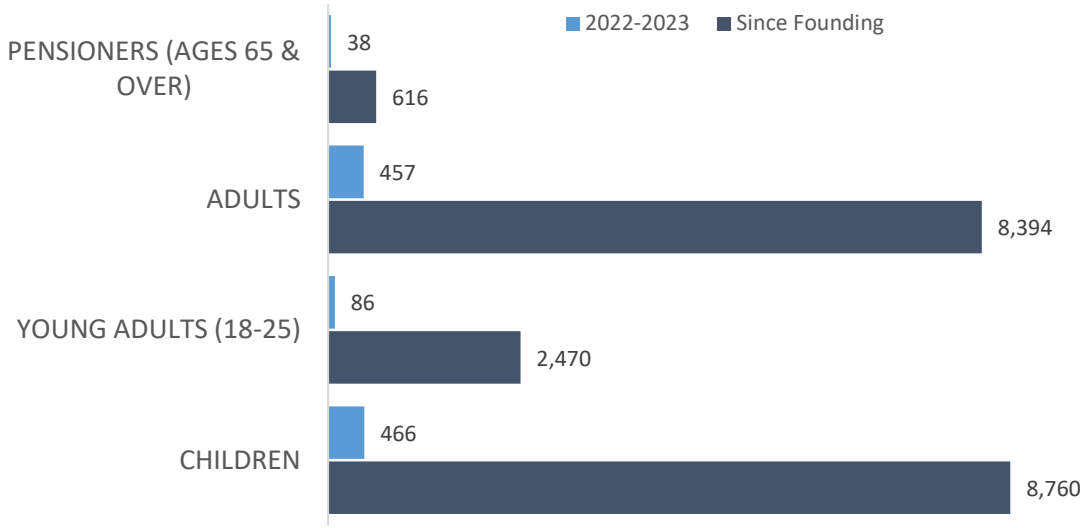
Average collection response time
15 days

Average delivery response time
52 days

Figures in brackets show the total since we began operations in January 1999.

WHO WE HELPED

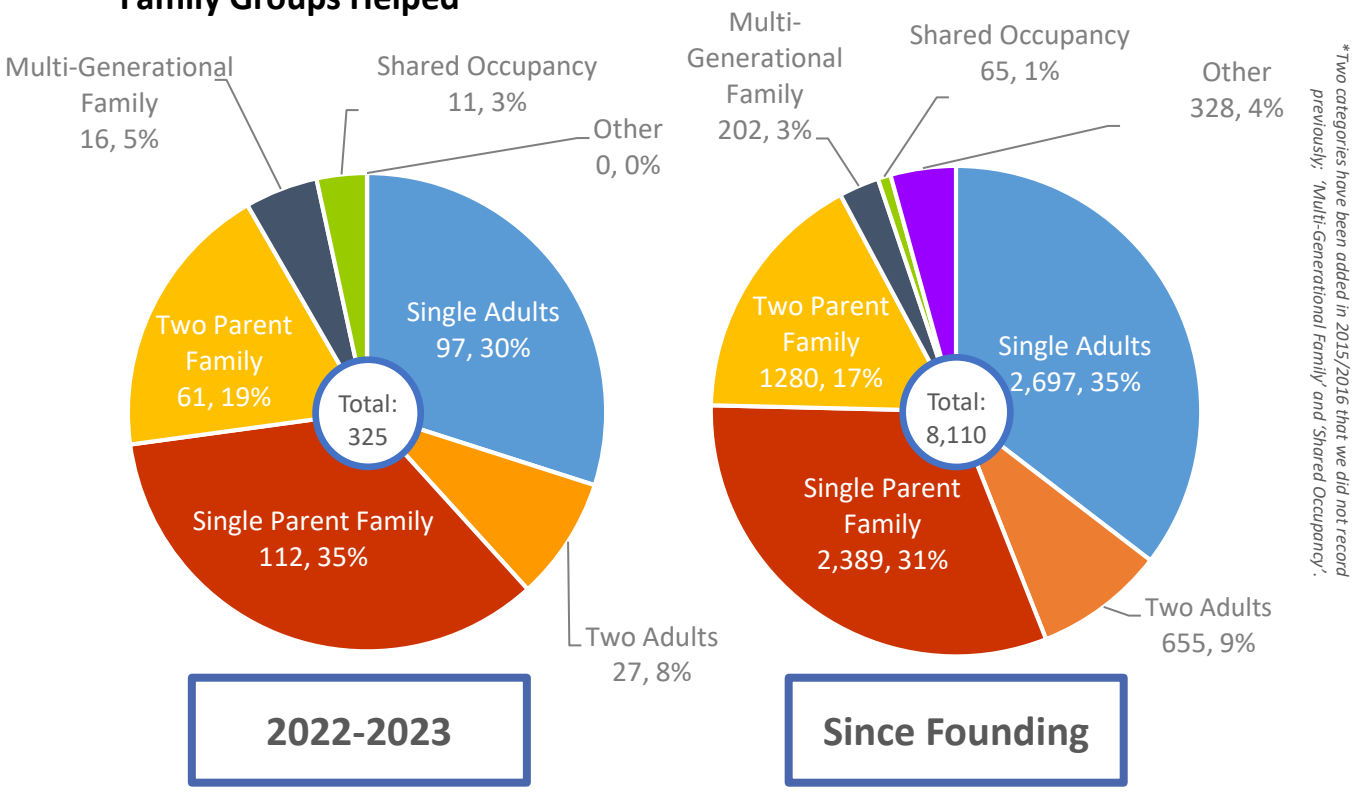
Individuals Helped



Total for financial year 2022-2023: **1,047**

Total since founding: **20,240**

Family Groups Helped*



*Two categories have been added in 2015/2016 that we did not record previously: 'Multi-Generational Family' and 'Shared Occupancy'.

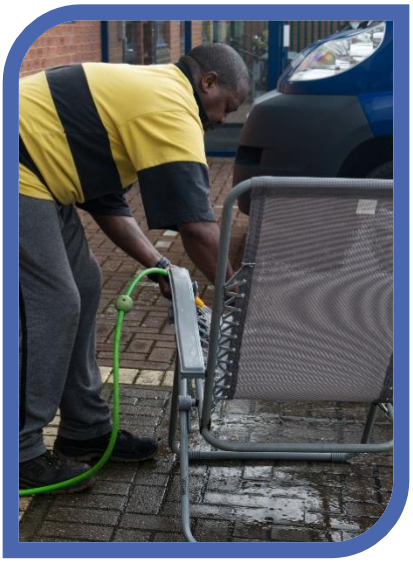
CUSTOMER SATISFACTION SURVEY RESULTS

From our 2022/23 customer satisfaction survey, we found that:

- 100% of those helped were satisfied, happy or very happy with the furniture they received.
- 40% of those helped would have had some sort of difficulty in moving in to their property without the furniture we provided.
- 95% rated the speed of our delivery service as excellent or good.
- 70% of clients thought our delivery charges to be cheap or very cheap, with nobody receiving a delivery considering the charges to be expensive.
- 78% of clients indicated that they would not have been able to get the furniture delivered without Spencer Contact.

COMMENTS

The following comments come from customers writing on the survey about the difference our service had made to their lives:



"This service is invaluable to people like me and I appreciate this very much."

"Good personnel, your delivery team is excellent. They brought a smile to the house."

"Brilliant – made my flat into a home!"

"Thank you, wouldn't know where to turn."

Acknowledgements

We express our grateful thanks to those charitable trusts and organisations that have made a financial or material contribution to the work of Spencer Contact, including the following:

Alfred Haines Charitable Trust	West Northamptonshire Council
Matthews Wrightson Charity Trust	The P & F W Family Charitable Trust
Hunsbury Park School	Davidge Usher Trust CIO
The Bishop Radford Trust	Eric Stanton Northampton Trust
The Maud Elkington Charitable Trust	The 29th May 1961 Charitable Trust
The Hearth Foundation	The Pettit Charity
The Eric Stanton (Northampton) Trust	The Wyvill Charitable Trust
The Northampton Municipal Church Charity	Lowther Charitable Settlement
The Souter Charitable Trust	Persula Foundation
The Fulmer Charitable Trust	Viscountess Blakenham's Charitable Trust
The Thomas and Rosemary Greenhalgh Charitable Trust	Gay and Peter Hartley's Hillards Charitable Trust
Steyn Charitable Trust	The Archer Trust
David Laing Foundation	May Hearnshaw Charitable Trust
Garfield Weston Foundation	The Beatrice Laing Trust
The Dorcas Trust	Kingsthorpe Manor And Town Charity
The Benham Charitable Settlement	The Constance Travis Charitable Trust
Sir Derek Greenaway Foundation	Reynard Way Church
Good News For Everyone	East Hunsbury Townswomen's Guild

We also give our heartfelt thanks to those supporters, both organisations and individuals, that are not listed here.

Fundraising

Spencer Contact, as with every other charity in the UK, faces the continuous challenge of raising money in order to fund the work that we look to do. For many years, because of the kindness of those that give financially towards this work, we have been able to keep our delivery charges at a relatively low level. The customer pays between £35 and £65 for their delivery of furniture and this is calculated on the number of items that are being delivered. If we are furnishing an entire home then the most a customer would be expected to pay is £65. We found that where a financial sacrifice is made by the customer (even if relatively small) they tend to value more the items that they receive. The delivery charges taken each year cover less than 10% of our overall operational costs.

The warehouse, offices and vans are all owned outright by Spencer Contact which means that we do not have to make mortgage or rental payments each month. We had 6 purpose built offices, together with a staff room and toilets built upstairs to allow us to make good use of what was before 'wasted space' and these are rented out primarily to another charity and an office furniture business. We have a boardroom which comfortably seats 12 and is available by buisnesses to hire (please see the photo). We also rent parts of our car park for another charity to store their community busses. All the monies raised from this goes towards funding the work of Spencer Contact.

We are thankful to God for those that give of their finances to help fund this work; trustees of funds, churches, individuals and parents of school children. Without all of their support we would not be able to continue helping the residents of Northampton who find themselves in times of need.

Our fundraising initiative 'Sleep on the Floor so others don't have to' where we invite primary school age children to raise sponsorship from family and friends by giving up their own bed for one night and sleeping on their floor has a growing interest amongst primary schools in Northampton. The money raised through this event enables us to continue providing beds and household furniture to those in the town who do not have these basic items.

We are also approaching secondary schools asking them to participate in 'non-uniform days' or 'wearing blue for Spencer Contact' events in order to raise awareness and funds.

We have a number of events planned to celebrate our 25th year of operating in 2024.

SALES

We held two main sales during 2022/23 in May and November. We cleared a large section of our warehouse, erected two tents outside in the car park and sold 'non-essential household items'. Prices are kept low to ensure that nobody in the town feels excluded from being able to purchase items. We ensure that any items we sell are of good quality, complete and clean (the same standard is expected for sale items as the items we give away to those in need). We also sell items throughout the year on Facebook Marketplace in order to bring in additional funds to fund the work of Spencer Contact and to manage the available space in the warehouse.

After having to cancel all sales through the pandemic we were pleased to see many people coming back to purchase items.

We plan to hold futher sales in May and November 2023. Your support at these events would be greatly appreciated.

We do what we can to raise our own funds to support the work that we do and are developing our fundraising strategies to try and become more self-sufficient and less reliant on income from external sources like Trust Funds. We are pleased to see that currently there is almost a 50:50 split between income generated by our own fundraising and income kindly donated from external funders. Thank you once again to all those who have and continue to financially support this work and in doing so make a positive difference to the lives of those in need in Northampton.

Treasurer's Report for Year Ending 31st March 2023

The increase in the cost of consumer goods, underpinned by a strong demand from consumers and supply chain bottlenecks, were the main reasons why inflation remained high. The price of energy also had an effect on inflation.

Growth in the British economy was also slow.

INCOME RESOURCES

Looking at the details on page 2 of the accounts under "Income Resources", you will see that the income generated in all of the income streams has increased compared to the previous finanical year. These figuers reflect the income received from the majority of our own fundraising activities.

RESOURCES EXPENDED

Our overall expenditure has decreased compared to the previous financial year, although in some expenditure categories our costs have risen due to the increase in costs.

