SUPPORTIVE SRC LTD

England & Wales · Charity number 1095388

Details

Other names	THE SOCIAL RESOURCE CENTRE LIMITED
Status	Registered
Legal form	Charitable company
Company number	03962187
Registered	2003-01-14
Register	View on the Charity Commission register

Contact

Address	Chapter House 7a Dean & Chapter Industrial Estate Ferryhill COUNTY D
Phone	01740658888
Email	info@supportive.org.uk
Website	www.supportive.org.uk

Activities

Objects: TO PROMOTE THE RELIEF OF PERSONS RESIDENT IN THE AREA OF COUNTY DURHAM WHO ARE AGED, PHYSICALLY DISABLED, MENTALLY ILL, OR WHO SUFFER FROM LEARNING DISABILITIES, PARTICULARLY BY THE PROVISION OF TRANSPORT AND OTHER FORMS OF ASSISTANCE AND HELP TO CARERS OF THE ABOVE WHO ARE IN NEED.

Activities: To promote the relief for persons including physically disabled, mentally ill or who suffer from learning difficulties particularly by the provision of transport and other forms of assistance and help to carers of the above who are in need.

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Classification

- **How:** Provides Services
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin

Geography

- **Area of benefit:** COUNTY OF DURHAM
- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£5,932,748	£5,787,674	£1,310,268	202
2024-03-31	£4,784,110	£4,836,886	£1,165,194	149
2023-03-31	£4,018,445	£4,018,941	£1,217,970	138
2022-03-31	£4,286,877	£3,983,797	£1,218,466	157
2021-03-31	£3,535,543	£3,325,351	£915,386	134

Trustees

Name	Role	Appointed
Carol Reynolds	Chair	2018-12-06
Carole Soulsby		2023-04-17
Ian Brown		2014-09-04
Louise Edwards		2026-05-12
Nicola Lawrence		2024-06-04
Shaun Hogg Mr		2025-12-04

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SUPPORTIVE SRC LTD

England & Wales - Charity number 1095388

Accounts

SUPPORTIVE SRC LIMITED

FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

Company Number: 03962187
Charity Number: 1095388

LYONS & CO

CHARTERED ACCOUNTANTS

STOCKTON-ON-TEES

SUPPORTIVE SRC LIMITED

FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

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SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

MEMBERS OF THE BOARD AND PROFESSIONAL ADVISERS

REFERENCE AND ADMINISTRATIVE DETAILS

Company number	03962187	
Charity number	1095388	
Registered Office	Chapter House 7a Dean & Chapter Industrial Estate Ferryhill Co Durham DL17 8LH	
Board of Trustees (Directors)	Mrs C Reynolds	Chair
	Mr I Brown	Vice-Chairman
	Miss RE Jordan	
	Mrs T Cox	Resigned on 20/05/2025
	Mrs C Soulsby	
	Mrs N Lawrence	
Chief Executive/ Company Secretary	Mr J Davison	

Principal Advisers

Solicitor:	Evans & Co, Solicitors, 1 Parker Terrace, Ferryhill, DL17 8JY.
Bank Manager:	Nicola Pennock, Corporate Banking Manager, Handelsbanken Plc.
Health & Safety:	Stuart Mackenzie, H & S Consultants (UK) Ltd, Durham.

Senior Officers	John Davison	Chief Executive Officer (director not a trustee)
	Jill Shaw	Head of Corporate
	Kirsty Armstrong	Head of Operations
	Cary Snape	Head of Finance
	Katie Armstrong	Registered Home Care Manager

Auditors

Lyons & Co Ltd
Chartered Accountants and Registered Auditors
23 Yarm Road
Stockton-on-Tees
TS18 3NJ

Bankers

Handelsbanken Plc
43 Old Elvet
Durham
DH1 3HN

Barclays Bank PLC
Jenkins House
Bob Hardisty Drive
Bishop Auckland
Co Durham
DL14 7TH

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2025

CHAIR OF TRUSTEES ANNUAL REPORT 1 APRIL 2024 TO 31 MARCH 2025

The trustees, who are also directors for the purposes of the Companies Act 2006, have pleasure in presenting their report and 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).

ACHIEVEMENTS AND PERFORMANCE

We have had another successful year with our charity, continuing to show substantial growth in new business.
Throughout the financial year we have delivered services to support a wide range of customers from old to newborn. In December, we held a Christmas lunch for 60 people, Supportive's ambulance service team provided transport and our care assistants enjoyed assisting at the event.

During the year in excess of 157,000 home care hours were delivered in the County Durham area. The Homecare team commenced a new re-ablement care pilot for Durham County Council supporting patients who had recently been discharged from hospital and we expect to tender for this work during the next financial year.

Supportive is again avoiding the national poor performance with recruitment and retention. We continue to recruit high quality care assistants, maintaining a strong and very well-trained workforce, able to respond to local needs in the community.

We have successfully delivered a very safe, professional and efficient Homecare Service, Patient Transport Service (PTS) and Volunteer Drivers Project, fulfilling all our funder's requirements. Our volunteer drivers travelled in excess of 750,000 miles taking service users to health and social appointments throughout the northeast. PTS delivered over £1.2million on income to our charity and transported patients throughout the UK.

During the year we have hired additional ambulances to replace older vehicles on our fleet, ensuring that we had a very reliable fleet of ambulances. Bowburn Ambulance PTS depot is now operating at capacity and trustees may need to consider additional facilities for future growth. During the financial year we re-tendered our North East Ambulance contract and again were successful. The new service will commence from April 2025.

Throughout the year we have made donations to local groups to help our communities, funded by the charitable spend team. Local Ferryhill Primary School and Scout group benefited from our Support.

The commitment of all the Supportive Staff and Volunteers has ensured successful delivery of all our services, in what continue to be challenging times. On behalf of the Trustees we would like to say a very sincere Thank You and to all our funders and donors, without whom we would not have had the capability to continue supporting our community.

Carol Reynolds
Chair

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2025

CHIEF EXECUTIVE'S REPORT

Supportive have been very successful in delivering outstanding services to our communities within the North East of England.

We continue to develop strong relationships with Local Government and NHS resulting in a 24% increase in new business during the year.

Budgeting for our next financial year was made more difficult by significant changes to employer national insurance (NIC)payments from April 2025. In February 2025, we did make adjustments to our internal staffing levels to assist with partially offsetting the new NIC projected costs.

