PEOPLE TO PLACES

England & Wales · Charity number 1091387

Details

Status	Registered
Legal form	Charitable company
Company number	04371133
Registered	2002-03-26
Register	View on the Charity Commission register

Contact

Address	St. Marks Hospital 112 St. Marks Road Maidenhead Berkshire SL6 6DU
Phone	01628 587920
Email	info@people2places.org.uk
Website	www.people2places.org.uk

Activities

Objects: TO PROVIDE A COMMUNITY TRANSPORT SERVICE FOR SUCH OF THE INHABITANTS OF THE ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD AND ITS NEIGHBOURHOOD WHO ARE IN NEED OF SUCH A SERVICE BECAUSE OF AGE, SICKNESS OR DISABILITY (MENTAL OR PHYSICAL), OR POVERTY, OR BECAUSE OF A LACK OF AVAILABILITY OF ADEQUATE AND SAFE PUBLIC PASSENGER SERVICES.

Activities: People to Places is an accessible transport service for people with disabilities in Windsor and Maidenhead who are unable to use conventional public transport.

Classification

- **How:** Provides Services
- **What:** General Charitable Purposes, Disability
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies

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Geography

- **Area of benefit:** ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD.
- Windsor And Maidenhead

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£714,390	£803,497	£368,702	24
2024-03-31	£759,013	£803,252	£457,809	24
2023-03-31	£708,268	£648,656	£502,048	20
2022-03-31	£572,285	£567,601	£442,436	23
2021-03-31	£663,896	£508,637	£437,752	28

Trustees

Name	Role	Appointed
Jane Frances Maria Basley	Chair	2021-08-19
Adrian Greensmith		2022-08-03
Clive Robert Lewis		2025-06-02
Jo-Ann Paul		2025-09-29
Patience Bekezela Dhliwayo		2025-12-01
Reginald Thomas Skelton		2026-03-30
Scott MacRae		2020-12-07

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PEOPLE TO PLACES

England & Wales - Charity number 1091387

Accounts

REGISTERED COMPANY NUMBER: 04371133 (England and Wales)
REGISTERED CHARITY NUMBER: 1091387

Report of the Trustees and

Unaudited Financial Statements for the Year Ended 31 March 2025

for

People To Places
(A Company Limited by Guarantee)

People To Places

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for the Year Ended 31 March 2025

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The object of the charity is to provide a community transport service for residents and visitors to the Royal Borough of Windsor & Maidenhead who need support with their mobility. Our focus is to support people with mobility issues in particular those who are lonely and are suffering social isolation.

OBJECTIVES AND ACTIVITIES

Review of Achievements and Activities

Services

People to Places provides a lifeline of support in helping those with barriers to their mobility to get out of their homes and engage with their communities. While there are no official statistics, in 2020 an estimated 11,683 people over 65 in RBWM had a limiting long term illness. Since then, the anxiety arising from the pandemic and cost-of-living crisis has only made this situation worse.

The three main ways we support people are:

Accessible Road Transport	**Mobility Equipment**
Dial-a-Ride for Individuals Group Transport Voluntary Car Service Hospital Transport Boyne Grove Day Care Transport	Mobility Equipment Day Hire in Shopmobility Maidenhead & Windsor Extended Equipment Hire Royal Windsor Horse Show
P2P Caring Ethos Compassionate Support for Individuals Care and Respect Communications Supporting Local Community Events	

Outcomes and Achievements in 2024/25

Our principal achievements are:

- Over the year, we have managed another significant increase in demand for our Dial-a-Ride (DaR) services.
- In May 2024, P2P successfully relocated our main office to St Marks Hospital, Maidenhead.
- At the same time, a new parking station for our minibuses was secured in Tectonic Place, Holyport.
- In October 2024, Awards for All awarded P2P a £20K grant for volunteer support.
- In December 2024, Shopmobility Maidenhead moved to Unit 41 in the Nicholson's Shopping Centre which is adjacent to a new surface level car park.
- In January 2025, Ascot Racecourse kindly offered a grant of £70K to purchase a new, fully electric minibus.
- In March 2025, the Motability Foundation awarded a 3 year grant of £504K to develop our community transport service.

Outputs for the year include:

Passenger Journeys:

Total No. of passenger journeys	20,224 (2024: 22,323)
No. of Individual DaR journeys	9,169 (2024: 7,748)
No. of Community Group journeys	3,238 (2024:4,100)
No. of Day Trip journeys	693 (2024: 828)

OBJECTIVES AND ACTIVITIES

Mobility Scooter Hires:

Total No. of equipment hires	4,004 (2024: 4,084)
Shopmobility Maidenhead hires	2,281 (2024: 2,453)
Shopmobility Windsor hires	1,443 (2024: 1,282)
Extended hires & Event	280 (2024: 349)

Service Subscriptions:

Total No. of service subscriptions	581 (2024: 642)
Overall decline due to Shopmobility Maidenhead	

Partners and Supporters

Our achievements listed above indicate it has been a challenging year for People to Places. P2P said goodbye to our long term office accommodation in Seiko UK Ltd and we were very grateful to NHS Property Services for allowing us to move into new offices in St Marks Hospital, Maidenhead. At the same time, we needed to move our minibuses and Sorbon Estates kindly stepped in to offer some space in Tectonic Place, Holyport up to December 2025. We are having ongoing negotiations to extend this period. The Awards for All Grant from the National Lottery enabled us to employ a Volunteer Coordinator to lead on the recruitment and onboarding of volunteers as demand for our services continues to increase. Having invested considerable time in developing our relationship with SCAS, this ended somewhat abruptly in January 2025, resulting in an ongoing major restructuring of the organisation.

Two new partnerships were formed in the latter part of the year. Firstly, Ascot Racecourse provided a £70,000 grant as part of their Racing to Zero campaign to minimise environmental impact. This has enabled P2P to purchase a new electric vehicle which will go into service in the Summer of 2025. Secondly, the Motability Foundation awarded a grant of £504,000 over three years to fund three new minibuses plus three members of staff: a Project Manager, the continuation of our Volunteer Coordinator with 1.0 FTE for a DaR Driver and funding for training and promotion.

The continued ongoing support from those listed below is invaluable to People to Places:

- Royal Borough of Windsor & Maidenhead
- The Louis Baylis (Maidenhead Advertiser) Charitable Trust
- St Marks Hospital, Maidenhead
- Right at Home Maidenhead Ltd
- The Nicholsons Shopping Centre
- With significant donations from:
    - o Motability Foundation
    - o Ascot Racecourse
    - o Awards for All
    - o Metre Market
    - o Rotary Club of Cookham Bridge
    - o Rotary Club of Maidenhead Bridge
    - o Lions Club of Maidenhead
    - o St Marks Crescent Methodist Church
    - o Mrs Pam Proctor
    - o Windsor Lottery
    - o An anonymous donation of £2,000
    - o Invesco Cares
    - o In memoria of Diane Elder, Beryl Tilley, Marjorie Sloan and Paul Latham
    - o Our many Friends who regularly donate on a monthly basis

OBJECTIVES AND ACTIVITIES

Performance Against Targets in 2024/25

Below are our key delivery targets and outcomes for the year:

Objectives	Pre-COVID Baseline 2019/20	Target for 2024/25	Achievement in 2024/25
Dial-a-Ride, Groups and Trips	11,775	13,500	13,100
Shopmobility equipment hires: Maidenhead, Windsor and Events	6,899	3,950	4,004

Against a background of significant change, the organisation's performance has been resilient. Passenger transport is slightly down on the previous year but given the substantial drop in group numbers and contracted activity, a huge amount of work has been undertaken to minimise the reduction as far as possible. For most of the year, Shopmobility Maidenhead was in decline due the lack of an accessible car park, but the new Broadway Surface Car Park has offered some benefit to service users to make access to the town centre easier.

It has been an enormous effort throughout the 12 month period to keep "wheels turning", so we are very proud of our achievements and the way in which our staff and volunteers responded to the many challenges in the year.

Plans for 2025/26 and Beyond

Targets for the year 2025/26 are outlined below:

Objectives	Target for 2024/25	Achievement in 2024/25	Target for 2025/26
Dial-a-Ride, Hospital Transport, Groups and Trips	13,500	13,100	14,500
Shopmobility equipment hires: Maidenhead, Windsor and Events	3,950	4,004	4,100
Volunteer Driver Hours	3,000	3,838	4,500

We have identified four major organisational issues for 2025/26:

1. Financial Sustainability

At the end of year, it was clear that further actions were necessary to turn around the financial sustainability of People to Places. This would be a combination of increasing sources of income and reducing costs. In terms of the former, new income streams planned include: a bespoke Hospital Transport Service, a charity shop located in Shopmobility Maidenhead office, charging a weekly Shopmobility fee, seeking more minibus sponsorship opportunities and securing more grant aid. Concerning the latter, the Partnership Manager and HR Officer have left and a reduction in operational staff is being considered too.

OBJECTIVES AND ACTIVITIES

2. Volunteer Engagement

For some time, P2P has been reliant on volunteers to deliver services. Significant progress was achieved in 2024/25 and this will be grown further with the dedicated Volunteer Coordinator and the Motability project. In addition to these additional resources, new opportunities are being developed to support P2P over and above simply driving a minibus; supporting the charity shop, providing support at fundraising & awareness raising events and other marketing activities are all new avenues which are being promoted.

The only hard statistics currently collected are the number of volunteer Driver hours and these have grown as indicated below:

	2023/24	**2024/25**	**2025/26**
Full Time Equivalent hours	1.34	1.57	Tracking 2.30

Systems will be implemented to track the contributions made by non-driving volunteers as far as possible to enable progress to be monitored. This will include monitoring hours shop volunteers contribute towards our shop by a simple sign-in system.

3. IT Infrastructure

In October 2025, the Support Cycle for Microsoft Windows 10 and associated software will end. Most of P2P's hardware is obsolete, therefore this milestone is an appropriate point to update both hardware and software. The goals are:

a. to enable the office systems to continue operating securely passed the October deadline
b. to move files into the cloud for a more resilient system and remove the existing servers from the system
c. enable a better integration with new technologies, such as Teams and AI

4. Office and Service Accommodation

The key issues are:
- Shopmobility Maidenhead having to move to interim accommodation due to the redevelopment of the Nicholsons Shopping Centre. It is not clear what the timescale is for this to occur, possible by February 2026 or later.
- Whether we will be able to co-locate the shop with Shopmobility in the interim location?
- Extending the timescale for minibuses to stay at Tectonic Place
- Developing a long-term accommodation solution which will co-locate minibuses and the main office.

The main office accommodation is secure for at least 5 years. However, there is no agreement with RBWM in place for Shopmobility Windsor, but this has been the case for over 13 years and is not anticipated to change any time soon.

OBJECTIVES AND ACTIVITIES

Public benefit

People to Places is committed to enabling as many people with access and mobility issues as possible to access support across the Royal Borough of Windsor & Maidenhead to live their lives with dignity, confidence and independence.

Our services help people overcome barriers that keep them at home, enabling them to socialise, attend medical appointments, shop, and access day care. In doing so, we reduce loneliness and isolation, with clear benefits to health and well-being.

During the year, the Board considered the Charity Commissions guidance on public benefit and the specific guidance on charities who charge fees. The policies pursued by People to Places comply with the public benefit requirement of charities as our main services are either not available or affordable through commercial organisations. In addition, despite the increase which was implemented on 1 April 2025, the fares charged for the Dial-a-Ride service are substantially below commercial rates in order to further reduce barriers to mobility and encourage access to our services.

Donors, supporters and volunteers

People to Places would like to sincerely thank all its supporters and partners who have each made vital contributions to the provision of our services supporting people with access and mobility issues. In addition, our team of 45 volunteers are an absolutely indispensable part of the organisation and our volunteer Drivers have collectively contributed 1.67 working years' worth of time which is an enormous and growing achievement, adding considerably to the 3.0 FTE of our paid Drivers.

STRATEGIC REPORT

Financial review

The total income for 2025 is £714,389 (2024: £755,998) which is a small reduction over the previous year. The primary reasons for this decline are the cessation in SCAS funding and the reduction in shopmobility usage. Growth factors were the increase in individual DaR journeys and the additional gift-in-kind accommodation donation from the Nicholson's Shopping Centre.

However, the expenditure was significantly in excess of the income and therefore the organisation had to draw upon its reserves in the last quarter of the year. This is primarily due again to the loss of SCAS activities and the resultant redundancy of several driving staff.

The funding profile for People to Places demonstrates the wide variety of sources of income we receive:

- Core funding from RBWM for Shopmobility and Dial-a-Ride services
- Fares from individuals and community groups for Dial-a-Ride services.
- Income from contracts with RBWM for the Boyn Grove Day Care Centre plus SCAS for Non-Emergency Patient Transport.
- Subscription fees and charges for extended scooter hires
- Donations and sponsorship success with our minibus sponsorship programme.
- Grants from local charitable trusts, gifts and donations.
- Support from St Marks Hospital, Sorbon Estates and the Nicholson's Shopping Centre in terms of the provision of accommodation.

The accounts have been prepared on the going concern basis as Trustees consider the charity has the resources to continue to operate for the foreseeable future.

In October 2024, a subsidiary company "P2P Community Ltd" was registered with Companies House (Registration No. 16033957) as part of a planned development to enable P2P to work with private companies by operating under Private Hire licences. The company is wholly owned by P2P, but has not traded in the year due to the lack of necessary Planning consent.

Principal funding sources

People to Places recognises the need to enhance its fundraising capacity. To this end, at the end of the 2024/25 financial year, advertising was placed to recruit to a new role of Partnership Manager to crystalise its fundraising efforts, but due to the unexpected financial pressures, this role was made redundant.

In the following year, a greater emphasis will be placed on raising income from charitable and other sources.

In 2024-25 the charity raised funds through a variety of income streams, with RBWM providing core funding and day care centre contracts plus the contracts with SCAS, fares and subscription fees, grants from trusts and foundations, individual givers, corporate partnerships and community groups.

Fundraising policies are being developed to follow industry guidelines and People to Places will register with the Fundraising Regulator. The charity does not employ third party organisations for its fundraising.

STRATEGIC REPORT

Financial review

Investment policy and plan

Under the Memorandum and Articles of Association the charity has the power to make investments, as the Trustees see fit.

Financial security and accessibility are important and reserve funds of the charity are held with challenger banks. Funds not required for immediate use may be held in interest-bearing deposits of not more than 12 months maturity. Trustees review this policy periodically to reflect good practice.

Reserves policy

Reserves are held to ensure P2P's charitable activities can continue as well as to support the management of financial risk. They provide protection against risks such as unexpected loss of income, delays in funding, increases in operating costs, or essential asset replacement. They also ensure the charity could meet closure costs in an orderly and responsible manner if required.

The Trustees recognise their obligation to protect the assets of the charity and to ensure the organisation remains solvent for current and future beneficiaries.

Target Level of Reserves

Unrestricted free reserves (those not designated for a specific purpose) will be maintained at a level equivalent to **four months** of operating expenditure. This reflects the scale of the charity's operations and the nature of it s income sources.

Based on expenditure levels in 2024/25, the Trustees consider that a figure of **£220,000** is necessary to cover risks, uncertainties, and closure obligations. This target will be reviewed annually.

Building and Using Reserves

Reserves will be built from operating surpluses where possible, after allowing for essential capital expenditure on vehicles and mobility equipment to maintain service quality. The Trustees may also designate additional funds for strategic investment or planned future asset replacement. It is planned that a new fund be designated next year to support a campaign for the colocation of the main office and minibuses.

As of 31 March 2025, total unrestricted funds stood at £364,307 including fixed assets. Total free reserves are £219.8K, meeting the free reserve target stated above.

Review and Monitoring

The level of reserves will be reviewed at least annually as part of the budgeting cycle, risk management process and in the light of the funding pipeline, considering:

- Current and forecast expenditure
- Risk assessments, including dependency on specific income streams
- Planned capital projects or service developments
- Closure cost estimates

Where reserves fall below the minimum target, Trustees will agree a plan to rebuild them over a defined period. If reserves exceed the upper limit, Trustees may authorise investment in service development or planned capital renewal.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution and Objective

The charity is controlled by its governing document, the Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Charity constitution

People to Places is an independent registered charity (number 1091387) and a company limited by guarantee (registered company number 04371133). It first registered as a charity on 12 October 1988, re-registering on 22 March 2002 and the company was incorporated on 11 February 2002.

The object of the charity is to provide a community transport service for residents and visitors to the Royal Borough of Windsor & Maidenhead who need support with their mobility. Our focus is to support people with mobility issues in particular those who are lonely and are suffering social isolation.

Board Appointments, Induction and Training of Trustees and Related Parties

The Board of Trustees (BoT) is the governing body for the organisation. Trustees are appointed and serve for up to three years with the potential to stand for reelection, with a maximum total term of 9 years or until death, retirement or a resolution is passed by the Board for their removal, if earlier. If the maximum number of renewals has been reached, then a Trustee may continue if two thirds of Trustees agree it is in the best interests of the charity. At the Annual General Meetings, one third of Trustees must retire but may stand for reelection if within the maximum term.

None of the Trustees have any beneficial interest in the company. All the Trustees are members of the company and guarantee to contribute £1 in the event of winding up the organisation.

The BoT is made up of all the Trustees and meets a minimum of four times a year. It governs the charity and is supported by three Committees. Given the changing pressures on People to Places, they are subject to constant review. The remit and names for these committees are currently the following:

- Business Development Committee
- Finance & Risk Committee
- People & Operations Committee

Each committee is made up of Trustees and staff. These committees spread the burden of work over several people, making People to Places more resilient and less dependent on any one individual.

Governance Structure

The day-to-day operations, strategic management and events are managed by the Chief Executive Officer with the support of the Trustees and a General Manager. The senior managers have previous management experience and are suitably qualified. By the end of the year the charity employed 24 permanent members of staff with 20 of these directly involved in the provision of mobility support. Governance is overseen by the Board of Trustees who receive regular briefings from the management and timely financial reports.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

During the year being reported upon, the Board has ensured that policies and risk management processes are in place to cover the management of the organisation, including Health & Safety, Safeguarding of vulnerable adults & children and Finances.

Board meetings have a standing item to consider strategic risks including any new issues as they arise. They are satisfied that systems are in place to mitigate exposure to the major risks. As such, managing risk is integral in the planning, financial and operational management cycles of People to Places, in accordance with the Charity Commission guidance CC26 Charities and Risk Management. Specifically, strategic risks are considered under the following headings:

- Governance Risks
- Operational Risks
- Financial Risks (regularly considered by the Finance Committee)
- Environmental or External Risks
- Compliance (with law and regulation) Risks+
- Catastrophic Events Risks

Major risks have been identified, particularly the substantial potential impact of losing a base for Shopmobility Maidenhead during the Town Centre development. Mitigations are being developed to minimise all risks for the long term future of People to Places and discussions are being held with RBWM to mitigate the main Shopmobility Maidenhead risk.

The Board believes that by monitoring risks and following guidance from the Community Transport Association, the National Federation of Shopmobility, SAFEcic and the Information Commissioners Office, effective systems are established and implemented to mitigate any risks.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
04371133 (England and Wales)

Registered Charity number
1091387

Registered office
Ground Floor
Arena Court
Crown Lane
Maidenhead
Berkshire
SL6 8QZ

Trustees

Jane Basley, Chair
Helen Berg, Deputy Chair and Treasurer
Scott MacRae, Safeguarding
Giles Ballard (passed away on 01 July 2025)
Gill Godbold (resigned 28 January 2025)
Adrian Greensmith
Lisa Hughes (resigned 27 February 2025)
Clive Lewis (appointed 02 June 2025)
Graham Pedersen (appointed 03 February 2025)

Chief Executive Officer

Peter Haley

Independent Examiner

FLB Audit LLP
1010 Eskdale Road
Winnersh
Wokingham
RG41 5TS

Bankers

National Westminster Bank Plc
66 High Street
Maidenhead
SL6 1QA

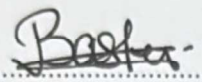
Aldermore Bank plc
1st Floor, Block B, Western House
Lynch Wood
Peterborough
PE2 6FZ

Cambridge & Counties Bank
Charnwood Court
5B New Walk
Leicester
LE1 6TE

Redwood Bank
Suite 101, The Nexus Building
Broadway
Letchworth Garden City
SG6 3TA

Report of the Trustees
for the Year Ended 31 March 2025

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on .....29 August 2025.....and signed on the board's behalf by:



.....

J Basley - Trustee

Independent examiner's report to the trustees of People To Places ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

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

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

Independent examiner's statement
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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.

Daniel Reid

Daniel Reid FCA
The Institute of Chartered Accountants in England and Wales

FLB Audit LLP
1010 Eskdale Road
Winnersh
Wokingham
RG41 5TS

Date: 05 Sep 2025

People To Places

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2025

	Notes	Unrestricted fund £	Restricted funds £	Designated fund £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	2	73,328	106,708	-	180,036	157,214
Charitable activities	5					
Subscription fees		10,310	-	-	10,310	9,724
Accounts fares - public agencies		392,017	-	-	392,017	500,122
Dial-a-ride		94,497	-	-	94,497	80,556
Other trading activities	3	2,037	-	-	2,037	92
Investment income	4	8,396	-	-	8,396	8,305
Other income		27,097	-	-	27,097	3,000
Total		607,682	106,708	-	714,390	759,013
EXPENDITURE ON						
Raising funds	6	2,816	-	-	2,816	1,849
Charitable activities	7					
Direct costs		642,035	58,105	-	700,140	655,820
Other		49,834	50,707	-	100,541	145,583
Total		694,685	108,812	-	803,497	803,252
NET INCOME/(EXPENDITURE)		(87,003)	(2,104)	-	(89,107)	(44,239)
RECONCILIATION OF FUNDS						
Total funds brought forward		451,311	6,498	-	457,809	502,048
TOTAL FUNDS CARRIED FORWARD		364,308	4,394	-	368,702	457,809

The notes form part of these financial statements

People To Places

Balance Sheet
31 March 2025

	Notes	Unrestricted fund £	Restricted funds £	Designated fund £	31.3.25 Total funds £	31.3.24 Total funds £
FIXED ASSETS						
Tangible assets	13	144,495	-	-	144,495	193,647
Investments	14	1	-	-	1	-
		144,496	-	-	144,496	193,647
CURRENT ASSETS						
Debtors	15	38,402	6,023	-	44,425	56,154
Cash at bank and in hand		209,029	81,284	-	290,313	287,888
		247,431	87,307	-	334,738	344,042
CREDITORS						
Amounts falling due within one year	16	(22,619)	(82,913)	-	(105,532)	(44,880)
NET CURRENT ASSETS		224,812	4,394	-	229,206	299,162
TOTAL ASSETS LESS CURRENT LIABILITIES		369,308	4,394	-	373,702	492,809
PROVISIONS FOR LIABILITIES	17	(5,000)	-	-	(5,000)	(35,000)
NET ASSETS		364,308	4,394	-	368,702	457,809
FUNDS	18					
Unrestricted funds					364,308	451,311
Restricted funds					4,394	6,498
TOTAL FUNDS					368,702	457,809

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The notes form part of these financial statements

continued...

Balance Sheet - continued
31 March 2025

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.

The financial statements were approved by the Board of Trustees and authorised for issue on .....29 August 2025..... and were signed on its behalf by:

Basley -

.....

J Basley - Trustee

People To Places

Cash Flow Statement
for the Year Ended 31 March 2025

	Notes	31.3.25 £	31.3.24 £
Cash flows from operating activities			
Cash generated from operations	1	(23,970)	1,465
Net cash (used in)/provided by operating activities		(23,970)	1,465
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(15,950)
Purchase of fixed asset investments		(1)	-
Sale of tangible fixed assets		18,000	3,500
Interest received		8,396	8,305
Net cash provided by/(used in) investing activities		26,395	(4,145)
Change in cash and cash equivalents in the reporting period		2,425	(2,680)
Cash and cash equivalents at the beginning of the reporting period		287,888	290,568
Cash and cash equivalents at the end of the reporting period		290,313	287,888

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2025

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

	31.3.25 £	31.3.24 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(89,107)	(44,239)
Adjustments for:		
Depreciation charges	35,209	39,285
Profit on disposal of fixed assets	(4,057)	(3,000)
Interest received	(8,396)	(8,305)
Dilapidations provision released	(30,000)	-
Decrease in debtors	11,729	45,416
Increase/(decrease) in creditors	60,652	(27,692)
Net cash (used in)/provided by operations	(23,970)	1,465

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	287,888	2,425	290,313
	287,888	2,425	290,313
Total	287,888	2,425	290,313

The notes form part of these financial statements

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, with the exception of investments which are included at market value.

