

REGISTERED COMPANY NUMBER: 04076663 (England and Wales)  
REGISTERED CHARITY NUMBER: 1089386

**REPORT OF THE TRUSTEES AND  
FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2023  
FOR  
DURHAM CITY SHOPMOBILITY LTD**

RMT Ribchesters  
Accountants and Business Advisors  
Finchale House  
Belmont Business Park  
Durham  
DH1 1TW

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FOR THE YEAR ENDED 31 DECEMBER 2023**

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# ANNUAL REPORT

Year ending 31<sup>st</sup> December 2023

## Message from the Chairperson

As the newly appointed Chairperson of Durham City Shopmobility, stepping into this role in October 2023 was a pivotal moment for both myself and our beloved organization. It was a time of reflection on our past and a forward-looking gaze into our future—a future we are determined to shape with transparency, integrity, and unwavering dedication to our mission.

The legacy we inherited was complex, marked by management challenges and instances where the trust placed in us by our stakeholders was not fully honoured. These revelations have not been easy to confront, but they have been crucial in guiding our path forward. In acknowledging these issues, we embrace the opportunity to rebuild, not just in structure but in spirit.

In the last several months, under the guidance of our new manager, Julie Frazer, and with the support of our renewed board of trustees and directors, we've initiated significant changes. We've streamlined operations, significantly reducing our costs without compromising on the quality of service, and refocused our efforts on the core values and projects that define us. This period of transformation has been about more than correcting past errors; it has been about recommitting to our mission to empower disabled persons in Durham City with independence and dignity.

Our efforts have already begun to bear fruit. Despite the broader challenges facing our sector, including the closure of neighbouring shopmobility schemes and specialist stores, our resolve has never wavered. Our team's dedication has been our beacon during these times, ensuring that our services not only continue but thrive.

Looking ahead, we are not just aiming to restore what was lost but to build something stronger and more resilient. With a clear vision for 2024, we are expanding our services, forging new community connections, and embracing sustainable funding strategies. Our journey is one of hope, determination, and community. We are here to serve, to empower, and to champion the rights and independence of every individual we encounter.

To our clients, volunteers, and supporters: your belief in our mission fuels our daily efforts. Your patience, understanding, and continued support mean the world to us as we navigate this period of change. Together, we are laying the groundwork for a future where every person with mobility needs in Durham City has access to the resources and support, they need to lead fulfilling lives.

As we chart this course together, I invite you to join us in this journey of renewal and growth. Let us move forward, not forgetting our past, but learning from it to create a brighter, more inclusive future for all.

Warmest regards,

Joseph Pickering

Chairperson, Durham City Shopmobility  
October 2024



## About Us

### Mission Statement

To empower disabled persons in Durham city, by providing them with electric and manual wheelchairs or scooters, to access shopping areas, places of interest, educational and leisure facilities, promoting independence, confidence, knowledge and self-esteem.

### Our Vision

As we look ahead to 2024, we are motivated by a renewed sense of purpose and a clear vision that guides our efforts to mend and exceed the legacy left by the previous management. Understanding the challenges of the past, including limited funding that restricted our ability to fully serve our clients and customers, we are now poised to embark on a transformative journey. Our goal is not only to address these challenges but to elevate our services and impact to new heights.

### Rebranding Ourselves

As part of our transformative journey into 2024 and beyond, Durham City Shopmobility is embracing a complete rebranding to reflect our revitalized vision and renewed commitment to the community we serve. Recognizing that our logo and brand colours carry the weight of a 20-year legacy, we see an incredible opportunity to infuse our visual identity with the energy, innovation, and forward-thinking ethos that now drive our organization. This rebranding is not just about updating our aesthetic but signalling to our clients, volunteers, and supporters that we are evolving. We are turning a new leaf, adopting a visual language that speaks to our dedication to accessibility, inclusiveness, and the vibrant future we envision. As we embark on this rebranding journey, we invite you to join us in welcoming a new chapter for Durham City Shopmobility, one that honours our past while boldly stepping into a future filled with possibility and promise.

### Enhancing Services and Community Engagement

Central to our vision for the coming year is the expansion of our services to include an additional day of bus excursions. This initiative aims to provide our clients with more opportunities for exploration, social interaction, and enjoyment, contributing significantly to their quality of life. By extending our service days, we anticipate a broader reach and a deeper connection with those we serve.

### Building Stronger Community Connections

Recognizing the power of collaboration and community support, we are committed to forging meaningful connections with local disabled community groups. Our vision is to become a more integral part of the community ecosystem, offering our services as a bridge to greater accessibility and inclusion. Through these partnerships, we aim to not only expand our user base but also to play an active role in advocating for and addressing the needs of the disabled community.