On page 4 under "Current Assets" you will see our financial position at the end of this financial year.

SUMMARY

These accounts show that we have been able to maintain our day-to-day operations. We continue to praise and thank our Lord for His continued provision and guidance in all that we seek to do for Him through Spencer Contact

We will continue to make every effort to budget prudently in order to maintain a viable trading position for the future.

Phil Stiles

(Treasurer)

SPENCER CONTACT
Registered Charity No: 1070072

ACCOUNTS

for the year ended

31 MARCH 2023

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SPENCER CONTACT

We report on the accounts of the Charity for the period ended 31 March 2023 which are set out on pages 2 to 7.

Respective responsibilities of trustees and examiner

As the Charity's trustees you are responsible for the preparation of the accounts; you consider that the audit requirement of section 144(2) of the Charities Act 2011 (the Act) does not apply and that an independent examination is needed.

It is our responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under section 145(5)(b) of the Act, whether particular matters have come to our attention and to examine the accounts under Section 145 of the 2011 Act.

Basis of independent examiner's report

Our examination was carried out in accordance with the general Directions given by the Charities Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts. Our report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with our examination, no matter has come to our attention:

(1) which gives us reasonable cause to believe that in any material respect the following requirements have not been met –

a) to keep accounting records in accordance with section 130 of the Act; and

b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act; or

(2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

The Ollis Partnership Limited

The Ollis Partnership Limited
Nelson House, 2 Hamilton Terrace, Leamington Spa, Warwickshire. CV32 4LY

Date 25th September 2023.

SPENCER CONTACT

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted funds	Restricted funds	Total 2023	Total 2022
INCOMING RESOURCES	2				
Unrestricted donations		87,527		87,527	79,068
Restricted donations			6,000	6,000	-
Local government grants		15,000		15,000	2,730
Inland Revenue refunds		1,051		1,051	642
Fundraising events				-	197
Sale of goods		41,967		41,967	33,403
Delivery charges		12,959		12,959	12,742
Rental and storage income		33,788		33,788	27,655
Commission		97		97	29
Interest		147		147	-
		192,536	6,000	198,536	156,466
RESOURCES EXPENDED					
Direct Charitable Expenditure					
Wages and national insurance		142,161		142,161	128,649
Staff pension		2,689		2,689	2,403
Training		-		-	390
Protective clothing		558		558	364
Insurance		4,240		4,240	4,321
Water, gas and electricity charges		7,803		7,803	7,870
Telephone		1,799		1,799	2,032
Printing, postage and stationery		658		658	836
Premises costs, repairs and small tools		5,141		5,141	5,099
Motor and travel expenses		7,273		7,273	8,347
Fundraising expenses		898		898	2,065
Professional fees		1,645		1,645	192
Depreciation		5,821		5,821	30,391
(Profit)/loss on disposal of assets		-		-	128
Sundry expenses		1,521		1,521	833
Donations		4,480		4,480	1,750
Matress and other stock purchases		-		-	487
Volunteer expenses		772		772	791
		187,459	-	187,459	196,948

SPENCER CONTACT

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

	Unrestricted funds	Restricted funds	Total 2023	Total 2022
Administration of the Charity				
Accountancy: Independent Examination	1,302		1,302	944
Subscriptions	893		893	1,585
Software and computer costs	1,032		1,032	486
	3,227	-	3,227	3,015
LOSS ON REVALUATION	89,698		89,698	-
TOTAL RESOURCES EXPENDED	280,384	-	280,384	199,963
NET INCOMING RESOURCES FOR THE YEAR	-87,848	6,000	-81,848	-43,497
BALANCES BROUGHT FORWARD 1 APRIL 2022	1,390,139	-	1,390,139	1,433,636
BALANCES CARRIED FORWARD 31 MARCH 2023	1,302,291	6,000	1,308,291	1,390,139

SPENCER CONTACT

STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	31.3.2023 Unrestricted funds	Restricted funds	Total	31.3.2022
FIXED ASSETS	3	1,269,027		1,269,027	1,362,679
CURRENT ASSETS					
Prepayments and other debtors		4,744		4,744	3,831
Deposit account Santander		15,527	6,000	21,527	8,260
Current account Co-op		17,209		17,209	19,576
Cash in hand		411		411	23
		37,891	6,000	43,891	31,690
CURRENT LIABILITIES					
PAYE & NI		2,260		2,260	2,112
Other creditors and accruals		2,367		2,367	2,118
		4,627	-	4,627	4,230
NET CURRENT ASSETS		33,264	6,000	39,264	27,460
NET ASSETS		1,302,291	6,000	1,308,291	1,390,139
Represented by:					
UNRESTRICTED FUNDS				1,302,291	1,390,139
RESTRICTED FUNDS	4			6,000	-
				1,308,291	1,390,139

I approve the above accounts on behalf of the trustees.

..... P Burditt, Hon. Chairman

Date of meeting: 25/7/23

I confirm that I have made available all the relevant records and information for the preparation of these accounts.

P. Stiles ..... P Stiles, Hon. Treasurer

SPENCER CONTACT
(Charity No. 1070072)

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2023

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

General information and basis of preparation

The nature of the charity's operations and principal activities are shown on pages 2 to 5.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and UK Generally Accepted Practice.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following the 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) issued in October 2019.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

SPENCER CONTACT

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2023

2 ACCOUNTING POLICIES

General
These accounts have been prepared under the historic cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice on Accounting by Charities. The term "resources" includes funds received and paid during the period adjusted for items which are accrued and prepaid at the period end.

Depreciation
Depreciation is provided at the following rates based on the estimated useful life of these fixed assets and their anticipated residual value:

Property	2% p.a. (straight line basis)
Motor vehicle	25% p.a. (reducing balance basis)
Equipment	20% p.a. (reducing balance basis)

Included within freehold property is freehold land at a historical cost value of £285,000. No depreciation was provided on the value of the land.

Incoming Resources:
Recognition of Incoming Resources
These are included in the Statement of Financial Activities (SoFA) when:
- the charity becomes entitled to The resources
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

Grants and Donations
Grants and donations are only included in the SoFA when the Charity has unconditional entitlement to the resources.

Investment Income
This is included in the accounts when receivable

Expenditure and Liabilities:
Liability Recognition
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources

Revaluation of property
The property was revalued on 5 April 2023 and found to be worth less than the original cost. As a result the value has been written down to reflect this. It will be depreciated from the revised value from next year. Further revaluations will be carried out on a regular basis.

SPENCER CONTACT

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2023

3 FIXED ASSETS

	Land and buildings	Motor vehicles	Equipment	Total
Cost at 1.4.2022	1,431,361	75,423	5,114	1,511,898
Revaluation	-181,361			-181,361
Additions			1,867	1,867
Cost at 31.3.2023	1,250,000	75,423	6,981	1,332,404
Depreciation at 1.4.2022	91,663	54,804	2,752	149,219
Revaluation	-91,663			-91,663
Charge for the year		5,155	666	5,821
Depreciation at 31.3.2023	-	59,959	3,418	63,377
Net book value at 31.3.2023	1,250,000	15,464	3,563	1,269,027
Net book value at 31.3.2022	1,339,698	20,619	2,362	1,362,679

4 RESTRICTED FUNDS

	Balance at 1.4.2022	During the year: Income	Expenditure	Balance at 31.3.2023
Mezzanine floor fund	0	6,000	0	6,000
	0	6,000	0	6,000

5 REMUNERATION OF TRUSTEES

None of the trustees or management committee members received any payment for the services they provided during the period.

6 RELATED PARTY TRANSACTIONS

During the year the charity received donations from trustees with a total value of £7,280.

END OF REPORT

Supported By:

West Northamptonshire Council

SPENCER CONTACT

England & Wales - Charity number 1070072

Accounts

ANNUAL REPORT & ACCOUNTS

Spencer Contact

APRIL 2021 – MARCH 2022

Christian Care and Concern for the Community

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

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SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

Welcome

Thank you for taking the time to read Spencer Contact's Annual Report for 2021/22. Since 1999 Spencer Contact has been providing the residents of Northampton with good quality second hand (sometimes new) furniture and household items in order to show Christian care and concern to people in need living in our community. There is a great need in the town of Northampton and we have grown significantly over the years to continue meeting that need. We own a large warehouse on Gladstone Close, have a fully committed team of 7 staff and our objective every day remains the same, to help others, whoever they are, whatever their circumstances, in their time of need.

Imagine living in a house with your family and whilst you are thankful for the roof over your heads you don't have the means to obtain the items of furniture you need to make that house comfortable, more than that, to make that house a home. For many, thankfully, this will never become a reality, but for some, even in this last year, circumstances have changed suddenly and they have found themselves reaching out for help. That help may be in the form of chairs and a table to sit at, beds to sleep in, wardrobes and drawers to store belongings, items which so many take for granted everyday but to be given them in a time of need makes such a positive difference to the lives of those who receive them.

Following the difficulties that the pandemic presented, this year has been one of striving to return to 'normality'. For some, the terrible effects of the pandemic will remain with them for all time, for others the 'after effects' like loss of employment, financial hardship, relationship breakdowns came soon after the virus had receded. This impacted on the demand for the service we provide and we have done all that we can to keep up with the need by trying to ensure that deliveries of items are fulfilled as quickly as possible.

Why do we do it? To show something of the love of God to individuals in this town. Somebody once said 'we come representing a giving God and therefore we must come giving'. We trust that by doing what we do there will be those who will appreciate that they are not forgotten but are loved and valued, not only by us but by the God we serve.

Enjoy reading through the report. We trust you will find it both interesting and informative and that it will give you a sense of the desire that the staff, trustees and volunteers have to make a difference for good in the lives of people living in this town. If you would like to know more or tour our premises then please do not hesitate to contact the General Manager, Steve, at steve@spencercontact.com.

Our Mission, Vision and Ethos

MISSION

Our mission is to show Christian love to the community in Northampton by freely providing furniture to any person in need, regardless of the cause of their hardship. This is the core of the charity, upon which all our aims and objectives have been built and it has not changed since its founding. Our vision statement is 'Christian care and concern for the community'.

CONSTITUTION AND OBJECTIVES

The charity exists under a constitution adopted on 4th March 1998 and amended on 7th November 2001.

The stated objectives in the constitution are:

- The relief of poverty by the provision of furniture, other household accessories and/or services calculated to reduce need, hardship or distress.
- The relief of persons with mental health problems requiring treatment, including persons suffering from emotional distress by the provision of assistance.
- The advancement of the Christian religion in England and Wales.

ETHOS

Spencer Contact is characterised by its energetic demonstration of Christian care and concern for those whom we serve outside the organisation in action, word and prayer, and to reflect this Christian care and concern in our relationships with one another.

The motivation for our mission comes from Christ's care, concern and compassion that is evident in the Bible and is therefore rooted in our faith in Christ. This faith produces a distinctive heart attitude of love, as we respond to the love God showed for us, which we seek to express and portray with the following core values:

- That people matter;
- To demonstrate the love of Christ in a practical manner;
- To help bring comfort and relief to the poor;
- To love your neighbour as yourself;
- To make a difference one person at a time.

These values and behaviours are intrinsically linked to our success and fulfilment of our mission. Therefore, the attitude and motivation of our staff and voluntary workers and the way our mission is achieved are as important as the mission itself.

"A new commandment I give unto you, That you love one another, as I have loved you, that you also love one another."
John 13:34

Jesus replied, "'Love the Lord your God with all your heart and with all your soul and with all your mind.' This is the first and greatest commandment. And the second is like unto it: 'Love your neighbour as yourself.' On these two commandments hang all the law and the prophets."
Matthew 22:37-40

As this attitude and motivation come only from a relationship with Christ, it becomes a genuine occupational requirement that most of the positions within Spencer Contact to be filled by committed Christians. Roles that have significant leadership, or that are central to fulfilling our aims and purposes, or developing and maintaining our Christian ethos, will always be held by committed Christians. It is also essential that these attitudes and behaviours continue, and so we expect our staff to act in good faith and with loyalty to that relational ethos and to evangelical Christian standards of behaviour.