People to Places meets the definition of a public benefit entity under FRS 102.

Critical accounting judgements and key sources of estimation uncertainty
Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgment:

Depreciation
Tangible fixed assets are depreciated over their useful economic lives. The actual lives of the assets are assessed annually and may vary depending on a range of factors.

Income
For legacies, entitlement is taken as the earlier of the date on which either: the company is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the company has been notified of the executor's intention to make a distribution. Where legacies have been notified to the company, or the company is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the company of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Friends is not recognised and refer to the Trustees' report for more information about their contribution.

continued...

1. ACCOUNTING POLICIES - continued

Income
On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the company which is the amount the company would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income from donations and special efforts is recorded on a receipts basis. All other income is recorded on an accruals basis. Legacies and similar incoming resources are included in the year in which they are receivable, which is when the charity becomes entitled to the resources. Where specific conditions imposed by the donor would restrict the use of unspent funds the income is taken directly to the relevant restricted fund.

Grants receivable and local authority grants are credited to the Statement of Financial Activities in the year to which the charity becomes entitled.

Expenditure
Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and Governance costs are costs incurred on the company's operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

Costs of generating funds relate to expenditure incurred on fundraising activities undertaken and publicising the charity and are recognised on an accruals basis.

Expenditure relating to charitable activities is expenditure incurred for the provision of a community transport service for such of its inhabitants of the Royal Borough of Windsor & Maidenhead and its environs who are in need of such a service due to age, sickness or disability (mental or physical), poverty or because of a lack of availability of adequate and safe passenger service. This includes relevant administration costs involved with such activities. All such expenditure is recognised on an accruals basis.

Governance costs represent such professional costs involved in the overall governance and administration of the charity that cannot be reasonably allocated to other cost headings, and includes external accountancy fees.

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

Shopmobility assets	- 25% on cost
Motor vehicles	- 10% on cost

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities incorporating income and expenditure account.

continued...

1. ACCOUNTING POLICIES - continued

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

Fund accounting
General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

The restricted funds comprise of donations made to purchase vehicles, and cover drivers' wages.

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

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.

Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at Bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

continued...

1. ACCOUNTING POLICIES - continued

Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2. DONATIONS AND LEGACIES

	31.3.25	31.3.24
	£	£
Donations	36,761	23,557
Gift aid	4,042	-
Legacies	10,860	550
Grants	33,751	16,045
Donated services and facilities	94,622	117,062
	180,036	157,214

3. OTHER TRADING ACTIVITIES

	31.3.25	31.3.24
	£	£
Fundraising events	2,037	92

4. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Deposit account interest	8,396	8,305

continued...

5. INCOME FROM CHARITABLE ACTIVITIES

	31.3.25	31.3.24
	£	£
Subscription income	10,310	9,724
Account fares- public agencies	392,017	500,122
Dial-a-Ride	94,497	80,556
	496,824	590,402

6. RAISING FUNDS

Raising donations and legacies

	31.3.25	31.3.24
	£	£
Fundraising costs	2,816	1,849

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs
	£
Direct costs	700,140

8. SUPPORT COSTS

	Other	Governance costs	Totals
	£	£	£
Other resources expended	57,742	42,799	100,541

9. NET INCOME/(EXPENDITURE)

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

	31.3.25	31.3.24
	£	£
Independent examiner's fee	1,450	1,400
Depreciation - owned assets	35,209	39,285
Other operating leases	50,707	85,468
Surplus on disposal of fixed assets	(4,057)	(3,000)

continued...

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

11. STAFF COSTS

	31.3.25	31.3.24
	£	£
Wages and salaries	506,156	446,548
Social security costs	27,259	24,295
Other pension costs	8,184	8,009
	541,599	478,852

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

	31.3.25	31.3.24
Drivers, support and office staff	24	24

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

Included in staff costs is an amount of £43,915 (2024: £29,194) relating to the hours donated by volunteer drivers. This amount is shown in the restricted funds, and the same amount is included in donated goods and services. The volunteer drivers' hours are recorded in the same manner as paid drivers. The rate used to calculate the value of those hours is the drivers' pay rate, and can, therefore, be measured reliably for accounting purposes.

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund	Restricted funds	Designated fund	Total funds
	£	£	£	£
INCOME AND ENDOWMENTS FROM				
Donations and legacies	40,152	117,062	-	157,214
Charitable activities				
Subscription fees	9,724	-	-	9,724
Accounts fares - public agencies	500,122	-	-	500,122
Dial-a-ride	80,556	-	-	80,556
Other trading activities	92	-	-	92
Investment income	8,305	-	-	8,305
Other income	3,000	-	-	3,000
Total	641,951	117,062	-	759,013

continued...

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted funds £	Designated fund £	Total funds £
EXPENDITURE ON				
Raising funds	1,849	-	-	1,849
Charitable activities				
Direct costs	624,206	31,614	-	655,820
Other	57,715	87,868	-	145,583
Total	683,770	119,482	-	803,252
NET INCOME/(EXPENDITURE)	(41,819)	(2,420)	-	(44,239)
Transfers between funds	1,702	-	(1,702)	-
Net movement in funds	(40,117)	(2,420)	(1,702)	(44,239)
RECONCILIATION OF FUNDS				
Total funds brought forward	491,428	8,918	1,702	502,048
TOTAL FUNDS CARRIED FORWARD	451,311	6,498	-	457,809

13. TANGIBLE FIXED ASSETS

	Shopmobility assets £	Motor vehicles £	Totals £
COST			
At 1 April 2024	77,085	457,195	534,280
Disposals	-	(107,253)	(107,253)
At 31 March 2025	77,085	349,942	427,027
DEPRECIATION			
At 1 April 2024	64,636	275,997	340,633
Charge for year	5,955	29,254	35,209
Eliminated on disposal	-	(93,310)	(93,310)
At 31 March 2025	70,591	211,941	282,532
NET BOOK VALUE			
At 31 March 2025	6,494	138,001	144,495
At 31 March 2024	12,449	181,198	193,647

continued...

14. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
Additions	1
NET BOOK VALUE	
At 31 March 2025	1
At 31 March 2024	-

There were no investment assets outside the UK.

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Trade debtors	17,472	43,935
Other debtors	6,023	-
Prepayments and accrued income	20,930	12,219
	44,425	56,154

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Trade creditors	661	11,192
Social security and other taxes	5,360	7,379
Pension payable	1,182	1,577
VAT	5,629	17,960
Other creditors	7	7
Accruals and deferred income	92,693	6,765
	105,532	44,880

continued...

17. PROVISIONS FOR LIABILITIES

A provision was made in respect of dilapidations at the charity's head office totalling £35,000. During the year the charity moved premises and the costs of £6,960 were offset against the provision.

The trustees believe that the remaining provision should be £5,000, as there is no contractual obligation to restore current premises to their original state. The trustees also believe that any work required would be cosmetic and costs would be minimal.

The balancing provision has been released to the SOFA.

18. MOVEMENT IN FUNDS

	At 1.4.24	Net movement in funds	At 31.3.25
	£	£	£
Unrestricted funds			
General fund	451,311	(87,003)	364,308
Restricted funds			
Restricted fund	6,498	(2,104)	4,394
TOTAL FUNDS	457,809	(89,107)	368,702

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	607,682	(694,685)	(87,003)
Restricted funds			
Restricted fund	94,622	(96,726)	(2,104)
Berkshire Community Foundation	5,000	(5,000)	-
National Lottery	7,086	(7,086)	-
	106,708	(108,812)	(2,104)
TOTAL FUNDS	714,390	(803,497)	(89,107)

continued...

18. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	491,428	(41,819)	1,702	451,311
Restricted funds				
Restricted fund	8,918	(2,420)	-	6,498
Designated funds				
Designated	1,702	-	(1,702)	-
TOTAL FUNDS	502,048	(44,239)	-	457,809

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	641,951	(683,770)	(41,819)
Restricted funds			
Restricted fund	117,062	(119,482)	(2,420)
TOTAL FUNDS	759,013	(803,252)	(44,239)

continued...

18. MOVEMENT IN FUNDS - continued

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

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	491,428	(128,822)	1,702	364,308
Restricted funds				
Restricted fund	8,918	(4,524)	-	4,394
Designated funds				
Designated	1,702	-	(1,702)	-
TOTAL FUNDS	502,048	(133,346)	-	368,702

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 £
Unrestricted funds			
General fund	1,249,633	(1,378,455)	(128,822)
Restricted funds			
Restricted fund	211,684	(216,208)	(4,524)
Berkshire Community Foundation	5,000	(5,000)	-
National Lottery	7,086	(7,086)	-
	223,770	(228,294)	(4,524)
TOTAL FUNDS	1,473,403	(1,606,749)	(133,346)

continued...

19. EMPLOYEE BENEFIT OBLIGATIONS

The company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £8,184 (2024: £8,009). The expense is allocated to cost of activities and is unrestricted expenditure.

20. CAPITAL COMMITMENTS

During the year a deposit was paid for the purchase of an electric minibus. The balance was paid after the year end. The funds were kindly donated to the charity for the purchase.

21. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025 or 31 March 2024.

PEOPLE TO PLACES

England & Wales - Charity number 1091387

Accounts

REGISTERED COMPANY NUMBER: 04371133 (England and Wales)
REGISTERED CHARITY NUMBER: 1091387

Report of the Trustees and

Unaudited Financial Statements for the Year Ended 31 March 2024

for

People To Places
(A Company Limited by Guarantee)

People To Places

Contents of the Financial Statements
for the Year Ended 31 March 2024

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People To Places

Report of the Trustees
for the Year Ended 31 March 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The object of the charity is to provide a community transport service for residents and visitors to the Royal Borough of Windsor & Maidenhead who need support with their mobility. Our focus is to support people with mobility issues in particular those who are lonely and are suffering social isolation.

Review of Achievements and Activities

Services

People to Places provides a lifeline of support in helping those with barriers to their mobility to get out of their homes. Official statistics don't exist for people in this situation, but in 2020, it was estimated that the number of people living in RBWM aged over 65 with a limiting long term illness was 11,683 individuals. Since then, the anxiety arising from the pandemic and cost-of-living crisis has only made this feeling worse.

The main assistance offered by People to Places is enabling people to get out of their homes and engage with their community. The three main ways we support people are through an accessible transport service, a mobility equipment hire service and compassionate support for our service users.



OBJECTIVES AND ACTIVITIES

Outcomes and achievements in 2023/24

Our principal achievements are:

- We have achieved a significant increase in demand for our Dial-a-Ride services supported by increasing our vehicle fleet and Driver capacity.
- We supported the first Parallel Windsor event in July and worked with community groups in the Wraysbury area for a new Health Hub.
- Staff and volunteers at Shopmobility Maidenhead worked hard to ameliorate the decline in numbers due to the lack of accessible parking. People to Places continue to look for an alternative base for this service in the interim period until a new multi storey car park is built in the town centre.
- We had to undertake a significant project to plan a relocation of our main office, having been served notice by our previous landlord. We successfully completed that move to St Marks on 18 May 2024, and our minibuses swapped to Stubbings and Shopmobility Windsor.
- We negotiated a significant increase in the service provided to South Central Ambulance Service (SCAS) for Non-Emergency Patient Transport by People to Places.

Outcomes for the year include:

Passenger Journeys:	Total passenger journeys 22,323 (2023: 19,077) Total individual Dial-a-Ride journeys 7,748 (2023: 5,513)
Mobility Scooter Hires:	Total number of equipment hires 4,180 (2023: 6,088) Shopmobility Maidenhead hires 2,453 (3,981) Shopmobility Windsor hires 1,282 (2023: 1,307)
Service Subscriptions:	Total number of service subscriptions 642 (2023: 852) Steep reduction due to Shopmobility Maidenhead and the ending of the TAPS scheme

Key feedback from our Service User Survey in 2023:

Is People to Places value for money?	98.9% of respondents said yes
Would you recommend People to Places?	99.1% of respondents said yes

OBJECTIVES AND ACTIVITIES

How often do you use other forms of transport? One third of respondents stated they go out once a month or less without support from People to Places.

How are our Staff? "Generally lovely manner. Help with getting on and off." "They are all very helpful and considerate."

What else can we do? "I refer to People to Places as my Life Saver." "I don't think so, I am very happy with People to Places."

Partners and Supporters

The number of partners and supporters over the year has seen a steady increase as our impact has been more widely recognised. This includes RBWM renewing our core funding agreement for a further two years and an ongoing upward trend in our work with SCAS, plus:

- The continued invaluable support from the Royal Borough of Windsor & Maidenhead, the Louis Baylis (Maidenhead Advertiser) Charitable Trust, Seiko U.K. Ltd and the Nicholson's Shopping Centre enables us to have the confidence to focus on delivering on our services.
- A substantial increase in our Friends who are individuals who make regular monthly donations
- Minibus sponsorship was secured from a number of local businesses
- Support was also received from:
    - Maidenhead Branch of the Womens Institute
    - Cookham Dean Fête Committee
    - Datchet Village Fête
    - Eton College
    - Mr Groom, Mrs Proctor, Miss Smith
    - The Metre Market
    - BNI Maidenhead Chapter
    - The Ethical Property Company
    - And many more individuals and organisations, thank you!

Performance Against Targets in 2023/24

Below are our key delivery targets and outcomes for the year:

	Baseline 2019/20	Target for 2023/24	Achievement in 2023/24
Provision of passenger journeys: Individuals, Groups, TAPS and Trips	11,775	13,500	13,342
Shopmobility equipment hires: Maidenhead, Windsor and Events	6,899	4,080	4,084

OBJECTIVES AND ACTIVITIES

We have exceeded the baseline figure for passenger transport in the year, with a mixed picture of significant increases in individual Dial-a-Ride journeys, balancing the ending of the TAPS programme and a decline of group journeys, although we have the same number of groups going out, they are simply carrying fewer people. Expectations for mobility equipment hires are low and continue to decline despite the increasing interest through Shopmobility Windsor because of the issues in Maidenhead.

We are extremely proud of our achievements for the year and the way in which our staff and volunteers respond to the many challenges affecting our service users, the many challenges from circumstances beyond our control. ?

Plans for 2024/25 and beyond

We have identified four issues in the organisation:

1. Minibuses have reached their limit within the existing capacity of Drivers and vehicles.

Our plans include increasing our transport capacity through more volunteer Drivers and more use of the voluntary car service, improved planning of necessary replacements and additional vehicles as possible.

2. Shopmobility Maidenhead is dragging down both the mobility equipment hire figures and the number of service subscribers, as people are unable to access that service.

We will continue to press RBWM and other town centre landowners to provide alternative parking facilities for Shopmobility Maidenhead. We are also planning further promotion of the Shopmobility service to contribute towards addressing the downward trend in service users.

3. The lack of permanent office accommodation and being separated from the minibus parking site is a severe drag on operational efficiency.

A long term plan is in development to secure a permanent colocation for both our main office and minibuses.

4. The increasing pressure on current funding means that People to Places need to raise our capacity for external fundraising and support.

We are prioritising, identifying and securing additional sources of funding and are recruiting to support that effort.

We are aware that SCAS has lost the contract for providing Patient Transport in the Thames Valley from 1 April 2025 onwards and therefore we are at risk of losing that source of income. People to Places have been in contact with the new provider, EMED, and discussions are being developed to continue our involvement into 2025/26 and beyond.

OBJECTIVES AND ACTIVITIES

Target figures for the year 2024/25 are outlined below:

	Target for 2024/25	Outturn for 2023/24
Dial-a-Ride, Groups and Trips	13,500	13,342
Shopmobility Maidenhead, Windsor and Events	3,950	4,084
Volunteer Driver Hours	3,000	2,654

People to Places is committed to enabling as many people with access and mobility issues as possible to access support across the Royal Borough of Windsor & Maidenhead to live their lives with dignity, confidence and independence.

Our services allow individuals to overcome the barriers that trap them in their homes, to enable people to socialise with others in new surroundings or to visit essential everyday facilities like shops or day care centres. The impact of our services is to reduce loneliness and isolation amongst our users with consequent benefits to their health and well-being.

During the year, the Board considered the Charity Commission's guidance on public benefit and the specific guidance on charities who charge fees. The policies pursued by People to Places comply with the public benefit requirement of charities as our main services are either not available or affordable through commercial organisations. In addition, despite the increase which was implemented on 1 April 2024, the fares charged for the Dial-a-Ride service are substantially below commercial rates to further reduce barriers to mobility and encourage access to our services.

Donors, supporters and volunteers

People to Places would like to sincerely thank all of its supporters and partners who have each made vital contributions to the provision of our services supporting people with access and mobility issues. In addition, our team of 35 volunteers are an absolute indispensable part of the organisation and our volunteer Drivers have collectively contributed 1½ working years' worth of time, an enormous achievement.

STRATEGIC REPORT

Financial review

The total income for 2024 is £759,013 (2023: £708,268) which is a good increase over the previous year. The primary reasons for this increase are the growth in SCAS funding, the growth in individual DaR journeys and the additional gift-in-kind accommodation donation from the Nicholson's Shopping Centre.

However, the expenditure was in excess of the income and therefore the organisation had to draw upon its reserves over the course of the year. This is primarily due to expenditure on an additional 1.0 FTE DaR Driver time, excessive vehicle repair costs on certain vehicles and operating more vehicles than previously.

The funding profile for People to Places demonstrates the wide variety of sources of income we receive:

- Core funding from RBWM for Shopmobility and Dial-a-Ride services
- Fares from individuals and community groups for Dial-a-Ride services slowly returned over the year.
- Income from contracts with RBWM for TAPS and the Boyn Grove Day Care Centre plus SCAS for Non-Emergency Patient Transport.
- Subscription fees and charges for extended scooter hires
- Donations and sponsorship success with our minibus sponsorship programme.
- Grants from local charitable trusts, gifts and donations.
- Support from Seiko UK Ltd and the Nicholson's Shopping Centre in terms of the provision of office accommodation.

The accounts have been prepared on the going concern basis as Trustees believe the charity has the resources to continue to operate for the foreseeable future.

Principal funding sources

People to Places recognises the need to seriously enhance its fundraising capacity. To this end, at the end of this financial year, advertising was placed to recruit to a new role of Partnership Manager to crystalise its fundraising efforts.

In the following year, a greater emphasis will be placed on raising income from charitable and other sources.

Currently, the charity raises funds through a variety of income streams, with core funding from RBWM, contracts with SCAS and RBWM, fares and subscription fees, grants from trusts and foundations, individual givers, corporate partnerships and community groups.

Fundraising policies are being developed to follow industry guidelines and People to Places will register with the Fundraising Regulator. The charity does not employ third party organisations for its fundraising.

Investment policy and plan

Under the Memorandum and Articles of Association the charity has the power to make investments, as the Trustees see fit.

Financial security and accessibility are important and reserve funds of the charity are held with challenger banks. Funds not required for immediate use may be held in interest-bearing deposits of not more than 12 months maturity. Trustees will review this policy periodically to reflect good practice.

STRATEGIC REPORT

Financial review

Reserves policy

It is the intention of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three to six month's expenditure to cover the risks and uncertainties of operating as an independent transport operator, and to be able to continue activities in the event of a significant drop in funding while consideration is given to alternative sources of funding.

The Trustees consider that free reserves of at least £150,000 are necessary to cover those risks and uncertainties. Their policy is therefore to build up reserves out of annual operating surpluses as the organisation continues to expand; subject to the prior demand of essential expenditure to equip the charity with up-to-date transport vehicles and mobility equipment needed to maintain the service standards achieved so far.

The general and designated funds represent the unrestricted funds arising from past operating results. The general fund represents the unrestricted funds, which the Trustees are free to use in accordance with the charitable objects. The Trustees aim to retain a level of reserves sufficient to fund requirements for replacement vehicles and plans for the development of the charity's activities as already outlined.

Details of the movements in tangible fixed assets held during the year are given in the notes for the financial statements. The assets of the charity are available and currently adequate to fulfil its obligations within the envelope of credible revenue expectations.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution and Objective

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Charity constitution

People to Places is an independent registered charity (number 1091387) and a company limited by guarantee (registered company number 04371133). It first registered as a charity on 12 October 1988, re-registering on 22 March 2002 and the company was incorporated on 11 February 2002.

The object of the charity is to provide a community transport service for residents and visitors to the Royal Borough of Windsor & Maidenhead who need support with their mobility. Our focus is to support people with mobility issues in particular those who are lonely and are suffering social isolation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Board Appointments, Induction and Training of Trustees and Related Parties

The Board of Trustees (BoT) is the governing body for the organisation. Trustees are appointed and serve for up to three years with the potential to stand for reelection, with a maximum total term of 9 years or until death, retirement or a resolution is passed by the Board for their removal, if earlier. If the maximum number of renewals has been reached, then a Trustee may continue if two thirds of Trustees agree it is in the best interests of the charity. At the Annual General Meetings, one third of Trustees must retire but may stand for reelection if within the maximum term.

None of the Trustees have any beneficial interest in the company. All the Trustees are members of the company and guarantee to contribute £1 in the event of winding up the organisation.

The BoT is made up of all the Trustees and meets a minimum of four times a year. It governs the charity and is supported by three Committees. Given the changing pressures on People to Places, they are subject to constant review. The remit and names for these committees are currently the following:

- Business Development Committee
- Finance & Risk Committee
- People & Operations Committee

Each committee is made up of Trustees and staff. These committees spread the burden of work over several people, making People to Places more resilient and less dependent on any one individual.

Governance Structure

The day-to-day operations, strategic management and events are managed by Chief Executive Officer with the support of the Trustees and a General Manager. The senior managers have previous management experience and are suitably qualified. By the end of the year the charity employed 24 permanent members of staff with 20 of these directly involved in the provision of mobility support. Governance is overseen by the Board of Trustees who receive regular briefings from the management and timely financial reports.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

During the year being reported upon, the Board has ensured that policies and risk management processes are in place to cover the management of the organisation, including Health & Safety, Safeguarding of vulnerable adults & children and Finances.

Board meetings have a standing item to consider strategic risks including any new issues as they arise. They are satisfied that systems are in place to mitigate exposure to the major risks. As such, managing risk is integral in the planning, financial and operational management cycles of People to Places, in accordance with the Charity Commission guidance CC26 Charities and Risk Management. Specifically, strategic risks are considered under the following headings:

- Governance Risks
- Operational Risks
- Financial Risks (regularly considered by the Finance Committee)
- Environmental or External Risks
- Compliance (with law and regulation) Risks
- Catastrophic Events Risks

Major risks have been identified and mitigations are being developed to minimise risks for the long term future of People to Places.

The Board believes that by monitoring risks and in following guidance from the Community Transport Association, the National Federation of Shopmobility, SAFEcic and the Information Commissioners Office, effective systems are established and implemented to mitigate any risks.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
04371133 (England and Wales)

Registered Charity number
1091387

Registered office
Ground Floor
Arena Court
Crown Lane
Maidenhead
Berkshire
SL6 8QZ

Trustees
Jane Basley, Chair
Helen Berg, Deputy Chair (appointed Treasurer 04 December 2023)
Scott MacRae, Safeguarding
Bruce Adams (resigned as Treasurer on 04 December 2023)
Giles Ballard
Gill Godbold
Adrian Greensmith
Lisa Hughes
Adam Webb (Resigned 19 April 2023)

Chief Executive Officer
Peter Haley

Independent Examiner
Donald Reid Limited
Prince Albert House
18a-20 King Street
Maidenhead
Berkshire
SL6 1EF

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

National Westminster Bank Plc
66 High Street
Maidenhead
SL6 1QA

Aldermore Bank plc
1st Floor, Block B, Western House
Lynch Wood
Peterborough
PE2 6FZ

Cambridge & Counties Bank
Charnwood Court
5B New Walk
Leicester
LE1 6TE

Redwood Bank
Suite 101, The Nexus Building
Broadway
Letchworth Garden City
SG6 3TA

Teachers Building Society
Allenview House
Hanham Road
Wimborne
Dorset
BH21 1AG

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 19 September 2024 and signed on the board's behalf by:

.....
J Basley - Trustee

Independent Examiner's Report to the Trustees of
People To Places

Independent examiner's unqualified report to the trustees of People To Places ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

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
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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.