### Securing Sustainable Funding

To achieve our ambitious goals, securing sustainable funding is paramount. In 2024, we will actively pursue new funding opportunities, including signing up to VONNE (Voluntary Organisations' Network North East), to tap into a wider network of potential supporters and resources. This strategic move is aimed at diversifying our funding sources, ensuring not just the continuation but the enhancement of our services for the benefit of our clients and the wider community.

### Conclusion

With a focus on repairing past damages, expanding our offerings, strengthening community ties, and securing a sustainable future, we are optimistic about what 2024 holds. We believe that through dedication, collaboration, and the support of our community and partners, we can turn our vision into reality, creating a more inclusive, accessible, and enriched community for everyone we serve.



## Our Values

### Success Stories

Dawn, one of our newly appointed directors had this to say...

"I've lived with MS for over twenty years now and had to stop working when my symptoms became too advanced to continue. I live on my own and was spending a great deal of time stuck at home, bored and increasingly isolated. I had used the service for quite a while and when Janet became aware that I was no longer working she suggested that I try the trips. They have made a huge difference to my quality of life. As a wheelchair user it is so simple. Being picked up and dropped off at my door makes it so easy. I've been to such a lot of places I would never have got to otherwise and have made lots of friends. We get plenty of time to do our own thing and don't have to worry about a thing. I really look forward too, and enjoy going on them. Using this service has been transformational. I couldn't recommend it highly enough."

### Statistics & Metrics

In the past seven years, our organization has faced significant challenges, including management issues and misinformation that have made it difficult to provide accurate statistics and metrics about our operations and impact. These challenges have obscured the true representation of our activities and the community we serve. As of now, we have over 4,000 individuals on our books. However, we recognize that this number does not accurately reflect active engagement or the full scope of our reach due to outdated software and historical oversight.

### Addressing Past Challenges

We understand the importance of transparency and accountability, especially to our trustees, directors, and supporters who place their trust in us to make a meaningful difference. The legacy of past management has taught us valuable lessons about the need for accurate data collection and analysis. We are committed to rectifying these issues by undertaking the following steps:

**Software Upgrade:** Recognizing that our current software system is outdated and no longer serves our needs effectively, we are prioritizing the upgrade of our data management systems. This will enable us to more accurately track participation, engagement, and the impact of our services.

**Implementing New Data Collection Strategies:** Moving forward, we will implement robust data collection and analysis strategies. These will include both quantitative and qualitative methods to ensure we capture the full impact of our services on the community.

**Engagement Surveys:** To better understand and serve our community, we will initiate regular engagement surveys. This will not only provide us with up-to-date data but also insights into the needs and satisfaction levels of those we serve.

### Looking Forward

As we make these changes, we ask for the patience and support of our community. We believe that these steps are crucial for laying a foundation of trust and accountability. While we may not currently have the precise statistics and metrics to share, we are dedicated to building a system that will allow us to report our progress and impact accurately and transparently in the future.

Our vision for a more connected, inclusive, and well-served community drives us forward. We are committed to not only overcoming past challenges but also to setting a new standard for excellence and reliability in our operations and reporting. Charity Number 1089386

Company Number 04076663

DURHAM CITY SHOPMOBILITY



## Financial Overview

### Financial Statements Summary

This year, our organization has made considerable strides in advancing our mission, thanks in large part to the thoughtful allocation of our resources and the generous support we've received from our community, partners, and funders. Our total expenditures for the year amounted to £56,346, while our income reached £38,885, reflecting our commitment to invest in the quality and expansion of our services. We conclude, the financial year has been a testament to our organization's resilience, adaptability, and unwavering commitment to our mission. Despite the challenges, our thoughtful resource allocation, coupled with the steadfast support of our community and funders, has allowed us to make meaningful progress and lay a solid foundation for the future. As we move forward, we remain dedicated to enhancing our impact, expanding our services, and continuing to serve our community with dedication and integrity.

### Revenue Sources

On the revenue side, our total income for the year was £38,885, showcasing the generous support we've received from our community and partners. This includes donations amounting to £182, membership hires and fees contributing £2,848, and bus trips generating £6,871, illustrating the active participation and trust in our services. Our major financial support came through grants totalling £30,695, with significant contributions from DCC (£25,000), an Access to Work Grant (£2,783), and a Council Repair Grant (£2,912). This financial backing underscores the confidence in our work and the importance of our mission to both our local community and broader stakeholders.