Our Homecare service has steadily increased hours over the year. We operate a emergency care responder team covering the whole of County Durham in support of recently discharged hospital patients. This service provides excellent backup for the NHS and Durham County Council, enabling more patients to manage the transition from hospital to home.

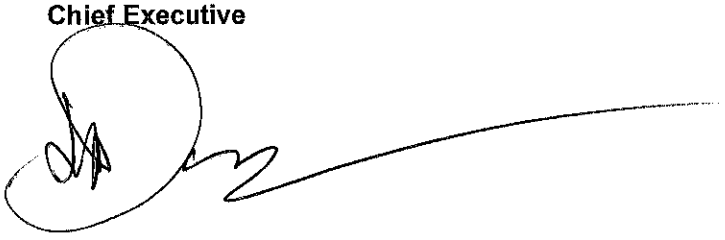
We have a dedicated team of volunteer's car drivers supporting a wide range of children and adults throughout our communities. We are finding the recruitment of volunteers continues to be difficult and we have a number of projects set up to improve volunteer numbers during the next financial year.

Supportive's ambulance service has gone from strength to strength during the year with our operational depot at Bowburn proving to be a strategic success.

More information is available through our dynamic website at www.supportive.org.uk

Finally, I would like to thank the Board of Trustees and my very hardworking team of volunteers and staff for their excellent support during the year ending 31 March 2025.

John Davison
Chief Executive



SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE
TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2025

STRATEGIC REVIEW

OBJECTIVES AND ACTIVITIES

Supportive is a multifaceted Health and Social Care Provider. Its aim is to allow more people to achieve a better quality of life through the services it provides. It provides social transport links for local people living in County Durham, through a variety of schemes such as Children's Services, Social Transport and Help to Health. The charity is mindful of the impact it has on people living in the local community and recognises that by putting people at the heart of everything it does, it makes a positive difference.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Supportive SRC Ltd is a Registered Charity, Limited by Guarantee and governed by the Memorandum and Articles of Association approved by the Charity Commission. The organisation is managed by a board of trustees who are responsible for the proper pursuit of the charitable objectives and making all reasonable and necessary provisions. The board meets bimonthly to discuss and review planning, development, financial and administrative matters. This ensures that the overall running of the organisation meets the charity's objectives and that its financial resources are used properly in the pursuance of the organisation's aims.

At each annual general meeting Supportive SRC Ltd seeks to appoint potential trustees who are interested in the general area of social care and people with particular skills and knowledge that will benefit the organisation. The board members and the Chief Executive use their own networks to encourage suitable people to come forward. No person or external body is entitled to appoint a trustee.

New trustees are encouraged to become fully aware of the organisation, its aims and objectives, its operation, staff, and its ethos and values. An induction programme has been introduced for new trustees which includes what is expected of trustees by the charity, the law and the Charity Commission. All trustees receive regular updates and briefings on these matters from the Chief Executive or external advisors such as health and safety consultants, solicitors, etc. A skills audit is carried out to identify the strengths and weaknesses of individual trustees.

While the board of trustees sets company policy and strategy, day-to-day management of the organisation is delegated to the Chief Executive, who is assisted by the Senior Leadership Team and office-based staff.

ARRANGEMENTS FOR SETTING PAY AND REMUNERATION OF KEY MANAGEMENT PERSONNEL

The trustees annually review the pay and remuneration of key management staff by reference to the market place and research of job advertising platforms and implemented at employee annual reviews.

KEY PERFORMANCE INDICATORS

Key performance indicators have been established for each department within the organisation. Homecare being service hours provided per week, Volunteer Drivers miles per week and Patient Transport Services contract values.

RISK STATEMENT

Trustees are aware of their responsibility to ensure the major risks to which the charity is exposed are identified and to establish systems to mitigate these uncertainties. General price inflation has been identified as the principal risk and potential changes to the social care funding model as the principal uncertainty.

Mission Statement: To support people to achieve a better quality of life.

Vision of Supportive SRC: Is to be a community of active people, able to live full and active lives with the freedom of choice in their own future.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2025

GUIDING PRINCIPLES

To those who need us: Striving to do our best and exceed expectations. Providing a safe, consistent, and responsive service. Ensuring that we can deliver sustainable services that are fit and proper and offered for a fair price.

To those who invest in us: Offering a fair deal to those who work and volunteer with us. Commitment and capacity to continually improve the way we work. Invest in new ways of working. Recognising and reacting to opportunities that can improve our impact on society.

To those around us: Committed to the positive impact that we have on our community. Working in partnership and collaborations to create a fairer society. We aim to be supportive.

Key Aims:

1. Understand and meet the needs of customers; providing safe, effective, compassionate, person centred, high quality services.
2. Continually seek ways of maintaining a highly motivated workforce.
3. Continually examine opportunities that reflect the aims and objectives of Supportive and endeavour to increase current activities.
4. Always provide services to the recognised standard(s), including administrative and management systems; encouraging service improvements and staff involvement.
5. Endeavour to keep abreast with the changing needs and demands within the social care sector.

PUBLIC BENEFIT STATEMENT

We have referred to the guidance given by the Charity Commission on public benefit and the charity complies with the public benefit requirement under the Charities Act 2011.

Supportive's Homecare responders are a team of Healthcare professionals who respond to crisis within our community. They have actively minimised hospital admissions reducing stress on our NHS. Our team have been instrumental in freeing up bed capacity in local hospitals by effectively managing the care process.

Supportive's homecare team are working on supporting the integration of health and social care services across County Durham. We have played a pivotal role in the design of model of care and how the services will be aligned together. Our volunteer drivers support County Durham's help to health scheme which allows people in the community to access care services, reducing missed appointments and helping to prevent long term illnesses.

FINANCIAL REVIEW

The principal funders - Durham County Council, North East Ambulance Services and the Clinical Commissioning Group - support the key objectives of the Charity in the homecare and transport sectors.

The charity has a Surplus for this year of £145,074 which will be transferred to the reserves of the organisation, in agreement with the reserves policy. This policy is to ensure continuation of the organisation by having in reserves, at least:

1. six months trading costs;
2. redundancy remuneration paid in accordance with ACAS recommendations;
3. monies for outstanding hire purchase/lease agreements.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2025

FINANCIAL REVIEW - CONTINUED

The balance sheet shows total reserves of £1,310,268 at the year end.