Daniel Reid

Daniel Reid FCA
The Institute of Chartered Accountants in England and Wales

Donald Reid Limited
Prince Albert House
18a-20 King Street
Maidenhead
Berkshire
SL6 1EF

Date: 23/9/24

People To Places

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2024

	Notes	Unrestricted fund £	Restricted funds £	Designated fund £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	2	40,152	117,062	-	157,214	232,435
Charitable activities	5					
Subscription fees		9,724	-	-	9,724	7,757
Accounts fares - public agencies		500,122	-	-	500,122	407,269
Dial-a-ride		80,556	-	-	80,556	55,100
Other trading activities	3	92	-	-	92	95
Investment income	4	8,305	-	-	8,305	4,642
Other income		3,000	-	-	3,000	970
Total		641,951	117,062	-	759,013	708,268
EXPENDITURE ON						
Raising funds	6	1,849	-	-	1,849	1,768
Charitable activities	7					
Direct costs		624,206	31,614	-	655,820	543,229
Other		57,715	87,868	-	145,583	103,659
Total		683,770	119,482	-	803,252	648,656
NET INCOME/(EXPENDITURE)		(41,819)	(2,420)	-	(44,239)	59,612
Transfers between funds	17	1,702	-	(1,702)	-	-
Net movement in funds		(40,117)	(2,420)	(1,702)	(44,239)	59,612
RECONCILIATION OF FUNDS						
Total funds brought forward		491,428	8,918	1,702	502,048	442,436
TOTAL FUNDS CARRIED FORWARD		451,311	6,498	-	457,809	502,048

The notes form part of these financial statements

People To Places

Balance Sheet
31 March 2024

	Notes	Unrestricted fund £	Restricted funds £	Designated fund £	31.3.24 Total funds £	31.3.23 Total funds £
FIXED ASSETS						
Tangible assets	13	193,647	-	-	193,647	217,482
CURRENT ASSETS						
Debtors	14	56,154	-	-	56,154	101,570
Cash at bank and in hand		281,390	6,498	-	287,888	290,568
		337,544	6,498	-	344,042	392,138
CREDITORS						
Amounts falling due within one year	15	(44,880)	-	-	(44,880)	(72,572)
NET CURRENT ASSETS		292,664	6,498	-	299,162	319,566
TOTAL ASSETS LESS CURRENT LIABILITIES		486,311	6,498	-	492,809	537,048
PROVISIONS FOR LIABILITIES	16	(35,000)	-	-	(35,000)	(35,000)
NET ASSETS		451,311	6,498	-	457,809	502,048
FUNDS	17					
Unrestricted funds					451,311	491,428
Restricted funds					6,498	8,918
Designated funds					-	1,702
TOTAL FUNDS					457,809	502,048

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 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.

The notes form part of these financial statements

continued...

Balance Sheet - continued
31 March 2024

The financial statements were approved by the Board of Trustees and authorised for issue on 19 September 2024 and were signed on its behalf by:

.....
J Basley - Trustee

The notes form part of these financial statements

People To Places

Cash Flow Statement
for the Year Ended 31 March 2024

	Notes	31.3.24 £	31.3.23 £
Cash flows from operating activities			
Cash generated from operations	1	1,465	74,585
Net cash provided by operating activities		1,465	74,585
Cash flows from investing activities			
Purchase of tangible fixed assets		(15,950)	(102,650)
Sale of tangible fixed assets		3,500	2,300
Interest received		8,305	4,642
Net cash used in investing activities		(4,145)	(95,708)
Change in cash and cash equivalents in the reporting period		(2,680)	(21,123)
Cash and cash equivalents at the beginning of the reporting period		290,568	311,691
Cash and cash equivalents at the end of the reporting period		287,888	290,568

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2024

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.24 £	31.3.23 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(44,239)	59,612
Adjustments for:		
Depreciation charges	39,285	42,737
Profit on disposal of fixed assets	(3,000)	(970)
Interest received	(8,305)	(4,642)
Decrease/(increase) in debtors	45,416	(6,167)
Decrease in creditors	(27,692)	(15,985)
Net cash provided by operations	1,465	74,585

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank and in hand	290,568	(2,680)	287,888
	290,568	(2,680)	287,888
Total	290,568	(2,680)	287,888

The notes form part of these financial statements

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.

People to Places meets the definition of a public benefit entity under FRS 102.

Critical accounting judgements and key sources of estimation uncertainty
Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgment:

Depreciation
Tangible fixed assets are depreciated over their useful economic lives. The actual lives of the assets are assessed annually and may vary depending on a range of factors.

During the year, the trustees assessed the net book value of assets and agreed to change the rate at which motor vehicles were written down from 12.5% to 10%, with a residual value of £1,000 up from £500. The carrying value of motor vehicles has increased by £8,100 when compared to using the previous estimated useful life.

Income
For legacies, entitlement is taken as the earlier of the date on which either: the company is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the company has been notified of the executor's intention to make a distribution. Where legacies have been notified to the company, or the company is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

continued...

1. ACCOUNTING POLICIES - continued

Income
Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the company of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Friends is not recognised and refer to the Trustees' report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the company which is the amount the company would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income from donations and special efforts is recorded on a receipts basis. All other income is recorded on an accruals basis. Legacies and similar incoming resources are included in the year in which they are receivable, which is when the charity becomes entitled to the resources. Where specific conditions imposed by the donor would restrict the use of unspent funds the income is taken directly to the relevant restricted fund.

Grants receivable and local authority grants are credited to the Statement of Financial Activities in the year to which the charity becomes entitled.

Expenditure
Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and Governance costs are costs incurred on the company's operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

Costs of generating funds relate to expenditure incurred on fundraising activities undertaken and publicising the charity and are recognised on an accruals basis.

Expenditure relating to charitable activities is expenditure incurred for the provision of a community transport service for such of its inhabitants of the Royal Borough of Windsor & Maidenhead and its environs who are in need of such a service due to age, sickness or disability (mental or physical), poverty or because of a lack of availability of adequate and safe passenger service. This includes relevant administration costs involved with such activities. All such expenditure is recognised on an accruals basis.

Governance costs represent such professional costs involved in the overall governance and administration of the charity that cannot be reasonably allocated to other cost headings, and includes external accountancy fees.

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

Shopmobility assets:	25% on cost
Fixtures and Fittings:	25% on cost
Minibuses:	10% on cost (residual value £1,000)

continued...

1. ACCOUNTING POLICIES - continued

Tangible fixed assets
Assets with a cost less than £1,000 are included in the profit an loss account on purchase.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities incorporating income and expenditure account.

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

Fund accounting
General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

The restricted funds comprise of two main elements, the main one being the combined Gift-in-Kind/Volunteer Time contributed by our partners over the course of the year. This is higher this year due to the Nicholson's Shopping Centre kindly hosting our Shopmobility service following the closure of the Broadway Car Park on New Years Eve. The second element is a grant from the ESFA towards a specific training programme to encourage volunteering amongst people with who are economically inactive in East Berkshire.

Previously, and in accordance with the Charities SORP (FRS 102), the general volunteer time of our supporters has not been recognised. However, given the detailed information on our volunteer Drivers contributions and the equality of their role with paid Drivers, it is felt that their contribution meets the requirements of the SORP and therefore can be included in the financial statements for the first time. Refer to Note 11 to the financial report for more information.

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

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.

continued...

1. ACCOUNTING POLICIES - continued

Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at Bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

continued...

2. DONATIONS AND LEGACIES

	31.3.24	31.3.23
	£	£
Donations	23,557	19,156
Legacies	550	75,536
Grants	16,045	53,745
Donated services and facilities	117,062	83,998
	157,214	232,435

3. OTHER TRADING ACTIVITIES

	31.3.24	31.3.23
	£	£
Fundraising events	92	95

4. INVESTMENT INCOME

	31.3.24	31.3.23
	£	£
Deposit account interest	8,305	4,642

5. INCOME FROM CHARITABLE ACTIVITIES

	31.3.24	31.3.23
	£	£
Subscription income	9,724	7,757
Account fares- public agencies	500,122	407,269
Dial-a-Ride	80,556	55,100
	590,402	470,126

continued...

6. RAISING FUNDS

Raising donations and legacies

	31.3.24	31.3.23
	£	£
Fundraising costs	1,849	1,768

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs
	£
Direct costs	655,820

8. SUPPORT COSTS

	Other	Governance costs	Totals
	£	£	£
Other resources expended	93,819	51,764	145,583

9. NET INCOME/(EXPENDITURE)

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

	31.3.24	31.3.23
	£	£
Independent examiner's fee	1,400	1,850
Depreciation - owned assets	39,285	42,737
Other operating leases	85,468	59,867
Surplus on disposal of fixed assets	(3,000)	(970)

10. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

continued...

11. STAFF COSTS

	31.3.24	31.3.23
	£	£
Wages and salaries	446,548	365,823
Social security costs	24,295	19,177
Other pension costs	8,009	6,838
	478,852	391,838

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

	31.3.24	31.3.23
Drivers, support and office staff	24	20

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

Included in staff costs is an amount of £29,194 (2023: £26,850) relating to the hours donated by volunteer drivers. This amount is shown in the restricted funds and the same amount is included in donated goods and services. The volunteer drivers hours are recorded in the same manner as paid drivers. The rate used to calculate the value of those hours is the drivers pay rate, and can, therefore, be measured reliably for accounting purposes.

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund	Restricted funds	Designated fund	Total funds
	£	£	£	£
INCOME AND ENDOWMENTS FROM				
Donations and legacies	132,513	99,922	-	232,435
Charitable activities				
Subscription fees	7,757	-	-	7,757
Accounts fares - public agencies	407,269	-	-	407,269
Dial-a-ride	55,100	-	-	55,100
Other trading activities	95	-	-	95
Investment income	4,642	-	-	4,642
Other income	970	-	-	970
Total	608,346	99,922	-	708,268
EXPENDITURE ON				
Raising funds	1,487	281	-	1,768
Charitable activities				
Direct costs	502,367	40,862	-	543,229
Other	46,212	57,447	-	103,659
Total	550,066	98,590	-	648,656

continued...

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted funds £	Designated fund £	Total funds £
NET INCOME	58,280	1,332	-	59,612
Transfers between funds	12,689	(12,689)	-	-
Net movement in funds	70,969	(11,357)	-	59,612
RECONCILIATION OF FUNDS				
Total funds brought forward	420,459	20,275	1,702	442,436
TOTAL FUNDS CARRIED FORWARD	491,428	8,918	1,702	502,048

13. TANGIBLE FIXED ASSETS

	Shopmobility assets £	Motor vehicles £	Totals £
COST			
At 1 April 2023	77,085	457,745	534,830
Additions	-	15,950	15,950
Disposals	-	(16,500)	(16,500)
At 31 March 2024	77,085	457,195	534,280
DEPRECIATION			
At 1 April 2023	58,630	258,718	317,348
Charge for year	6,006	33,279	39,285
Eliminated on disposal	-	(16,000)	(16,000)
At 31 March 2024	64,636	275,997	340,633
NET BOOK VALUE			
At 31 March 2024	12,449	181,198	193,647
At 31 March 2023	18,455	199,027	217,482

continued...

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade debtors	43,935	78,968
Prepayments and accrued income	12,219	22,602
	56,154	101,570

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade creditors	11,192	10,006
Social security and other taxes	7,379	6,055
Pension payable	1,577	1,275
VAT	17,960	14,957
Other creditors	7	7
Accruals and deferred income	6,765	40,272
	44,880	72,572

16. PROVISIONS FOR LIABILITIES

	31.3.24	31.3.23
	£	£
Dilapidations provision	35,000	35,000

17. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	Transfers between funds	At 31.3.24
	£	£	£	£
Unrestricted funds				
General fund	491,428	(41,819)	1,702	451,311
Restricted funds				
Restricted fund	8,918	(2,420)	-	6,498
Designated funds	1,702	-	(1,702)	-
Designated				
TOTAL FUNDS	502,048	(44,239)	-	457,809

continued...

17. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	641,951	(683,770)	(41,819)
Restricted funds			
Restricted fund	117,062	(119,482)	(2,420)
TOTAL FUNDS	759,013	(803,252)	(44,239)

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	420,459	58,280	12,689	491,428
Restricted funds				
Restricted fund	20,275	1,332	(12,689)	8,918
Designated funds				
Designated	1,702	-	-	1,702
	442,436	59,612	-	502,048

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	608,346	(550,066)	58,280
Restricted funds			
Restricted fund	99,922	(98,590)	1,332
TOTAL FUNDS	708,268	(648,656)	59,612

continued...

17. MOVEMENT IN FUNDS - continued

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

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	420,459	16,461	14,391	451,311
Restricted funds				
Restricted fund	20,275	(1,088)	(12,689)	6,498
Designated funds				
Designated	1,702	-	(1,702)	-
TOTAL FUNDS	442,436	15,373	-	457,809

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 £
Unrestricted funds			
General fund	1,250,297	(1,233,836)	16,461
Restricted funds			
Restricted fund	216,984	(218,072)	(1,088)
TOTAL FUNDS	1,467,281	(1,451,908)	15,373

The Trustees have reviewed the terms of restricted funding received in the period for the purchase of vehicles and have determined that the restriction on the funds ceased at the point that the funds were used to purchase the vehicles; thus the related funds have been transferred from restricted to unrestricted funds during the period.

continued...

18. EMPLOYEE BENEFIT OBLIGATIONS

The company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £8,009 (2023: £6,838). The expense is allocated to cost of activities and is unrestricted expenditure.

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024 or 31 March 2023.

PEOPLE TO PLACES

England & Wales - Charity number 1091387

Accounts

REGISTERED COMPANY NUMBER: 04371133 (England and Wales)
REGISTERED CHARITY NUMBER: 1091387

Report of the Trustees and

Unaudited Financial Statements for the Year Ended 31 March 2023

for

People To Places
(A Company Limited by Guarantee)

Report of the Trustees
for the Year Ended 31 March 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The financial year 2022/23 showed a gradual recovery from the COVID 19 pandemic. In addition to the loss of people to COVID, we started to see some of the implications for life once the pandemic receded. Our core service of supporting people with mobility services continued with numbers gradually returning. The single biggest issue has been through having to move Shopmobility Maidenhead at short notice which has had an impact on what was otherwise a very positive return to that service.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The object of the charity is to provide a community transport service for such of the inhabitants of the Royal Borough of Windsor & Maidenhead and its neighbourhood who need of such a service because of age, sickness or disability (mental or physical), or poverty, or because of a lack of availability of adequate and safe public passenger services.

OBJECTIVES AND ACTIVITIES
Review of Achievements and Activities
This section is in two parts:

1. The principle achievements of People to Places
2. Our plans for the coming year and beyond

1. Principal Achievements of the Year

Our principal achievements for the year 2022/23, supported by our generous partners are outlined below:-

Passenger Journeys
The total number of passenger journeys undertaken over the year was 18,680 (2022: 13,776), a 36% increase over the previous year. There is evidence of some impact from the pandemic, but it is more subtle now and primarily affecting our community groups. Community group numbers were 5,080 (2022: 2,586), however the long-term trend for group travel is 6,669 passenger journeys per year pre-pandemic, so a significant reduction for these service users.

On the positive side, our Individual Dial-a-Ride journeys continue to increase which is especially welcome as this is part of the core of the organisation. Over the course of the year, further routes for South Central Ambulance Service's (SCAS) Non-Emergency Patient Transport Service have been added. This is welcome as we often see passengers who we carry on Dial-a-Ride and/or other services too. Our Trips programme has been increasingly popular and we have added more choices, so that now we operate a trip every week on a Wednesday and every other Friday, but we are still sometimes over-subscribed!

In addition, our voluntary car service is now operating and is a welcome supplement to our minibus-based service. The recruitment of suitable volunteers is an ongoing challenge, although one of the features is that individuals can be any age, as long as they are safe drivers, have a clean DBS check and an accessible car!

Mobility Scooter Hires
The total number of mobility scooter hires undertaken over the year was 5,922 (2022: 4,908), this continues the return to normality for our mobility services post-pandemic, but still somewhat down on a "normal" year. However, one particular event had a dramatic negative impact on what otherwise would have been close to a "normal" year.

Shopmobility Maidenhead has been based in the Broadway car park since it opened in February 1996. However, on 31 December 2022, the car park was closed for safety reasons due to a large lump of concrete which fell from the roof. The car park remains closed to date. People to Places are extremely grateful to the Nicholson's Shopping Centre for kindly offering two of their shop spaces to enable the service to restart, which it did on Wednesday 11 January 2023, less than two weeks after the closure. Although the shops provided are fantastic, we are operating without any parking space for our service users and this has had a dramatic impact on them and their ability to access our service.

Between April and December 2022, Shopmobility Maidenhead was operating at 75% of pre-pandemic levels. Since the loss of the parking space, it is under 40%, plus our extended hire service has had to stop in Maidenhead.

OBJECTIVES AND ACTIVITIES

Shopmobility Windsor is continuing to show a great return, operating at 130% of pre-pandemic long term trends. This is not due to Maidonians heading to Windsor, as there is little over-lap between the two facilities. However, anecdotally, the closure of Shopmobility Slough, operated by a neighbouring organisation has contributed to the general growth in Windsor.

Following the incredible generosity of a legacy from a long-standing supporter, plus a grant from Maidenhead Lions, 22 new mobility scooters plus five manual wheelchairs have been purchased for the service over the year.

Environmental Impact

We have been monitoring our carbon emissions over the course of the year and the amount of Diesel we used was 26,362 litres (2022: 20,874 litres)

This produced 68.8 tonnes of CO2 emissions (2022: 54.5 tonnes of CO2 emissions) based on a formula recommended by the Carbon Trust to calculate these figures.

People to Places are aware of the 2035 deadline by which new petrol and diesel vehicles will not be available for sale. We are considering our options, although it is noted that electric minibuses are still a long way behind their carbon-based equivalents in terms of capacity and distance. In addition, the infrastructure to make this practicable is a long way from being sufficient for our needs. The technology continues to develop and we are looking forward to moving to electric vehicles as soon as it's feasible.

Events

An annual gathering of service users and partner organisations was held in September at which we were pleased to have Paralympian Naomi Riches give a talk on how she overcame challenges to succeed in her sport of canoeing. The aim of the gathering is to give service users the opportunity to meet and share some of their issues and for Trustees, senior staff and volunteers to discuss P2P's previous year and its plans for the coming years.

The CEO has continued to attend Business Network International (BNI) chapter meetings. BNI is a multinational network of businesses which has tens of thousands of chapters around the world. The benefit to P2P has primarily been through the networking where we have been given advice and support from a variety of organisations and plus some fundraising has been undertaken by the chapter.

The CEO has also contributed to the development of an informal group of local charities who have met over the course of 2022/23 and beyond. This group wish to develop a strategic voice with both the Local Authority and the Integrated Care System (ICS) which is the local expression of the NHS. This work is in support of a new level of partnership between the local voluntary & community sector organisations and the two public bodies.

Staff and Volunteers

The story for 2022/23 has been one of renewal and re-invention for our staff and volunteers. Demand for our core community transport services has grown significantly in particular and additional Drivers have been appointed, both paid and in a voluntary capacity. Our partnership with South Central Ambulance Service (SCAS) has developed into 6 routes operating 5 or 6 days a week with the corresponding increase in paid Drivers as well. Our Shopmobility service colleagues have performed excellently, with glowing reviews on Google and through very positive feedback in our service user survey.

OBJECTIVES AND ACTIVITIES

Due to an ESFA funding opportunity which P2P were successful with, our primary volunteer recruitment activities skewed to a new direction. We had intended to focus on recruiting older people to become P2P volunteer Drivers, but due to changing funding regulations, it ended up being focussed on people who were economically inactive. However, we have had a steady flow of new volunteers come to P2P and we are looking to develop this further through a new partnership with Maidenhead United Football Club aka Maidenhead Magpies in the Community.

In addition, we are planning to recruit a new Volunteer Manager to act as the focus of our developmental work on volunteers into 2023/24.

Vehicles & Mobility Equipment

Our volunteer, Roy Fabry, has tirelessly developed a computer model for the costs of running and maintaining our minibuses. This model is used to work out the order in which we need to replace minibuses and when. Over the course of 2022/23, we were very fortunate to receive a legacy of over £75,000 from an anonymous donor. This unrestricted money was used to further bolster our minibus fleet, so P2P now operates a total of 18 vehicles, although we are planning to retire some in the near future.

Having been able to build up our fleet of mobility equipment, it is very unfortunate that the pressure on the Maidenhead equipment has plummeted to such a degree. We now focus on ensuring the maintenance is on-the-mark for that equipment which doesn't go out as often as would be wanted.

Offices

People to Places are based in three locations: SC House for Community Transport, Shopmobility services in the Nicholson's Shopping Centre, Maidenhead and The Coach Park, Alma Road, Windsor. The anticipated temporary Shopmobility Maidenhead relocation has been delayed; possible temporary locations are currently under review.

We continue to enjoy the support of Seiko U.K. Ltd who kindly provide smart office accommodation and vehicle parking which is rent-free.

Fundraising

The year 2022/23 has seen a reduction in many of the formal aspects of fundraising, however we have benefitted from the ongoing support of many friends:-

- We have received a substantial legacy in the year
- Minibus sponsorship was secured from a number of local businesses
- Support was received from:
  - o Deirdre Cook
  - o Mrs W Spickett
  - o Derek & Angela Clark
  - o BNI Maidenhead Chapter
  - o The Metre Market
  - o And many more individuals and organisations, thank you!
- The continued invaluable support from the Royal Borough of Windsor & Maidenhead, the Louis Baylis (Maidenhead Advertiser) Charitable Trust, Seiko U.K. Ltd and the Nicholson's Shopping Centre enables us to have the confidence to focus on delivering on our services.

OBJECTIVES AND ACTIVITIES

Marketing and Impact

During the year, there were continued signs of recovery in demand following the pandemic, although the cost-of-living crisis was a major cause of concern for everyone. Anecdotally, there is a blend of COVID-hesitancy, financial concerns and difficulties in accessing our Shopmobility Maidenhead service which together, have had some impact on service usage numbers.

People to Places are still projecting an increase in usage, arising from people returning to going out, the increase in the population and the changing demographics. Therefore, we continue to project a bottleneck in terms of minibus capacity. Much of our work will now be focussed on fundraising or getting people to volunteer as drivers, especially using their own car and to engage in Shopmobility services more.

People to Places work in close partnership with the Local Authority, individuals and representatives of community groups and businesses across the Royal Borough of Windsor & Maidenhead. This approach is taken to maximise opportunities to provide mobility services to local residents and visitors across the Royal Borough.

Service Users

The number of subscribers to People to Places services is showing a good level of bounce back after a difficult two years. In addition, we have significant numbers of people using more than one service, therefore we tend to think in terms of subscribers rather than membership.

A head count of subscribers in the year gives a total of 400 individuals (2022: 405), however, the shopmobility service experienced a net decline of 7 subscribers in the last quarter of the year (and a further drop of 12 subscribers in quarter 1 of 2023/24). Given the first three quarters of 2022/23 showed monthly increases in subscribers for this service, our conclusion is that subscribers are not renewing due to issues at Shopmobility Maidenhead.