### Expenditure Breakdown

In the fiscal year, our charity allocated a total of £56,346 towards various essential expenses to support our operations and mission. The bulk of our expenditure, amounting to £40,669, was dedicated to HMRC, wages, and salaries, ensuring that our dedicated team was fairly compensated for their invaluable work. For the year beginning 2024, wages have been significantly reduced to better fit the needs of the charity. We reinvested a grant of £2,783 in Access to Work to ensure the previous disabled manager could easily and safely get to work and £405 in general products to enhance our operational efficiency. Additionally, our commitment to compliance and regulation was reflected in spending £20 on licenses. Marketing efforts, crucial for raising awareness and support, included £694 towards our website's development and maintenance; this was reduced from over £1,600. Our office operations, a vital backbone of our daily activities, incurred costs of £4,485, covering telephone and internet services (which has been reduced by 50% starting October 2023), office expenses and in-house repairs, accounting services, licenses, and water bills. To support the well-being of our employees, we contributed £972 towards pension contributions and ensured protection through £844 in insurance expenses. Operational necessities like minibus fuel and repairs & purchasing of equipment were also significant, costing £3,697, the repairs were paid for by LA Grants and £288.64 respectively. This strategic allocation of funds underscores our commitment to sustaining our mission-critical activities while ensuring the welfare of our team and compliance with regulatory requirements.



## Governance

### Board of Directors and Trustees

Guiding the helm of Durham City Shopmobility is our distinguished Board of Directors and Trustees. This group of dedicated individuals brings a diverse range of skills, passions, and insights to our charity, each contributing uniquely to our mission's success.

**Eileen Judith Lees:** Eileen serves as a Director, Trustee, and Company Secretary. A pillar of her church community, Eileen's kindness and extensive experience with charities and committees shine through in her deep understanding of our needs. Her steadfast commitment ensures we stay true to our mission and values.

**Alfie Dolan:** Alfie, both a Director and Trustee, is a beacon of joy and kindness. As a disabled pioneer, he possesses a unique ability to see individuals for who they truly are, making him a kindred soul within our organization. His perspective enriches our approach to service and inclusivity.

**Dawn Field:** Dawn brings her intelligence, smartness, and remarkable knowledge to her roles as Director and Trustee. With an innate ability to see the best in people, she keenly understands what our charity needs to thrive. Her insights are invaluable in guiding our strategic direction.

**Alan Oliver:** As a retired solicitor, Alan's expertise in legal matters and committee operations fortifies our board. His role as Director and Trustee ensures that our charity not only navigates the complexities of law but also benefits from his operational insights, keeping us on a path of integrity and compliance.

**Joseph Pickering:** Our chairperson, a director, and Trustee, Joseph is a disabled entrepreneur with an impressive record of over 15,000 hours of voluntary work. His advocacy for the physically disabled and neurodiverse is unwavering, driving our efforts to secure better rights and opportunities for those less abled.

### Honouring Our Retirees

We also extend our heartfelt gratitude to Susan Vest, whose tenure as Director and Trustee concluded in March 2024. Susan's dedication has left an indelible mark on our charity, and we wish her all the best in her next chapter.

Our board's collective expertise, compassion, and vision are the backbone of Durham City Shopmobility, steering us towards a future where inclusivity and empowerment are accessible to all.

### Strategic Development of Advisory Committees

In alignment with our ethos of continuous improvement and community engagement, Durham City Shopmobility is laying the groundwork for the establishment of an Advisory Committee. Recognizing the pivotal role such a committee can play in enriching our strategic direction and enhancing our service delivery, we have earmarked the creation of this vital body as a key milestone in our three-year plan, with its formation anticipated in 2025.

This initiative underscores our commitment to leveraging external expertise and diverse perspectives to steer our organization towards even greater impacts. The Advisory Committee will be composed of individuals who embody a wide range of skills and experiences, from legal and financial expertise to in-depth knowledge of disability rights and community engagement strategies. Their collective insights will ensure that we remain at the forefront of best practices, innovation, and compliance, all while deepening our connection with the communities we serve.

As we move towards this exciting phase of development, we invite our community stakeholders, including clients, volunteers, and supporters, to share their thoughts and suggestions on the formation of the Advisory Committee. Your input is invaluable to us as we strive to make this initiative a resounding success, further empowering those we serve and enhancing the fabric of our community.



## Policies & Compliance

### Governance Policies

Our commitment to transparency, accountability, and excellence in service is reflected in the comprehensive set of governance policies that guide Durham City Shopmobility. These policies ensure that our operations not only meet legal standards but also align with our mission and values. The following are key governance policies in place:

**Board of Directors Charter:** Defines the structure, responsibilities, and operational protocols of our Board, ensuring effective leadership and decision-making.

**Conflict of Interest Policy:** Safeguards the integrity of our decisions, requiring disclosures of potential conflicts and managing them in the organization's best interest.

**Code of Ethics and Conduct:** Establishes the principles of ethical behaviour expected from our Board, staff, and volunteers to maintain the highest standards of integrity.

**Financial Management Policy:** Details our approach to budgeting, financial reporting, audits, and safeguards against mismanagement, ensuring fiscal responsibility.

**Risk Management Policy:** Identifies and addresses potential risks to our people, assets, and operations, with strategies for mitigation and ongoing monitoring.

**Whistleblower Policy:** Encourages reporting of unethical or illegal conduct within the organization, providing a safe and confidential process for doing so without fear of retaliation.