Chapter House will not be revalued as it would incur unnecessary three yearly valuation costs and the trustees believe its value in use is at least equal to cost. The loss or profit of the premises would be realised if the building were sold. The plan is to keep Chapter House as the long-term registered office.

All accounting standards have been followed and any material departures disclosed and explained. Management budgets, actual spend and cash flow are monitored and reviewed regularly to quantify any over or under spends of the voluntary transport schemes to ensure efficient use of funds. Overspends on any schemes are agreed during trustee meeting financial reviews about ten times per year. Prior reserves from each scheme can be used for further service developments.

These reserves are held to provide capital in support of the next 5 year strategic plan, which will start at the beginning of the next financial year.

Our volunteer drivers play a vital role in supporting a wide range of transport needs across the community. They assist individuals in accessing primary NHS health services, including GP appointments, hospital visits, dental care, and optician services.

In addition to healthcare transport, volunteers provide social transport for individuals who are socially isolated, enabling them to attend community events, activities, and day services throughout the county.

Volunteers also support children's social services by facilitating essential journeys. This includes transporting looked-after children to school, family contact sessions, after-school activities, and other appointments as directed by social services.

Their consistent presence offers stability and continuity for children in care, helping to foster a sense of reliability and support during a challenging period in their lives.

During the year, volunteers drove 661,896 miles, estimating a total of around 27,234 hours driving and a further 6,808.50 hours assisting passengers or waiting at appointments. This represents approximately 28,871.70 hours of volunteer time, valued at £330,292.19 at £11.44 per hour.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2025

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Supportive SRC Limited 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).

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:

1. select suitable accounting policies and then apply them consistently;
2. observe the methods and principles in the Charity SORP;
3. make judgements and estimates that are reasonable and prudent;
4. State whether applicable accounting standards have been followed, subject to any material departures disclosed, explained in the financial statements: and
5. prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the charity and that enable them to ensure that the financial statements comply with the Companies Act.
The trustees are responsible for safeguarding the assets of the charitable company and hence for taking responsible steps for the prevention and detection of fraud and other irregularities.
The directors are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website.

In so far as the trustees are aware:

1. there is no relevant audit information of which the charitable company's auditors are unaware;
2. the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

A resolution to re-appoint Lyons & Co as auditors for the ensuing year will be proposed at the Annual General Meeting in accordance with section 385 of the Companies Act 2006.

SPECIAL PROVISIONS

This report is also prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Registered Office
Chapter House
7a Dean & Chapter Industrial Estate
Ferryhill
Co. Durham
DL17 8LH

Signed on behalf of the Trustees



Approved by the Trustees on 18 November 2025

Mrs C Reynolds
Chair

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF SUPPORTIVE SRC LIMITED

YEAR ENDED 31 MARCH 2025

Opinion

We have audited the financial statements of Supportive SRC Limited for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, including the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF
SUPPORTIVE SRC LIMITED

YEAR ENDED 31 MARCH 2025

Other information (Cont.)

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit, the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements and the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 7, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF SUPPORTIVE SRC LIMITED

YEAR ENDED 31 MARCH 2025

Auditor's responsibilities for the audit of the financial statements (cont.)

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience through discussion with the Officers and other management (as required by auditing standards).

We had regard to laws and regulations in areas that directly affect the financial statements including financial reporting and taxation legislation. We considered that extent of compliance with those laws and regulations as part of our procedures on the related financial statement items.

With the exception of any known or possible non-compliance, and as required by auditing standards, our work in respect of these was limited to enquiry of the Officers.

We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.

We addressed the risk of fraud through management override of controls, by testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Lyons & Co Ltd is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

JR Lyons

John Lyons, BSc FCA
Senior Statutory Auditor
On behalf of Lyons & Co Ltd
Statutory Auditor
Chartered Accountants
23 Yarm Road
Stockton-on-Tees
TS18 3NJ

18 November 2025

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING AN INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Incoming resources					
Charitable Activities	3	5,919,648	-	5,919,648	4,775,915
Donations	4	9,380	-	9,380	6,719
Investment Income	5	3,720	-	3,720	1,476
Total incoming resources		5,932,748	-	5,932,748	4,784,110
Resources expended					
Raising funds		3,452		3,452	2,656
Charitable activities	6	5,784,222	-	5,784,222	4,834,230
Total resources expended		5,787,674	-	5,787,674	4,836,886
Net movement in funds		145,074	-	145,074	(52,776)
Transfer of Funds		44,211	(44,211)	-	-
Funds brought forward		1,120,983	44,211	1,165,194	1,217,970
Total Funds carried forward		1,310,268	-	1,310,268	1,165,194

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING AN INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Incoming resources					
Charitable Activities	3	4,775,915	-	4,775,915	4,011,429
Donations	4	-	6,719	6,719	6,589
Investment Income	5	1,476	-	1,476	427
Total incoming resources		4,777,391	6,719	4,784,110	4,018,445
Resources expended					
Raising funds		-	2,656	2,656	3,979
Charitable activities	6	4,834,230	-	4,834,230	4,014,962
Total resources expended		4,834,230	2,656	4,836,886	4,018,941
Net movement in funds		(56,839)	4,063	(52,776)	(496)
Funds brought forward		1,177,822	40,148	1,217,970	1,218,466
Total Funds carried forward		1,120,983	44,211	1,165,194	1,217,970

SUPPORTIVE SRC LIMITED

COMPANY LIMITED BY GUARANTEE

BALANCE SHEET
AS AT 31 MARCH 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Fixed Assets					
Tangible assets	10	596,013	-	596,013	657,095
Current Assets					
Debtors	11	549,941	-	549,941	527,656
Cash and bank		925,753		925,753	460,493
		1,475,694	-	1,475,694	988,149
Current Liabilities					
Creditors: amounts falling due within one year	12	(744,389)	-	(744,389)	(437,424)
Net Current Assets		731,305	-	731,305	550,725
Total assets less current liabilities		1,327,318	-	1,327,318	1,207,820
Creditors: amounts falling due after more than one year	13	(17,050)	-	(17,050)	(42,626)
Net assets		1,310,268	-	1,310,268	1,165,194
Reserves					
Restricted funds	15			-	44,211
Unrestricted funds	16			1,310,268	1,120,983
Total Funds				1,310,268	1,165,194