Performance Against Targets in 2022/23

Below are our key delivery targets and outcomes for the year:

Objectives	Target		Achievement	
Provision of CT journeys:				
Individuals, Groups, TAPS and Trips:	Baseline 2019/20:	11,775	Achieved:	12,631
All other contracted activity:	Baseline 2019/20:	* 15,512	Achieved:	6,049
Total:	**Total Baseline 2019/20:**	**27,287**	**Total Achieved:**	**18,680**
Delivery of Shopmobility equipment hires:				
Maidenhead, Windsor and Rambles:	Baseline 2019/20:	6,899	Achieved:	** 5,290
All other equipment provision:	Baseline 2019/20:	617	Achieved:	799
Total:	**Total Baseline 2019/20:**	**7,516**	**Total Achieved:**	**6,089**

* Within the year 2019/20, P2P was delivering Home to School Transport services and Boyn Grove, Oakbridge and Windsor Day Centres, of which only the Boyn Grove service has continued into 2022/23. This is now supplemented with Non-Emergency Passenger Transport services to the local Ambulance Service.

** Prior to Broadway Car Park closure on 31 December 2022, the Shopmobility service was tracking to 6,720. If this had been achieved, then the Total Achieved would have been 7,519.

OBJECTIVES AND ACTIVITIES

Generally, we have exceeded the baseline targets except for two areas, Shopmobility Maidenhead and closure of a number of contracted services, both of which were beyond our control. We are, however, extremely proud of our achievements and the way in which our staff and volunteers responded every day.

2. Plans for 2023/24 and Beyond

Estimated outputs for the year 2023/24 are outlined below.

Community Transport

	Target for 2023/24	Outturn for 2022/23	Average Annual Count for pre-Pandemic Period
Individual Dial-a-Ride Journeys	6,000	5,517	4,292
Group Journeys	5,000	5,080	6,669
Trips and Days Out	1,500	706	409
TAPS Journeys	1,000	1,328	905
Total	**13,500**	**12,631**	**12,275**

Other journeys are delivered by P2P but we have little influence on the number of passengers, i.e. Boyn Grove Day Care Centre, Non-Emergency Patient Transport.

Shopmobility

	Target for 2023/24	Outturn for 2022/23	Average Annual Count for pre-Pandemic Period
Shopmobility Maidenhead	2,360	3,981	5,914
Shopmobility Windsor	1,500	1,307	1,023
Extended Hires	70	649	316
Shows & Rambles	150	152	Highly variable
Total	**4,080**	**6,089**	**7,253**

Figures are substantially reduced due to a lowering in the estimate for Shopmobility Maidenhead and extended hires which are estimated at 40% and 23% of pre-pandemic figures based on current experience.

Service Subscribers

	2022/23 Actual				2023/24 Target			
	Start	**Left**	**Joined**	**End**	**Start**	**Left**	**Joined**	**End**
Dial-a-Ride	243	103	126	266	266	100	120	286
Shopmobility	200	58	98	240	240	75	20	185
TAPS	220	74	59	205	205	150	20	75
Trips	81	25	43	99	99	30	80	149
TOTAL	744	260	326	810	810	355	240	695

OBJECTIVES AND ACTIVITIES

Please note that one individual can subscribe to more than one service.

RBWM have informed P2P that they will cease funding the TAPS scheme for the new financial year 2024/25. As entitlement runs for a 12-month period, it is anticipated that the number of joiners will drop, but that some individuals will retain some allowance into 2024/25, which P2P will honour, however, the scheme will finish by 1 July 2024.

OBJECTIVES AND ACTIVITIES

Public benefit

People to Places is committed to enabling as many people with access and mobility issues as possible to access transport across the Royal Borough of Windsor & Maidenhead. In particular, we enable visitors and residents of the Royal Borough to live their lives with dignity, confidence and independence and to enjoy the local area and its facilities.

The benefits we brought to the local community were the continuation of our normal services, plus the added benefits of the shopping & prescription delivery services to any vulnerable adult in the Royal Borough and telephone support services to our members. In addition, we provided minibus transport to particularly vulnerable people to receive their COVID vaccinations and we have contributed three manual wheelchairs for the Maidenhead Vaccination Centre in the Town Hall.

The backdrop of year 2020/21, the main pandemic year, saw the lowest levels of service delivery by People to Places on record. The year being reported on here was still heavily affected as the release of the lockdowns staggered to the full lifting of restrictions in England on 24 February 2022. Throughout the restrictions we continued to provide our full range of services, albeit to variable levels of demand.

People to Places is committed to enabling as many people with access and mobility issues as possible to access transport across the Royal Borough of Windsor & Maidenhead. We enable visitors and residents of the Royal Borough to live their lives with dignity, confidence and independence and to enjoy the local area and its facilities.

Our services allow individuals to overcome the barriers that trap them in their homes, to enable people to socialise with others in new surroundings or to visit essential everyday facilities like shops or day care centres. The impact of our services is to reduce loneliness and isolation amongst our users with consequent benefits to their health and well-being.

The benefits we brought to the local community were the continuation of our community transport and Shopmobility services to any vulnerable adult in the Royal Borough. In addition, we provided minibus transport to particularly vulnerable people to receive their COVID vaccinations and we have contributed four manual wheelchairs for the Maidenhead Vaccination Centre in the Town Hall.

The backdrop of year 2020/21, the main pandemic year, saw the lowest levels of service delivery by People to Places on record. The year being reported on here was not affected by any lockdowns, however the psychological impact of the pandemic and the cost of living crisis is having an impact on people's lives.

During the year, the Board undertook a business planning process to develop our activities for the year. When doing so, the Board considered the Charity Commission's guidance on public benefit and the specific guidance on charities who charge fees. The policies pursued by People to Places comply with the public benefit requirement of charities because the Shopmobility service is not otherwise available through commercial routes and the Community Transport service is significantly more accessible, and of a higher standard, than any other comparable local provision. In addition, despite the increase which was implemented on 1 April 2023, the fares charged for the Dial-a-Ride service are substantially below commercial rates to further reduce barriers to mobility and encourage access to our services.

The key elements of our service and supporting activities are:
- Provision of Dial-a-Ride services for individuals and local community groups

OBJECTIVES AND ACTIVITIES

- Provision of a Shopmobility service covering the town centres of Windsor and Maidenhead
- Provision of a mobility scooter and manual wheelchair hire service for extended periods
- Provision of a mobility scooter hire service supporting local events such as the Royal Windsor Horse Show
- Provision of a trips programme using our minibuses and a rambles programme using our mobility scooters, to allow people to meet and socialise in different surroundings which are appropriate to their individual needs
- Provision of non-emergency patient transport for South Central Ambulance Service
- Transport and mobility support for other local organisations that meet the same social objectives such as the Home to RBWM Day Care Centre at Boyn Grove.
- Awareness raising for the service across the Royal Borough through a wide variety of media to ensure people are aware of how People to Places can support people with a wide range of access and mobility issues
- Provision of minibus Driver training to the nationally accredited MiDAS standard
- Undertake a wide range of income generation/fund-raising activities to support the service in the short and long term

STRATEGIC REPORT

Principal funding sources

Principal Funding

In 2022/23 People to Places were very fortunate to receive a substantial legacy of over £75,000. This, plus the growth in our SCAS routes and prudent financial management, meant that the financial year 2022/23 saw a positive outturn, which is substantially higher than the previous year.

The funding profile for People to Places demonstrates the wide variety of sources of income we receive:

- Core funding from RBWM for Shopmobility and Dial-a-Ride services
- Fares from individuals and community groups for Dial-a-Ride services slowly returned over the year.
- Income from contracts with RBWM for TAPS and the Boyn Grove Day Care Centre plus SCAS for Non-Emergency Patient Transport.
- Subscription fees and charges for extended scooter hires bounced back well.
- Donations and sponsorship success with our minibus sponsorship programme.
- Grants from local charitable trusts and funds as detailed in the previous section marked Fundraising.
- Support from Seiko UK Ltd and the Nicholson's Shopping Centre in terms of the provision of office accommodation.

The total income for 2023 is £708,268 (2022: £572,285) which is a substantial increase over the previous year. The primary reasons for this increase are the growth in SCAS funding, the growth in individual DaR journeys, the additional gift-in-kind accommodation donation from the Nicholson's Shopping Centre plus the addition of the value for volunteer Driver hours, which has not been included previously.

STRATEGIC REPORT

Financial review

Investment policy and plan

Under the Memorandum and Articles of Association the charity has the power to make investments, as the Trustees see fit.

Financial security and accessibility are important and reserve funds of the charity are held with challenger banks. Funds not required for immediate use may be held in interest-bearing deposits of not more than 12 months maturity. Trustees will review this policy periodically to reflect good practice.

Investment Plan for 2023/24

In the context where Trustees consider it necessary to hold reserves to cover risks, Trustees also believe it is necessary to retain reserves to ameliorate the impact of the pandemic, the cost-of-living crisis and general economic uncertainties. The surplus in the year means that we are seeking to increase our impact whilst at the same time, wanting to increase our income from fundraising to ensure that we are able to replace some of our older assets.

Reserves policy

It is the intention of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three to six month's expenditure to cover the risks and uncertainties of operating as an independent transport operator, and to be able to continue activities in the event of a significant drop in funding while consideration is given to alternative sources of funding.

The Trustees consider that free reserves of at least £150,000 are necessary to cover those risks and uncertainties. Their policy is therefore to build up reserves out of annual operating surpluses as the organisation continues to expand; subject to the prior demand of essential expenditure to equip the charity with up-to-date transport vehicles and mobility equipment needed to maintain the service standards achieved so far.

The general and designated funds represent the unrestricted funds arising from past operating results. The general fund represents the unrestricted funds, which the Trustees are free to use in accordance with the charitable objects. The Trustees have retained a level of reserves sufficient to fund requirements for replacement vehicles and plans for the development of the charity's activities as already outlined.

Details of the movements in tangible fixed assets held during the year are given in the notes to the financial statements. The assets of the charity are available and adequate to fulfil its obligations.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution and Objective

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Charity constitution

People to Places is an independent registered charity (number 1091387) and a company limited by guarantee (registered company number 04371133). It first registered as a charity on 12 October 1988, re-registering on 22 March 2002 and the company was incorporated on 11 February 2002.

People to Places' objective, as stated in its Memorandum of Association, is:

"The object of the Company is to provide a community transport service for such of the inhabitants of the Royal Borough of Windsor & Maidenhead and its neighbourhood who are in need of such a service because of age, sickness or disability (mental or physical), or poverty, or because of a lack of availability of adequate and safe public services."

Board Appointments, Induction and Training of Trustees and Related Parties

Board Appointments

The process for electing and co-opting Trustees is outlined in the Memorandum and Articles of Association. The Board of Trustees (BoT) is looking to commence fixed terms of office for Trustees; however it has prioritised responding to the pandemic and its impacts first. Given the number of Trustees who have left over the past 12 - 18 months and the new recruits who have joined, we still have a good level of churning, bring fresh perspectives and new ideas in at a BoT level.

BoT members are recruited through a fair and open selection procedure. In making its choice, the Chair and CEO will ensure that the BoT has an appropriate balance of skills and experience as appropriate to the organisation.

New BoT members are given an induction process and training which allows them to understand the role of People to Places and their role as Directors and Trustees. This includes spending time with a Driver on a minibus and visiting a Shopmobility office. Due to the nature of the information they may be party to, they are subject to an enhanced DBS check and a check for compliance with the latest Charity Commission requirements for appropriate individuals to act as Trustees. Training is given on safeguarding and confidentiality too.

All policies plus major and strategic decisions are made by the BoT.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance Structure

The Board of Trustees (BoT) is the governing body for the organisation. Trustees are appointed and they serve for up to a year or until death, retirement or a resolution is passed by the Board for their removal. The Annual General Meeting then elects the Board each year.

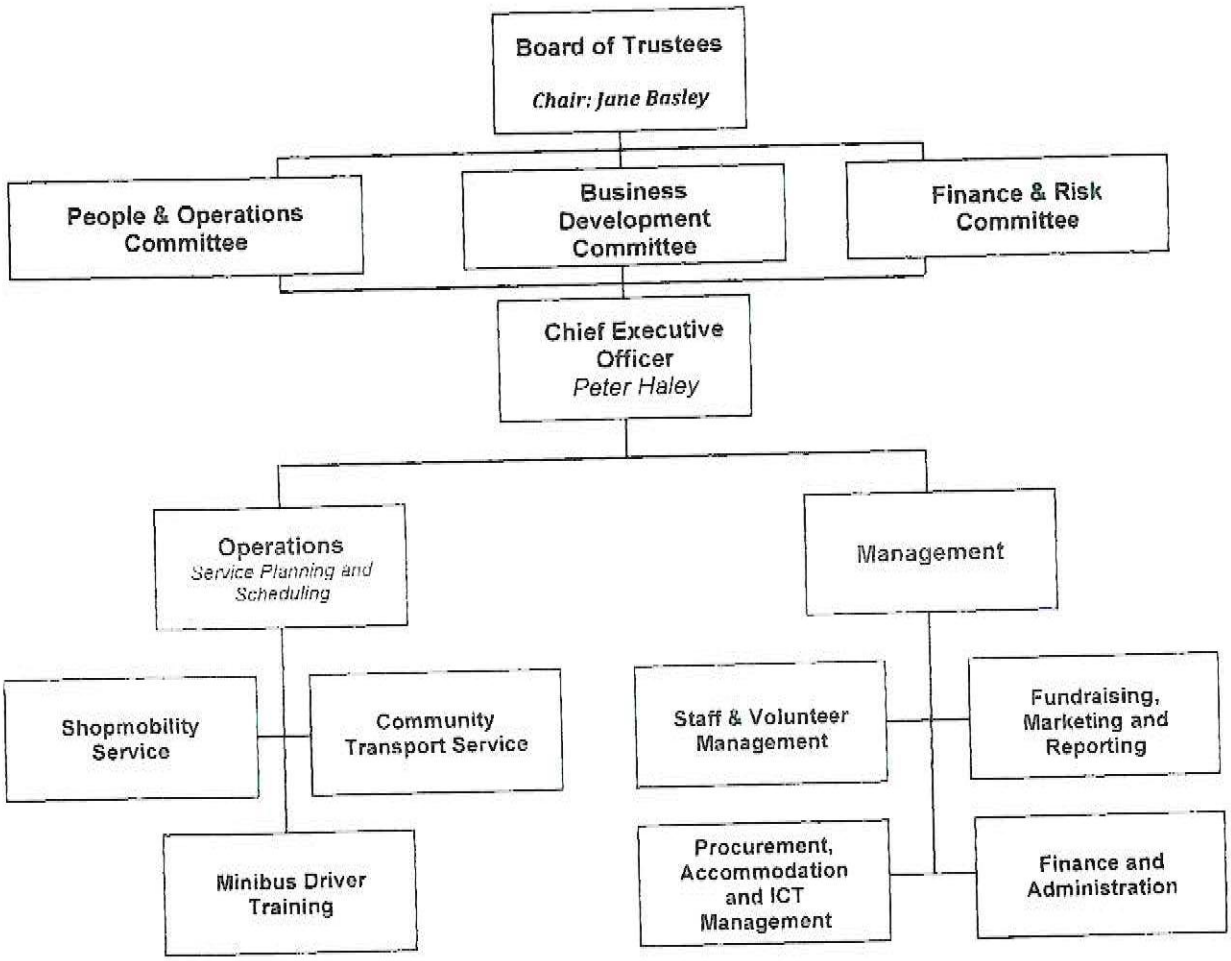
None of the Trustees have any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of winding up the organisation.

The BoT is made up of all the Trustees and meets a minimum of four times a year. It governs the charity and is supported by three Committees. Given the changing pressures on People to Places, they have been subject to further review. The remit and names for these committees were updated in the light of this review to the following:

- Business Development Committee
- Finance & Risk Committee
- People & Operations Committee

Each committee is made up of Trustees and staff. These committees spread the burden of work over several people, making People to Places more resilient and less dependent on any one particular individual.

STRUCTURE, GOVERNANCE AND MANAGEMENT



The chart above is an outline of our services and how we operate.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

During the year being reported upon, the Board has ensured that policies are in place to cover the management of the organisation, including Health & Safety, Safeguarding of vulnerable adults & children and risk management processes. The Board have a process in place to assess new issues as they arise and to review previous risks to ensure their continued relevancy. They are satisfied that systems are in place to mitigate exposure to the major risks. Managing risk is integral in the planning, financial and operational management cycles of People to Places. Risks are managed in accordance with the Charity Commission guidance CC26 Charities and Risk Management. Specifically, risks are categorized into the following headings:

- Governance Risks
- Operational Risks
- Financial Risks
- Environmental or External Risks
- Compliance (with law and regulation) Risks
- Catastrophic Events Risks

Major risks have been identified and mitigation are being worked on to minimize risks for the long term future of P2P. In particular, our IT infrastructure is in need of developing further to meet the needs of the organisation and the challenges of Windows 11 and other similar software changes.

Furthermore, insurances are arranged on an annual basis that provide the following coverage:

- Public Liability
- Employer Liability
- Trustee Indemnity
- Fleet Minibus
- Shopmobility with provision for third party damage and/or injury
- Cybersecurity cover

The BoT believes that by monitoring the risks in the above categories and in following guidance from regulators and support agencies including the Community Transport Association and the National Federation of Shopmobility, effective systems are established and implemented to mitigate those risks.

The BoT monitors the delivery of services according to their policy framework and it supports the CEO in maintaining and developing the types and levels of service.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
04371133 (England and Wales)

Registered Charity number
1091387

Registered office
Ground Floor
Arena Court
Crown Lane
Maidenhead
Berkshire
SL6 8QZ

Trustees
Jane Basley, Chair
Bruce Adams, Treasurer
Helen Berg, Deputy Chair
Scott MacRae, Safeguarding
Giles Ballard (Appointed 05 December 2022)
Gill Godbold
Adrian Greensmith (Appointed 03 August 2022)
Lisa Hughes (Appointed 03 April 2023)
Charlie Dixon-Prior (Resigned 11 February 2023)
Adam Webb (Appointed 6 June 2022, resigned 19 April 2023)

Chief Executive Officer
Peter Haley

Independent Examiner
Donald Reid Limited
Prince Albert House
18a-20 King Street
Maidenhead
Berkshire
SL6 1EF

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

National Westminster Bank Plc
66 High Street
Maidenhead
SL6 1QA

Aldermore Bank plc
1st Floor, Block B, Western House
Lynch Wood
Peterborough
PE2 6FZ

Cambridge & Counties Bank
Charnwood Court
5B New Walk
Leicester
LE1 6TE

Redwood Bank
Suite 101, The Nexus Building
Broadway
Letchworth Garden City
SG6 3TA

Teachers Building Society
Allenview House
Hanham Road
Wimborne
Dorset
BH21 1AG

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on ....4./.12./.23.....and signed on the board's behalf by:

.....
J Basley - Trustee

Independent Examiner's Report to the Trustees of
People To Places

Independent examiner's report to the trustees of People To Places ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 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
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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.

Daniel Reid FCA
The Institute of Chartered Accountants in England and Wales

Donald Reid Limited
Prince Albert House
18a-20 King Street
Maidenhead
Berkshire
SL6 1EF

Date: 6th December 2023

People To Places

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2023

	Notes	Unrestricted fund £	Restricted funds £	Endowment fund £	31.3.23 Total funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	2	132,513	99,922	-	232,435	147,749
Charitable activities	5					
Subscription fees		7,757	-	-	7,757	5,920
Accounts fares - public agencies		407,269	-	-	407,269	400,325
Dial-a-ride		55,100	-	-	55,100	28,612
Other trading activities	3	95	-	-	95	31
Investment income	4	4,642	-	-	4,642	1,768
Other income		970	-	-	970	-
Total		608,346	99,922	-	708,268	584,405
EXPENDITURE ON						
Raising funds	6	1,487	281	-	1,768	2,218
Charitable activities	7					
Direct costs		502,367	40,862	-	543,229	492,155
Other		46,212	57,447	-	103,659	85,348
Total		550,066	98,590	-	648,656	579,721
NET INCOME		58,280	1,332	-	59,612	4,684
Transfers between funds	17	12,689	(12,689)	-	-	-
Net movement in funds		70,969	(11,357)	-	59,612	4,684
RECONCILIATION OF FUNDS						
Total funds brought forward		420,459	20,275	1,702	442,436	437,752
TOTAL FUNDS CARRIED FORWARD		491,428	8,918	1,702	502,048	442,436

The notes form part of these financial statements

Balance Sheet
31 March 2023

	Notes	Unrestricted fund £	Restricted funds £	Endowment fund £	31.3.23 Total funds £	31.3.22 Total funds £
FIXED ASSETS						
Tangible assets	13	217,482	-	-	217,482	158,899
CURRENT ASSETS						
Debtors	14	93,608	7,962	-	101,570	95,403
Cash at bank and in hand		287,910	956	1,702	290,568	311,691
		381,518	8,918	1,702	392,138	407,094
CREDITORS						
Amounts falling due within one year	15	(72,572)	-	-	(72,572)	(88,557)
NET CURRENT ASSETS		308,946	8,918	1,702	319,566	318,537
TOTAL ASSETS LESS CURRENT LIABILITIES		526,428	8,918	1,702	537,048	477,436
PROVISIONS FOR LIABILITIES	16	(35,000)	-	-	(35,000)	(35,000)
NET ASSETS		491,428	8,918	1,702	502,048	442,436
FUNDS	17					
Unrestricted funds					491,428	420,459
Restricted funds					8,918	20,275
Endowment funds					1,702	1,702
TOTAL FUNDS					502,048	442,436

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

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 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.

The notes form part of these financial statements

continued...

Balance Sheet - continued
31 March 2023

The financial statements were approved by the Board of Trustees and authorised for issue on ....4/12/23..... and were signed on its behalf by:

.....
J Basley - Trustee

The notes form part of these financial statements

People To Places

Cash Flow Statement
for the Year Ended 31 March 2023

	Notes	31.3.23 £	31.3.22 £
Cash flows from operating activities			
Cash generated from operations	1	74,585	26,205
Net cash provided by operating activities		74,585	26,205
Cash flows from investing activities			
Purchase of tangible fixed assets		(102,650)	(49,154)
Sale of tangible fixed assets		2,300	-
Interest received		4,642	1,768
Net cash used in investing activities		(95,708)	(47,386)
Change in cash and cash equivalents in the reporting period		(21,123)	(21,181)
Cash and cash equivalents at the beginning of the reporting period		311,691	332,872
Cash and cash equivalents at the end of the reporting period		290,568	311,691

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2023

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.23 £	31.3.22 £
Net income for the reporting period (as per the Statement of Financial Activities)	59,612	4,684
Adjustments for:		
Depreciation charges	42,737	38,798
Profit on disposal of fixed assets	(970)	-
Interest received	(4,642)	(1,768)
Increase in debtors	(6,167)	(6,396)
Decrease in creditors	(15,985)	(9,113)
Net cash provided by operations	74,585	26,205

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank and in hand	311,691	(21,123)	290,568
Total	311,691	(21,123)	290,568

The notes form part of these financial statements

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.

People to Places meets the definition of a public benefit entity under FRS 102.

Critical accounting judgements and key sources of estimation uncertainty
Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgment:

Depreciation
Tangible fixed assets are depreciated over their useful economic lives. The actual lives of the assets are assessed annually and may vary depending on a range of factors.

Income
For legacies, entitlement is taken as the earlier of the date on which either: the company is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the company has been notified of the executor's intention to make a distribution. Where legacies have been notified to the company, or the company is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the company of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Friends is not recognised and refer to the Trustees' report for more information about their contribution.

continued...

1. ACCOUNTING POLICIES - continued

Income
On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the company which is the amount the company would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income from donations and special efforts is recorded on a receipts basis. All other income is recorded on an accruals basis. Legacies and similar incoming resources are included in the year in which they are receivable, which is when the charity becomes entitled to the resources. Where specific conditions imposed by the donor would restrict the use of unspent funds the income is taken directly to the relevant restricted fund.

Grants receivable and local authority grants are credited to the Statement of Financial Activities in the year to which the charity becomes entitled.