**Document Retention and Destruction Policy:** Outlines the proper handling of our records, including retention periods and secure destruction protocols, to comply with legal obligations and protect confidentiality.

**Chairperson Appointment and Role Policy:** Describes the process for selecting our chairperson and delineates their leadership responsibilities within the Board and the organization.

**Diversity and Inclusion Policy:** Demonstrates our commitment to fostering an inclusive environment that values and respects diversity among board members, staff, volunteers, and the communities we serve.

**Succession Planning Policy:** Ensures organizational resilience by preparing for future leadership transitions, identifying and developing talent to fill key positions.

These policies are foundational to the governance of Durham City Shopmobility, guiding us in fulfilling our mission with responsibility and respect for all stakeholders involved.



## Our Supporters

### Major Donors

Durham County Council for £25,000 – this covers our use of the minibus, fuel, repairs, the entry costs and the overall use.

### Corporate Partners

Historically, Durham City Shopmobility has navigated its mission without the direct involvement of corporate partners. This absence was not by design but rather a reflection of past priorities and strategies that did not fully explore the vast potential of such collaborations. The focus of previous boards and management teams primarily centered on direct service delivery and community engagement, leaving the exploration of corporate partnerships relatively untapped.

Today, we stand on the brink of a new era, recognizing the immense value and mutual benefits that strategic corporate partnerships can bring. As we reevaluate our approach and set our sights on broader horizons, the engagement of corporate partners has emerged as a pivotal element of our strategy moving forward.

Our aim is not just to find financial supporters but to build meaningful, collaborative relationships with businesses that share our commitment to accessibility, inclusiveness, and community service. We believe that corporate partnerships can amplify our impact, providing resources, expertise, and networks that can significantly enhance our programs and services. These partnerships represent more than just a financial lifeline; they are opportunities for shared value creation, where businesses can actively contribute to the social good while engaging their employees and customers in meaningful causes.

In this new chapter, we are actively seeking corporate partners who are eager to make a tangible difference in the lives of individuals with mobility needs. We envision partnerships that are built on shared goals and mutual respect, where the expertise and resources of the corporate sector meet the passion and dedication of our team to create a more inclusive and accessible community.

Our message to potential corporate partners is clear: Join us, and together, we can achieve remarkable things. Not only will your support help us extend our reach and enhance our services, but it will also affirm your commitment to social responsibility and community engagement. By working together, we can forge a future where mobility challenges are no longer barriers to independence, inclusion, and joy.

As we embark on this journey to cultivate corporate partnerships, we do so with optimism and an open invitation to businesses of all sizes to explore how we might join forces for the greater good. Our commitment to our mission is unwavering, and we believe that with the right partners by our side, the possibilities are limitless.



## Challenges and Opportunities

In the evolving landscape of community support and mobility services, Durham City Shopmobility has encountered its fair share of hurdles. However, with each challenge comes an opportunity for growth, innovation, and strengthened resolve.

### Challenges:

**Past Management and Transparency Issues:** The legacy of previous management practices left us with a daunting task: to rebuild trust and ensure the financial and operational transparency of our charity. These challenges, while significant, have catalysed a period of introspection and renewal, driving us to implement robust governance structures and clear, honest communication with all our stakeholders.

**Outdated Systems and Data Management:** Our reliance on antiquated software has obscured the true impact of our services. Addressing this has required not only financial investment but a shift towards modern, efficient, and secure data management practices, ensuring we can accurately measure our impact and adapt to the needs of those we serve.

**Financial Constraints:** Limited funding, heavily reliant on a singular grant, has restricted our ability to expand services and fully support our clients. This financial tightrope has necessitated creative approaches to funding and resource allocation, pushing us towards seeking diverse revenue streams.

### Opportunities:

**Rebranding and Community Engagement:** The decision to undergo a complete rebrand offers a unique opportunity to rejuvenate our public image, attract new supporters, and re-engage with our community. This rebranding journey is not just about a new logo or colour scheme but about signalling our renewed commitment to accessibility, inclusion, and empowerment.

**Advisory Committees and Expertise Influx:** The planned introduction of Advisory Committees in our three-year strategy represents a forward-thinking approach to governance and operations. By drawing on external expertise, we can navigate legal complexities, enhance our service offerings, and embed best practices into every aspect of our work.

**Expanding Services and Partnerships:** The vision to add an additional day of bus excursions and forge connections with local disabled community groups embodies our commitment to service expansion and community integration. These initiatives not only broaden our reach but also deepen our impact, fostering a more inclusive and accessible community.

**Diversifying Funding Sources:** The pursuit of new funding opportunities, including registration with VONNE, opens the door to sustainable growth and financial stability. This strategic move aims to secure the resources necessary to fulfil our ambitious goals, ensuring that we can continue to serve our community effectively.