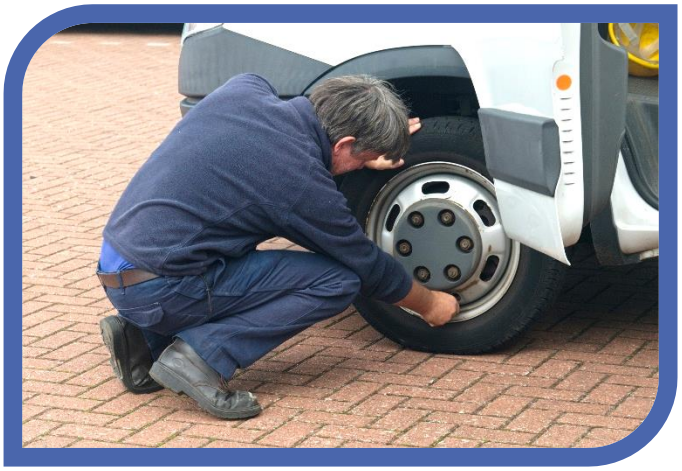
Notwithstanding this, the organisation is committed to diversity amongst its staff and volunteers and will not discriminate on any other grounds that are unrelated to our ethos. We believe that defining our occupational requirements does not restrict, but actually enhances, our commitment to diversity.

Public Benefit

Spencer Contact carries out a range of activities in following its charitable aims. The trustees believe that the activities summarised below provide benefit to the people of the town of Northampton and outlying villages.

PROVISION OF FURNITURE TO PEOPLE IN NEED

Spencer Contact provides good quality furniture and household items to those in need in Northampton and the surrounding villages. Those who use our service are often going through periods of crisis and are made aware of our service by housing associations, local homeless charities, women's refuges and Social Services. We are usually the last link in the chain to those moving into a new property; helping to furnish their new homes. We seek to meet the needs of anyone who requires our service, and this is on a strictly non-prejudicial, first-come, first-served basis.



All the furniture we provide is generously donated to us by members of the public and occasionally from local companies. It is then checked, cleaned and restored as necessary so that it is delivered in excellent condition. This is important as we want the items to last. It also shows those we help that they are valued and not just receiving cast offs from other people. It is wonderful to see the difference to our customers a few basic items makes; items which most people take for granted. We do not sell the furniture we provide but do charge a small delivery fee, which covers approximately 10% of our annual running costs.

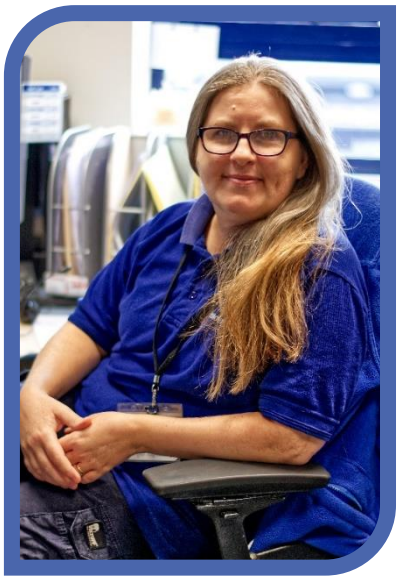
Demand for the items we provide remained high during 2021/22 and we were able to meet 68% of requests for help we received. This figure was on par with the previous year. The number of deliveries and collections significantly increased as 'normality' returned following the pandemic. Bedroom furniture is always in most demand and the one item that we struggle to collect enough of is good quality mattresses (as we only collect ones that are not stained) to meet the needs of the people requesting our assistance. However, we often have a surplus of items such as wall units, sideboards, dining tables and large sofas. This is due to these not being priority items for our customers and they are often too big for the smaller flats and homes to which we deliver. When we have too many of these in stock, we have to turn down offers of these items, allowing us time to collect the items in higher demand.

PRAYER

During the course of our work, we receive requests for prayer. These requests are upheld at our morning devotions at the beginning of each day and our weekly prayer meeting, which

is open to all members of staff, trustees, voluntary workers and supporters. We use this time to take all our work in prayer to the Almighty God who holds everything in His hands.

VOLUNTARY WORK



The work of the charity creates many opportunities for voluntary work; helping with our delivery and collection team, repairing and restoring furniture, fundraising, cleaning, sorting and administration work. Our volunteers come from a variety of backgrounds; from those who are seeking work experience, to those who have learning difficulties, to the retired who are seeking to use their free time for good. We also have a team of regular volunteers who help us run the stalls at our sales, which are usually held three times a year, although this year all sales had to be cancelled. Voluntary opportunities are open to everyone and anyone interested is encouraged to apply.

ENVIRONMENT

Our work as a furniture reuse charity has great environmental benefits. Furniture, which often otherwise would be sent to landfill, is donated to us to be reused elsewhere. We usually aim to redistribute approximately 100 tonnes of furniture per year through our main work of helping those in need. Items which we do not supply to people in this way, we sell to raise extra money for our work, which again extends the life of the items. We have a small workshop where we are able to carry out repairs to many of the broken or tired items we collect. We also recycle items and earn extra income by selling scrap metal, textiles and books over the course of this year. All other waste items are sorted before being disposed of, allowing us to send wood, glass, crockery and waste electrical items for recycling. In our work, we are sometimes offered various white goods. If we are collecting other furniture, we pick them up, PAT test them and sell them at price which is affordable to those in need. This again helps the environment by preventing items going to landfill, but it also serves as some extra income to help towards the operational costs of the charity. Thanks must go to West Northamptonshire Council who provide us, as a registered charity, a permit to use their waste transfer sites free of charge to recycle and dispose of items we cannot reuse.

COLLABORATION

We aim to assist other charitable organisations who work within our local community for our mutual benefit. We have provided storage space within our warehouse for Good News for Everyone and Northamptonshire Association for the Blind for some years. We have Voluntary Impact Northampton (VIN) storing their buses in our car park, Northampton Community Sheds (“NCS”) and World Mandate Ministries operating from our premises.

Board of Trustees, Staff Members & Volunteers

GOVERNANCE

The charity is managed on a day-to-day basis by a full-time, paid General Manager and is overseen by an executive committee of trustees. There are currently eight trustees, with three trustees holding the honorary offices of Chairman, Secretary and Treasurer. None of the trustees receive any pay for the work that they carry out. Members of the committee are elected at the Annual General Meeting, and each member serves a maximum of three years before they need to seek re-election. Trustees are elected from the membership of the charity, which is open to everyone.

BOARD OF TRUSTEES

Honorary Chairman	Pete Burditt
Honorary Secretary	Richard Barrett
Honorary Treasurer	Phil Stiles
Trustee	Sam Baxter
Trustee	Steve Pollock
Trustee	Eric Lightfoot
Trustee	Sonja Lightfoot
Trustee	John Phillips

STAFF MEMBERS

General Manager	Steve Scarsbrook
Administrator (Part Time)	Esther Scarsbrook
Administrator (Part Time)	Sharon Smith
Administrator	Ruth Magombo
Warehouse/Delivery Person	Kim Bon Cheong
Warehouse/Delivery Person	Martin Nelson
Warehouse	Gary McDonnell

There are no ‘higher paid’ employees and none of the Trustees claimed any expenses during the year.

REGULAR VOLUNTEERS

Grace Boulter	Pete Burditt	Liz Jarvis
John Green	Marion Green	Eric Lightfoot
Sonja Lightfoot	Crawford Lindsay	Phil Stiles
David Kinuthia	Stewart Townsend	Tiffany Carter
John Phillips	Heather Burditt	Kathryn Sandall
Edwina Cutler	Karen Davitt	

OTHER VOLUNTEERS

Brenda Barton	Richard Barrett	Sam Baxter	Ben Hollands
Sue Burditt	Richard Smith	Pete Lightfoot	Sin Wei Lau
Judith Burditt	James Scarsbrook	Claire Nelson	Nathan Scarsbrook
Andy White	Ruth Burditt	Faith Smith	William Clarke
Grace Smith	Harry Hearsum	Rosie Smith	Lydia Hearsum
Northampton Community Sheds	Deb Hackett	Martin Page	Steve Hackett

Chairman's Report

The year started with a gradual easing of Coronavirus restrictions and a slow return to working as we'd done before the pandemic. The focus was on remaining safe but trying to catch up on lost ground in meeting the needs of our clients who Spencer Contact exists to support.

We have used the experience gained during the pandemic to look at our methods and tweak or change the way we do things. Old plans and methods have had to be revised out of necessity but we've sought to continually improve and have seen some successes. On behalf of the Trustees and Staff I would like to express our appreciation to all who have supported our work in this year. From the Trusts who consistently make grants to assist us to the individuals who give small but meaningful donations. Then there are the individuals and businesses who supply us with furniture and other items that we can pass on to those in need of help.

The Trustees recognise that we are also able to use our excellent premises to benefit other organisations and charities so we have a few tenants who find our facilities suit them in what they do and the rent they pay helps with our running costs.

We also have good relations with our Local Authority who have used our services to support homeless clients when they are provided with accommodation.

We aim to be there for people who are unable to afford basic furniture for their home whether it be moving into an empty house, a single mother needing a bed for her child or a vulnerable family coming out of a hostel into temporary or permanent accommodation.

The commitment of our staff and volunteers is a pleasure to observe and as we began to work without restrictions, we were able to overcome day to day problems and achieve something like normality.

Everyone who helps us, in whatever way, is effectively a partner with us in this work.

Finally, the charity is run with a Christian ethos which underpins all that we do and adds a distinctiveness to our work. We believe our God knows the scale of the need before we do and has the answers. It's fair to say that our faith has been tested at times, especially through the pandemic but God has never failed us yet and there is still so much for us to do.

Pete Burditt

(Chair)

General Manager's Report

This year has been about recovery and adjustment after the pandemic. My heart and prayers continue to go out to those who lost loved ones and the resulting pain that remains. During the pandemic, Spencer Contact, like thousands of other small charities across Great Britain, had to change the way we could help people, cancel fundraising events, furlough staff and focus our attention on 'getting through the year'. Looking back now they were dark days but I'm thankful to God for His protection and provision through them. The after effects of the pandemic, like loss of employment, financial hardship and relationship breakdowns, have meant an increased demand on the service we provide of helping people in need with the provision of furniture and household items. On a positive note, the period of reduced activity through the pandemic allowed us to re-assess our working practices and make necessary adjustments to enable us to deal with the increased need in the town.

One thing that often strikes me in Northampton is the massive contrast between those that have everything they need and more in their homes and those that literally have nothing; in the course of a day working out on the van both types of homes can be visited. It reconfirms to me the need that there is for Spencer Contact to help redistribute items of necessary furniture that one customer has finished with to the customer who is in desperate need and, as a further benefit, to keep those items from going to landfill.

Northampton remains a town in need and sometimes the 'need' on our own doorstep can be overlooked by many. Families are living in poverty, struggling to 'make ends meet' and with the rising costs in living this is something that we are going to see more and more of over time. Also, people's circumstances can change very suddenly and unexpectedly; a loss of stable employment, ill health (physical or mental), the breakdown of a relationship, or the loss of a loved one that others were dependent upon, are just some of the circumstances which leave people unable to cope and in need of some help.

It has been a privilege to be involved in this work for another year. To be able to reach out to people in this community, not to judge them, but just to do what we can to help them with the provision of furniture and necessary household items and in doing so to show something of the love of God to them in a practical and meaningful way.

The statistics show that a sense of 'normality' has returned over this year with more than double the number of people helped compared with 2020/21 and over twice as many households visited, whether to collect furniture from those who have finished with it or deliver it to those in need. The demand continues to grow and I'm thankful to God for those that make this work possible and tirelessly support it. For those that give of their finances

to fund the work; trustees of funds, churches, individuals, local schools and parents. Also, people contact us every day to give things that might then be used to help others. Often these are items which could be sold to make a profit for the individual but thankfully there are many in the town of Northampton that choose to forego that personal gain in order to see someone helped. There are also those that give of their time to assist with the work, on a weekly basis, cleaning furniture and household items that have been donated, testing the safety of electrical items, sorting through items that have been collected or dropped in at our warehouse, collating ancillary packs to go out to customers, or assisting with the running of our sale events. If it wasn't for each of these groups doing their part then Spencer Contact would not be able to carry out the work that we do in reaching out to those in need in this community.