Expenditure
Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and Governance costs are costs incurred on the company's operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

Costs of generating funds relate to expenditure incurred on fundraising activities undertaken and publicising the charity and are recognised on an accruals basis.

Expenditure relating to charitable activities is expenditure incurred for the provision of a community transport service for such of its inhabitants of the Royal Borough of Windsor & Maidenhead and its environs who are in need of such a service due to age, sickness or disability (mental or physical), poverty or because of a lack of availability of adequate and safe passenger service. This includes relevant administration costs involved with such activities. All such expenditure is recognised on an accruals basis.

Governance costs represent such professional costs involved in the overall governance and administration of the charity that cannot be reasonably allocated to other cost headings, and includes external accountancy fees.

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

Shopmobility assets	- at varying rates on cost
Fixtures and fittings	- 25% on cost
Motor vehicles	- at varying rates on cost

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities incorporating income and expenditure account.

continued...

1. ACCOUNTING POLICIES - continued

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

Fund accounting
General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

The restricted funds comprise of two main elements, the main one being the combined Gift-in-Kind/Volunteer Time contributed by our partners over the course of the year. This is higher this year due to the Nicholson's Shopping Centre kindly hosting our Shopmobility service following the closure of the Broadway Car Park on New Years Eve. The second element is a grant from the ESFA towards a specific training programme to encourage volunteering amongst people with who are economically inactive in East Berkshire.

Previously, and in accordance with the Charities SORP (FRS 102), the general volunteer time of our supporters has not been recognised. However, given the detailed information on our volunteer Drivers contributions and the equality of their role with paid Drivers, it is felt that their contribution meets the requirements of the SORP and therefore can be included in the financial statements for the first time. Refer to Note 11 to the financial report for more information.

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

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.

Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

continued...

1. ACCOUNTING POLICIES - continued

Cash at Bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2. DONATIONS AND LEGACIES

	31.3.23	31.3.22
	£	£
Donations	19,156	26,859
Gift aid	-	6,582
Legacies	75,536	35,000
Grants	53,745	23,382
Donated services and facilities	83,998	55,926
	232,435	147,749

continued...

3. OTHER TRADING ACTIVITIES

	31.3.23	31.3.22
	£	£
Fundraising events	95	31

4. INVESTMENT INCOME

	31.3.23	31.3.22
	£	£
Deposit account interest	4,642	1,768

5. INCOME FROM CHARITABLE ACTIVITIES

	31.3.23	31.3.22
	£	£
Subscription income	7,757	5,920
Account fares- public agencies	407,269	400,325
Dial-a-Ride	55,100	28,612
	470,126	434,857

6. RAISING FUNDS

Raising donations and legacies

	31.3.23	31.3.22
	£	£
Fundraising costs	1,768	2,218

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs
	£
Direct costs	543,229

continued...

8. SUPPORT COSTS

	Other	Governance costs	Totals
	£	£	£
Other resources expended	70,019	33,640	103,659

9. NET INCOME/(EXPENDITURE)

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

	31.3.23	31.3.22
	£	£
Independent examiner's fee	1,850	1,100
Depreciation - owned assets	42,737	38,798
Other operating leases	59,867	43,806
Surplus on disposal of fixed assets	(970)	-

10. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

11. STAFF COSTS

	31.3.23	31.3.22
	£	£
Wages and salaries	365,823	346,695
Social security costs	19,177	15,187
Other pension costs	6,838	6,459
	391,838	368,341

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

	31.3.23	31.3.22
Drivers, support and office staff	20	23

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

Included in staff costs is an amount of £26,850 relating to the hours donated by volunteer drivers. This amount is shown in the restricted funds and the same amount is included in donated goods and services. The volunteer drivers' hours are recorded in the same manner as paid drivers. The rate used to calculate the value of those hours is the driver's pay rate, and can, therefore, be measured reliably for accounting purposes.

continued...

11. STAFF COSTS - continued

The amount for 2021/22 of £12,120 has been recognised in the comparatives for this year. The net effect on the reserves brought forward is £nil.

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Endowment fund £	Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	61,823	85,926	-	147,749
Charitable activities				
Subscription fees	5,920	-	-	5,920
Accounts fares - public agencies	400,325	-	-	400,325
Dial-a-ride	28,612	-	-	28,612
Other trading activities	31	-	-	31
Investment income	1,768	-	-	1,768
Total	498,479	85,926	-	584,405
EXPENDITURE ON				
Raising funds	2,218	-	-	2,218
Charitable activities				
Direct costs	479,791	12,364	-	492,155
Other	41,542	43,806	-	85,348
Total	523,551	56,170	-	579,721
NET INCOME/(EXPENDITURE)	(25,072)	29,756	-	4,684
Transfers between funds	9,481	(9,481)	-	-
Net movement in funds	(15,591)	20,275	-	4,684
RECONCILIATION OF FUNDS				
Total funds brought forward	436,050	-	1,702	437,752
TOTAL FUNDS CARRIED FORWARD	420,459	20,275	1,702	442,436

continued...

13. TANGIBLE FIXED ASSETS

	Shopmobility assets £	Fixtures and fittings £	Motor vehicles £	Totals £
COST				
At 1 April 2022	65,940	6,947	378,230	451,117
Additions	14,340	-	88,310	102,650
Disposals	(3,195)	(6,947)	(8,795)	(18,937)
At 31 March 2023	77,085	-	457,745	534,830
DEPRECIATION				
At 1 April 2022	55,575	6,947	229,696	292,218
Charge for year	5,420	-	37,317	42,737
Eliminated on disposal	(2,365)	(6,947)	(8,295)	(17,607)
At 31 March 2023	58,630	-	258,718	317,348
NET BOOK VALUE				
At 31 March 2023	18,455	-	199,027	217,482
At 31 March 2022	10,365	-	148,534	158,899

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Trade debtors	78,968	76,080
Prepayments and accrued income	22,602	19,323
	101,570	95,403

continued...

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade creditors	10,006	16,580
Social security and other taxes	6,055	6,087
Pension payable	1,275	1,322
VAT	14,957	19,647
Other creditors	7	7
Accruals and deferred income	40,272	44,914
	72,572	88,557

16. PROVISIONS FOR LIABILITIES

	31.3.23	31.3.22
	£	£
Dilapidations provision	35,000	35,000

17. MOVEMENT IN FUNDS

	At 1.4.22	Net movement in funds	Transfers between funds	At 31.3.23
	£	£	£	£
Unrestricted funds				
General fund	420,459	58,280	12,689	491,428
Restricted funds				
Restricted fund	20,275	1,332	(12,689)	8,918
Endowment funds				
Designated	1,702	-	-	1,702
TOTAL FUNDS	442,436	59,612	-	502,048

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	608,346	(550,066)	58,280
Restricted funds			
Restricted fund	99,922	(98,590)	1,332
TOTAL FUNDS	708,268	(648,656)	59,612

continued...

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	436,050	(25,072)	9,481	420,459
Restricted funds				
Restricted fund	-	29,756	(9,481)	20,275
Endowment funds				
Designated	1,702	-	-	1,702
TOTAL FUNDS	437,752	4,684	-	442,436

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	498,479	(523,551)	(25,072)
Restricted funds			
Restricted fund	85,926	(56,170)	29,756
TOTAL FUNDS	584,405	(579,721)	4,684

continued...

17. MOVEMENT IN FUNDS - continued

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

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	436,050	33,208	22,170	491,428
Restricted funds				
Restricted fund	-	31,088	(22,170)	8,918
Endowment funds				
Designated	1,702	-	-	1,702
TOTAL FUNDS	437,752	64,296	-	502,048

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 £
Unrestricted funds			
General fund	1,106,825	(1,073,617)	33,208
Restricted funds			
Restricted fund	185,848	(154,760)	31,088
TOTAL FUNDS	1,292,673	(1,228,377)	64,296

The Trustees have reviewed the terms of restricted funding received in the period for the purchase of vehicles and have determined that the restriction on the funds ceased at the point that the funds were used to purchase the vehicles; thus the related funds have been transferred from restricted to unrestricted funds during the period.

continued...

18. EMPLOYEE BENEFIT OBLIGATIONS

The company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £6,838 (2022: £6,459). The expense is allocated to cost of activities and is unrestricted expenditure.

19. RELATED PARTY DISCLOSURES

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

PEOPLE TO PLACES

England & Wales - Charity number 1091387

Accounts

REGISTERED COMPANY NUMBER: 04371133 (England and Wales)
REGISTERED CHARITY NUMBER: 1091387

Report of the Trustees and

Unaudited Financial Statements for the Year Ended 31 March 2022

for

People To Places
(A Company Limited by Guarantee)

People To Places

Contents of the Financial Statements
for the Year Ended 31 March 2022

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People To Places

Report of the Trustees
for the Year Ended 31 March 2022

The Trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The financial year 2021/22 was heavily impacted by the COVID 19 pandemic for most of the 12-month period. In addition to the loss of people to COVID, due to passing on, losing capacity to go out and moving away, we started to see some of the implications for life once the pandemic receded. Our core service of supporting people with mobility services resumed albeit in severely reduced numbers at the beginning of the year. The numbers climbed quickly after September, but in some cases, still haven't reached the pre-pandemic levels.

OBJECTIVES AND ACTIVITIES
Review of Achievements and Activities
This section is in two parts:

1. The principal achievements of People to Places
2. Our plans for the coming year and beyond

1. Principal Achievements of the Year

This Trustees' Report outlines our achievements in 2021/22. Normally, this would aim to be a celebratory document. However, this year has seen huge sadness, grief and loss which will take some time to recover from. We continue to believe that our ethos of supporting people to get out and mix is the right one and the pandemic has only served to underline the importance of this belief.

Our principal achievements for the year 2021/22, supported by our generous partners are outlined below:-

Passenger Journeys

The total number of passenger journeys undertaken over the year was 13,776 (2021: 9,039), a good increase over the previous year but still significantly down on previous years. This is mainly due to the pandemic, but there were some other factors at play which were beyond our control and include:

- The loss of the six Home to School contracts to Manor Green School in August 2021
- A slow decline in passengers using the day care centre service which affects our passenger totals, compared to previous years, where we provided multiple routes
- Our community group users have returned, however, some of them have struggled for numbers and for volunteers.
- There has been a significant increase in individual Dial-a-Ride journeys and of those journeys going to health-related destinations.

The loss of the school work enabled us to substantially increase the support we give South Central Ambulance Service (SCAS) with its Non-Emergency Ambulance Service which has been under considerable pressure through the pandemic and beyond. This has been useful to reinforce the attachment with and support from People to Places as we occasionally carry patients who already benefit from one of our other services.

To help people adjust after the pandemic, we offered a programme of short local trips at very reasonable fares. After the New Year this has been considerably ramped up to operate once a week and going to destinations slightly further away.

New policies and processes have also been advanced to support the development of new volunteers operating a voluntary car service as a supplement to our minibus-based Dial-a-Ride service. This still has some way to go in terms of development but augmenting our capacity without major capital investment will be a great benefit. The recruitment of suitable volunteers for this service is an ongoing challenge, although one of the features is that individuals can be any age, as long as they are legally able to drive and have a car!

Mobility Scooter Hires

The total number of mobility scooter hires undertaken over the year was 4,908 (2021: 2,190), this is a great return to our mobility services, but still well down on a "normal" year. People to Places have closely monitored the return and it's pleasing to be able to report that Shopmobility Windsor is operating at a slightly higher level than the pre-pandemic long term trend and this trend is continuing upwards. Unfortunately, for Shopmobility Maidenhead, there is clearly a major lag arising from the regeneration programme for the town centre. It is operating at around 60% of the pre-pandemic long term trend and has reached a plateau.

Promotional developments are planned for the year 2022/23 in conjunction with the Maidenhead Town Centre Manager to encourage people back into Maidenhead and raise the service's profile.

In the winter 2021/22, People to Places received two very welcome pieces of news. We were aware that some of our scooters were looking very tired, so our good friends at the Lions Club for Maidenhead gave us a grant of £5,000 to buy four new mobility scooters for our Maidenhead office. A few weeks later, we received a very substantial legacy from the estate of one of our most dedicated Shopmobility users and volunteer, Gertie Graham, who died in April 2020. We used this money to replace more of our very old scooters and between these two very generous contributions we have been able to transform the reliability and service costs of our mobility equipment in both offices.

COVID-19 Services

Our COVID services primarily consisted of delivering shopping and prescriptions and were open to any vulnerable and shielded residents living in the Royal Borough. These services have continued to the present and we will not leave anyone if they still want us, but the demand has reduced to just a handful of people.

Environmental Impact

We have been monitoring our carbon emissions over the course of the year and the amount of Diesel we used was 20,874 litres (2021: 9,772 litres)

This produced 54.5 tonnes of CO2 emissions (2021: 25.5 tonnes of CO2 emissions).

People to Places are aware of the 2030 deadline by which new petrol and diesel vehicles will not be available for sale. We are considering our options, although it is noted that electric minibuses are still a long way behind their carbon-based equivalents in terms of capacity and distance. The technology continues to develop and in the future, we will move towards electric vehicles as soon as it is feasible.

Events

No social events were held over the course of the year, although we were able to hold a EGM which was well attended. However, one bright point was that Maidenhead United Football Club offered to include People to Places in its Maidenhead 150 campaign. The campaign was to celebrate the 150th anniversary of the club and hoped to raise significant funding for 15 local charities as well. People to Places are very grateful to Maidenhead United FC for their further donations totalling £1,500.

Business Network International (BNI) is a multinational network of businesses which has tens of thousands of chapters around the world. In June 2021, the Maidenhead chapter agreed to make People to Places its charity of the year and this has proved to be successful. The chapter have undertaken some fundraising, but have also provided volunteers, Trustees, and expertise which are positively contributing to improving our services to local residents.

Staff and Volunteers

It has been a difficult year for staff and volunteers alike in a highly personal way arising from the pandemic, but also with the changes due to the Home to School contract losses. We had a minimal number of staff on furlough last year, however, we were sad to lose both our Marketing and Office Coordinators. This led to a significant review of how we are organised in the main office, all amid the return of people coming back to use our services. Therefore, we have outsourced our marketing capacity and are looking to bolster our fundraising capacity too.

The recruitment of volunteers has gone well; we have developed a programme of events where we broadcast the opportunity to meet some of us at People to Places and we talk through the opportunities we have available. This approach has worked very well, and we have substantially grown our volunteer base, although the demand is beginning to slightly outstrip supply.

Vehicles & Mobility Equipment

Minibuses continue to be a major issue although we were able to secure one new vehicle over the year. We are actively looking to address this issue, through further fundraising in 2022/23 and beyond with a major new fundraising drive.

Our mobility scooters have been through a renaissance through the kind donations from Maidenhead Lions and the estate of Gertie Graham. The period of reduced demand allowed us to review the profile the mobility scooter fleet and the donations enabled us to act on those findings. We have been able to retire many scooters, but new investment means that our fleet now stands at well over 50 mobility scooters.

Offices

People to Places are based in three locations: SC House for Community Transport, Shopmobility services in the Nicholson's Car Park, Maidenhead and The Coach Park, Alma Road, Windsor. The anticipated temporary Shopmobility Maidenhead relocation has been delayed; the current advice from RBWM is that it we will need to relocate in Summer 2023 to West Street Car Park.

We continue to enjoy the support of Seiko who kindly provide smart office accommodation and vehicle parking which is rent-free.

Fundraising

The year 2021/22 has seen a reduction in many of the formal aspects of fundraising due to lockdown and COVID hesitancy, however we have benefitted from the ongoing support of many friends: -

We have received two substantial legacies in the year

- We have secured minibus sponsorship from

Berkshire AllWaste
Right at Home Maidenhead
Oxford House
Heritage Healthcare

- Support was received from:

Maidenhead United AFC
The Metre Market
B&C Holdings Limited
The Braywick Heath Trust
Former Trustee, Pam Proctor

- The continued invaluable support from the Royal Borough of Windsor & Maidenhead, the Louis Baylis (Maidenhead Advertiser) Charitable Trust and Seiko enables us to have the confidence to focus on delivering on our services, which is fundamental.

Marketing and Impact

There were very encouraging signs of recovery in demand as the lockdowns declined and eventually ended. However, it is fair to say that there is still some COVID-hesitancy experienced by our service users, added to which is a concern arising from the cost-of-living crisis. Having gone through the difficulties of the past two years, experience is showing that people recognise the necessity of contact with other people, so our marketing is gaining some traction.

From the projections for increase in usage, arising from people returning to going out, the increase in the population and the changing demographics, it is evident that there will be a bottleneck in terms of minibus capacity. Much of our work will now be focussed on fundraising or getting people to volunteer as drivers, especially using their own car, and to engage in Shopmobility services more.

Membership

Membership of People to Places is showing a good level of bounce back after a difficult two years. In addition, we have significant numbers of people using more than one service.

Membership was 405 individuals (2021: 318), giving a growth of 27% over the year.

Performance Against Targets in 2021/22

Due to the ongoing variation in the pandemic, with its attendant variations and restrictions, it proved extremely challenging to have a full Business Plan for 2021/22. Below are the broad actions which we listed last year and the outcomes next to them.

Target in 2021/22	Outcome
• A new minibus is on order and due to arrive by August 2021.	• Minibus received
• We will act to reassure our service users that our minibuses and equipment are safe to use and that it is good to be outside, with the proper safety precautions.	• Achieved by adding air filters, screens between drivers and passengers and use of PPE.
• People to Places will continue to offer shopping and prescription delivery services for vulnerable people across the Royal Borough.	• Achieved
• We will participate in the re-tendering exercise for Home to School transport in Summer 2021 for new contracts commencing in September 2021.	• Took part, but could not safely provide the services for the cost levels being sought
• As part of the anticipated Maidenhead Town Centre regeneration plan, we will be moving Shopmobility Maidenhead to temporary premises in Winter/ Spring 2022	• Delayed due to regeneration plans being delayed to late Summer 2023
• The succession planning for the Board of Trustees has been developed and we are seeking two new Trustees. Our Chair, Gill Godbold is looking to step down as Chair sometime this year and we are commencing recruitment for that position.	• Achieved, recruited Jane Basley, who became our new Chair of Trustees, and Charlie Dixon-Prior. Recruitment continues
• We have new procedures and procured significant PPE to ensure the safety of everyone concerned with our services. We will continue to use all appropriate COVID-security methods,	• Achieved
• We will support local community groups as they return to re-open their services.	• Achieved
• Our Chief Executive Officer, Peter Haley has joined Business Networks International (BNI) Maidenhead Chapter and is forging new links with private organisations in the area.	• Achieved
New branding for our minibuses has been developed to explain what we do, not just who we are. This is being rolled out under a sponsorship programme with private businesses.	• Achieved
• People to Places will seek further grant aid to support its need for replacement equipment.	• Achieved for scooters only through Maidenhead Lions and a legacy

Producing credible targets was problematic, but generally, we were able to successfully meet most of our targets in the plan and do our best to plan with some more certainty for 2022/23. We are, however, extremely proud of our achievements and the way in which our staff and volunteers responded every day.

2. Plans for 2022/23 and Beyond

Plans for the year 2022/23 have been drafted and agreed by the Board of Trustees.

The objectives are as follows and the colours denotes responsibility held by a Committee:

	Finance & Independent Examination Committee
	Risk & People Committee
	Business Development & External Communications Committee
	Operations (Chair and CEO)

	Objective
1	Develop a Financial Strategy based on four strands: Revenue, Capital, Development and Administration
2	REVENUE: Review expenditure to see if savings can be achieved without significant detriment to service levels.
3	REVENUE: Create a plan to eliminate the deficit by the end of Q4.
4	REVENUE: Review pricing structure and create some options for a new pricing structure that increases P2P income without loss of membership.
5	REVENUE: Plan a detailed budget for 2022/23 for external communications activities.
6	CAPITAL: Undertake a capital requirement review and create a 5 year plan to improve the minibus fleet including standardising the fleet and increase scooter capacity as appropriate
7	CAPITAL: Develop the cyber security robustness to ensure compliance with good practice guidance from the National Cyber Security Centre (https://www.ncsc.gov.uk)
8	DEVELOPMENT: Generate options identifying how and where we can secure new contracts; to include SCAS and securing an increase in routes.
9	DEVELOPMENT: Review existing fundraising plans in terms of organisational financial needs to steer the BDEC Committee's work.
10	ADMINISTRATION: Create a simplified summary of monthly financial accounts for use by the BoT.
11	ADMINISTRATION: Create a set of easy-to-use KPI's and monitor system
12	Produce a comprehensive People Strategy. Undertake a Trustees Skills Audit to inform selection of new Trustees Recruit 4 new Trustees
13	Manage the Strategic Risk Register and risk map to ensure all P2P risks are covered and mitigated

14	Improve communication between staff, volunteers and Trustees and provide feedback more frequently.
15	Create a Business Development Plan with proactive and reactive options in three strands: - Marketing - Business Development - Fundraising
16	Marketing Strand Retain and support current members and supporters Develop and promote new types of memberships: i/ Gift in Wills campaign ii/ Friends of P2P iii/ GAYE scheme
17	Business Development Strand Create a corporate sponsorship plan Maintain linkages with key statutory public agencies and community partners/initiatives Identify credible business development opportunities
18	Fundraising Strand Identify options for fundraising, potential resources and prioritise to maximise return. Create a schedule of grant-bidding opportunities and marry up to F&IEC's shopping list. Submit planned bids to local, "regular" grant-making bodies.
19	Establish office accommodation and (electric) fleet requirements for P2P to be able to use to find new accommodation if necessary.
20	Investigate the viability of a D1 training scheme and implementation and implement if feasible
21	Promote existing MIDAS training programmes Maintain Baseline of 29 MiDAS trainees per year (internal and external candidates)
22	Ensure safeguarding training is delivered to all Trustees, staff, and volunteers within 8 weeks of joining P2P.
23	Rollout mobile card payment system
24	Define P2P's approach to sustainability issues and establish how it can be implemented within the day to day working practices of P2P.
25	Report on community activity service levels using pre-pandemic levels as a benchmark Provision of CT journeys: Baseline 2019/20: 11,429 Delivery of Shopmobility hires: Baseline 2019/20: 6,899

OBJECTIVES AND ACTIVITIES

Public benefit

People to Places is committed to enabling as many people with access and mobility issues as possible to access transport across the Royal Borough of Windsor & Maidenhead. In particular, we enable visitors and residents of the Royal Borough to live their lives with dignity, confidence and independence and to enjoy the local area and its facilities.

The benefits we brought to the local community were the continuation of our normal services, plus the added benefits of the shopping & prescription delivery services to any vulnerable adult in the Royal Borough and telephone support services to our members. In addition, we provided minibus transport to particularly vulnerable people to receive their COVID vaccinations and we have contributed three manual wheelchairs for the Maidenhead Vaccination Centre in the Town Hall.

The backdrop of year 2020/21, the main pandemic year, saw the lowest levels of service delivery by People to Places on record. The year being reported on here was still heavily affected as the release of the lockdowns staggered to the full lifting of restrictions in England on 24 February 2022. Throughout the restrictions we continued to provide our full range of services, albeit to variable levels of demand.

For the first time in three years, the Board were in a position to undertake a realistic business planning process to develop our activities for the year. When doing so, the Board considered the Charity Commission's guidance on public benefit and the specific guidance on charities who charge fees. The policies pursued by People to Places comply with the public benefit requirement of charities because the Shopmobility service is not otherwise available through commercial routes and the Community Transport service is significantly more accessible, and of a higher standard, than any other comparable local provision. In addition, the fares charged for the Dial-a-Ride service are substantially below commercial rates to further reduce barriers to mobility and encourage access to our services.

Our COVID-related services were a temporary measure and demand for them has greatly diminished over the year. From current trends, it is anticipated that these services will continue to reduce to zero in the first half of 2022/23, but there is no specific planned end date.