These financial statements were approved by the board of the trustees on the 18 November 2025 and are signed on their behalf by:

Mrs C Reynolds
Chair

Mr J Davison
Chief Executive

Company no: 03962187

SUPPORTIVE SRC LIMITED

COMPANY LIMITED BY GUARANTEE

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Fixed Assets					
Tangible assets	10	657,095	-	657,095	573,621
Current Assets					
Debtors	11	527,656	-	527,656	495,070
Cash and bank		416,282	44,211	460,493	510,215
		943,938	44,211	988,149	1,005,285
Current Liabilities					
Creditors: amounts falling due within one year	12	(437,424)	-	(437,424)	(360,936)
Net Current Assets		506,514	44,211	550,725	644,349
Total assets less current liabilities		1,163,609	44,211	1,207,820	1,217,970
Creditors: amounts falling due after more than one year	13	(42,626)	-	(42,626)	-
Net assets		1,120,983	44,211	1,165,194	1,217,970
Reserves					
Restricted funds	15			44,211	40,148
Unrestricted funds	16			1,120,983	1,177,822
Total Funds				1,165,194	1,217,970

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

CASH FLOW STATEMENT
YEAR ENDED 31 MARCH 2025

	Note	2025 £	2024 £
Cash flows from operating activities:			
Cash generated from operations	**A (Below)**	514,016	40,605
Cash flows from investing activities:			
Purchase of tangible fixed assets	**10**	(26,900)	(160,005)
Interest received	**5**	3,720	1,476
Hire purchase drawdown		-	76,706
Net cash provided by(used in)/after investing activities		490,836	(41,218)
Cash flows from financing activities:			
Hire purchase repayments in year		(25,576)	(8,504)
Net cash movement in year		465,260	(49,722)
Change in cash and cash equivalents in the reporting period		465,260	(49,722)
Cash and cash equivalents at the beginning of the reporting period		460,493	510,215
Cash and cash equivalents at the end of the reporting period		925,753	460,493

Notes to the Cash Flow Statement

A Reconciliation of Net Income/(Expenditure) to Net Cash Flow From Operating Activities

		2025 £	2024 £
Net (expenditure)/income for the reporting period (as per the statement of financial activities)		145,074	(52,776)
Adjustments for:			
Depreciation charges	**6**	87,982	76,531
Interest received	**5**	(3,720)	(1,476)
Decrease/(Increase) in debtors		(22,285)	(32,586)
Increase in creditors excluding hire purchase		306,965	50,912
Net cash provided by operating activities		514,016	40,605

SUPPORTIVE SRC LIMITED

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

1 Statutory information

Supportive SRC Limited is a private charitable company, limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on page 1.

The financial statements are presented in sterling which is the financial currency of the charitable company and is rounded to the nearest £.

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

2 Accounting policies

Basis of accounting

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', the Companies Act 2006 and The Charities Act 2011.

Going concern

The financial statements are prepared on a going concern basis under the historical cost convention, with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to the accounts. The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Income

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

Income from grants, whether capital or revenue are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income is deferred when it is received prior to the service being provided. It is recorded as a liability until the service is provided and then released as income.

Charitable donations received are recognised in the period that they are received.

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

2 Accounting policies (Cont.)

Expenditure

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

Allocation and apportionment of costs

Support costs comprise of those costs which are incurred directly in support of the expenditure on the objects of the charity and include governance cost, finance and office costs.

Tangible fixed assets

Depreciation of fixed assets is calculated to write off their cost over their estimated useful lives as follows:

Computer equipment	33% straight line
Fixtures and fittings	15% straight line
Motor vehicles	16.67% straight line

No provision for depreciation is made on freehold land and buildings as the Trustees believe the value in use is greater than cost. This is in contravention of FRS 102 but the Trustees believe this is necessary for the accounts to show a true and fair view.

Tangible fixed assets are stated at cost or deemed cost less accumulated depreciation and accumulated impairment losses.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income is included at the best estimate of the amounts receivable at the balance sheet date.

Cash at bank and in hand

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

2 Accounting policies (Cont.)

Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts.

Taxation

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

Value added tax is not recoverable by the charity and as such is included in the relevant costs in the statement of financial activities.

Critical accounting estimates and judgement

Estimates and judgements 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. The charity makes estimates and assumptions concerning the future.
The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees. Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Pension costs

The pension costs charged in the financial statements represents the contributions paid by the company into money purchase pension schemes.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

3 Income from Charitable Services

	Notes	Unrestricted Funds £	Restricted Funds £	2025 £	2024 £
Transport		2,380,196	-	2,380,196	1,822,276
Home Care		3,539,452	-	3,539,452	2,953,639
		5,919,648	-	5,919,648	4,775,915

4 Donations

	2025 £	2024 £
Charitable donations	9,380	6,719

5 Investment Income

	2025 £	2024 £
Bank interest	3,720	1,476

6 Charitable activities

	Notes	Home Care £	Transport £	2025 £	2024 £
Audit and accountancy		1,901	3,801	5,702	18,600
Support costs	7	3,508,633	2,181,905	5,690,538	4,739,099
Depreciation		7,046	80,936	87,982	76,531
		3,517,580	2,266,642	5,784,222	4,834,230

7 Support costs

	Home Care £	Transport £	2025 £	2024 £
Staff costs	2,883,249	1,136,855	4,020,104	3,278,732
Employers national insurance	221,447	88,565	310,012	234,178
Pensions and health	43,423	17,380	60,803	49,669
Redundancy costs	1,100	14,743	15,843	7,764
Staff training	24,773	10,581	35,354	9,857
Rent, rates and service charges	2,294	47,161	49,455	58,187
Insurance	20,132	36,884	57,016	54,314
Light and heat	5,191	19,649	24,840	13,530
Cleaning	1,776	3,433	5,209	5,413
Repairs and maintenance	3,384	8,311	11,695	8,598
Print, post and stationery	2,417	6,444	8,861	9,130
Marketing	6,291	12,593	18,884	3,540
Recruitment	27,748	13,764	41,512	6,395
Telephone	6,611	18,943	25,554	26,449
Computer costs	83,143	26,648	109,791	98,519
Travelling	134,553	667,789	802,342	795,261
Consultancy fees	749	6,629	7,378	10,600
Legal and professional fees	12,439	8,329	20,768	16,115
Staff workwear	3,897	4,107	8,004	10,685
Infection control and PPE	8,376	5,585	13,961	8,707
General expenses	11,917	12,539	24,456	12,988
Equipment maintenance	2,541	4,863	7,404	11,334
Bank interest and charges	491	860	1,351	297
Hire purchase interest	-	3,589	3,589	-
Other interest	196	4,138	4,334	2,046
Bad debts	495	1,523	2,018	6,791
	3,508,633	2,181,905	5,690,538	4,739,099