The team that work at Spencer Contact continue to go above and beyond and I can't fault them for their effort and commitment. Each of us understands the importance of the fact that the furniture and items being given away to people in the town should be of a high standard. Whilst the furniture is second hand, the staff all try and ensure that we have done all that can be done to repair and clean items before they are ready to be reused or sold in our sales. Please continue to pray for the seven staff, that their skills and abilities will be used for the positive good of others.

It's always good to remind us and others 'Why we do what we do'. The Lord Jesus lived on this earth for 33 years and met people, many of whom, whether through physical illness, mental anguish or grief due to loss, had no one else that they could turn to for help. He did not judge, he always had time for those that came to him and he changed their lives for the better. What a wonderful Saviour! As Christians, what amazing motivation!

Steve Scarsbrook

(General Manager)

Key Statistics 2021/22

Collections
943
(26,745)
On average, it took two collections to bring in enough furniture for one delivery

Items Collected
3,587
(96,452)

Items Redistributed
2,160
(83,585)

Our Deliveries:
Only 4% were moving into a new home
99% tenants in social housing

Deliveries
368
(10,670)
We could only meet 68% of the requests we received for help this year

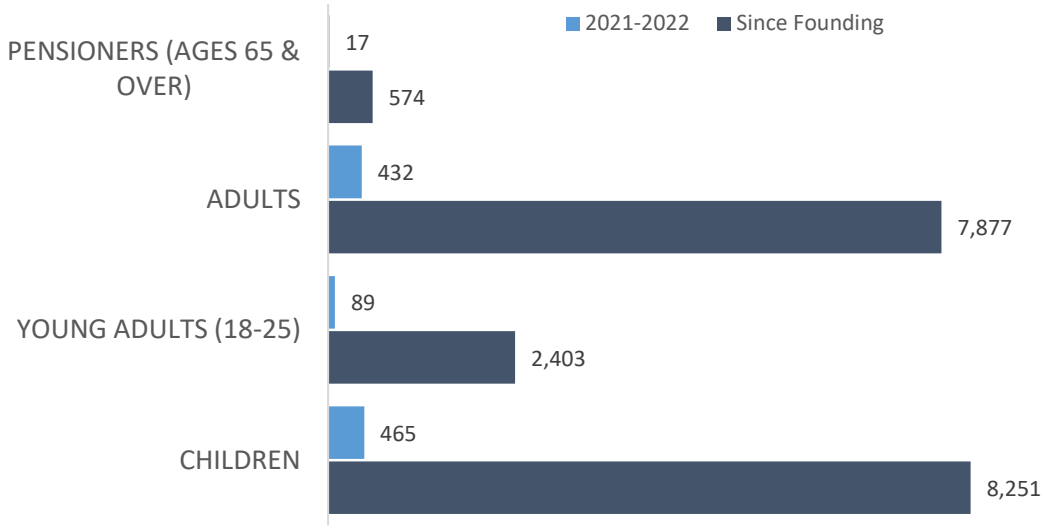
Average collection response time
14 days

Average delivery response time
18 days

Figures in brackets show the total since we began operations in January 1999.

WHO WE HELPED

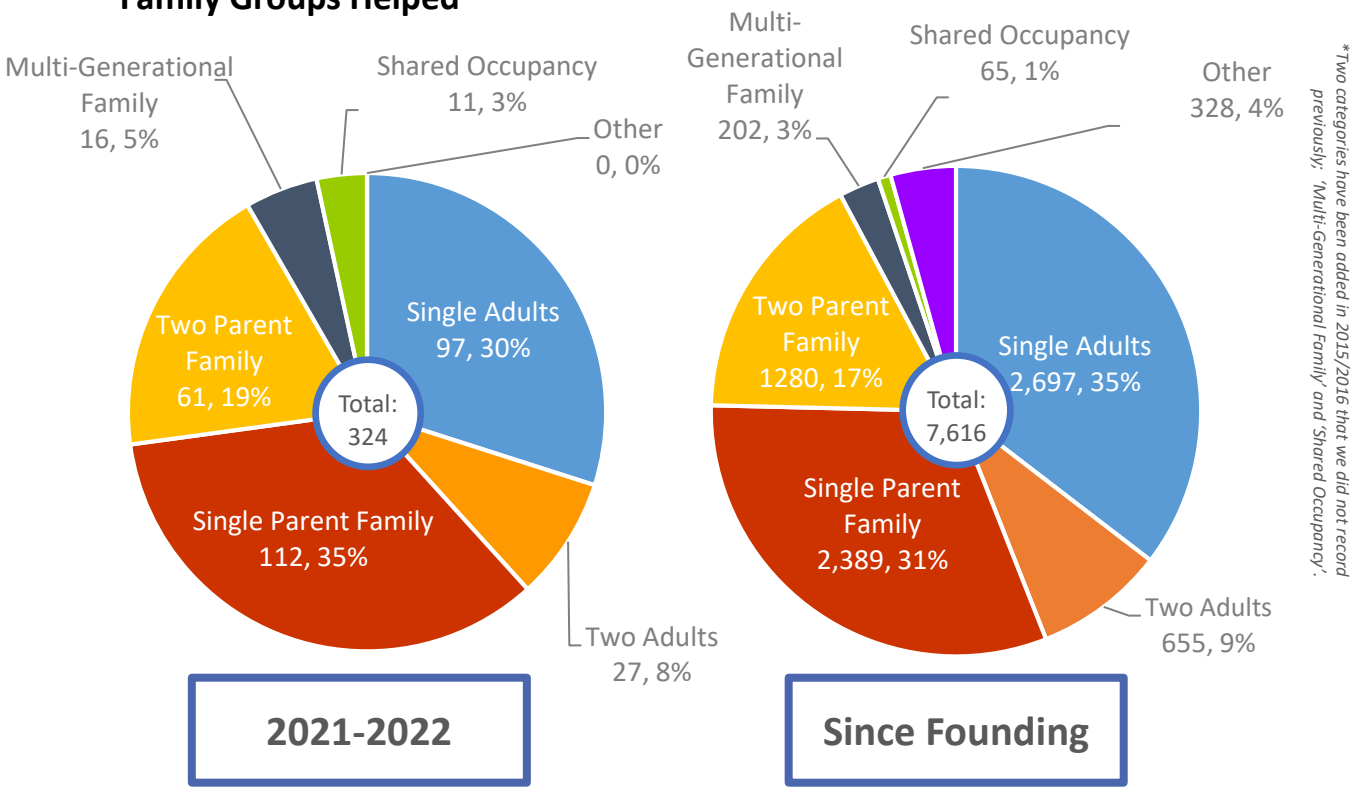
Individuals Helped



Total for financial year 2021-2022: **1,003**

Total since founding: **19,105**

Family Groups Helped*



*Two categories have been added in 2015/2016 that we did not record previously: 'Multi-Generational Family' and 'Shared Occupancy'.

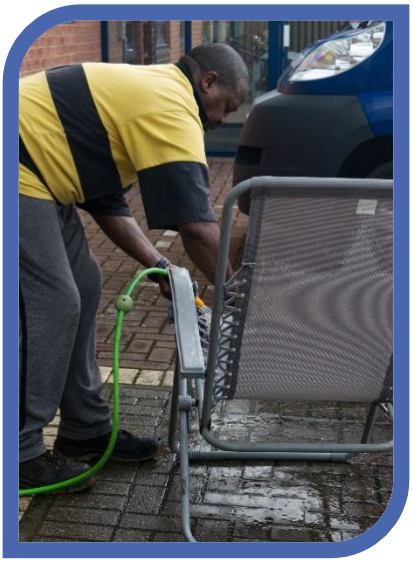
CUSTOMER SATISFACTION SURVEY RESULTS

From our 2021/22 customer satisfaction survey, we found that:

- 100% of those helped were satisfied, happy or very happy with the furniture they received.
- 63% of those helped would have had some sort of difficulty in moving in to their property without the furniture we provided.
- 99% rated the speed of our delivery service as excellent or good.
- 78% of clients thought our delivery charges to be cheap or very cheap, with less than 2% considering the charges to be expensive.
- 82% of clients indicated that they would not have been able to get the furniture delivered without Spencer Contact.

COMMENTS

The following comments come from customers writing on the survey about the difference our service had made to their lives:



"I am beyond grateful for everything you have provided for me and my young son. I'm not sure what I'd do without you. Ruth and the team, you are amazing!"

"All the team were so great in assisting, humble and respectful. They also have time to listen and problem solve. God bless you all. Thank you."

"Very friendly, hardworking delivery workers, without whom I would've been unable to get furniture for my room."

"Very happy with the service and delivery. Pleasing and polite delivery personnel. Really appreciate the help."

Acknowledgements

We express our grateful thanks to those charitable trusts and organisations that have made a financial or material contribution to the work of Spencer Contact, including the following:

Grace Charitable Trust	Sabina Sutherland Charitable Trust
The P and C Hickinbotham Charitable Trust	The P & F W Family Charitable Trust
The Marsh Christian Trust	The HDH Wills 1965 Charitable Trust
The Gordon Trust	The Page Fund
The Maud Elkington Charitable Trust	The SMB Charitable Trust
The 29th May 1961 Charitable Trust	The Pettit Charity
The Eric Stanton (Northampton) Trust	The Wyvill Charitable Trust
The Northampton Municipal Church Charity	The Hearth Foundation
The Souter Charitable Trust	Sir John Sumner's Trust
The Barleycorn Trust	Viscountess Blakenham's Charitable Trust
The Thomas and Rosemary Greenhalgh Charitable Trust	Gay and Peter Hartley's Hillards Charitable Trust
Steyn Charitable Trust	The Elaine Barratt Charitable Trust
Northants Community Aid	May Hearnshaw Charitable Trust
Garfield Weston Foundation	The Beatrice Laing Trust
The Dorcas Trust	Kingsthorpe Manor And Town Charity
The Benham Charitable Settlement	The Constance Travis Charitable Trust
The Dennis Alan Yardy Charitable Trust	Reynard Way Church

We also give our heartfelt thanks to those supporters, both organisations and individuals, that are not listed here.

Fundraising

Spencer Contact, as with every other charity in the UK, faces the continuous challenge of raising money in order to fund the work that we look to do. For many years, because of the kindness of those that give financially towards this work, we have been able to keep our delivery charges at a relatively low level. The customer pays between £25 and £55 for their delivery of furniture and this is calculated on the number of items that are being delivered. If we are furnishing an entire home then the most a customer would be expected to pay is £55. We found that where a financial sacrifice is made by the customer (even if relatively small) they tend to value more the items that they receive. The delivery charges taken each year cover less than 10% of our overall operational costs.

The warehouse, offices and vans are all owned outright by Spencer Contact which means that we do not have to make mortgage or rental payments each month. We had 6 purpose built offices, together with a staff room and toilets built upstairs to allow us to make good use of what was before 'wasted space' and these are rented out primarily to another charity and an office furniture business. We have a boardroom which comfortably seats 12 and is available by buisnesses to hire (please see the photo below). We also rent parts of our car park for another charity to store their community busses. All the monies raised from this goes towards funding the work of Spencer Contact.

We are thankful to God for those that give of their finances to help fund this work; trustees of funds, churches, individuals and parents of school children. Without all of their support we would not be able to continue helping the residents of Northampton who find themselves in times of need.

Our fundraising initiative 'Sleep on the Floor so others don't have to' where we invite primary school age children to raise sponsorship from family and friends by giving up their own bed for one night and sleeping on their floor had to take a back seat through the pandemic with schools being shut for months but we are thankful to say that interest in participating in this event is returning as a sense of 'normality' returns. The money raised through this event enables us to continue providing beds and household furniture to those in the town who do not have these basic items.

We are also approaching secondary schools asking them to participate in 'non-uniform days' or 'wearing blue for Spencer Contact' events in order to raise awareness and funds.

SALES

Prior to the pandemic we held regular sales in our warehouse where we would sell 'non-essential household items' together with smaller specific sales (children and baby items, clothes, bikes, bric-a-brac sales) throughout the year. Prices are kept low to ensure that nobody in the town feels excluded from being able to purchase items.