The key elements of our service and supporting activities are:
- Provision of Dial-a-Ride services for individual members and local community groups
- Provision of a Shopmobility service covering the town centres of Windsor and Maidenhead
- Provision of a mobility scooter hire service supporting local events such as the Royal Windsor Horse Show
- Provision of a mobility scooter and manual wheelchair hire service for extended periods
- Provision of a trips programme using our minibuses and a rambles programme using our mobility scooters, to allow people to meet and socialise in different surroundings which are appropriate to their individual needs
-Transport and mobility support for other local organisations that meet the same social objectives such as Home to School Transport to Manor Green School or to RBWM Day Care Centres
- Shopping and prescription delivery services
- Awareness raising for the service across the Royal Borough through a wide variety of media to ensure people are aware of how People to Places can support people with a wide range of access and mobility issues
- Provision of minibus driver training to the nationally accredited MiDAS standard
- A wide range of income generation/fund-raising activities to support the service in the short and long term

STRATEGIC REPORT

Principal funding sources

Principal Funding

Despite close monitoring, prudent management and some fundraising successes, the financial year 2021/22 saw our outturn drop over the previous year. This was caused by the slow return to normal activity, the loss of home to school routes and the cessation of COVID specific support measures.

The funding profile for People to Places demonstrates the wide variety of sources of income we receive:

-Core funding from RBWM for Shopmobility and Dial-a-Ride services
- Fares from individuals and community groups for Dial-a-Ride services which slowly returned over the year.
- Income from contracts with RBWM for Day Care Centres and with Achieving for Children on behalf of RBWM for Home to School transport which ceased in August 2021.
- Membership fees and charges for extended scooter hires bounced back well.
- Donations and sponsorship success with our minibus sponsorship programme.
- Grants from local charitable trusts and funds as detailed in the previous section marked Fundraising.
- Support from Seiko UK Ltd in terms of the provision of office accommodation and vehicle parking

The total income for 2022 is £572,285 (2021: £663,896) which is a substantial decrease over the previous year. The primary reasons for this reduction are the slow return of fares and memberships income, the loss of the school contracts and the ending of COVID support grants.

STRATEGIC REPORT

Financial review

Investment policy and plan

Under the Memorandum and Articles of Association the charity has the power to make investments, as the Trustees see fit.

Financial security and accessibility are important and surplus funds of the charity are held with challenger banks. Funds not required for immediate use may be held in interest-bearing deposits of not more than 12 months maturity. Trustees review this policy periodically to reflect good practice.

Investment Plan for 2022/23

In the context where Trustees consider it necessary to hold reserves to cover risks, Trustees also believe it is necessary to retain reserves to ameliorate the impact of the pandemic, the cost-of- living crisis, and general economic uncertainties. The shortfall in the year is in the context of increasing demand at the same time as needing to increase our income from fundraising, to ensure that we are able to replace some of our older assets. For example:

1. It is expected that the cost of fuel will remain high for a considerable portion of 2022/23 and when it does reduce, it will be substantially higher than previously.

2. The legacy and grant we received towards the end of the year gave us the opportunity to refresh the scooter fleet. A similar exercise is necessary for minibuses and our IT equipment, especially to maintain our cyber security

3. The deadline to end the availability of carbon fueled minibuses is rapidly approaching and it is appropriate that People to Places actively look at how it can address this sustainability issue.

4. A substantial increase in volunteer input into the delivery of services and the organisation of new initiatives is essential, ensuring we follow the principles of ensuring all parts of the local community are supported under our commitment to a policy of Equality, Diversity & Inclusion (EDI).

STRATEGIC REPORT

Financial review

Reserves policy

Reserves Policy

It is the intention of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three to six month's expenditure to cover the risks and uncertainties of operating as an independent transport operator, and to be able to continue activities in the event of a significant drop in funding while consideration is given to alternative sources of funding. The Trustees consider that free reserves of at least £100,000 are necessary to cover the risks and uncertainties of operating as an independent transport operator. Their policy is therefore to build up reserves out of annual operating surpluses to that level, subject to the prior demand of essential expenditure to equip the charity with up-to-date transport vehicles and mobility equipment needed to maintain the service standards achieved so far.

The general and designated funds represent unrestricted funds arising from past operating results. The general fund represents the unrestricted funds, which the Trustees are free to use in accordance with the charitable objects. The Trustees have retained a level of reserves sufficient to fund requirements for replacement vehicles and plans for the development of the charity's activities as already outlined. The designated funds are for building dilapidations to cover our three offices.

Details of the movements in tangible fixed assets held during the year are given in the notes to the financial statements. The Trustees believe that assets of the charity are available and adequate to fulfil its obligations.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution and Objective

The charity is controlled by its governing document, a Deed of Trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Charity constitution

People to Places is an independent registered charity (number 1091387) and a company limited by guarantee (registered company number 04371133). It first registered as a charity on 12 October 1988, re-registering on 22 March 2002 and the company was incorporated on 11 February 2002.

During the year an Extraordinary General Meeting was held which altered the constitution and we adopted a general update of Articles of Association to meet current standards. Two main changes were agreed by the members, firstly that proxy and postal voting was allowed by members. This was due to the continued uncertainty around holding a mass gathering following the removal of the Charity Commission's special dispensation to hold virtual meetings. Secondly, the membership was clarified so that to be a Trustee of the Charity was to be a Director of the Company and Trustees form the membership in terms of Company Law. These changes were to engender a more agile organisation, better structured to meet future unexpected events such as another pandemic. The Trustees undertook that an Annual Gathering should replace the Annual General Meeting so that service users would continue to be able to provide feedback and hear People to Places' development plans.

People to Places' objective, as stated in its Articles of Association, is:
"The object of the Company is to provide a community transport service for such of the inhabitants of the Royal Borough of Windsor & Maidenhead and its neighbourhood who are in need of such a service because of age, sickness, or disability (mental or physical), or poverty, or because of a lack of availability of adequate and safe public services."

STRUCTURE, GOVERNANCE AND MANAGEMENT
Governance Structure

Governance Structure

The Board of Trustees is the governing body for the organisation. Trustees are appointed and they serve for up to a year or until death, retirement or a resolution is passed by the Board for their removal. The Annual General Meeting then elects the Board each year.

None of the Trustees have any beneficial interest in the company. All the Trustees are members of the company and guarantee to contribute £1 in the event of winding up the organisation.

The Board is made up of all the Trustees and the full Board meets a minimum of four times a year. The Board of Trustees governs the charity and is supported by three Committees. During the latter half of the year, the remit and names for these committees were reviewed in the light of changing circumstances after the pandemic. Given the changing pressures on People to Places, they were changed to the following:

- Business Development & External Communications Committee (BDEC Committee) met occasionally over the year
- Finance & Independent Examination Committee, meeting monthly.
- Risk & People Committee demonstrated a new approach to managing risk and acknowledged the heavy dependence on our staff and volunteers.

Each committee is made up of Trustees and staff. These committees spread the burden of work over several people, making People to Places more resilient and less dependent on any one particular individual.

Board Appointment, Induction and Training of Trustees and Related Parties
Board Appointment

The process for electing and co-opting Trustees is outlined in the Articles of Association. The Board is looking to commence fixed terms of office for Trustees; however it has prioritised responding to the pandemic and its impacts first. Given the number of Trustees who have retired over the past 12 - 18 months and the new recruits who have joined, we still have a good level of churn, bring fresh perspectives and new ideas in at a Board level.

Board members are recruited through a fair and open selection procedure. In making its choice, the Chair and CEO will ensure that the Board has an appropriate balance of skills and experience as appropriate to the organisation. The candidate Trustee attends one Board meeting as an observer and has the opportunity to meet Trustees outside of that meeting too. Care is taken to ensure that both candidate Trustee, the Board and the CEO are happy as to the recruitment process.

New Trustees are given an induction process and training which allows them to understand the role of People to Places and their role as Directors and Trustees. This includes spending time with a Driver on a minibus and visiting a Shopmobility office. Due to the nature of the information, they may be party to, they are subject to an enhanced DBS check and a check for compliance with the latest Charity Commission requirements for appropriate individuals to act as Trustees. Training is given on safeguarding and confidentiality too.

Report of the Trustees
for the Year Ended 31 March 2022

All policies plus major and strategic decisions are made by the Board of Trustees (BoT). The BoT wishes to benefit by including service users, although over the course of the pandemic, it has not been possible or appropriate to recruit a service user onto the BoT. It is the intention of the Board to appoint individuals who are either service users or with people with lived experience. Board members contribute their diverse views into its discussions to assist in its decision-making process.

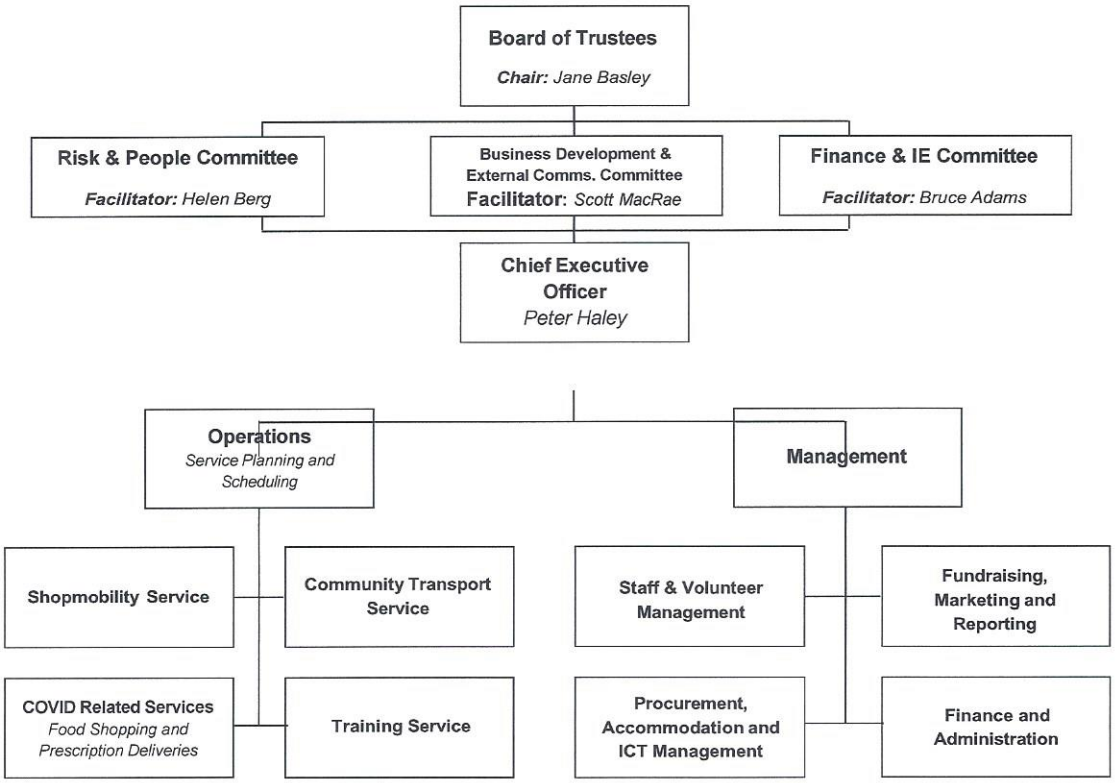
People to Places work in close partnership with the Local Authority, individuals, and representatives of community groups & businesses across the Royal Borough of Windsor & Maidenhead. This approach is taken to maximise opportunities to provide mobility services to local residents and visitors across the Royal Borough.

Operational Structure

The Chief Executive Officer (CEO) oversees the staff & volunteer management of the charity. Within this year, the staff comprised a mixture of full and part time staff

	Headcount	FTE
Operations Staff	17	8.33
Office-Based Staff	6	4.45
Total Staff	23	12.78

The chart below is an outline of our services and how we operate.



STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The pandemic represented a substantial risk to the organisation which was immediately recognised by the Board. However, as the situation moved away from being so focused on controlling infections, a more layered response was developed towards Risk Management, building on the various activities undertaken during the pandemic. This was consolidated by the refocusing of a Committee onto Risk issues and an internal workshop for Trustees is planned for July 2022 to ensure all Trustees have a common appreciation for the strategic issues affecting People to Places and the planned actions to address them.

In addition, following a minor data breach in November 2021, new cyber security processes have been put in place and new training programmes are planned over the year 2022/23. The approach taken will have three axes, People, Technology and Processes. To date, we have put a lot of effort into the last two of these, but it is intended that further training and support is made available to individuals in the organisation, especially those who may be less experienced or confident with technology.

During the year being reported upon, the Board has ensured that policies are in place to cover the management of the organisation, including Health & Safety, Safeguarding of vulnerable adults & children and risk management processes. The Board have a process in place to assess new issues as they arise and to review previous risks to ensure their continued relevancy. They are satisfied that systems are in place to mitigate exposure to the major risks. Managing risk is integral in the planning, financial and operational management cycles of People to Places. Risks are managed in accordance with the Charity Commission guidance CC26 Charities and Risk Management. Specifically, risks are categorized into the following headings:

- Governance Risks
- Operational Risks
- Financial Risks
- Environmental or External Risks
- Compliance (with law and regulation) Risks
- Catastrophic Events Risks

Furthermore, insurances are arranged on an annual basis that provide the following coverage:

- Public Liability
- Employer Liability
- Trustee Indemnity
- Fleet Minibus
- Shopmobility with provision for third party damage and/or injury
- Cybersecurity cover

The BoT believes that by monitoring the risks in the above categories and in following guidance from regulators and support agencies including the Community Transport Association, the National Federation of Shopmobility, the Association of Chief Executives of Voluntary Organisations and the National Council for Voluntary Organisations, effective systems are established and subsequently implemented to mitigate those risks.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Board of Trustees monitors the delivery of services according to their policy framework and it supports the CEO in maintaining and developing the types and levels of service. Our services allow individuals to overcome the barriers that trap them in their homes, to enable people to socialise with others in new surroundings or to visit essential everyday facilities like shops or day care centres. The impact of our services is to reduce loneliness and isolation amongst our users with consequent benefits to their health and well-being.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
04371133 (England and Wales)

Registered Charity number
1091387

Registered office
Ground Floor
Arena Court
Crown Lane
Maidenhead
SL6 8QZ

Trustees
Jane Basley (Appointed as Trustee 19 August 2021)
(Appointed as Chair 29 November 2021)
Gill Godbold
Bruce Adams (Treasurer)
Neil Aldridge (Resigned 22 June 2021)
Helen Berg
Charlie Dixon-Prior (Appointed 19 August 2021)
Roxanne Kingsman (Resigned 22 November 2021)
Scott MacRae
Pam Proctor (Resigned 5 October 2021)
Adam Webb (Appointed 6 June 2022)

Chief Executive Officer
Peter Haley

Independent Examiner
Donald Reid Limited
Prince Albert House
18a-20 King Street
Maidenhead
Berkshire
SL6 1EF

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

National Westminster Bank Plc
66 High Street
Maidenhead
SL6 1QA

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Aldermore Bank plc
1st Floor, Block B, Western House
Lynch Wood
Peterborough
PE2 6FZ

Cambridge & Counties Bank
Charnwood Court
5B New Walk
Leicester
LE1 6TE

Redwood Bank
Suite 101, The Nexus Building
Broadway
Letchworth Garden City
SG6 3TA

Teachers Building Society
Allenview House
Hanham Road
Wimborne
Dorset
BH21 1AG

Report of the Trustees, incorporating a strategic report, approved by order of the board of Trustees, as the company directors, on 3 August 2022 and signed on the board's behalf by:

.....
J Basley - Trustee

Independent examiner's report to the Trustees of People To Places ('the Company')
I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

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
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ICAEW which is one of the listed bodies.

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.

Daniel Reid

Daniel Reid FCA
ICAEW
Donald Reid Limited
Prince Albert House
18a-20 King Street
Maidenhead
Berkshire
SL6 1EF

Date: 31 August 2022

People To Places

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2022

	Notes	Unrestricted fund £	Restricted funds £	Endowment fund £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	2	61,823	73,806	-	135,629	315,558
Charitable activities	5					
Membership fees		5,920	-	-	5,920	2,553
Accounts fares - public agencies		400,325	-	-	400,325	337,594
Dial-a-ride		28,612	-	-	28,612	1,687
Other trading activities	3	31	-	-	31	105
Investment income	4	1,768	-	-	1,768	2,399
Other income		-	-	-	-	4,000
Total		498,479	73,806	-	572,285	663,896
EXPENDITURE ON						
Raising funds	6	2,218	-	-	2,218	1,404
Charitable activities	7					
Direct costs		479,791	244	-	480,035	444,671
Other		41,542	43,806	-	85,348	62,562
Total		523,551	44,050	-	567,601	508,637
NET INCOME/(EXPENDITURE)		(25,072)	29,756	-	4,684	155,259
Transfers between funds	17	9,481	(9,481)	-	-	-
Net movement in funds		(15,591)	20,275	-	4,684	155,259
RECONCILIATION OF FUNDS						
Total funds brought forward		436,050	-	1,702	437,752	282,493
TOTAL FUNDS CARRIED FORWARD		420,459	20,275	1,702	442,436	437,752

The notes form part of these financial statements

People To Places

Balance Sheet
31 March 2022

	Notes	Unrestricted fund £	Restricted funds £	Endowment fund £	31.3.22 Total funds £	31.3.21 Total funds £
FIXED ASSETS						
Tangible assets	13	158,899	-	-	158,899	148,543
CURRENT ASSETS						
Debtors	14	95,403	-	-	95,403	89,007
Cash at bank and in hand		289,714	20,275	1,702	311,691	332,872
		385,117	20,275	1,702	407,094	421,879
CREDITORS						
Amounts falling due within one year	15	(88,557)	-	-	(88,557)	(97,670)
NET CURRENT ASSETS		296,560	20,275	1,702	318,537	324,209
TOTAL ASSETS LESS CURRENT LIABILITIES		455,459	20,275	1,702	477,436	472,752
PROVISIONS FOR LIABILITIES	16	(35,000)	-	-	(35,000)	(35,000)
NET ASSETS		420,459	20,275	1,702	442,436	437,752
FUNDS	17					
Unrestricted funds					420,459	436,050
Restricted funds					20,275	-
Endowment funds					1,702	1,702
TOTAL FUNDS					442,436	437,752

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 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.

The notes form part of these financial statements

continued...

The financial statements were approved by the Board of Trustees and authorised for issue on 3 August 2022 and were signed on its behalf by:

.....
J Basley - Trustee

People To Places

Cash Flow Statement
for the Year Ended 31 March 2022

	Notes	31.3.22 £	31.3.21 £
Cash flows from operating activities			
Cash generated from operations	1	26,205	147,594
Interest paid		-	(90)
Net cash provided by operating activities		26,205	147,504
Cash flows from investing activities			
Purchase of tangible fixed assets		(49,154)	(85,422)
Sale of tangible fixed assets		-	6,084
Interest received		1,768	2,399
Net cash used in investing activities		(47,386)	(76,939)
Cash flows from financing activities			
Loan repayments in year		-	(20,000)
Net cash provided by/(used in) financing activities		-	(20,000)
Change in cash and cash equivalents in the reporting period		(21,181)	50,565
Cash and cash equivalents at the beginning of the reporting period		332,872	282,307
Cash and cash equivalents at the end of the reporting period		311,691	332,872

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2022

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.22 £	31.3.21 £
Net income for the reporting period (as per the Statement of Financial Activities)	4,684	155,259
Adjustments for:		
Depreciation charges	38,797	29,463
Profit on disposal of fixed assets	-	(4,000)
Interest received	(1,768)	(2,399)
Interest paid	-	90
Regulatory provision released	-	(50,000)
(Increase)/decrease in debtors	(6,396)	12,399
(Decrease)/increase in creditors	(9,112)	6,782
Net cash provided by operations	26,205	147,594

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank and in hand	332,872	(21,181)	311,691
	332,872	(21,181)	311,691
Total	332,872	(21,181)	311,691

The notes form part of these financial statements

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.

People to Places meets the definition of a public benefit entity under FRS 102.

Critical accounting judgements and key sources of estimation uncertainty
Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgment:

Depreciation
Tangible fixed assets are depreciated over their useful economic lives. The actual lives of the assets are assessed annually and may vary depending on a range of factors.

Income
For legacies, entitlement is taken as the earlier of the date on which either: the company is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the company has been notified of the executor's intention to make a distribution. Where legacies have been notified to the company, or the company is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the company of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Friends is not recognised and refer to the Trustees' report for more information about their contribution.

continued...

1. ACCOUNTING POLICIES - continued

Income
On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the company which is the amount the company would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income from donations and special efforts is recorded on a receipts basis. All other income is recorded on an accruals basis. Legacies and similar incoming resources are included in the year in which they are receivable, which is when the charity becomes entitled to the resources. Where specific conditions imposed by the donor would restrict the use of unspent funds the income is taken directly to the relevant restricted fund.

Grants receivable and local authority grants are credited to the Statement of Financial Activities in the year to which the charity becomes entitled.

Expenditure
Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and Governance costs are costs incurred on the company's educational operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

Costs of generating funds relate to expenditure incurred on fundraising activities undertaken and publicising the charity and are recognised on an accruals basis.

Expenditure relating to charitable activities is expenditure incurred for the provision of a community transport service for such of its inhabitants of the Royal Borough of Windsor & Maidenhead and its environs who are in need of such a service due to age, sickness or disability (mental or physical), poverty or because of a lack of availability of adequate and safe passenger service. This includes relevant administration costs involved with such activities. All such expenditure is recognised on an accruals basis.

Governance costs represent such professional costs involved in the overall governance and administration of the charity that cannot be reasonably allocated to other cost headings, and includes external accountancy fees.

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

Shopmobility assets	- at varying rates on cost
Fixtures and fittings	- 25% on cost
Motor vehicles	- at varying rates on cost

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities incorporating income and expenditure account.

continued...

1. ACCOUNTING POLICIES - continued

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

Fund accounting
General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

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.

Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at Bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

continued...

1. ACCOUNTING POLICIES - continued

Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2. DONATIONS AND LEGACIES

	31.3.22	31.3.21
	£	£
Donations	26,859	22,329
Gift aid	6,582	-
Legacies	35,000	-
Grants	23,382	249,422
Donated services and facilities	43,806	43,807
	135,629	315,558

3. OTHER TRADING ACTIVITIES

	31.3.22	31.3.21
	£	£
Fundraising events	31	105

4. INVESTMENT INCOME

	31.3.22	31.3.21
	£	£
Deposit account interest	1,768	2,399

continued...

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.22 £	31.3.21 £
Membership fees	Membership fees	5,920	2,553
Account fares- public agencies	Accounts fares - public agencies	400,325	337,594
Dial-a-Ride	Dial-a-ride	28,612	1,687
		434,857	341,834

6. RAISING FUNDS

Raising donations and legacies

	31.3.22 £	31.3.21 £
Fundraising costs	2,218	1,404

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £
Direct costs	480,035

8. SUPPORT COSTS

	Other £	Governance costs £	Totals £
Other resources expended	53,150	32,198	85,348

9. NET INCOME/(EXPENDITURE)

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

	31.3.22 £	31.3.21 £
Independent examiner's fee	1,100	1,525
Depreciation - owned assets	38,798	29,463
Other operating leases	43,806	43,807
Surplus on disposal of fixed assets	-	(4,000)

continued...

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no Trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no Trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

11. STAFF COSTS

	31.3.22	31.3.21
	£	£
Wages and salaries	334,575	327,181
Social security costs	15,187	11,982
Other pension costs	6,459	6,238
	356,221	345,401

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

	31.3.22	31.3.21
Drivers, support and office staff	23	28

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund	Restricted funds	Endowment fund	Total funds
	£	£	£	£
INCOME AND ENDOWMENTS FROM				
Donations and legacies	261,574	53,984	-	315,558
Charitable activities				
Membership fees	2,553	-	-	2,553
Accounts fares - public agencies	337,594	-	-	337,594
Dial-a-ride	1,687	-	-	1,687
Other trading activities	105	-	-	105
Investment income	2,399	-	-	2,399
Other income	4,000	-	-	4,000
Total	609,912	53,984	-	663,896
EXPENDITURE ON				
Raising funds	1,404	-	-	1,404
Charitable activities				
Direct costs	433,613	11,058	-	444,671

continued...