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

7	**Support costs - continued**	**Home Care**	**Transport**	**2024**	**2023**
		£	**£**	**£**	**£**
	Staff costs	2,384,451	894,281	3,278,732	2,485,840
	Employers national insurance	170,361	63,817	234,178	195,704
	Pensions and health	36,133	13,536	49,669	42,665
	Redundancy costs	7,764	-	7,764	-
	Staff training	4,046	5,811	9,857	22,766
	Rent, rates and service charges	1,947	56,240	58,187	25,484
	Insurance	12,782	41,532	54,314	62,001
	Light and heat	5,079	8,451	13,530	15,266
	Cleaning	1,665	3,748	5,413	5,302
	Repairs and maintenance	2,564	6,034	8,598	13,811
	Print, post and stationery	3,173	5,957	9,130	13,354
	Advertising	6,057	3,878	9,935	18,197
	Telephone	17,762	8,687	26,449	27,124
	Computer costs	81,442	17,077	98,519	42,785
	Travelling	137,052	658,209	795,261	890,896
	Consultancy fees	3,352	7,248	10,600	14,959
	Legal and professional fees	10,509	5,606	16,115	40,933
	Staff workwear	3,082	7,603	10,685	16,152
	Infection control and PPE	4,760	3,947	8,707	451
	General expenses	5,737	7,251	12,988	14,949
	Equipment maintenance	2,580	8,754	11,334	6,630
	Bank interest and charges	99	198	297	1,130
	Hire purchase interest	-	2,046	2,046	-
	Bad debts	3,755	3,036	6,791	2,471
		2,906,152	1,832,947	4,739,099	3,958,870

8	**The aggregate payroll costs were:**	**2025**	**2024**
		£	**£**
	Wages and salaries	4,020,104	3,278,732
	Social security costs	310,012	234,178
	Other pension costs	60,803	49,669
	Redundancy costs	15,843	7,764
		4,406,762	3,570,343

At the year end £30,639 (2024: £16,971) was owed by the charity in respect of pension contributions which is included within the above.

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

Particulars of employees:

The total remuneration paid to J Davison (company secretary and Chief Executive Officer of the charity) in the year was £58,182 (2024 £48,485) Pension contributions in the year were £1,321 (2024: £1,268)

No employees received remuneration and benefits (excluding pension contributions) of more than £60,000 during the year.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

Particulars of employees: - continued

The average number of staff employed by the charity during the financial year amount to:

	2025 £	2024 £
Transport	61	42
Homecare	141	107
	202	149

The above numbers include 58 full time staff and 144 part time staff which is the equivalent of 130 full time staff.

9 Net Income

	2025 £	2024 £
Net income is stated after charging:		
Depreciation	87,982	76,531
Auditors' remuneration and accountancy	5,702	18,600
	93,684	95,131

10 Tangible fixed assets

	Motor Vehicles £	Freehold Property £	Computer Equipment £	Fixtures & Fittings £	Total £
Cost					
At 1 April 2024	482,802	323,875	105,873	56,319	968,869
Additions	-	-	25,304	1,596	26,900
Disposals	(32,704)			(1,475)	(34,179)
At 31 March 2025	450,098	323,875	131,177	56,440	961,590
Depreciation					
At 1 April 2024	222,018	-	66,410	23,346	311,774
Charge for year	58,732	-	21,996	7,254	87,982
Eliminated on disposals	(32,704)	-	-	(1,475)	(34,179)
At 31 March 2025	248,046	-	88,406	29,125	365,577
Net book amount					
At 31 March 2025	202,052	323,875	42,771	27,315	596,013
At 31 March 2024	260,784	323,875	39,463	32,973	657,095

Fixed assets included in the above that are held under hire purchase contracts have a cost of £89,608, accumulated depreciation of £21,156 and net book value of £68,452.

Additions to fixed assets were funded from unrestricted funds

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

11 Debtors

Amounts falling due within one year	2025 £	2024 £
Trade debtors	437,154	413,603
Other debtors	112,787	114,053
	549,941	527,656

12 Creditors

Amounts falling due within one year	2025 £	2024 £
Hire purchase	25,576	25,576
Trade creditors	76,535	71,754
Taxation and social security	195,079	62,660
Accruals and deferred income	447,199	277,434
	744,389	437,424

13 Creditors

Amounts falling due after one year	2025 £	2024 £
Hire purchase	17,050	42,626

14 Net Assets by Funds

As at 31 March 2025	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Tangible fixed assets	596,013	-	596,013
Current assets	1,475,694	-	1,475,694
Creditors due within one year	(744,389)	-	(744,389)
Creditors due after more than one year	(17,050)	-	(17,050)
Total net assets	1,310,268	-	1,310,268

As at 31 March 2024	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	657,095	-	657,095
Current assets	943,938	44,211	988,149
Creditors due within one year	(437,424)	-	(437,424)
Creditors due after more than one year	(42,626)	-	(42,626)
Total net assets	1,120,983	44,211	1,165,194

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

15 Restricted funds

	2024 £	Incoming £	Outgoing £	Transfers	2025 £
Health Appointment Car Scheme	9,140	-		(9,140)	-
Donations	35,071	-		(35,071)	-
	44,211	-	-	(44,211)	-

16 Unrestricted funds

	2024 £	Incoming £	Outgoing £	Transfers £	2025 £
Total unrestricted funds	1,120,983	5,932,748	(5,787,674)	44,211	1,310,268

Unrestricted funds are made up of Home Care, Help to Health and Transport together with unrestricted income received during the year.