In facing these challenges head-on, Durham City Shopmobility stands at a pivotal moment of transformation. With each obstacle, we find pathways to innovation; with each gap, a chance to bridge divides. Our journey is one of resilience, driven by the belief that through collaboration, determination, and a clear vision, we can create a future where mobility is not a barrier but a bridge to opportunity and inclusion for all.



## Looking Ahead

**Expanding on your concise goals, here's a more detailed and comprehensive narrative for the "Goals for Next Year" section:**

### Goals for the Upcoming Year

As we look ahead, Durham City Shopmobility is poised to embark on a year of renewal and growth, building on our legacy while adapting to the new realities post-COVID-19. Our goals for the coming year are ambitious yet grounded in our commitment to serving our community with enhanced services and programs. Here's a closer look at our objectives:

#### Reinstating Coffee Mornings and Social Events

Community is at the core of everything we do, and our coffee mornings and social events have always been a vibrant part of our offering. These gatherings not only provide a vital social outlet for our users but also strengthen the bonds within our community. Restarting these events, halted due to COVID-19, is a top priority. Our aim is to not only bring back these cherished gatherings but to enrich them, making them more frequent and varied to cater to the diverse interests and needs of our participants.

#### Expanding Excursions and Utilization of Resources

Our minibus service has been a lifeline for many, offering not just mobility but freedom and joy. This year, we plan to significantly increase the number of excursions available, exploring new destinations and experiences that will enrich the lives of our users. Concurrently, we aim to optimize the use of our minibus and office space, ensuring that these resources are utilized to their fullest potential, thereby maximizing our impact on the community.

#### Securing New Funding Avenues

The pandemic posed significant financial challenges, impacting our ability to operate as a self-sustaining entity. In response, securing new funding sources becomes a critical goal for the next year. We are exploring a range of options, from grant applications and fundraising events to corporate partnerships and community-driven initiatives. Our objective is clear: to replenish and ideally exceed the funds lost during the pandemic, securing the financial health and operational sustainability of our services for the future.

#### Towards Self-Sustaining Operations

Ultimately, all our efforts this year will be directed towards regaining and solidifying our status as a self-sustaining operation. This means not only covering our operational costs but also investing in the growth and development of our services. By achieving financial sustainability, we ensure that Durham City Shopmobility can continue to serve our community effectively, adapt to emerging needs, and remain a pillar of support for those we assist.

In pursuit of these goals, we are motivated by the resilience and spirit of our community. Together, we are embarking on a journey of recovery, growth, and deeper engagement, confident in our ability to meet these objectives and excited about the opportunities they will bring to those we serve.



## Upcoming Projects

Building upon our aspirations and the initial plans, Durham City Shopmobility is set to enrich and diversify our offering with a series of compelling, accessible adventures throughout the North East of England. These endeavours aim not just to entertain but to foster a deeper sense of community and accessibility.

### *Summer and Beyond: A Season of Exploration*

Our ambition is to embrace the warmth of the summer, extending into the crisp days of autumn and the festive spirit of winter, with a variety of cultural and outdoor activities tailored to our community's diverse interests and needs.

*The Magical World of Alnwick Garden:* Immerse in the enchanting landscapes of Alnwick Garden, where accessibility meets the extraordinary. From the serene beauty of the Cherry Orchard to the playful splashes in the Serpent Garden, it's a place where everyone can find joy and relaxation.

*Discovery at The Great North Museum:* Offering a journey through time, from the age of the dinosaurs to ancient civilizations, The Great North Museum in Newcastle is not just accessible but truly welcoming to all. Its exhibits promise an educational and enjoyable day out for our community members.

### *Enriching Fridays: New Groups and Community Engagement*

To complement our excursion program, we're introducing "Enriching Fridays," dedicated to building our community through engagement, education, and enjoyment. These sessions are designed to increase our client list, encourage more frequent use of our services, and strengthen the bonds within our community.

*Theatre Excursions and Creative Workshops:* Beyond the laughter and joy of pantomime trips, we plan to collaborate with local theatres for special performances and workshops, making the magic of theatre accessible to all. These outings are not just entertainment; they're gateways to new worlds of imagination and creativity.

*Festive Spirit and Celebrations:* Understanding the challenges that the winter season can bring, we're dedicated to infusing warmth and joy into our community's lives. From festive shopping expeditions that ease the holiday rush to a grand Christmas dinner, our goal is to create moments of togetherness and celebration, making the holiday season memorable for everyone.

*Heritage Railways Adventure:* Embrace the nostalgia and charm of the region's heritage railways. Accessible journeys on the Tanfield Railway or Weardale Railway offer scenic vistas and a step back in time, perfect for family outings and group excursions that everyone can enjoy.

Through these upcoming projects, Durham City Shopmobility not only aims to enhance the social and recreational opportunities for our clients but also to underscore the importance of accessibility, inclusion, and community in everything we do. As we venture into 2024 and beyond, our commitment to creating a welcoming, supportive environment where every individual can participate fully in a range of cultural and social activities remains unwavering. Join us on this journey of discovery, connection, and celebration.