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund	Restricted funds	Endowment fund	Total funds
	£	£	£	£
Other	17,236	45,326	-	62,562
Total	452,253	56,384	-	508,637
NET INCOME/(EXPENDITURE)	157,659	(2,400)	-	155,259
Transfers between funds	61,600	2,400	(64,000)	-
Net movement in funds	219,259	-	(64,000)	155,259
RECONCILIATION OF FUNDS				
Total funds brought forward	216,791	-	65,702	282,493
TOTAL FUNDS CARRIED FORWARD	436,050	-	1,702	437,752

13. TANGIBLE FIXED ASSETS

	Shopmobility assets	Fixtures and fittings	Motor vehicles	Totals
	£	£	£	£
COST				
At 1 April 2021	56,460	6,947	338,556	401,963
Additions	9,480	-	39,674	49,154
At 31 March 2022	65,940	6,947	378,230	451,117
DEPRECIATION				
At 1 April 2021	52,132	6,947	194,341	253,420
Charge for year	3,443	-	35,355	38,798
At 31 March 2022	55,575	6,947	229,696	292,218
NET BOOK VALUE				
At 31 March 2022	10,365	-	148,534	158,899
At 31 March 2021	4,328	-	144,215	148,543

continued...

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade debtors	76,080	73,190
Other debtors	-	115
Prepayments and accrued income	19,323	15,702
	95,403	89,007

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade creditors	16,580	15,328
Social security and other taxes	6,087	6,021
Pension payable	1,322	1,269
VAT	19,647	9,606
Other creditors	7	7,620
Social Enterprise Grant	-	13,633
Accruals and deferred income	44,914	44,193
	88,557	97,670

16. PROVISIONS FOR LIABILITIES

	31.3.22	31.3.21
	£	£
Dilapidations provision	35,000	35,000

17. MOVEMENT IN FUNDS

	At 1.4.21	Net movement in funds	Transfers between funds	At 31.3.22
	£	£	£	£
Unrestricted funds				
General fund	436,050	(25,072)	9,481	420,459
Restricted funds				
Restricted fund	-	29,756	(9,481)	20,275
Endowment funds				
Designated	1,702	-	-	1,702
TOTAL FUNDS	437,752	4,684	-	442,436

continued...

17. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	498,479	(523,551)	(25,072)
Restricted funds			
Restricted fund	73,806	(44,050)	29,756
TOTAL FUNDS	572,285	(567,601)	4,684

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	216,791	157,659	61,600	436,050
Restricted funds				
Berkshire Community Foundation	-	(2,400)	2,400	-
Endowment funds				
Designated	65,702	-	(64,000)	1,702
TOTAL FUNDS	282,493	155,259	-	437,752

continued...

17. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	609,912	(452,253)	157,659
Restricted funds			
Restricted fund	43,807	(43,807)	-
Berkshire Community Foundation	10,177	(12,577)	(2,400)
	53,984	(56,384)	(2,400)
TOTAL FUNDS	663,896	(508,637)	155,259

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

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	216,791	132,587	71,081	420,459
Restricted funds				
Restricted fund	-	29,756	(9,481)	20,275
Berkshire Community Foundation	-	(2,400)	2,400	-
	-	27,356	(7,081)	20,275
Endowment funds				
Designated				
	65,702	-	(64,000)	1,702
TOTAL FUNDS	282,493	159,943	-	442,436

continued...

17. MOVEMENT IN FUNDS - continued

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
	£	£	£
Unrestricted funds			

General fund	1,108,391	(975,804)	132,587
Restricted funds			
Restricted fund	117,613	(87,857)	29,756
Berkshire Community Foundation	10,177	(12,577)	(2,400)
	127,790	(100,434)	27,356
TOTAL FUNDS	1,236,181	(1,076,238)	159,943

The Trustees have reviewed the terms of restricted funding received in the period for the purchase of vehicles and have determined that the restriction on the funds ceased at the point that the funds were used to purchase the vehicles; thus, the related funds have been transferred from restricted to unrestricted funds during the period.

18. EMPLOYEE BENEFIT OBLIGATIONS

The company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £6,459 (2021: £6,238). The expense is allocated to cost of activities and is unrestricted expenditure.

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

PEOPLE TO PLACES

England & Wales - Charity number 1091387

Accounts

REGISTERED COMPANY NUMBER: 04371133 (England and Wales)
REGISTERED CHARITY NUMBER: 1091387

Report of the Trustees and

Unaudited Financial Statements for the Year Ended 31 March 2021

for

People To Places
(A Company Limited by Guarantee)

People To Places

Contents of the Financial Statements
for the Year Ended 31 March 2021

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People To Places

Report of the Trustees
for the Year Ended 31 March 2021

The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Review of Achievements and Activities

The financial year 2020/21 will be the subject of much general debate, scrutiny and academic study for years to come. For People to Places, we lost many friends during the year. We also saw our core service of supporting people to socialise being stopped under strict penalties, although the majority of our members were feeling incredible pressure arising from the loneliness and isolation that the pandemic rained on all of us.

This section is in three parts:
1. Principal achievements of People to Places
2. Our plans for the coming year and beyond
3. A summary of changes in response to the pandemic

1. Principal Achievements of the Year

This Trustees' Report outlines our achievements in 2020/21. Normally, this would aim to be a celebratory document. However, this year has seen huge sadness, grief and loss which will take some time to recover from. We continue to believe that our ethos of supporting people to get out and mix is the right one and the pandemic has only served to underline the importance of this belief.

Our principal achievements for the year 2020/21, supported by our generous partners, are outlined below:-

Passenger Journeys

The total number of passenger journeys undertaken over the year was 16,236 (2020: 29,046), a significant decrease over the previous year mainly due to the pandemic. These are historically low figures and reflect the enormous impact of the pandemic and lockdowns. There were some changes to our activities too; contracts for providing transport to Windsor Day Centre and Oakbridge Day Care Centre were discontinued and, with the repeated requirement for bubbles to isolate, our Home to School activity was much reduced too. However, in November 2020, we started to support South Central Ambulance Service (SCAS) with its Non-Emergency Ambulance Service.

In addition, new policies and processes have been advanced to support the development of new volunteers operating a voluntary car service as a supplement to our minibus-based Dial-a-Ride service. This has the benefit of augmenting our capacity without major capital investment, although it is understood that recruiting volunteers is an ongoing problem. It became operational at the end of March 2021 and some volunteers have started using their cars already.

Mobility Scooter Hires

The total number of mobility scooter hires undertaken over the year was 2,190 (2020: 7,516), a 72% decrease over the previous year. Again, this is an historic low point in our services due to the pandemic. An additional important factor is the loss in retail opportunities in both Windsor and Maidenhead, reflecting the national trend in the decline in retailing. Shopmobility Windsor had a second negative issue arising from the loss of tourism as well. This has continued to prove challenging into early 2021/22.

COVID-19 Services

Prior to the lockdown announcement in mid-March 2020, People to Places had started two new services delivering shopping and prescriptions. These were open to any vulnerable and shielded residents living in the Royal Borough. These services have continued to the present and we have no plans to stop them, although the demand has dropped considerably.

Number of shopping trips:	667
Number of prescriptions deliveries:	737

The majority of the orders for the deliveries arose from telephone calls. However, these telephone calls also provide comfort to many people who simply needed to hear a friendly voice in those difficult early days.

In addition, we went on to undertake hundreds of phone calls to our members just to check on their welfare and to ensure they felt they had someone who cared and wanted to talk to them.

Safeguarding

During the course of the year, People to Places became a member of SAFEcic, a Not For Profit organisation. This organisation is on NCVO's list of Trusted Suppliers for adult and child safeguarding training, consultancy, audit and DBS checking services.

Senior staff and Trustees have undertaken management of safeguarding training for children and vulnerable adults. All staff and volunteers involved with Home to School transport delivery attend the annual Achieving for Children safeguarding event. Safeguarding is also covered in the induction for all new staff and volunteers, plus it is covered further in our minibus Driver training.

People to Places has not been involved in a safeguarding incident during the year.

Events

No events were held over the course of the year. However, one bright point was that Maidenhead United Football Club offered to include People to Places in its Maidenhead 150 campaign. The campaign was to celebrate the 150th anniversary of the club and hoped to raise significant funding for 15 local charities as well. People to Places are grateful to Maidenhead United FC for their £1,000 donation.

Environmental Impact

We have been monitoring our carbon emissions over the course of the year and the amount of Diesel we used was 9,772 litres (2020: 21,313 litres).

This produced 25.5 tonnes of CO2 emissions (2020: 55.7 tonnes of CO2 emissions). This is a reduction in our impact on global warming, albeit for the negative reason of the pandemic.

Staff and Volunteers

It has been a very demanding year for staff and volunteers alike in a highly personal way. Concerns were expressed about exposure to the virus, and, particularly in the early days of the pandemic, the possible impact on the financial viability of the organisation. A significant proportion of staff were put on furlough and many volunteers were unable to help due to shielding commitments. The repeatedly changing guidance and regulations also added to the stress of the situation as everyone wanted to ensure what they were doing was as safe as possible.

Overall, despite all of these concerns; significant activity levels were maintained, the main office was open every working day, with staff and volunteers demonstrating their commitment to supporting vulnerable people in the local community.

Vehicles & Mobility Equipment

With the downturn in demand, People to Places took the opportunity to reconfigure its minibus fleet. Four of our most expensive vehicles to operate were retired and we took delivery of the two new vehicles funded through the generous legacy from the estate of the late Joan Marjorie Tilbrook.

Minibuses continue to be a major issue due to the age of another four vehicles, but we are actively looking to address this issue, through further fundraising.

Similarly with our mobility scooters, we have a reduced demand so are looking to re-profile the mobility scooter fleet in the coming year to better suit our service users' needs.

Offices

People to Places are based in three locations: SC House for Community Transport, Shopmobility services in the Nicholson's Car Park, Maidenhead and The Coach Park, Alma Road, Windsor. The anticipated temporary Shopmobility Maidenhead relocation has been delayed; the current advice from RBWM is that it we will need to move out in Spring 2022.

We continue to enjoy the support of Seiko who kindly provide smart office accommodation and vehicle parking which is rent-free.

Fundraising

The year 2020/21 has been unusual in many aspects, one of which is the funding secured to support businesses over the disruption caused by COVID-19. In the absence of events, this area of activity became a major endeavour as we sought support from many funders to ensure our long term sustainability:-

- The single largest grant secured was for £97,884 from the National Lottery Community Fund: Coronavirus Community Support Fund, with support from Her Majesty's Government. This was received in August 2020 which was a huge boost to our confidence as well as financially, going into the Autumn/Winter periods.
- In addition, we had support from a range of funders which in combination enabled us to ensure all of our vehicles were made COVID-secure through the provision of screens between Drivers and passengers, air filters to clean the air inside a minibus, development of our use of card payment scheme to reduce cash/cheque handling and the procurement of two Zappitiser cleaning systems. Therefore, we are also very grateful to:
  - The Louis Baylis Charitable Trust
  - The Social Enterprise Support Fund
  - The Berkshire Community Foundation
  - The Prince Philip Trust Fund
- People to Places also benefited from the Coronavirus Job Retention Scheme support available from Her Majesty's Government. This "Furlough" money was a major contributor to our continuation over the year.
- We appreciate that the amounts due under contracts that People to Places holds with RBWM and Achieving for Children were paid promptly.
- The continued invaluable support from the Royal Borough of Windsor & Maidenhead, the Louis Baylis (Maidenhead Advertiser) Charitable Trust and Seiko plus the support from many other individuals and organisations across the Royal Borough

Marketing and Impact
Marketing had little impact over the course of the year for understandable reasons, although a lot of progress was made with advertising on Facebook in terms of building our profile and networks. In addition, we commenced a new marketing channel by redesigning our minibus sign-writing. Most people recognised the brand, but did not know what we do, hence a new design to explain our work. In addition, we have secured sponsorship from two companies in 2020/21 to change three vehicles and we intend to continue this with our newer vehicles over the course of 2021/22.

There are very encouraging signs of recovery in demand as the vaccinations increase and the lockdown decreases. However, it is fair to say that there is a considerable amount of COVID-hesitancy experienced by our service users. This means that few of our community groups are going out as yet and most of our individual Dial-a-Ride journeys are not yet for social purposes.

Membership
Membership of People to Places reduced over the year as people did not go out and did not renew their membership, despite People to Places offering a free six month extension to everyone's membership. Therefore, our membership is in a state of flux at the moment, although there are encouraging signs of a "bounce back" as the situation gets closer to normality.

Sadly, we are aware of a small number of members who have lost their lives to COVID-19. We are very sorry to have lost their friendship and extend our heartfelt sympathies to their families and friends.

Performance Against Targets in 2020/21
Targets were agreed in the form of a Business Plan for 2020/21 before the full impact of the pandemic was fully realised. This meant that our targets were suddenly inappropriate in the context of the real challenges of the pandemic. Furthermore, it was challenging to make meaningful decisions within this ever-evolving situation. All organisations were grappling with the dual factors of not having experienced (or necessarily prepared for) a pandemic and guidance was on occasion contradictory or unclear. We are, however, extremely proud of our achievements and the way in which our staff and volunteers responded to the situation.

2. Plans for 2021/22 and Beyond

Plans for the year 2021/22 had been drafted but these have inevitably been paused or superseded due to the extended period for which we have been affected by the pandemic and lockdowns. Since April 2020, People to Places has adapted and developed services according to changing situations and the need to protect our members, staff/volunteers and the organisation.

So rather than talk in terms of fixed plans for 2021/22, we can outline our intentions for the year instead:

- A new minibus is on order and due to arrive by August 2021.
- We will continue to reassure our service users that our minibuses and equipment are safe to use and that it is good to be outside, with the proper safety precautions.
- People to Places will continue to offer shopping and prescription delivery services for vulnerable people across the Royal Borough.
- We will participate in the re-tendering exercise for Home to School transport in Summer 2021 for new contracts commencing in September 2021.
- As part of the anticipated Maidenhead Town Centre regeneration plan, we will be moving Shopmobility Maidenhead to temporary premises in Winter/ Spring 2022
- The succession planning for the Board of Trustees has been developed and we are seeking two new Trustees. Our Chair, Gill Godbold is looking to step down as Chair sometime this year and we are commencing recruitment for that position.

- We have new procedures and procured lots of PPE to ensure the safety of everyone concerned with our services. We will continue to use all appropriate COVID-security methods, e.g. minibuses have screens and air filters fitted and are cleaned using a Zappitiser spray
- We will support local community groups as they return to re-open their services.
- Our Chief Executive Officer, Peter Haley has joined Business Networks International (BNI) Maidenhead Chapter and is forging new links with private organisations in the area.
- New branding for our minibuses has been developed to explain what we do, not just who we are. This is being rolled out under a sponsorship programme with private businesses
- People to Places will seek further grant aid to support its need for replacement equipment

3. A summary of changes in response to the pandemic

Following the government announcement of the lockdown, the Trustees held a virtual meeting on the 1 April 2020 to discuss People to Places' response to the pandemic.

The Board delegated to the Finance & HR Committee the ability to make urgent financial decisions as required to meet the impact of the pandemic, monitor the contractual relationship with RBWM, and (subsequently) decide on the furloughing of staff. It also adapted to include the Chair of Trustees, moved to meeting on a weekly basis up to mid-November 2020 and put in place the following measures to limit People to Places' exposure to risk and ensure safety measures were met for all staff/volunteers and service users:

- All meetings and events in person scheduled were immediately converted to virtual meetings.
- The Trips and Rambles programmes were cancelled, minibus journeys and mobility scooter hires continued, but under strictly controlled circumstances. This limited People to Places' staff & volunteers' exposure to the virus.
- Significant stocks of PPE have been purchased and we are able to benefit from RBWM's supply of PPE stocks to ensure the safety of staff and volunteers.
- These protective measures are further being adapted according to changing guidance and funding availability, although there are no future plans to reduce them under consideration.
- The Board of Trustees decided to repay the loan from the Louis Baylis Charitable Trust, which was made within the financial year. People to Places are very grateful to the Trust for its flexible approach and ongoing support which has been vital.
- Staff and volunteers are regularly taking Lateral Flow tests and reporting results to People to Places
- As a social care charity, we were granted an early opportunity for vaccinations. So all frontline staff and volunteers have received both jabs and nearly all non-operational staff have received at least one jab.
- Promoting our services and their benefits in terms of relieving pressure of living in isolation and increasing loneliness.

OBJECTIVES AND ACTIVITIES

Public benefit

People to Places is committed to enabling as many people with access and mobility issues as possible to access transport across the Royal Borough of Windsor & Maidenhead. In particular, we enable visitors and residents of the Royal Borough to live their lives with dignity, confidence and independence and enjoy the local area and its facilities.

In a year where people have been advised to stay at home and keep socially distanced, our raison d'etre has been severely undermined. However, there may be a physical need for travel, e.g. attending (non-COVID) medical appointments. Also there is a social and emotional need to see and interact with other people.

The benefits we brought to the local community were, as far as possible the continuation of our normal services, plus the add-on benefit of new shopping & prescription delivery services to any vulnerable adult in the Royal Borough and telephone support services to our members.

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It is important to remember that although the main focus moved to the new services, P2P never stopped providing mobility scooters or Dial-a-Ride services, although admittedly, the demand fell to unprecedented low levels.

When planning our activities for the year, the Board considered the Charity Commission's guidance on public benefit and the specific guidance on charities who charge fees. The policies pursued by People to Places comply with the public benefit requirement of charities because the Shopmobility service is not otherwise available through commercial routes and the Community Transport service is significantly more accessible, and of a higher standard, than any other comparable local provision. In addition, the fares charged for the Dial-a-Ride service are below commercial rates to encourage access to our services. This makes it affordable for individuals and groups to use the service on a regular basis. Our COVID-related services were a temporary measure but there is no planned end date for the foreseeable future.

The key elements of our service and supporting activities are:

- Provision of Dial-a-Ride services for individual members and local community groups
- Provision of a Shopmobility service covering the town centres of Windsor and Maidenhead
- Provision of a mobility scooter hire service supporting local events such as the Royal Windsor Horse Show
- Provision of a mobility scooter and manual wheelchair hire service for extended periods

OBJECTIVES AND ACTIVITIES

- Provision of a trips programme using our minibuses and a rambles programme using our mobility scooters, to allow people to meet and socialise in different surroundings which are appropriate to their individual needs
- Transport and mobility support for other local organisations that have similar health & social objectives such as Home to School Transport to Manor Green School, Day Care Centres or Non-Emergency Passenger Transport
- Shopping and prescription delivery services
- Awareness raising for the service across the Royal Borough through a wide variety of media to ensure people are aware of how People to Places can support people with a wide range of access and mobility issues
- Provision of minibus driver and passenger assistance training to the nationally accredited MiDAS standard
- Undertake a wide range of income generation/fund-raising activities to support the service in the short and long term

STRATEGIC REPORT

Principal funding sources

Through close monitoring, prudent management and significant fundraising successes for the financial year 2020/21 saw our outturn increase over the previous year. This was achieved specifically through a significant increase in our grant income and through cost savings.

The funding profile for People to Places demonstrates the wide variety of sources of income we receive:

- Core funding from RBWM for Shopmobility and Dial-a-Ride services
- Fares from individuals and community groups for Dial-a-Ride services substantially reduced over the year.
- Income from contracts with RBWM for Day Care Centres and with Achieving for Children on behalf of RBWM for Home to School transport were significantly down on budgeted levels.
- Membership fees and charges for extended scooter hires were also significantly reduced.
- Donations and sponsorship success with our minibus sponsorship programme.
- Grants from many local charitable trusts and funds as detailed in the previous section marked Fundraising.
- Support from Seiko UK Ltd in terms of the provision of office accommodation and vehicle parking

The total income for the year 2020/21 is £663,896 (2020: £650,105) which is a 2.1% increase over the previous year. The various grants received were all time limited and spent within the financial year.

STRATEGIC REPORT
Financial review

Reserves policy

It is the intention of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three to six month's expenditure in order to cover the risks and uncertainties of operating as an independent transport operator, and to be able to continue activities in the event of a significant drop in funding while consideration is given to alternative sources of funding. The Trustees consider that free reserves of at least £100,000 are necessary in order to cover the risks and uncertainties of operating as an independent transport operator. Their policy is therefore to build up reserves out of annual operating surpluses to that level, subject to the prior demand of essential expenditure to provide, for example, up to date transport vehicles and mobility equipment needed to maintain the service standards achieved so far.

In these unusual circumstances, an investment plan has been developed and includes the expectation of a deficit in 2021/22. Please refer to the Investment Plan for 2021/22 section for more information. More importantly, service users, funders, staff and volunteers can be reassured that People to Places is in a financially robust position.

The general and designated funds represent the unrestricted funds arising from past operating results. The general fund represents the unrestricted funds, which the Trustees are free to use in accordance with the charitable objects. The Trustees have retained a level of reserves sufficient to fund requirements for replacement vehicles and plans for the development of the charity's activities as already outlined.

For the year being reported, we have undertaken a thorough review of our restricted funds and been able to declare these monies have either been spent on the purposes for which they were intended or incorrectly assigned. The balances in those accounts have therefore been released to unrestricted funds.

The Trustees will designate funds from time to time, as they see fit. Details of the movements in tangible fixed assets held during the year are given in the notes to the financial statements. The assets of the charity are available and adequate to fulfil its obligations.

There is a small amount in Designated Funds which has been carried forward (see note 19). This arose from a grant from Berkshire Community Foundation towards supporting the Norden Farm SocialArts programme. This programme stopped due to COVID and we will resume this service when Norden Farm resumes the SocialArts programme.

STRATEGIC REPORT
Financial review

Going concern with respect to Covid 19

People to Places does not have to make a statement regarding its status as a going concern. However, we are very conscious that there are vulnerable people who are highly reliant on us as an organisation and funders who have invested in us. Therefore, we seek to give confidence to these two groups that the Board of Trustees is actively managing the organisation to ensure as far as possible its long term viability.

The measures put in place by the government to limit the spread of COVID-19 had an impact on the delivery of and demand for People to Places' activities, the availability of staff for work, and levels of illness across the local community which will affect People to Places service users. How this unwinds over the course of 2021/22 and beyond is a highly challenging situation which Trustees continue to monitor closely and explore opportunities to ensure our long term sustainability.

As an organisation whose main aim has always been to alleviate the considerable negative impacts of loneliness and isolation, the main area of concern to the Board of Trustees is the affect that lockdown restrictions are having on vulnerable people. While the consequent reduction in demand for transport and mobility services is clearly impacting our finances, we are working with partners to find the best ways of continuing to support our core client groups.

STRATEGIC REPORT
Financial review

Investment Policy
Under the Memorandum and Articles of Association the charity has the power to make investments, as the Trustees see fit.

Financial security and accessibility are important and surplus funds of the charity are held with challenger banks. Funds not required for immediate use may be held in interest-bearing deposits of not more than 12 months maturity. Trustees will review this policy and the nature of our investments periodically to reflect good practice.

Investment Plan for 2021/22
In the context where Trustees consider it necessary to hold reserves to cover risks, Trustees also believe it is necessary to retain reserves to ameliorate the impact of the pandemic. The grant income enabled us to retain a level of reserves which will enable us to meet the expected deficit for 2021/22 and to ensure that we are in a strong position to move forward in the changing context of the next few years. For example:

1. It is expected that the pandemic will continue to impact on demand for our main services. There has been a slow, but steady improvement in fares and membership fees since the easing of the third lockdown, however, it is not possible to predict with any certainty when we will return to a stable situation. With this reduced demand comes with an associated reduced level of income. Therefore, our planning has made assumptions regarding the return of our service users which indicate that we will have a significant shortfall on our budget for the year 2021/22.

2. The pandemic gave us the opportunity to retire a number of minibuses, mobility equipment and items of IT equipment. Even with these retirements, we still have a lot of old equipment, in particular four minibuses, which are very elderly and need to be replaced. The purchase of one new minibus, four mobility scooters and new IT equipment will keep us up to date and meet the demands from service users.