17 Operating Lease Agreements

Minimum lease payments fall due as follows:

	2025 £	2024 £
Net obligations repayable		
Within one year	197,641	98,032
Between one and five years	342,597	96,196
	540,238	194,228

18 Related Party Transactions

During the year the following transactions occurred between Supportive SRC Limited and the following trustees, all transactions were on normal or less than commercial terms:

Trustee	Description	2025 £	2024 £
Expenses:			
Mrs C Reynolds	Travel expenses	557	642

No monies were owed to trustees at the year end and no security has been given.

SUPPORTIVE SRC LTD

England & Wales - Charity number 1095388

Accounts

SUPPORTIVE SRC LIMITED

FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2024

Company Number: 03962187
Charity Number: 1095388

LYONS & CO

CHARTERED ACCOUNTANTS

STOCKTON-ON-TEES

SUPPORTIVE SRC LIMITED

FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2024

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SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

MEMBERS OF THE BOARD AND PROFESSIONAL ADVISERS

REFERENCE AND ADMINISTRATIVE DETAILS

Company number	03962187		
Charity number	1095388		
Registered Office	Chapter House 7a Dean & Chapter Industrial Estate Ferryhill Co Durham DL17 8LH		
Board of Trustees (Directors)	Mrs C Reynolds	Chair	
	Mr I Brown	Vice-Chairman	
	Mrs A Schreiber	Hon. Secretary	Resigned 31 March 2024
	Mr A Munro		Resigned 5 October 2023
	Mrs JC Lax		Resigned 25 January 2024
	Miss RE Jordan		
	Mrs T Cox		
	Mrs C Soulsby		Appointed 17 April 2023
	Mrs N Laurence		Appointed 4 June 2024
	Mr C Snape		Appointed 24 August 2023, Resigned 19 November 2023
Chief Executive/ Company Secretary	Mr J Davison		

Principal Advisers

Solicitor:	Evans & Co, Solicitors, 1 Parker Terrace, Ferryhill, DL17 8JY.
Bank Manager:	Andrew Thompson, Account Manager, Barclays Bank PLC.
Pension Adviser:	Saxon Financial Advice Limited, 1 Giles Place, Hexham, Northumberland, NE46 3QE.
Health & Safety:	Stuart Mackenzie, H & S Consultants (UK) Ltd, Durham.

Senior Officers	John Davison	Chief Executive Officer (director not a trustee)	
	Jill Shaw	Head of Corporate	
	Kirsty Armstrong	Head of Operations	
	Cary Snape	Head of Finance	Appointed 20 November 2023
	Katie Armstrong	Home Care Manager	

Auditors	Lyons & Co Ltd Chartered Accountants and Registered Auditors 23 Yarm Road Stockton-on-Tees TS18 3NJ
Bankers	Barclays Bank PLC Jenkins House Bob Hardisty Drive Bishop Auckland Co Durham DL14 7TH

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2024

CHAIR OF TRUSTEES ANNUAL REPORT 1 APRIL 2023 TO 31 MARCH 2024

The trustees, who are also directors for the purposes of the Companies Act 2006, have pleasure in presenting their report and 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).

ACHIEVEMENTS AND PERFORMANCE

We have had another challenging year but in the last quarter it has stabilised. In November we appointed a Head of Finance, who already had some knowledge of Supportive's work, policies and procedures. This appointment has enabled us to strengthen all aspects of Finance and work with staff to ensure their understanding of how their roles' contribute to the sustainability of Supportive.

During the year in excess of 142,000 home care hours were provided and volunteer drivers travelled in excess of 900,000 miles taking service users to health and social appointments throughout the northeast. The value of patient transport services provided during the year was £1.2m.

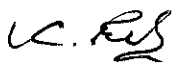
Although there is a national shortage of Personnel in Home Care nationally, we continue to recruit and have achieved a high retention rate of carers, ensuring we are able to respond to local needs in the community and to additional requests from our funders. We continue to struggle to recruit Volunteer Drivers. But despite these challenges we have successfully delivered a very safe, professional and efficient Homecare Service, Patient Transport Service and Volunteer Drivers Project, fulfilling all our funder's requirements.

During the year we have purchased additional ambulances, Bowburn depot is now operating at capacity. We recruited additional crew members. We have purchased additional ambulance cars which have provided flexibility for the crew, with additional work from our partnership with NEAS.

Activities have taken place throughout the year for our customers, volunteers and staff. Throughout the year we have made donations to local groups to help our community, funded by the charitable spend group.

The commitment of all the Supportive Staff and Volunteers has ensured successful delivery of all our services, in what continue to be challenging times. On behalf of the Trustees we would like to say a very sincere Thank You and to all our funders and donors, without whom we would not have had the capability to continue supporting our community.

I would like to thank the Trustees for their dedication throughout another challenging year. I look forward to working with you and the Supportive team continuing to support the development of Supportive SRC Ltd.



Carol Reynolds
Chair

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2024

CHIEF EXECUTIVE'S REPORT

Supportive have been very successful in delivering outstanding services to our communities within the North East of England.

We continue to develop strong relationships with Local Government and NHS resulting in a 20% increase in new business during the year.

Our Homecare service has steadily increased hours and service support with our care responder team covering the whole of County Durham in support of recently discharged hospital patients.

We have a dedicated team of volunteers car drivers supporting a wide range of children and adults throughout our communities. We are finding the recruitment of volunteers difficult and we have a number of projects set up to improve volunteer numbers during the next financial year.

Supportive's ambulance service has gone from strength to strength during the year with our operational depot at Bowburn proving to be a strategic success.

More information is available through our dynamic website at www.supportive.org.uk

Finally, I would like to thank the Board of Trustees and my very hardworking team of volunteers and staff for their excellent support during the year ending 31 March 2024.

John Davison
Chief Executive



SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE
TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2024

OBJECTIVES AND ACTIVITIES

Supportive is a multifaceted Health and Social Care Provider. Its aim is to allow more people to achieve a better quality of life through the services it provides. It provides social transport links for local people living in County Durham, through a variety of schemes such as Children's Services, Social Transport and Help to Health. The charity is mindful of the impact it has on people living in the local community and recognises that by putting people at the heart of everything it does, it makes a positive difference.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Supportive SRC Ltd is a Registered Charity, Limited by Guarantee and governed by the Memorandum and Articles of Association approved by the Charity Commission. The organisation is managed by a board of trustees who are responsible for the proper pursuit of the charitable objectives and making all reasonable and necessary provisions. The board meets once every month to discuss and review planning, development, financial and administrative matters. This ensures that the overall running of the organisation meets the charity's objectives and that its financial resources are used properly in the pursuance of the organisation's aims.