We had to cancel all sales during 2021/22 as it would not have been sensible to have a large crowd of people together in the warehouse. These cancellations had significant financial implications as the funds raised from these events go directly towards supporting the work of Spencer Contact and makes it possible for the work in this town to continue.

We plan to hold our first sale again in May 2022 and then every November and May thereafter together with smaller specific sales in our warehouse. Your support at these events would be greatly appreciated.

We do what we can to raise our own funds to support the work that we do and are developing our fundraising strategies to try and become more self-sufficient and less reliant on income from external sources like Trust Funds. We are pleased to see that currently there is almost a 50:50 split between income generated by our own fundraising and income kindly donated from external funders. Thank you once again to all those who have and continue to financially support this work and in doing so make a positive difference to the lives of those in need in Northampton.

Treasurer's Report for Year Ending 31st March 2022

The Covid risk has fallen significantly in the UK, but this has coincided with the war in Ukraine, which has caused volatility in commodity prices and increased pressure on supply chains.

The rate of inflation has increased with household spending power and living standards being seriously squeezed.

Growth in the British economy has slowed down.

INCOME RESOURCES

Looking at the details on page 2 of the accounts under "Income Resources", you will see that some of our income streams have increased compared to the previous financial year e.g., sale of goods, delivery charges, and rental and storage income. These figures reflect the income received from our own fund-raising activities.

RESOURCES EXPENDED

Although our overall expenditure compared to the previous financial year has increased, this has been mainly due to the rise in inflation.

On page 4 under "Current Assets" you will see our financial position at the end of this financial year.

SUMMARY

These accounts show that despite the effect the rise in inflation has had on our activities, we have still been able to maintain our day-to-day operations. We praise and thank our Lord for his continued provision. We will continue to make every effort to budget prudently in order to maintain a viable trading position for the future.

Phil Stiles

(Treasurer)

SPENCER CONTACT
Registered Charity No: 1070072

ACCOUNTS

for the year ended

31 MARCH 2022

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SPENCER CONTACT

We report on the accounts of the Charity for the period ended 31 March 2022 which are set out on pages 2 to 7.

Respective responsibilities of trustees and examiner

As the Charity's trustees you are responsible for the preparation of the accounts; you consider that the audit requirement of section 144(2) of the Charities Act 2011 (the Act) does not apply and that an independent examination is needed.

It is our responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under section 145(5)(b) of the Act, whether particular matters have come to our attention and to examine the accounts under Section 145 of the 2011 Act.

Basis of independent examiner's report

Our examination was carried out in accordance with the general Directions given by the Charities Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts. Our report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with our examination, no matter has come to our attention:

(1) which gives us reasonable cause to believe that in any material respect the following requirements have not been met –

a) to keep accounting records in accordance with section 130 of the Act; and

b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act; or

(2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

The Ollis Partnership Ltd

The Ollis Partnership Limited
Nelson House, 2 Hamilton Terrace, Leamington Spa, Warwickshire. CV32 4LY

Date 7/9/2022

SPENCER CONTACT

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted funds	Restricted funds	Total 2022	Total 2021
INCOMING RESOURCES	2				
Unrestricted donations		79,068		79,068	94,886
Restricted donations		-		-	5,150
Local government grants		2,730		2,730	6,000
Inland Revenue refunds		642		642	767
Fundraising events		197		197	-
Sale of goods		33,403		33,403	11,280
Delivery charges		12,742		12,742	5,549
Rental and storage income		27,655		27,655	25,760
Commission		29		29	218
		156,466	-	156,466	149,610
RESOURCES EXPENDED					
Direct Charitable Expenditure					
Wages and national insurance		128,649		128,649	126,844
Staff pension		2,403		2,403	2,357
Training		390		390	-
Protective clothing		364		364	129
Insurance		4,321		4,321	4,074
Water, gas and electricity charges		7,870		7,870	5,420
Telephone		2,032		2,032	1,351
Printing, postage and stationery		836		836	713
Premises costs, repairs and small tools		5,099		5,099	3,932
Motor and travel expenses		6,615	1,732	8,347	5,105
Fundraising expenses		2,065		2,065	620
Professional fees		192		192	141
Depreciation		30,391		30,391	32,702
(Profit)/loss on disposal of assets		128		128	209
Sundry expenses		833		833	592
Donations		1,750		1,750	3,300
Matress and other stock purchases		487		487	-
Volunteer expenses		791		791	63
		195,216	1,732	196,948	187,552

SPENCER CONTACT

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022

	Unrestricted funds	Restricted funds	Total 2022	Total 2021
Administration of the Charity				
Accountancy: Independent Examination	944		944	830
Subscriptions	1,585		1,585	616
Software and computer costs	486		486	405
	3,015	-	3,015	1,851
TOTAL RESOURCES EXPENDED	198,231	1,732	199,963	189,403
OTHER INCOME				
Coronavirus job retention scheme			-	37,354
NET INCOMING RESOURCES FOR THE YEAR	-41,765	-1,732	-43,497	-2,439
BALANCES BROUGHT FORWARD 1 APRIL 2021	1,431,904	1,732	1,433,636	1,436,075
BALANCES CARRIED FORWARD 31 MARCH 2022	1,390,139	0	1,390,139	1,433,636

SPENCER CONTACT

STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	31.3.2022 Unrestricted funds	Restricted funds	Total	31.3.2021
FIXED ASSETS	3	1,362,679		1,362,679	1,392,807
CURRENT ASSETS					
Prepayments and other debtors		3,831		3,831	5,314
Deposit account Santander		8,260		8,260	2,486
Current account Co-op		19,576		19,576	35,636
Paypal account		-		-	-
Cash in hand		23		23	5
		31,690	0	31,690	43,441
CURRENT LIABILITIES					
PAYE & NI		2,112		2,112	1,271
Other creditors and accruals		2,118		2,118	1,341
		4,230	-	4,230	2,612
NET CURRENT ASSETS		27,460	0	27,460	40,829
NET ASSETS		1,390,139	0	1,390,139	1,433,636
Represented by:					
UNRESTRICTED FUNDS				1,390,139	1,431,904
RESTRICTED FUNDS	4			0	1,732
				1,390,139	1,433,636

I approve the above accounts on behalf of the trustees.

..... P Burditt, Hon. Chairman

Date of meeting: 7/9/2022

I confirm that I have made available all the relevant records and information for the preparation of these accounts.

P Stiles ..... P Stiles, Hon. Treasurer

SPENCER CONTACT
(Charity No. 1070072)

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

General information and basis of preparation

The nature of the charity's operations and principal activities are shown on pages 2 to 5.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and UK Generally Accepted Practice.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following the 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) issued in October 2019.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

SPENCER CONTACT

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

2 ACCOUNTING POLICIES

General
These accounts have been prepared under the historic cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice on Accounting by Charities. The term "resources" includes funds received and paid during the period adjusted for items which are accrued and prepaid at the period end.

Depreciation
Depreciation is provided at the following rates based on the estimated useful life of these fixed assets and their anticipated residual value:

Property	2% p.a. (straight line basis)
Motor vehicle	25% p.a. (reducing balance basis)
Equipment	20% p.a. (reducing balance basis)

Included within freehold property is freehold land at a historical cost value of £285,000. No depreciation was provided on the value of the land.

Incoming Resources:
Recognition of Incoming Resources
These are included in the Statement of Financial Activities (SoFA) when:
- the charity becomes entitled to The resources
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

Grants and Donations
Grants and donations are only included in the SoFA when the Charity has unconditional entitlement to the resources.

Investment Income
This is included in the accounts when receivable

Expenditure and Liabilities:
Liability Recognition
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources

SPENCER CONTACT

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

3 FIXED ASSETS

	Land and buildings	Motor vehicles	Equipment	Total
Cost at 1.4.2021	1,431,361	75,423	5,035	1,511,819
Additions			391	391
Disposals			-312	-312
Cost at 31.3.2022	1,431,361	75,423	5,114	1,511,898
Depreciation at 1.4.2021	68,736	47,932	2,344	119,012
Charge for the year	22,927	6,872	592	30,391
Eliminated on disposal			-184	-184
Depreciation at 31.3.2022	91,663	54,804	2,752	149,219
Net book value at 31.3.2022	1,339,698	20,619	2,362	1,362,679
Net book value at 31.3.2021	1,362,625	27,491	2,691	1,392,807

4 RESTRICTED FUNDS

	Balance at 1.4.2021	During the year: Income	During the year: Expenditure	Balance at 31.3.2021
Van fund	1,732	0	-1,732	0
	1,732	0	-1,732	0

5 REMUNERATION OF TRUSTEES

None of the trustees or management committee members received any payment for the services they provided during the period.

6 RELATED PARTY TRANSACTIONS

During the year the charity received donations from trustees with a total value of £960.00.

END OF REPORT

Supported By:

West Northamptonshire Council

SPENCER CONTACT

England & Wales - Charity number 1070072

Accounts

ANNUAL REPORT & ACCOUNTS

Spencer Contact

APRIL 2020 – MARCH 2021

Christian Care and Concern for the Community

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

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Spencer Contact,
Gladstone Close,
Northampton, NN5 7AY

Tel: 01604 587589
mail@spencercontact.com
Reg. charity no: 1070072

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

Welcome

Thank you for taking the time to read Spencer Contact's Annual Report for 2020/21. Since 1999 Spencer Contact has been providing the residents of Northampton with good quality second hand (sometimes new) furniture and household items in order to show Christian care and concern to people in need living in our community. There is a great need in the town of Northampton and we have grown significantly over the years to continue meeting that need. We occupy a large warehouse on Gladstone Close, have a fully committed team of 7 staff and our objective every day remains the same, to help others, whoever they are, whatever their circumstances, in their time of need.

We won't be alone in saying this, but the global Coronavirus pandemic made this year one of the most challenging we have ever faced. Our work focuses around going into people's homes to collect and deliver furniture and as a result it had to be curtailed for certain periods throughout the year. We continued to do what we could and were able to help 503 individuals (over 50% of them being under the age of 18) which was significantly less than in previous years but every one of them was an individual that was in need of help and were able to obtain it despite what was happening in the world at the time.

The majority in the town would maybe take for granted having a sofa to sit on, a table to eat a meal or a bed to sleep in, but for some, even these basic items are unobtainable or too expensive which is why we do not sell the furniture that we collect but give it out to those who need it. When you see the number 503 on a page it is easy to miss the impact that this year 503 people found themselves in a circumstance where they, or those that care for them, needed to reach out for help, took the decision to contact us and we were able to make an improvement to their life and situation by simply providing those items which actually make such a difference to all of our lives.

Why do we do it? To show something of the love of God to individuals in this town. Somebody once said 'we come representing a giving God and therefore we must come giving'. We trust that by doing what we do there will be those who will appreciate that they are not forgotten but are loved and valued, not only by us but by the God we serve.

Please take time to read through this report and we hope that you will gain something of the real desire of the staff, trustees and volunteers that we have to care for the people living in this town.

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

Our Mission, Vision and Ethos

MISSION

Our mission is to show Christian love to the community in Northampton by freely providing furniture to any person in need, regardless of the cause of their hardship. This is the core of the charity, upon which all our aims and objectives have been built and it has not changed since its founding. Our vision statement is 'Christian care and concern for the community'.

CONSTITUTION AND OBJECTIVES

The charity exists under a constitution adopted on 4th March 1998 and amended on 7th November 2001.

The stated objectives in the constitution are:

- The relief of poverty by the provision of furniture, other household accessories and/or services calculated to reduce need, hardship or distress.
- The relief of persons with mental health problems requiring treatment, including persons suffering from emotional distress by the provision of assistance.
- The advancement of the Christian religion in England and Wales.

ETHOS

Spencer Contact is characterised by its energetic demonstration of Christian care and concern for those whom we serve outside the organisation in action, word and prayer, and to reflect this Christian care and concern in our relationships with one another.

The motivation for our mission comes from Christ's care, concern and compassion that is evident in the Bible and is therefore rooted in our faith in Christ. This faith produces a distinctive heart attitude of love, as we respond to the love God showed for us, which we seek to express and portray with the following core values:

- That people matter;
- To demonstrate the love of Christ in a practical manner;
- To help bring comfort and relief to the poor;
- To love your neighbour as yourself;
- To make a difference one person at a time.