3. Equity, Diversity & Inclusion (EDI) summarises the drive to ensure all parts of the local community are supported. The Trustees believe it is important that People to Places wish to play its role in this and are going through a process to ensure we better reflect and welcome the whole community which we serve. To help achieve this, we have extended the Membership Development Officer role for a further 12 months as well as further developments to us as an organisation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution and Objective
The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

People to Places is an independent registered charity {number 1091387) and a company limited by guarantee (registered company number 4371133). It first registered as a charity on 12 October 1988, re-registering on 22 March 2002 and the company was incorporated on 11 February 2002. The governing documents for the organisation are the Memorandum and Articles of Association approved on 22 January 2002.

STRUCTURE, GOVERNANCE AND MANAGEMENT
Constitution and Objective cont.

People to Places' objective, as stated in its Memorandum of Association, is:

"The object of the Company is to provide a community transport service for such of the inhabitants of the Royal Borough of Windsor & Maidenhead and its neighbourhood who are in need of such a service because of age, sickness or disability (mental or physical), or poverty, or because of a lack of availability of adequate and safe public services."

Board Appointment, Induction and Training of Trustees and Related Parties
The process for electing and co-opting Trustees/Directors is outlined in the Memorandum and Articles of Association. Following the Governance Review in 2017, it was decided that the cycle for appointment and term of office should change. This was put to the Annual General Meeting in 2018 and they confirmed changes to the Articles and Memorandum of Association to enable the Board to set and amend terms of office as appropriate.

Board members are recruited through a fair and open selection procedure managed by the BOD Committee. In making its choice, the Committee will ensure that the Board has an appropriate balance of skills and experience as appropriate to the organisation. The BOD Committee can recommend an individual for co-option to the Board subject to the full Board's approval until the next Annual General Meeting where members are able to elect.

New Board members are offered an induction process and training which allows them to understand the role of People to Places and their role as Directors and Trustees. Due to the nature of the information they may be party to, they are subject to an enhanced DBS check and a check for compliance with the latest Charity Commission requirements for appropriate individuals to act as Trustees.

All policies plus major and strategic decisions are made by the Board of Trustees (BoT). The BoT benefits by including service users, although over the course of the last year, both service users have resigned. It is the intention of the Board to replace these individuals with service users or with people with lived experience. Board members contribute these diverse views into its discussions to assist in its decision making process. The Committees and Chief Executive Officer (CEO) provide briefs to the Board on voluntary sector views of relevant matters on an as and when basis.

People to Places work in close partnership with the Local Authority, individuals and representatives of community groups & businesses across the Royal Borough of Windsor & Maidenhead. This approach is taken to maximise opportunities to provide mobility services to local residents and visitors across the Royal Borough.

Governance Structure
The Board of Trustees is the governing body for the organisation. Trustees are appointed and they serve for up to a year or until death, retirement or a resolution is passed by the Board for their removal. The Annual General Meeting then elects the Board each year.

None of the Trustees have any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of winding up the organisation.

STRUCTURE, GOVERNANCE AND MANAGEMENT
Governance Structure cont.

The Board is made up of all the Trustees and the full Board meets a minimum of four times a year. The Board of Trustees governs the charity and is supported by three Committees. During the pandemic, these committees operated on different, albeit temporary, basis and are:

- Business & Organisational Development Committee (BOD Committee) met occasionally over the year
- Finance & HR Committee became the Finance & Coronavirus Committee, meeting weekly from April to October, reverting back to monthly in November 2020.
- Operational Committee temporarily ceased meeting over the year

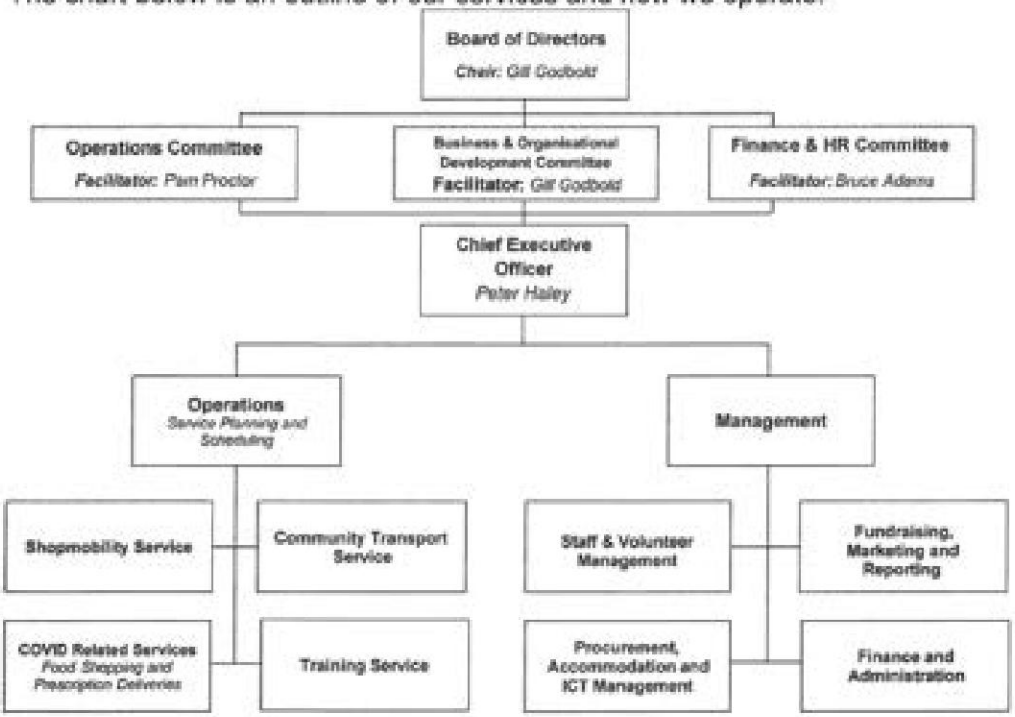
Each committee is made up of Trustees and staff. These committees spread the burden of work over a number of people, making People to Places more resilient and less dependent on any one particular individual

Operational Structure

The Chief Executive Officer (CEO) oversees the staff & volunteer management of the charity. Within this year, the staff comprised a mixture of full and part time staff, including:

	Headcount	FTE
Operations Staff:	21	11.36
Office-Based Staff:	7	4.12
Total Staff:	28	15.48

The chart below is an outline of our services and how we operate.



STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The pandemic represents a substantial risk to the organisation and this was immediately recognised by the Board. A multi-layered response was developed which was repeatedly updated according to revised guidance and advice from Central Government, the NHS and the Community Transport Association. This included contingency planning, close monitoring of the situation as it developed and the commitment of staff and volunteers to provide our normal services plus the COVID-Related services of delivering food shopping and prescriptions and recurring telephone contact with vulnerable people. In addition, risk assessments were produced to manage the challenging situation as changes occurred.

During the year being reported upon, the Board has ensured that policies are in place to cover the management of the organization, including Health & Safety, Safeguarding of vulnerable adults & children and risk management processes. The Board have a process in place to assess new issues as they arise and to review previous risks to ensure their continued relevancy. They are satisfied that systems are in place to mitigate exposure to the major risks. Managing risk is integral in the planning, financial and operational management cycles of People to Places. Risks are managed in accordance with the Charity Commission guidance CC26 Charities and risk management. Specifically, risks are categorized into the following headings:

- Governance Risks
- Operational Risks
- Financial Risks
- Environmental or External Risks (including pandemics)
- Compliance (with law and regulation) Risks

Safeguarding Risk Management

Safeguarding is a standing item on Board of Trustee meeting agendas. SAFEcic provide bespoke training for Trustees which is mandatory in People to Places.

A training programme is provided for all staff and volunteers as appropriate, plus safeguarding is raised in management meetings and is a standing item in team meetings.

The Safeguarding Policy is reviewed on an annual basis, being updated in the light of any recent changes in legislation, guidance or good practice.

Our Safeguarding Trustee is Pam Proctor and Designated Officer is Peter Haley, CEO.

Risk Processes

Furthermore, insurances are arranged on an annual basis that provides the following coverage:

- Public Liability
- Employer Liability
- Trustee Indemnity
- Fleet Minibus
- Shopmobility with provision for third party damage and/or injury

The BoT believes that by monitoring the risks in the above categories and in following guidance from regulators and support agencies including the Community Transport Association, the National Federation of Shopmobility, the Association of Chief Executives of Voluntary Organisations and the National Council for Voluntary Organisations, effective systems are established and subsequently implemented to mitigate those risks.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Board of Trustees monitor the delivery of services according to their policy framework and it supports the CEO in maintaining and developing the types and levels of service. Our services allow individuals to overcome the barriers that trap them in their homes, to enable people to socialise with others in new surroundings or to visit essential everyday facilities like shops or day care centres. The impact of our services is to reduce loneliness and isolation amongst our users with consequent benefits to their health and well-being.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
04371133 (England and Wales)

Registered Charity number
1091387

Registered office
Ground Floor Belmont Place
Belmont Road
Maidenhead
Berkshire
SL6 6TB

Principal address
2nd Floor, Unit 4
SC House
Vanwall Road
Maidenhead
Berkshire
SL6 4UB

Trustees
Gill Godbold (Chair)
Bruce Adams (Treasurer)
Neil Aldridge (Resigned 22 June 2021)
Helen Berg
Roxanne Kingsman
Scott MacRae (Appointed 07 December 2020)
Bryan Preston (Resigned 01 June 2020)
Pam Proctor

Chief Executive Officer
Peter Haley

Independent Examiner
Donald Reid Limited
Prince Albert House
18a-20 King Street
Maidenhead
Berkshire
SL6 1EF

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

National Westminster Bank Plc
66 High Street
Maidenhead
SL6 1QA

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Aldermore Bank plc
1st Floor, Block B, Western House
Lynch Wood
Peterborough
PE2 6FZ

Cambridge & Counties Bank
Charnwood Court
5B New Walk
Leicester
LE1 6TE

Redwood Bank
Suite 101, The Nexus Building
Broadway
Letchworth Garden City
SG6 3TA

Teachers Building Society
Allenview House
Hanham Road
Wimborne
Dorset
BH21 1AG

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also the Directors of People To Places for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Report of the Trustees, incorporating a strategic report, approved by order of the board of Trustees, as the Company Directors, on 18/06/2021 and signed on the board's behalf by:

.....
Mrs G C Godbold - Chair

Independent Examiner's Report to the Trustees of
People To Places

Independent examiner's report to the Trustees of People To Places ('the Company')
I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

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
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ICAEW which is one of the listed bodies.

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.

Daniel Reid

Daniel Reid FCA
ICAEW
Donald Reid Limited
Prince Albert House
18a-20 King Street
Maidenhead
Berkshire
SL6 1EF

Date: 24/6/2021

People To Places

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2021

	Notes	Unrestricted fund £	Restricted funds £	Designated fund £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	2	261,574	53,984	-	315,558	158,749
Charitable activities	5					
Account fares		-	-	-	-	38,104
Membership fees		2,553	-	-	2,553	6,123
Accounts fares - public agencies		337,594	-	-	337,594	419,432
Dial-a-ride		1,687	-	-	1,687	18,035
Other trading activities	3	105	-	-	105	3,875
Investment income	4	2,399	-	-	2,399	2,580
Other income		4,000	-	-	4,000	3,207
Total		609,912	53,984	-	663,896	650,105
EXPENDITURE ON						
Raising funds	6	1,404	-	-	1,404	4,119
Charitable activities	7					
Direct costs		433,613	11,058	-	444,671	528,514
Other		17,236	45,326	-	62,562	79,562
Total		452,253	56,384	-	508,637	612,195
NET INCOME/(EXPENDITURE)		157,659	(2,400)	-	155,259	37,910
Transfers between funds	19	61,600	2,400	(64,000)	-	-
Net movement in funds		219,259	-	(64,000)	155,259	37,910
RECONCILIATION OF FUNDS						
Total funds brought forward		216,791	-	65,702	282,493	244,583

The notes form part of these financial statements

People To Places

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2021

	Notes	Unrestricted fund £	Restricted funds £	Designated fund £	31.3.21 Total funds £	31.3.20 Total funds £
TOTAL FUNDS CARRIED FORWARD		436,050	-	1,702	437,752	282,493

The notes form part of these financial statements

People To Places

Balance Sheet
31 March 2021

	Notes	Unrestricted fund £	Restricted funds £	Designated fund £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS						
Tangible assets	13	148,543	-	-	148,543	94,668
CURRENT ASSETS						
Debtors	14	89,007	-	-	89,007	101,406
Cash at bank and in hand		331,170	-	1,702	332,872	282,307
		420,177	-	1,702	421,879	383,713
CREDITORS						
Amounts falling due within one year	15	(97,670)	-	-	(97,670)	(95,888)
NET CURRENT ASSETS		322,507	-	1,702	324,209	287,825
TOTAL ASSETS LESS CURRENT LIABILITIES		471,050	-	1,702	472,752	382,493
CREDITORS						
Amounts falling due after more than one year	16	-	-	-	-	(15,000)
PROVISIONS FOR LIABILITIES	18	(35,000)	-	-	(35,000)	(85,000)
NET ASSETS		436,050	-	1,702	437,752	282,493
FUNDS	19					
Unrestricted funds					436,050	216,791
Designated funds					1,702	65,702
TOTAL FUNDS					437,752	282,493

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The notes form part of these financial statements

continued...

Balance Sheet - continued
31 March 2021

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.

The financial statements were approved by the Board of Trustees and authorised for issue on 22/04/21 and were signed on its behalf by:

G C Godbold

Mrs G C Godbold - Chair

People To Places

Cash Flow Statement
for the Year Ended 31 March 2021

	Notes	31.3.21 £	31.3.20 £
Cash flows from operating activities			
Cash generated from operations	1	147,594	44,689
Interest paid		(90)	(250)
Net cash provided by operating activities		147,504	44,439
Cash flows from investing activities			
Purchase of tangible fixed assets		(85,422)	(3,194)
Sale of tangible fixed assets		6,084	3,707
Interest received		2,399	2,580
Net cash (used in)/provided by investing activities		(76,939)	3,093
Cash flows from financing activities			
Loan repayments in year		(20,000)	-
Net cash (used in)/provided by financing activities		(20,000)	-
Change in cash and cash equivalents in the reporting period		50,565	47,532
Cash and cash equivalents at the beginning of the reporting period		282,307	234,775
Cash and cash equivalents at the end of the reporting period		332,872	282,307

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2021

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.21 £	31.3.20 £
Net income for the reporting period (as per the Statement of Financial Activities)	155,259	37,910
Adjustments for:		
Depreciation charges	29,463	25,387
Profit on disposal of fixed assets	(4,000)	(3,207)
Interest received	(2,399)	(2,580)
Interest paid	90	250
Regulatory provision released	(50,000)	-
Decrease/(increase) in debtors	12,399	(12,984)
Increase/(decrease) in creditors	6,782	(87)
Net cash provided by operations	147,594	44,689

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank and in hand	282,307	50,565	332,872
	282,307	50,565	332,872
Debt			
Debts falling due within 1 year	(5,000)	5,000	-
Debts falling due after 1 year	(15,000)	15,000	-
	(20,000)	20,000	-
Total	262,307	70,565	332,872

The notes form part of these financial statements

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.

People to Places meets the definition of a public benefit entity under FRS 102.

Critical accounting judgements and key sources of estimation uncertainty
Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgment:

Depreciation
Tangible fixed assets are depreciated over their useful economic lives. The actual lives of the assets are assessed annually and may vary depending on a range of factors.

Income
For legacies, entitlement is taken as the earlier of the date on which either: the company is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the company has been notified of the executor's intention to make a distribution. Where legacies have been notified to the company, or the company is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the company of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised nor included within this financial report.

continued...

1. ACCOUNTING POLICIES - continued

Income
On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the company which is the amount the company would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income from donations and special efforts is recorded on a receipts basis. All other income is recorded on an accruals basis. Legacies and similar incoming resources are included in the year in which they are receivable, which is when the charity becomes entitled to the resources. Where specific conditions imposed by the donor would restrict the use of unspent funds the income is taken directly to the relevant restricted fund.

Grants receivable and local authority grants are credited to the Statement of Financial Activities in the year to which the charity becomes entitled.

Expenditure
Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and Governance costs are costs incurred on the company's educational operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

Costs of generating funds relate to expenditure incurred on fundraising activities undertaken and publicising the charity and are recognised on an accruals basis.

Expenditure relating to charitable activities is expenditure incurred for the provision of a community transport service for such of its inhabitants of the Royal Borough of Windsor & Maidenhead and its environs who are in need of such a service due to age, sickness or disability (mental or physical), poverty or because of a lack of availability of adequate and safe passenger service. This includes relevant administration costs involved with such activities. All such expenditure is recognised on an accruals basis.

Governance costs represent such professional costs involved in the overall governance and administration of the charity that cannot be reasonably allocated to other cost headings, and includes external accountancy fees.

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

Shopmobility assets	- at varying rates on cost
Fixtures and fittings	- 25% on cost
Motor vehicles	- at varying rates on cost

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities incorporating income and expenditure account.

continued...

1. ACCOUNTING POLICIES - continued

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

Fund accounting
General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

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

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.

Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at Bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

continued...

1. ACCOUNTING POLICIES - continued

Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2. DONATIONS AND LEGACIES

	31.3.21	31.3.20
	£	£
Donations	22,329	85,177
Grants	249,422	30,193
Donated services and facilities	43,807	43,379
	315,558	158,749

3. OTHER TRADING ACTIVITIES

	31.3.21	31.3.20
	£	£
Fundraising events	105	3,875

4. INVESTMENT INCOME

	31.3.21	31.3.20
	£	£
Deposit account interest	2,399	2,580

continued...

5. INCOME FROM CHARITABLE ACTIVITIES

	31.3.21	31.3.20
	£	£
Account fares	-	38,104
Membership fees	2,553	6,123
Account fares- public agencies	337,594	419,432
Dial-a-Ride	1,687	18,035
	341,834	481,694

6. RAISING FUNDS

Raising donations and legacies

	31.3.21	31.3.20
	£	£
Fundraising costs	1,404	4,119

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 8)	Totals
	£	£	£
Direct costs	402,100	42,571	444,671

8. SUPPORT COSTS

	Other	Governance costs	Totals
	£	£	£
Other resources expended	43,807	18,755	62,562
Direct costs	13,707	28,864	42,571
	57,514	47,619	105,133

continued...

9. NET INCOME/(EXPENDITURE)

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

	31.3.21	31.3.20
	£	£
Independent examiner's fee	1,525	1,200
Other non-audit services	-	1,029
Depreciation - owned assets	29,463	25,387
Other operating leases	43,807	43,379
Surplus on disposal of fixed assets	(4,000)	(3,207)

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no Trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no Trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

11. STAFF COSTS

	31.3.21	31.3.20
	£	£
Wages and salaries	327,181	355,048
Social security costs	11,982	15,716
Other pension costs	6,238	7,957
	345,401	378,721

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

	31.3.21	31.3.20
Drivers, support and office staff	28	30

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

continued...

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Designated fund £	Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	115,370	43,379	-	158,749
Charitable activities				
Account fares	38,104	-	-	38,104
Membership fees	6,123	-	-	6,123
Accounts fares - public agencies	419,432	-	-	419,432
Dial-a-ride	18,035	-	-	18,035
Other trading activities	3,875	-	-	3,875
Investment income	2,580	-	-	2,580
Other income	3,207	-	-	3,207
Total	606,726	43,379	-	650,105
EXPENDITURE ON				
Raising funds	4,119	-	-	4,119
Charitable activities				
Direct costs	528,514	-	-	528,514
Other	36,183	43,379	-	79,562
Total	568,816	43,379	-	612,195
NET INCOME	37,910	-	-	37,910
Transfers between funds	87,741	(152,961)	65,220	-
Net movement in funds	125,651	(152,961)	65,220	37,910
RECONCILIATION OF FUNDS				
Total funds brought forward	91,140	152,961	482	244,583
TOTAL FUNDS CARRIED FORWARD	216,791	-	65,702	282,493

continued...

13. TANGIBLE FIXED ASSETS

	Shopmobility assets £	Fixtures and fittings £	Motor vehicles £	Totals £
COST				
At 1 April 2020	56,460	7,214	339,014	402,688
Additions	-	-	85,422	85,422
Disposals	-	(267)	(85,880)	(86,147)
At 31 March 2021	56,460	6,947	338,556	401,963
DEPRECIATION				
At 1 April 2020	48,142	7,064	252,814	308,020
Charge for year	3,990	66	25,407	29,463
Eliminated on disposal	-	(183)	(83,880)	(84,063)
At 31 March 2021	52,132	6,947	194,341	253,420
NET BOOK VALUE				
At 31 March 2021	4,328	-	144,215	148,543
At 31 March 2020	8,318	150	86,200	94,668

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Trade debtors	73,190	78,185
Other debtors	115	16,120
Prepayments and accrued income	15,702	7,101
	89,007	101,406

continued...

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Other loans (see note 17)	-	5,000
Trade creditors	15,328	5,412
Social security and other taxes	6,021	5,015
Pension payable	1,269	1,339
VAT	9,606	12,282
Other creditors	7,620	5,444
Social Enterprise Grant	13,633	13,633
Accruals and deferred income	44,193	47,763
	97,670	95,888

16. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	31.3.21	31.3.20
	£	£
Other loans (see note 17)	-	15,000

17. LOANS

An analysis of the maturity of loans is given below:

	31.3.21	31.3.20
	£	£
Amounts falling due within one year on demand:		
Other loans	-	5,000
Amounts falling between one and two years:		
Other loans - 1-2 years	-	15,000

18. PROVISIONS FOR LIABILITIES

	31.3.21	31.3.20
	£	£
Dilapidations provision	35,000	35,000
Regulatory provision	-	50,000
	35,000	85,000

Regulatory provision

The provision relates to Section 19 and 22 permits for road passenger transport in Great Britain. The Trustees believe that it is no longer probable that this liability would crystalise. This has, therefore, been released in the current accounting period.

continued...

19. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	216,791	157,659	61,600	436,050
Restricted funds				
Berkshire Community Foundation	-	(2,400)	2,400	-
Designated funds				
Designated	65,702	-	(64,000)	1,702
TOTAL FUNDS	282,493	155,259	-	437,752

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	609,912	(452,253)	157,659
Restricted funds			
Restricted fund	43,807	(43,807)	-
Berkshire Community Foundation	10,177	(12,577)	(2,400)
	53,984	(56,384)	(2,400)
TOTAL FUNDS	663,896	(508,637)	155,259

continued...

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	91,140	37,910	87,741	216,791
Restricted funds				
Restricted fund	152,961	-	(152,961)	-
Designated funds				
Designated	482	-	65,220	65,702
TOTAL FUNDS	244,583	37,910	-	282,493

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	606,726	(568,816)	37,910
Restricted funds			
Restricted fund	43,379	(43,379)	-
TOTAL FUNDS	650,105	(612,195)	37,910

continued...

19. MOVEMENT IN FUNDS - continued

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

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	91,140	195,569	149,341	436,050
Restricted funds				
Restricted fund	152,961	-	(152,961)	-
Berkshire Community Foundation	-	(2,400)	2,400	-
	152,961	(2,400)	(150,561)	-
Designated funds				
Designated	482	-	1,220	1,702
TOTAL FUNDS	244,583	193,169	-	437,752

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 £
Unrestricted funds			
General fund	1,216,638	(1,021,069)	195,569
Restricted funds			
Restricted fund	87,186	(87,186)	-
Berkshire Community Foundation	10,177	(12,577)	(2,400)
	97,363	(99,763)	(2,400)
TOTAL FUNDS	1,314,001	(1,120,832)	193,169

The Trustees have reviewed the terms of restricted funding received in prior periods for the purchase of vehicles and have determined that the restriction on the funds ceased at the point that the funds were used to purchase the vehicles; thus the related funds have been transferred from restricted to unrestricted funds during the prior period.

continued...

20. EMPLOYEE BENEFIT OBLIGATIONS

The company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £6,238 (2020: £7,957). The expense is allocated to cost of activities and is unrestricted expenditure.

21. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.