## How to Help

### Donation Information

For donations in multiples of £5.00 please go to <http://online.durhamshopmobility.co.uk/>

Larger donations can be made in person at our main office address, via telephone or by post or BACS transfer.

For details, please give us a call using the information below.

## Contact Information

### Manager

Julie Frazer

Email: [Manager@Durhamshopmobility.co.uk](mailto:Manager@Durhamshopmobility.co.uk)

Telephone: 01913868556

### Chairperson & Trustees

Joseph Pickering – Chair, Trustee (appointed 24/01/2024)

Email: [Joseph@DurhamShopmobility.co.uk](mailto:Joseph@DurhamShopmobility.co.uk)

Dawn Field – Director, Treasurer and Lead Trustee (appointed 24/01/2024)

Email [Dawn@DurhamShopmobility.co.uk](mailto:Dawn@DurhamShopmobility.co.uk)

Alan Oliver – Trustee (appointed 24/01/2024)

Alfie Dolan – Trustee (appointed 24/01/2024)

Joint email for all directors (Distributed to their email addresses independently and free from any middleman interference)

Email: [Directors@DurhamShopmobility.co.uk](mailto:Directors@DurhamShopmobility.co.uk)

Eileen Judith Lees – Former Trustee (Resigned 07/05/2024)

Lesley Standley – Former Trustee (Resigned 13/09/2023)

Susan Vest – Former Trustee (Resigned 07/05/2024)

Pamela Barron – Former trustee (Resigned 13/09/2023)

### Main Office Address

#### Durham City Shopmobility

Level 1 Prince Bishops Car Park

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### Independent Examiner

J D Holloway (FCA DChA)

RMT Ribchesters

Accountants and Business Advisors

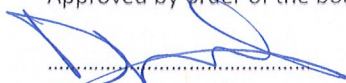
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Approved by order of the board of trustees on 24/10/24 and signed on its behalf by:



D Field - Trustee



**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
DURHAM CITY SHOPMOBILITY LTD**

**Independent examiner's report to the trustees of Durham City Shopmobility Ltd ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 December 2023.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

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

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



J D Holloway FCA DChA

RMT Ribchesters  
Accountants and Business Advisors  
Finchale House  
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DH1 1TW

Date: 25/12/24

**DURHAM CITY SHOPMOBILITY LTD**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

	Notes	Unrestricted fund £	Restricted funds £	2023 Total funds £	2022 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	1,161	2,783	3,944	9,680
<b>Charitable activities</b>					
Charitable activities		25,000	-	25,000	25,000
Other trading activities	3	9,719	-	9,719	11,787
Investment income	4	<u>222</u>	<u>-</u>	<u>222</u>	<u>3</u>
<b>Total</b>		<u>36,102</u>	<u>2,783</u>	<u>38,885</u>	<u>46,470</u>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>					
Charitable activities		<u>49,607</u>	<u>6,739</u>	<u>56,346</u>	<u>56,004</u>
<b>NET INCOME/(EXPENDITURE)</b>					
Transfers between funds	12	(13,505) <u>2,454</u>	(3,956) <u>(2,454)</u>	(17,461) <u>-</u>	(9,534) <u>-</u>
<b>Net movement in funds</b>		(11,051)	(6,410)	(17,461)	(9,534)
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		<u>52,824</u>	<u>8,900</u>	<u>61,724</u>	<u>71,258</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>41,773</u>	<u>2,490</u>	<u>44,263</u>	<u>61,724</u>

The notes form part of these financial statements



NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2023

1. ACCOUNTING POLICIES

**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Charitable activities**

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Governance costs**

Governance costs include those costs associated with meeting with the constitutional and statutory requirements of the charity and include the independent examination fees and costs linked to the strategic management of the charity.

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery	- 15% on reducing balance
Fixtures and fittings	- 15% on cost
Motor vehicles	- 5-20% on reducing balance
Computer equipment	- 20% on cost

Individual fixed assets bought using restricted funds are written off to the statement of financial activities in the year they are purchased, to show the restricted fund being spent.

**Taxation**

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

**Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**DURHAM CITY SHOPMOBILITY LTD**

**BALANCE SHEET  
31 DECEMBER 2023**

	Notes	Unrestricted fund £	Restricted funds £	2023 Total funds £	2022 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	9	14,040	-	14,040	14,775
<b>CURRENT ASSETS</b>					
Debtors	10	400	-	400	192
Cash at bank and in hand		<u>30,693</u>	<u>2,490</u>	<u>33,183</u>	<u>48,087</u>
		31,093	2,490	33,583	48,279
<b>CREDITORS</b>					
Amounts falling due within one year	11	<u>(3,360)</u>	-	<u>(3,360)</u>	<u>(1,330)</u>
<b>NET CURRENT ASSETS</b>		<u>27,733</u>	<u>2,490</u>	<u>30,223</u>	<u>46,949</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>41,773</u>	<u>2,490</u>	<u>44,263</u>	<u>61,724</u>
<b>NET ASSETS</b>		<u>41,773</u>	<u>2,490</u>	<u>44,263</u>	<u>61,724</u>
<b>FUNDS</b>	12				
Unrestricted funds				41,773	52,824
Restricted funds				<u>2,490</u>	<u>8,900</u>
<b>TOTAL FUNDS</b>				<u>44,263</u>	<u>61,724</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 December 2023.