These values and behaviours are intrinsically linked to our success and fulfilment of our mission. Therefore, the attitude and motivation of our staff and voluntary workers and the way our mission is achieved are as important as the mission itself.

"A new commandment I give unto you, That you love one another, as I have loved you, that you also love one another."
John 13:34

Jesus replied, "'Love the Lord your God with all your heart and with all your soul and with all your mind.' This is the first and greatest commandment. And the second is like unto it: 'Love your neighbour as yourself.' On these two commandments hang all the law and the prophets."
Matthew 22:37-40

As this attitude and motivation come only from a relationship with Christ, it becomes a genuine occupational requirement that most of the positions within Spencer Contact to be filled by committed Christians. Roles that have significant leadership, or that are central to fulfilling our aims and purposes, or developing and maintaining our Christian ethos, will always be held by committed Christians. It is also essential that these attitudes and behaviours continue, and so we expect our staff to act in good faith and with loyalty to that relational ethos and to evangelical Christian standards of behaviour.

Notwithstanding this, the organisation is committed to diversity amongst its staff and volunteers and will not discriminate on any other grounds that are unrelated to our ethos. We believe that defining our occupational requirements does not restrict, but actually enhances, our commitment to diversity.

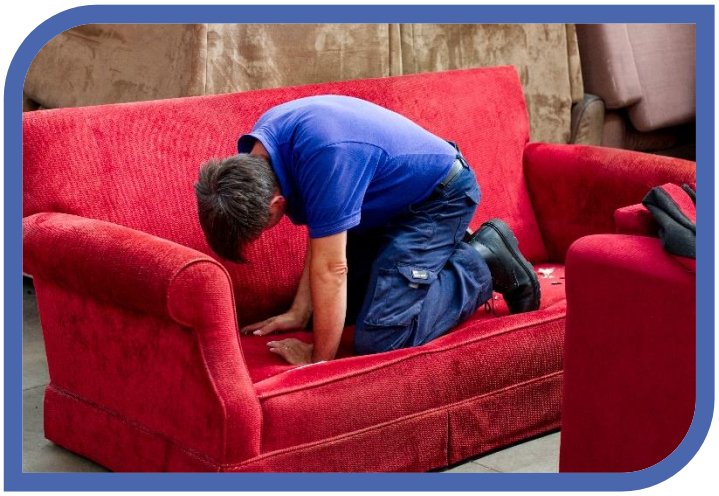
SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

Public Benefit

Spencer Contact carries out a range of activities in following its charitable aims. The trustees believe that the activities summarised below provide benefit to the people of the town of Northampton and outlying villages.

PROVISION OF FURNITURE TO PEOPLE IN NEED

Spencer Contact provides good quality furniture and household items to those in need in Northampton and the surrounding villages. Those who use our service are often going through periods of crisis and are made aware of our service by housing associations, local homeless charities, women's refuges and Social Services. We are usually the last link in the chain to those moving into a new property; helping to furnish their new homes. We seek to meet the needs of anyone who requires our service, and this is on a strictly non-prejudicial, first-come, first-served basis.



All the furniture we provide is generously donated to us by members of the public and occasionally from local companies. It is then checked, cleaned and restored as necessary so that it is delivered in excellent condition. This is important as we want the items to last. It also shows those we help that they are valued and not just receiving cast offs from other people. It is wonderful to see the difference to our customers a few basic items makes; items which most people take for granted. We do not sell the furniture we provide but do charge a small delivery fee, which covers approximately 10% of our annual running costs.

Demand for the items we provide remained high during 2020/21 and we were able to meet 68% of requests for help we received. This figure was down from the previous year which was due to not being able to meet all the demands mainly resulting from working around government imposed national lockdowns. Bedroom furniture is always in most demand and the one item that we struggle to collect enough of is good quality mattresses (as we only collect ones that are not stained) to meet the needs of the people requesting our assistance. However, we often have a surplus of items such as wall units, sideboards, dining tables and large sofas. This is due to these not being priority items for our customers and they are often too big for the smaller flats and homes to which we deliver. When we have too many of these in stock, we have to turn down offers of these items, allowing us time to collect the items in higher demand.

PRAYER

During the course of our work, we receive requests for prayer. These requests are upheld at our morning devotions at the beginning of each day and our weekly prayer meeting, which

is open to all members of staff, trustees, voluntary workers and supporters. We use this time to take all our work in prayer to the Almighty God who holds everything in His hands.

VOLUNTARY WORK

The work of the charity creates many opportunities for voluntary work; helping with our delivery and collection team, repairing and restoring furniture, fundraising, cleaning, sorting and administration work. Our volunteers come from a variety of backgrounds; from those who are seeking work experience, to those who have learning difficulties, to the retired who are seeking to use their free time for good. We also have a team of regular volunteers who help us run the stalls at our sales, which are usually held three times a year, although this year all sales had to be cancelled. Voluntary opportunities are open to everyone and anyone interested is encouraged to apply.

ENVIRONMENT

Our work as a furniture reuse charity has great environmental benefits. Furniture, which often otherwise would be sent to landfill, is donated to us to be reused elsewhere. We usually aim to redistribute approximately 100 tonnes of furniture per year through our main work of helping those in need. Items which we do not supply to people in this way, we sell to raise extra money for our work, which again extends the life of the items. We have a small workshop where we are able to carry out repairs to many of the broken or tired items we collect. We also recycle items and earn extra income by selling scrap metal, textiles and books over the course of this year. All other waste items are sorted before being disposed of, allowing us to send wood, cardboard, glass and waste electrical items for recycling. In our work, we are sometimes offered various white goods. If we are collecting other furniture we pick them up, PAT test them and sell them at price which is affordable to those in need. This again helps the environment by preventing items going to landfill, but it also serves as some extra income to help towards the operational costs of the charity. Thanks must go to Northamptonshire County Council who provide us as a registered charity a permit to use their waste transfer sites free of charge to recycle and dispose of items we cannot reuse.

COLLABORATION

We aim to assist other charitable organisations who work within our local community for our mutual benefit. We have provided storage space within our warehouse for the Northants West Gideons and Northamptonshire Association for the Blind for some years. We have Voluntary Impact Northampton (VIN) storing their buses in our car park, Northampton Community Sheds (“NCS”) and World Mandate Ministries operating from our premises.

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

Board of Trustees, Staff Members & Volunteers

GOVERNANCE

The charity is managed on a day-to-day basis by a full-time, paid General Manager and is overseen by an executive committee of trustees. There are currently eight trustees, with three trustees holding the honorary offices of Chairman, Secretary and Treasurer. None of the trustees receive any pay for the work that they carry out. Members of the committee are elected at the Annual General Meeting, and each member serves a maximum of three years before they need to seek re-election. Trustees are elected from the membership of the charity, which is open to everyone.

BOARD OF TRUSTEES

Honorary Chairman	Pete Burditt
Honorary Secretary	Richard Barrett
Honorary Treasurer	Phil Stiles
Trustee	Sam Baxter
Trustee	Steve Pollock
Trustee	Eric Lightfoot
Trustee	Sonja Lightfoot
Trustee	John Phillips

STAFF MEMBERS

General Manager	Steve Scarsbrook
Administrator (Part Time)	Esther Scarsbrook
Administrator (Part Time)	Sharon Smith
Administrator	Ruth Magombo
Warehouse/Delivery Person	Kim Bon Cheong
Warehouse/Delivery Person	Martin Nelson
Warehouse	Gary McDonnell

There are no ‘higher paid’ employees and none of the Trustees claimed any expenses during the year.

REGULAR VOLUNTEERS

Grace Boulter	Pete Burditt	Liz Jarvis
John Green	Eric Westwood	Eric Lightfoot
Sonja Lightfoot	Crawford Lindsay	Phil Stiles
David Kinuthia	Stewart Townsend	Roy Brown
John Phillips		

OTHER VOLUNTEERS

Mary Barrett	Richard Barrett	Sam Baxter	Norma Brimm
Heather Burditt	Jackie Coles	Dorothy Daly	Ozzy Daly
Romilla Engineer	Vera Evans	Ben Hollands	Dawn Holly
Richard Jones	Tina Keenan	Gwen Kinning	Sin Wei Lau
Alex Lightfoot	Pete Lightfoot	Jane Lynch	Claire Nelson
Elaine Pashler	Dorothy Philips	James Scarsbrook	Nathan Scarsbrook
Andy White	Ruth Burditt	Faith Smith	Marcus Smith
Grace Smith	Harry Hearsum	Rosie Smith	Lydia Hearsum
Northampton Community Sheds	Deb Hackett	Donna Strickland	Steve Hackett
	Richard Magombo	Alex Lightfoot	

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

Chairman's Report

This year was dominated by the Coronavirus Pandemic. As the year started we were one week into the first Lockdown. Looking back it is difficult to describe the extent of our initial concerns. We had to cancel all our bookings for deliveries and collections and our staff were unable to work. Little was known about the risk to the health of the population but it was clear that matters were very serious and people were fearful. On top of that it was clear that there would be a financial impact on our organisation.

We cannot speak highly enough of the support we received through the Coronavirus Job Retention Scheme. The Trustees take their responsibilities seriously. We appreciate our staff and their commitment to our work and are always mindful that they have families to care for and monthly outgoings to meet. Whilst the money received from Government made up 80% of their wages we supported them through the periods of uncertainty by paying their wages in full.

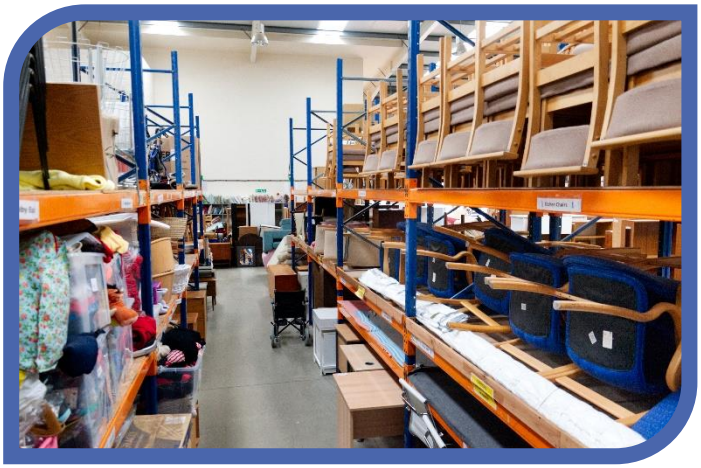
This year was intended to mark 21 years in operation but those plans were put aside and planned sales were also shelved. Far more important matters required our attention.

At the start of Lockdown 1 our manager was not furloughed as he was able to work on some admin tasks but this could not continue and for the latter part of Lockdown 1 he was furloughed and the Trustees shared some admin duties in order to keep things ticking over. On 10 May 2020 the Prime Minister announced that there was a plan for emerging from lockdown and that set in motion a series of meetings. Our board of Trustees reflects the variety of views and preferred approaches seen nationally but we were able to draw up a Risk Assessment, hold meetings with the staff and reach agreement on a return to our core activities of serving the people of our town. We reopened on 15 June 2020.

The situation nationally then worsened through September and October leading to the second lockdown announced on 31 October. The restrictions were different and not so clear cut and this posed problems for the Trustees. It was a balancing act to do justice to the needs of our clients, ensure our staff were protected, take account of the PM's announcements and of the Government advice. A letter was sent to Michael Ellis our local MP seeking clarification and owing to the volume of Ministerial correspondence a reply was not received before we decided to reopen on 23 November, firming up our approach to the risks we had identified. Afterwards we did get a reply from Penny Mordaunt, Paymaster General at the time, and it was heartening to see her hand written note at the end of her letter commenting on 'the amazing work the organisation is doing'. Sometimes it is something as simple as that which lifts the spirits in a time of testing. The Second lockdown ended nationally on 2 December 2020.