At each annual general meeting Supportive SRC Ltd seeks to appoint potential trustees who are interested in the general area of social care and people with particular skills and knowledge that will benefit the organisation. The board members and the Chief Executive use their own networks to encourage suitable people to come forward. No person or external body is entitled to appoint a trustee.

New trustees are encouraged to become fully aware of the organisation, its aims and objectives, its operation, staff, and its ethos and values. An induction programme has been introduced for new trustees which includes what is expected of trustees by the charity, the law and the Charity Commission. All trustees receive regular updates and briefings on these matters from the Chief Executive or external advisors such as health and safety consultants, solicitors, etc. A skills audit is carried out to identify the strengths and weaknesses of individual trustees.

While the board of trustees sets company policy and strategy, day-to-day management of the organisation is delegated to the Chief Executive, who is assisted by the Senior Leadership Team and office-based staff.

ARRANGEMENTS FOR SETTING PAY AND REMUNERATION OF KEY MANAGEMENT

The trustees annually review the pay and remuneration of key management staff by reference to the market place and research of job advertising platforms and implemented at employee annual reviews.

KEY PERFORMANCE INDICATORS

Key performance indicators have been established for each department within the organisation. Homecare being service hours provided per week, Volunteer Drivers miles per week and Patient Transport Services contract values.

RISK STATEMENT

Trustees are aware of their responsibility to ensure the major risks to which the charity is exposed are identified and to establish systems to mitigate these uncertainties. General price inflation has been identified as the principal risk and potential changes to the social care funding model as the principal uncertainty.

Mission Statement: To support people to achieve a better quality of life.

Vision of Supportive SRC: Is to be a community of active people, able to live full and active lives with the freedom of choice in their own future.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2024

GUIDING PRINCIPLES

To those who need us: Striving to do our best and exceed expectations. Providing a safe, consistent, and responsive service. Ensuring that we can deliver sustainable services that are fit and proper and offered for a fair price.

To those who invest in us: Offering a fair deal to those who work and volunteer with us. Commitment and capacity to continually improve the way we work. Invest in new ways of working. Recognising and reacting to opportunities that can improve our impact on society.

To those around us: Committed to the positive impact that we have on our community. Working in partnership and collaborations to create a fairer society. We aim to be supportive.

Key Aims:

1. Understand and meet the needs of customers; providing safe, effective, compassionate, person centred, high quality services.
2. Continually seek ways of maintaining a highly motivated workforce.
3. Continually examine opportunities that reflect the aims and objectives of Supportive and endeavour to increase current activities.
4. Always provide services to the recognised standard(s), including administrative and management systems; encouraging service improvements and staff involvement.
5. Endeavour to keep abreast with the changing needs and demands within the social care sector.

PUBLIC BENEFIT STATEMENT

Supportive's Homecare responders are a team of Healthcare professionals who respond to crisis within our community. They have actively minimised hospital admissions reducing stress on our NHS. Our team have been instrumental in freeing up bed capacity in local hospitals by effectively managing the care process.

Supportive's homecare team are working on supporting the integration of health and social care services across County Durham. We have played a pivotal role in the design of model of care and how the services will be aligned together. Our volunteer drivers support County Durham's help to health scheme which allows people in the community to access care services, reducing missed appointments and helping to prevent long term illnesses.

FINANCIAL REVIEW

The principal funders - Durham County Council, North East Ambulance Services and the Clinical Commissioning Group - support the key objectives of the Charity in the homecare and transport sectors.

The charity has a deficit for this year of £52,776 which will be transferred to the reserves of the organisation, in agreement with the reserves policy. This policy is to ensure continuation of the organisation by having in reserves, at least:

1. six months trading costs;
2. redundancy remuneration paid in accordance with ACAS recommendations;
3. monies for outstanding hire purchase/lease agreements.

The balance sheet shows reserves of £1,165,194 at the year end.

Chapter House will not be revalued as it would incur unnecessary three yearly valuation costs and the trustees believe its value in use is at least equal to cost. The loss or profit of the premises would be realised if the building were sold. The plan is to keep Chapter House as the long-term registered office.

All accounting standards have been followed and any material departures disclosed and explained. Management budgets, actual spend and cash flow are monitored and reviewed regularly to quantify any over or under spends of the voluntary transport schemes to ensure efficient use of funds. Overspends on any schemes are agreed during trustee meeting financial reviews about ten times per year. Prior reserves from each scheme can be used for further service developments.

These reserves are held to provide capital in support of the next 5 year strategic plan, which will start at the beginning of the next financial year.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2024

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Supportive SRC Limited 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).

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:

1. select suitable accounting policies and then apply them consistently;
2. observe the methods and principles in the Charity SORP;
3. make judgements and estimates that are reasonable and prudent;
4. 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.

In so far as the trustees are aware:

1. there is no relevant audit information of which the charitable company's auditors are unaware;
2. the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

A resolution to re-appoint Lyons & Co as auditors for the ensuing year will be proposed at the Annual General Meeting in accordance with section 385 of the Companies Act 2006.

SPECIAL PROVISIONS

This report is also prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Registered Office
Chapter House
7a Dean & Chapter Industrial Estate
Ferryhill
Co. Durham
DL17 8LH

Signed on behalf of the Trustees



Approved by the Trustees on 12th November 2024

Mrs C Reynolds

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF
SUPPORTIVE SRC LIMITED

YEAR ENDED 31 MARCH 2024

Opinion

We have audited the financial statements of Supportive SRC Limited for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, including the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF
SUPPORTIVE SRC LIMITED

YEAR ENDED 31 MARCH 2024

Other information (Cont.)

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit, the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements and the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 6, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF
SUPPORTIVE SRC LIMITED

YEAR ENDED 31 MARCH 2024

Auditor's responsibilities for the audit of the financial statements (cont.)

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience through discussion with the Officers and other management (as required by auditing standards).

We had regard to laws and regulations in areas that directly affect the financial statements including financial reporting and taxation legislation. We considered that extent of compliance with those laws and regulations as part of our procedures on the related financial statement items.