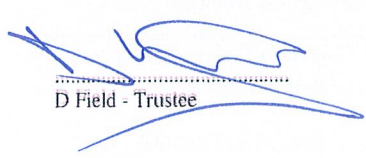
The members have not required the company to obtain an audit of its financial statements for the year ended 31 December 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 24/10/24 and were signed on its behalf by:

  
D Field - Trustee



DURHAM CITY SHOPMOBILITY LTD

NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 DECEMBER 2023

2. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	182	480
Grants	<u>3,762</u>	<u>9,200</u>
	<u>3,944</u>	<u>9,680</u>

Grants received, included in the above, are as follows:

	2023	2022
	£	£
Durham County Council	2,942	-
National Lottery Awards for All	-	9,200
DWP resource Management	<u>820</u>	<u>-</u>
	<u>3,762</u>	<u>9,200</u>

3. OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Bus income	6,871	8,465
Membership and hires	<u>2,848</u>	<u>3,322</u>
	<u>9,719</u>	<u>11,787</u>

4. INVESTMENT INCOME

	2023	2022
	£	£
Bank interest receivable	<u>222</u>	<u>3</u>

5. NET INCOME/(EXPENDITURE)

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

	2023	2022
	£	£
Depreciation - owned assets	3,129	3,157
Surplus on disposal of fixed assets	<u>(290)</u>	<u>-</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 December 2023 nor for the year ended 31 December 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 December 2023 nor for the year ended 31 December 2022.

7. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	40,669	40,584
Other pension costs	<u>972</u>	<u>831</u>
	<u>41,641</u>	<u>41,415</u>

The average monthly number of employees during the year was as follows:

	2023	2022
	<u>2</u>	<u>2</u>

No employees received emoluments in excess of £60,000.



DURHAM CITY SHOPMOBILITY LTD

NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 DECEMBER 2023

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	480	9,200	9,680
<b>Charitable activities</b>			
Charitable activities	25,000	-	25,000
Other trading activities	11,787	-	11,787
Investment income	<u>3</u>	<u>-</u>	<u>3</u>
<b>Total</b>	<u>37,270</u>	<u>9,200</u>	<u>46,470</u>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Charitable activities	<u>55,704</u>	<u>300</u>	<u>56,004</u>
<b>NET INCOME/(EXPENDITURE)</b>	(18,434)	8,900	(9,534)
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	<u>71,258</u>	<u>-</u>	<u>71,258</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>52,824</u>	<u>8,900</u>	<u>61,724</u>

9. TANGIBLE FIXED ASSETS

	Plant and machinery £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
<b>COST</b>					
At 1 January 2023	4,400	1,344	51,222	-	56,966
Additions	250	-	-	2,454	2,704
Disposals	<u>(975)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(975)</u>
At 31 December 2023	<u>3,675</u>	<u>1,344</u>	<u>51,222</u>	<u>2,454</u>	<u>58,695</u>
<b>DEPRECIATION</b>					
At 1 January 2023	2,571	1,167	38,453	-	42,191
Charge for year	312	27	2,299	491	3,129
Eliminated on disposal	<u>(665)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(665)</u>
At 31 December 2023	<u>2,218</u>	<u>1,194</u>	<u>40,752</u>	<u>491</u>	<u>44,655</u>
<b>NET BOOK VALUE</b>					
At 31 December 2023	<u>1,457</u>	<u>150</u>	<u>10,470</u>	<u>1,963</u>	<u>14,040</u>
At 31 December 2022	<u>1,829</u>	<u>177</u>	<u>12,769</u>	<u>-</u>	<u>14,775</u>

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Other debtors	400	-
Prepayments	<u>-</u>	<u>192</u>
	<u>400</u>	<u>192</u>

DURHAM CITY SHOPMOBILITY LTD

NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 DECEMBER 2023

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Social security and other taxes	-	400
Other creditors	163	-
Deferred income	1,963	-
Accrued expenses	<u>1,234</u>	<u>930</u>
	<u>3,360</u>	<u>1,330</u>