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

One of the measures I undertook as Chair was to keep up to date with the Government's Coronavirus Daily Summary which provided data right down to specific areas of the town. We were always mindful that two of our staff were in and out of client's homes on a daily basis. Around Christmas it was noted that the rate of infection was climbing steeply and vaccinations for those most at risk had only just begun to kick in. We took the decision that it was wise to close on 7 January 2021 and for the third time furlough our staff. We agreed and set a benchmark at which we would look to recommence activities and were able to do so on 22 February.



One constant theme throughout the year was the steady support of Trusts and donors. It became a feature that when we were perplexed by all the uncertainties that we faced we would receive a letter and news of funds that we found so encouraging. We never take these things for granted and we are very thankful to those who, whilst facing uncertainties themselves, found opportunity to help us to continue serving the needs of our fellow citizens.

Through the year we, as an organisation, were tested on several fronts and as often happens the difficulties came together rather than one at a time. I should say that it is to the credit of my fellow Trustees, our Manager, staff and volunteers that we were able to come through such an unprecedented time together with a growing recognition of what each contributes to our work.

In closing, the Gospel record tells of a woman who showed her appreciation and devotion to Jesus by pouring over him very expensive ointment and in doing so was misunderstood and criticised by those who watched. Jesus said she should not be troubled, she had done a beautiful thing and in his words “she has done what she could”. Praise indeed and, after the most difficult of years, no doubt something we would want to hear him say to us, that in the circumstances we did as much as we could.

Pete Burditt

(Chair)

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

General Manager's Report

For years to come people will speak of 2020 as 'the year of Coronavirus'. For most of us it meant a major change to plans and rules brought in by the Government, the like of which, we have never known, isolation from family and friends, social distancing, staying at home etc. Sadly though, for many thousands of individuals and families the effect of Coronavirus has been devastating and the pain of loss will remain for a lifetime. My heart and prayers go out to them.

For Spencer Contact, along with probably every other charity and business in the country, it meant a major change of plans. It was our 21st birthday year, since operations commenced in 1999, and events had been planned for the year in celebration. All of these had to be cancelled and my attention was turned rather to 'getting through the year'. It has been a difficult year in which decisions had to be made where there was no precedent for guidance. I am extremely thankful to God as well as the trust funds that continued to support Spencer Contact throughout despite the uncertainty in their own situations. I am also very thankful for the trustees and the time they put in to help guide us through, and for the staff and their flexibility from day to day as well as their continued dedication and hard work. All of this brought Spencer Contact through the year and allowed us to continue to meet the needs of the residents of Northampton.

The sudden change of plans for Spencer Contact reminded me of the fact that people's lives and circumstances can also change completely from one day to the next. A loss of stable employment, which sadly has been the outcome for many this year, ill health (physical or mental), the breakdown of relationships or the loss of a loved one are just a few of the reasons that leave people unable to cope and in need of some help and assistance from others. Spencer Contact has remained fully committed to our core values throughout another year and looks to provide help and assistance in whatever way we can.

The safety of my staff and customers was of paramount importance and therefore for some periods our operations of going into people's homes to collect and deliver furniture had to cease. I remained working alone during part of the first lockdown and took out boxes of ancillary items (pots, pans, plates, bedding, towels etc.) to those who were most in need and left them outside their doors to be collected on a contact-less basis. Despite the various lockdowns the staff were always ready to come back and work on each occasion and adapted well to temporary changes that had to be made to their roles to allow us to operate as effectively and safely as possible.

The number of individuals we were able to help during this year was massively reduced from a 'normal' year of operating but I don't want to look at that as a negative. 503 individuals who found themselves in need, enough to make a phone call to Spencer Contact and request

help, were helped with the provision of furniture and household items which would have improved their situation in a positive way. Rather than focus on the number of customers we couldn't help this year, I'm thankful to God for every single one that we could.

As a Christian my faith is in the God of Heaven and whilst I may not understand or be able to explain the reason behind the events of this year I rest firm in what the Bible says to those who love Him 'I will never leave thee, nor forsake thee. So that we may boldly say, The Lord is my helper'. Once again, as with other General Managers of Spencer Contact over the past 21 years, I would join them to testify, God has been faithful to His promises.

Steve Scarsbrook

(General Manager)

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

Key Statistics 2020/21

Figures in brackets show the total since we began operations in January 1999.

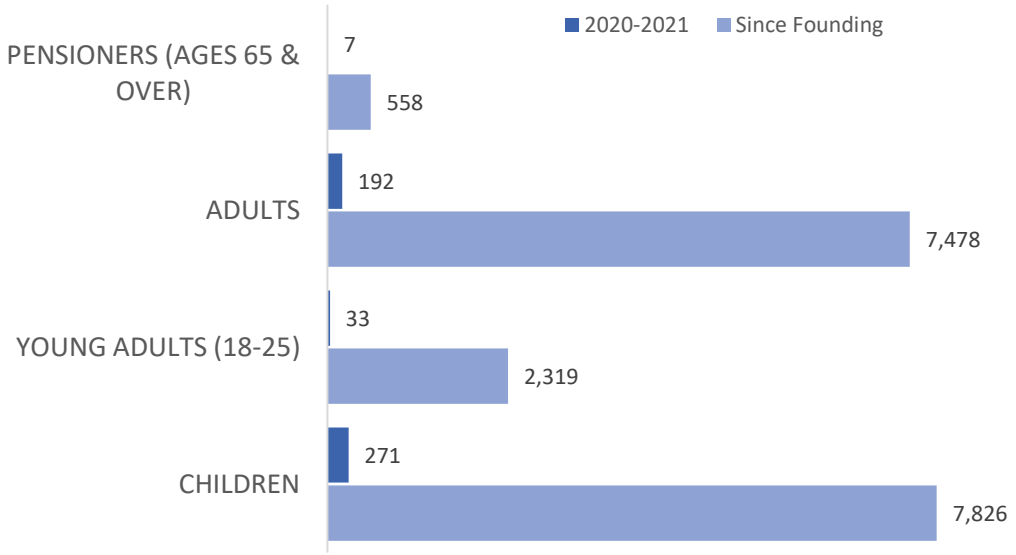
Collections	Deliveries
478	164
(25,802)	(10,302)

Items Collected	Items Redistributed
1,944	1019
(92,865)	(81,425)

- On average, it took three collections to bring in enough furniture for one delivery.
- We could only meet 68% of the requests we received for help this year.
- On average, the time it took to respond to requests for collections was 22 days and the time to respond to requests for furniture deliveries was 55 days.
- An average of 6 items were supplied for each delivery.

WHO WE HELPED

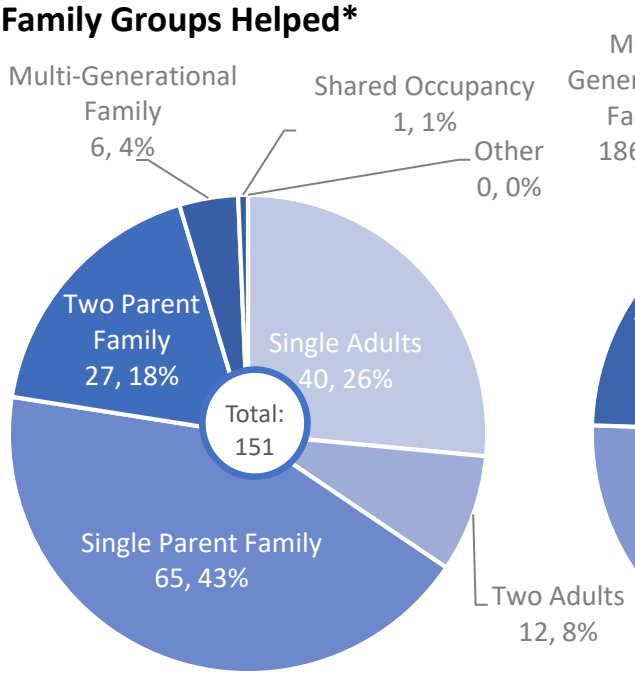
Individuals Helped



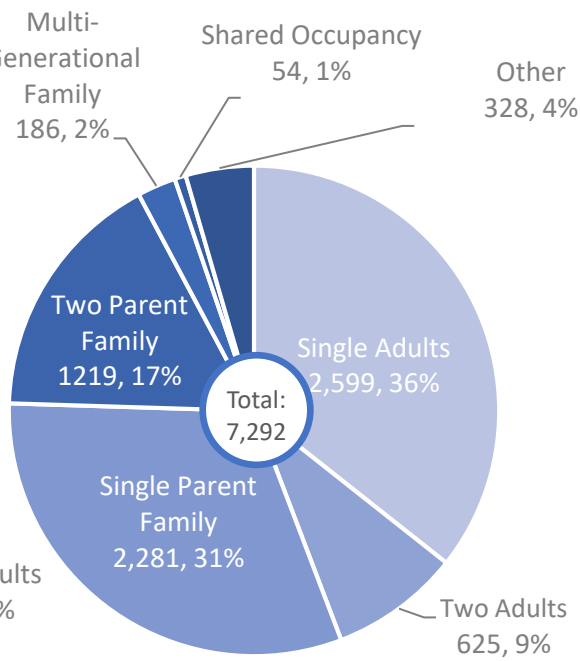
Total for financial year 2020-2021: **503**

Total since founding: **18,181**

Family Groups Helped*



2020-2021



Since Founding

*Two categories have been added in 2015/2016 that we did not record previously; 'Multi-Generational Family' and 'Shared Occupancy'.

- 22 (15%) of our deliveries were moving into a new home.
- 98% of households helped were tenants in social housing.

CUSTOMER SATISFACTION SURVEY RESULTS

From our 2020/21 customer satisfaction survey, we found that:

- 100% of those helped were satisfied, happy or very happy with the furniture they received.
- 58% of those helped would have had some sort of difficulty in moving in to their property without the furniture we provided.
- 98% rated the speed of our delivery service as excellent or good.
- 71% of clients thought our delivery charges to be cheap or very cheap, with less than 2% considering the charges to be expensive.
- 81% of clients indicated that they would not have been able to get the furniture delivered without Spencer Contact.

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

COMMENTS

The following comments come from customers writing on the survey about the difference our service had made to their lives:

"The service you give is top mark's more so if you are low on income I think you do a very good service, keep it up"

"The family thank you so much and are absolutely delighted with the quality of the furniture. Thank you"

"Yes, I will like to say that I am very happy and pleased to have got this great help and assistance from Spencer Contact and pray that God continue to strengthen your organisation so that people struggling will continue to benefit from your services.

"Rapid service and Exceptional on how they have helped me at such short notice. Thanks."

"Very very happy for your help! You really make life better for peoples who need your help. Thank you very much"

"Amazing service. Having had surgery, I was very desperate as unable to work. Very grateful. Many thanks."

Acknowledgements

We express our grateful thanks to those charitable trusts and organisations that have made a financial or material contribution to the work of Spencer Contact, including the following:

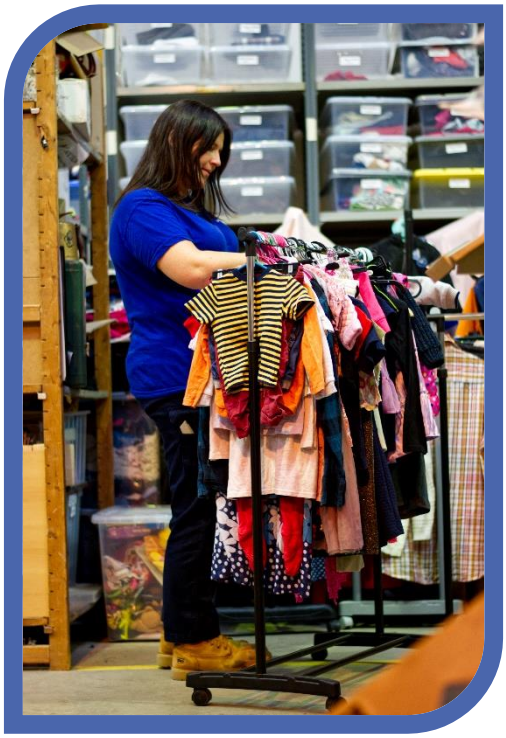
- The Grace Charitable Trust
- The Phillips Charitable Trust
- The Farthing Trust
- Matthews Wrightson Charity
- Scott Bader
- The James Wise Charitable Trust
- The Davidge Usher Trust
- Davidson Homes Hanslope
- Althorp Charitable Trust
- The Constance Travis Endowment Fund
- The Beatrice Laing Trust
- Viscountess Blakenham's Charitable Trust
- The Hearth Foundation
- The Page Fund
- Steyn Charitable Trust
- The Elaine Barratt Charitable Trust
- The Lowther Charitable Settlement
- The Pettit Charity
- The Thomas and Rosemary Greenhalgh Trust
- Stella Symons Charitable Trust
- The SMB Charitable Trust
- The Dorcas Trust
- The David Laing Foundation
- Benham Charitable Settlement
- Souter Charitable Trust
- Gideons International
- The Persula Foundation
- The Eric Stanton (Northampton) Charitable Trust
- The Woodroffe Benton Foundation
- Kingsthorpe Manor and Town Charity
- The N Smith Charitable Trust
- The 29th May 1961 Charitable Trust
- Northampton Borough Council
- The Red Arrows Trust
- Maud Elkington Charitable Trust
- Lords Work Trust (Pete and Heather)
- Charity Link
- Reynard Way Church
- Marsh Christian Trust
- Sabina Sutherland Charitable Trust
- Garfield Weston Foundation
- Steyn Charitable Trust
- The Douglas Compton James Charitable Trust
- Kingsthorpe Baptist Church
- Northampton Municipal Church Charity
- Lowther Charitable Trust
- Sir Derek Greenaway Foundation
- Osborne Road Gospel Hall

We also give our heartfelt thanks to those supporters, both organisations and individuals, that are not listed here.

Fundraising

It is evident from being involved with the work of Spencer Contact that 'poverty' isn't just a word that applies to third world countries, it is much closer to home than we think. We are regularly contacted by people living in the town of Northampton who inform us that they, and often the children living in their home, do not have beds to sleep on or are having to share beds due to the lack of funding being available to purchase them.

Collecting, restoring, cleaning and re-distributing beds and bedroom furniture is a major part of our work. There is always a demand for bedroom furniture and mattresses in particular. There have been occasions where we have purchased new single mattresses to ensure that children in Northampton would have something comfortable to sleep on over Christmas.



In October 2019 we launched our new fundraising initiative where we invited every primary school child in the area where Spencer Contact operates to give up their bed for one night and to sleep on the floor and to ask friends and relatives to sponsor them for doing so in order to raise money to help fund the work of Spencer Contact which would enable us to continue providing beds and household furniture to those in the town who do not have these items.

We also asked the Secondary Schools to participate in a non-uniform day on the same day that the 'Sleep on the Floor' event was taking place.

The event was a success, although it was not taken up by many schools. The plan was to make this an annual event and publicise it more. The event was not able to take place in 2020 or 2021 due to many of the schools being shut as a result of the pandemic which meant we couldn't go into schools to educate them about the work that we do.

SALES

We usually hold three main sales throughout the year where we clear the front part of our warehouse and set out items which are not necessarily essential household items but items that help to transform a house to a home. Together with smaller specific sales (children and baby item sale, bike sale, bric-a-brac sale). Prices are low to ensure that people in the town do not feel excluded from being able to purchase items.

We had to cancel all sales during 2020/21 as it would not have been sensible to have a large crowd of people together in the warehouse. These cancellations had significant financial implications as the funds raised from these events go directly towards supporting the work of Spencer Contact and makes it possible for the work in this town to continue.

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

Treasurer's Report for Year Ending 31st March 2021

During the 1st lockdown, the UK GDP was 25% lower in April 2020 than it was only 2 months earlier in February. Economic activity picked up over the spring and summer of 2020 reflecting the opening of the economy. This was followed by a rise in Covid - 19 cases and further lockdowns during the autumn and winter, leading to economic activity falling again. The decline was however much less severe than during the 1st lockdown, as consumers and businesses adapted over the previous year. The pandemic has affected different sectors of the economy to different degrees. The UK's public finances have been hugely affected by the economic shock of the coronavirus pandemic. Interest rates were at the lowest they have ever been.

INCOME RESOURCES

Looking at the details on page 2 of the accounts under 'Income Resources', you will see that some of our income streams have been affected by the coronavirus pandemic compared to the previous financial year e.g., sale of goods, delivery charges, and rental and storage income. The figures shown under 'Income Resources' reflect the income received from our own fund-raising activities. On page 3 of the accounts, you will see that we have benefitted from the Governments Coronavirus job retention scheme to the value of £37,354.00.

RESOURCES EXPENDED

Our overall expenditure compared to the previous financial year has reduced due to the effect that the coronavirus pandemic has had on our operational requirements. On page 4 under 'Current Assets' you will see our financial position at the end of this financial year.

SUMMARY

These accounts show that despite the effect the coronavirus pandemic has had on our activities, we have still been able on a reduced basis to maintain our day-to-day operations. We praise and thank our Lord for his continued provision. We will continue to make every effort to budget prudently in order to maintain a viable trading position for the future.

Phil Stiles

(Treasurer)

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

SPENCER CONTACT
Registered Charity No: 1070072

ACCOUNTS

for the year ended

31 MARCH 2021

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SPENCER CONTACT

We report on the accounts of the Charity for the period ended 31 March 2021 which are set out on pages 2 to 7.

Respective responsibilities of trustees and examiner

As the Charity's trustees you are responsible for the preparation of the accounts; you consider that the audit requirement of section 144(2) of the Charities Act 2011 (the Act) does not apply and that an independent examination is needed.

It is our responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under section 145(5)(b) of the Act, whether particular matters have come to our attention and to examine the accounts under Section 145 of the 2011 Act.

Basis of independent examiner's report

Our examination was carried out in accordance with the general Directions given by the Charities Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts. Our report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with our examination, no matter has come to our attention:

(1) which gives us reasonable cause to believe that in any material respect the following requirements have not been met –

a) to keep accounting records in accordance with section 130 of the Act; and

b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act; or

(2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

The Ollis Partnership Ltd

The Ollis Partnership Limited
Nelson House, 2 Hamilton Terrace, Leamington Spa, Warwickshire, CV32 4LY

Date 27/10/2021

SPENCER CONTACT

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted funds	Restricted funds	Total 2021	Total 2020
INCOMING RESOURCES	2				
Unrestricted donations		94,886		94,886	64,132
Restricted donations			5,150	5,150	200
Local government grants		6,000		6,000	6,500
Inland Revenue refunds		767		767	829
Interest received				–	3
Sale of goods		11,280		11,280	28,563
Delivery charges		5,549		5,549	14,571
Rental and storage income		25,760		25,760	33,419
Commission		218		218	81
		144,460	5,150	149,610	148,298
RESOURCES EXPENDED					
Direct Charitable Expenditure					
Wages and national insurance		126,844		126,844	118,948
Staff pension		2,357		2,357	2,135
Training				–	356
Recruitment				–	–
Protective clothing		129		129	549
Insurance		4,074		4,074	3,974
Water, gas and electricity charges		5,420		5,420	6,963
Telephone		1,351		1,351	1,530
Printing, postage and stationery		713		713	2,020
Repairs and small tools		3,932		3,932	4,235
Motor and travel expenses		1,560	3,545	5,105	7,393
Fundraising expenses		620		620	2,526
Professional fees		141		141	200
Depreciation		32,702		32,702	35,370
(Profit)/loss on disposal of assets		209		209	-2067
Sundry expenses		592		592	1,579
Donations		3,300		3,300	3,200
Matress fund purchases				–	404
Database development				–	494
Volunteer expenses		63		63	235
		184,007	3,545	187,552	190,044

SPENCER CONTACT

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021

	Unrestricted funds	Restricted funds	Total 2021	Total 2020
Administration of the Charity				
Accountancy: Independent Examination	830		830	890
Subscriptions	616		616	474
Software and computer costs	405		405	357
	1,851	-	1,851	1,721
TOTAL RESOURCES EXPENDED	185,858	3,545	189,403	191,765
OTHER INCOME				
Coronavirus job retention scheme	37,354		37,354	-
NET INCOMING RESOURCES FOR THE YEAR	-4,044	1,605	-2,439	-43,467
BALANCES BROUGHT FORWARD 1 APRIL 2020	1,435,948	127	1,436,075	1,479,542
BALANCES CARRIED FORWARD 31 MARCH 2021	1,431,904	1,732	1,433,636	1,436,075

SPENCER CONTACT

STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	31.3.2021 Unrestricted funds	Restricted funds	Total	31.3.2020 2
FIXED ASSETS	3	1,392,807		1,392,807	1,424,135
CURRENT ASSETS					
Prepayments and other debtors		3,582	1,732	5,314	1,816
Deposit account Santander		2,486		2,486	5,794
Current account Co-op		35,636		35,636	10,290
Paypal account		-		-	30
Cash in hand		5		5	5
		41,709	1,732	43,441	17,935
CURRENT LIABILITIES					
PAYE & NI		1,271		1,271	2,028
Other creditors and accruals		1,341		1,341	3,967
		2,612	-	2,612	5,995
NET CURRENT ASSETS		39,097	1,732	40,829	11,940
NET ASSETS		1,431,904	1,732	1,433,636	1,436,075
Represented by:					
UNRESTRICTED FUNDS				1,431,904	1,435,948
RESTRICTED FUNDS	4			1,732	127
				1,433,636	1,436,075

I approve the above accounts on behalf of the trustees.

..... P Burditt, Hon. Chairman

Date of meeting: 9 December 2021

I confirm that I have made available all the relevant records and information for the preparation of these accounts.

P. Stiles ..... P Stiles, Hon. Treasurer

SPENCER CONTACT
(Charity No. 1070072)

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

General information and basis of preparation

The nature of the charity's operations and principal activities are shown on pages 2 to 5.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and UK Generally Accepted Practice.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following the 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) issued in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

SPENCER CONTACT

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021

ACCOUNTING POLICIES 3

General
These accounts have been prepared under the historic cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice on Accounting by Charities. The term "resources" includes funds received and paid during the period adjusted for items which are accrued and prepaid at the period end.

Depreciation
Depreciation is provided at the following rates based on the estimated useful life of these fixed assets and their anticipated residual value:

Property	2% p.a. (straight line basis)
Motor vehicle	25% p.a. (reducing balance basis)
Equipment	20% p.a. (reducing balance basis)

Included within freehold property is freehold land at a historical cost value of £285,000. No depreciation was provided on the value of the land.

Incoming Resources:
Recognition of Incoming Resources 4
These are included in the Statement of Financial Activities (SoFA) when:
- the charity becomes entitled to The resources
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

Grants and Donations
Grants and donations are only included in the SoFA when the Charity has unconditional entitlement to the resources.

Investment Income
This is included in the accounts when receivable 5

Expenditure and Liabilities:
Liability Recognition
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources

6

SPENCER CONTACT

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021

FIXED ASSETS

	Land and buildings	Motor vehicles	Equipment	Total
Cost at 1.4.2020	1,431,361	74,583	5,303	1,511,247
Additions		840	743	1,583
Disposals			-1,011	-1,011
Cost at 31.3.2021	1,431,361	75,423	5,035	1,511,819
Depreciation at 1.4.2020	45,809	38,769	2,534	87,112
Charge for the year	22,927	9,163	612	32,702
Eliminated on disposal			-802	-802
Depreciation at 31.3.2021	68,736	47,932	2,344	119,012
Net book value at 31.3.2021	1,362,625	27,491	2,691	1,392,807
Net book value at 31.3.2020	1,385,552	35,814	2,769	1,424,135

RESTRICTED FUNDS

	Balance at 1.4.2020	During the year: Income	Expenditure	Balance at 31.3.2021
Van fund	127	5,150	-3,545	1,732
	127	5,150	-3,545	1,732

REMUNERATION OF TRUSTEES

None of the trustees or management committee members received any payment for the services they provided during the period.

RELATED PARTY TRANSACTIONS

During the year the charity received no donations from trustees.

END OF REPORT

SPENCER CONTACT ANNUAL REPORT & ACCOUNTS

Supported By:

NORTHAMPTON
BOROUGH COUNCIL