12. MOVEMENT IN FUNDS

	At 1.1.23 £	Net movement in funds £	Transfers between funds £	At 31.12.23 £
<b>Unrestricted funds</b>				
General fund	52,824	(13,505)	2,454	41,773
<b>Restricted funds</b>				
National Lottery Awards for All	8,900	(6,410)	-	2,490
DWP Resource Management	<u>-</u>	<u>2,454</u>	<u>(2,454)</u>	<u>-</u>
	<u>8,900</u>	<u>(3,956)</u>	<u>(2,454)</u>	<u>2,490</u>
<b>TOTAL FUNDS</b>	<u>61,724</u>	<u>(17,461)</u>	<u>-</u>	<u>44,263</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	36,102	(49,607)	(13,505)
<b>Restricted funds</b>			
National Lottery Awards for All	-	(6,410)	(6,410)
DWP Resource Management	<u>2,783</u>	<u>(329)</u>	<u>2,454</u>
	<u>2,783</u>	<u>(6,739)</u>	<u>(3,956)</u>
<b>TOTAL FUNDS</b>	<u>38,885</u>	<u>(56,346)</u>	<u>(17,461)</u>

Comparatives for movement in funds

	At 1.1.22 £	Net movement in funds £	At 31.12.22 £
<b>Unrestricted funds</b>			
General fund	71,258	(18,434)	52,824
<b>Restricted funds</b>			
National Lottery Awards for All	-	8,900	8,900
	<u>-</u>	<u>-</u>	<u>-</u>
<b>TOTAL FUNDS</b>	<u>71,258</u>	<u>(9,534)</u>	<u>61,724</u>

**DURHAM CITY SHOPMOBILITY LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 DECEMBER 2023**

**12. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	37,270	(55,704)	(18,434)
<b>Restricted funds</b>			
National Lottery Awards for All	9,200	(300)	8,900
<b>TOTAL FUNDS</b>	<u>46,470</u>	<u>(56,004)</u>	<u>(9,534)</u>

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

	At 1.1.22 £	Net movement in funds £	Transfers between funds £	At 31.12.23 £
<b>Unrestricted funds</b>				
General fund	71,258	(31,939)	2,454	41,773
<b>Restricted funds</b>				
National Lottery Awards for All	-	2,490	-	2,490
DWP Resource Management	-	<u>2,454</u>	<u>(2,454)</u>	-
	-	<u>4,944</u>	<u>(2,454)</u>	<u>2,490</u>
<b>TOTAL FUNDS</b>	<u>71,258</u>	<u>(26,995)</u>	<u>-</u>	<u>44,263</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	73,372	(105,311)	(31,939)
<b>Restricted funds</b>			
National Lottery Awards for All	9,200	(6,710)	2,490
DWP Resource Management	<u>2,783</u>	<u>(329)</u>	<u>2,454</u>
	<u>11,983</u>	<u>(7,039)</u>	<u>4,944</u>
<b>TOTAL FUNDS</b>	<u>85,355</u>	<u>(112,350)</u>	<u>(26,995)</u>

During 2022 a grant was received which was restricted in nature. The grant received from The National Lottery Awards for All. This was to be used towards the purchase of two fold up scooters, including the cost of obtaining the scooters as well as any training required at 31 December 2023 £2,490 was unspent.

During 2023 DWP resource management provided a grant which was restricted in nature, for £2,783. This was funding to be spent at 31 December 2023. The transfer of £2,454 relates to part of the grant being spent on a fixed asset with the restrictions being lifted after the purchase of this asset.

**DURHAM CITY SHOPMOBILITY LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 DECEMBER 2023**

**13. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 December 2023.



**DURHAM CITY SHOPMOBILITY LTD**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 DECEMBER 2023**

	2023 £	2022 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	182	480
Grants	<u>3,762</u>	<u>9,200</u>
	3,944	9,680
<b>Other trading activities</b>		
Bus income	6,871	8,465
Membership and hires	<u>2,848</u>	<u>3,322</u>
	9,719	11,787
<b>Investment income</b>		
Bank interest receivable	222	3
<b>Charitable activities</b>		
Grants	<u>25,000</u>	<u>25,000</u>
<b>Total incoming resources</b>	38,885	46,470
<b>EXPENDITURE</b>		
<b>Charitable activities</b>		
Wages	40,669	40,584
Pensions	972	831
Bus running costs	3,697	6,841
Licences and fees	20	20
Administration expenses	4,485	3,084
Small equipment and work wear	405	-
Repairs and maintenance	1,592	336
Depn of plant & machinery	312	323
Depn of fixtures & fittings	27	31
Depn of motor vehicles	2,298	2,803
Depn of computer equipment	491	-
Surplus on sale of tangible fixed assets	<u>(290)</u>	<u>-</u>
	54,678	54,853
<b>Support costs</b>		
<b>Governance costs</b>		
Accountancy fees	1,518	1,151
Companies house penalty	<u>150</u>	<u>-</u>
	<u>1,668</u>	<u>1,151</u>
<b>Total resources expended</b>	<u>56,346</u>	<u>56,004</u>
<b>Net expenditure</b>	<u>(17,461)</u>	<u>(9,534)</u>