With the exception of any known or possible non-compliance, and as required by auditing standards, our work in respect of these was limited to enquiry of the Officers.

We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.

We addressed the risk of fraud through management override of controls, by testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Lyons & Co Ltd is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

JR Lyons

John Lyons, BSc FCA
Senior Statutory Auditor
On behalf of Lyons & Co Ltd
Statutory Auditor
Chartered Accountants
23 Yarm Road
Stockton-on-Tees
TS18 3NJ

12th November 2024

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING AN INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Incoming resources					
Charitable Activities	3	4,775,915	-	4,775,915	4,011,429
Voluntary Income	4	-	6,719	6,719	6,589
Investment Income	5	1,476	-	1,476	427
Total incoming resources		4,777,391	6,719	4,784,110	4,018,445
Resources expended					
Charitable Activities	6	4,799,875	-	4,799,875	3,958,129
Governance Costs	7	34,355	-	34,355	56,833
Costs Re Voluntary Income	8	-	2,656	2,656	3,979
Total resources expended		4,834,230	2,656	4,836,886	4,018,941
Net movement in funds		(56,839)	4,063	(52,776)	(496)
Funds brought forward		1,177,822	40,148	1,217,970	1,218,466
Total Funds carried forward		1,120,983	44,211	1,165,194	1,217,970

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING AN INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Incoming resources					
Charitable Activities	3	4,011,429	-	4,011,429	4,277,966
Voluntary Income	4	-	6,589	6,589	8,832
Investment Income	5	427	-	427	79
Total incoming resources		4,011,856	6,589	4,018,445	4,286,877
Resources expended					
Charitable Activities	6	3,958,129	-	3,958,129	3,953,316
Governance Costs	7	56,833	-	56,833	21,479
Costs Re Voluntary Income	8	-	3,979	3,979	9,002
Total resources expended		4,014,962	3,979	4,018,941	3,983,797
Net movement in funds		(3,106)	2,610	(496)	303,080
Funds brought forward		1,180,928	37,538	1,218,466	915,386
Total Funds carried forward		1,177,822	40,148	1,217,970	1,218,466

SUPPORTIVE SRC LIMITED

COMPANY LIMITED BY GUARANTEE

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Fixed Assets					
Tangible Fixed Assets	11	657,095	-	657,095	573,621
Current Assets					
Debtors	12	527,656	-	527,656	495,070
Cash and Bank		416,282	44,211	460,493	510,215
		943,938	44,211	988,149	1,005,285
Creditors: Amounts falling due within one year	13	(437,424)	-	(437,424)	(360,936)
Net Current Assets		506,514	44,211	550,725	644,349
Total assets less current liabilities		1,163,609	44,211	1,207,820	1,217,970
Creditors: Amounts falling due after more than one year	14	(42,626)	-	(42,626)	-
Net assets		1,120,983	44,211	1,165,194	1,217,970
Funds					
Restricted	16			44,211	40,148
Unrestricted	17			1,120,983	1,177,822
Total Funds				1,165,194	1,217,970

These financial statements were approved by the board of the trustees on the 12th November 2024 and are signed on their behalf by:

Mrs C Reynolds
Chair

Mr J Davison
Chief Executive

Company no: 03962187

SUPPORTIVE SRC LIMITED

COMPANY LIMITED BY GUARANTEE

BALANCE SHEET
AS AT 31 MARCH 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Fixed Assets					
Tangible Fixed Assets	11	573,621	-	573,621	412,745
Current Assets					
Debtors	12	495,070	-	495,070	390,431
Cash and Bank		470,067	40,148	510,215	845,449
		965,137	40,148	1,005,285	1,235,880
Creditors: Amounts falling due within one year	13	(360,936)	-	(360,936)	(394,326)
Net Current Assets		604,201	40,148	644,349	841,554
Total assets less current liabilities		1,177,822	40,148	1,217,970	1,254,299
Creditors: Amounts falling due after more than one year	14	-	-	-	(35,833)
Net assets		1,177,822	40,148	1,217,970	1,218,466
Funds					
Restricted	16			40,148	37,538
Unrestricted	17			1,177,822	1,180,928
Total Funds				1,217,970	1,218,466

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

CASH FLOW STATEMENT
YEAR ENDED 31 MARCH 2024

	Note		2024 £	2023 £
Cash flows from operating activities:				
Cash generated from operations	A	(Below)	40,902	(87,630)
Bank interest and charges	6		(297)	(1,130)
Net cash provided by (used in) operating activities			40,605	(88,760)
Cash flows from investing activities:				
Purchase of tangible fixed assets	11		(160,005)	(201,068)
Interest received	5		1,476	427
Hire purchase drawdown			76,706	-
Net cash provided by(used in)/after investing activities			(41,218)	(289,401)
Cash flows from financing activities:				
Loan repayments in year			-	(45,833)
Hire purchase repayments in year			(8,504)	-
Net cash movement in year			(49,722)	(335,234)
Change in cash and cash equivalents in the reporting period			(49,722)	(335,234)
Cash and cash equivalents at the beginning of the reporting period			510,215	845,449
Cash and cash equivalents at the end of the reporting period			460,493	510,215

Notes to the Cash Flow Statement

A Reconciliation of Net Income/(Expenditure) to Net Cash Flow From Operating Activities

		2024 £	2023 £
Net (expenditure)/income for the reporting period (as per the statement of financial activities)		(52,776)	(496)
Adjustments for:			
Depreciation charges	6	76,531	40,192
Interest received	5	(1,476)	(427)
Bank interest and charges	6	297	1,130
(Increase) in debtors		(32,586)	(104,639)
Increase/(Decrease) in creditors excluding HP		50,912	(23,390)
Net cash provided by operating activities		40,902	(87,630)

1 Statutory information

Supportive SRC Limited is a private charitable company, limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on page 1.

The financial statements are presented in sterling which is the financial currency of the charitable company and is rounded to the nearest £.

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

2 Accounting policies

Basis of accounting

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 are prepared on a going concern basis under the historical cost convention, with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to the accounts. The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Income

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

Income from grants, whether capital or revenue are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income is deferred when it is received prior to the service being provided. It is recorded as a liability until the service is provided and then released as income.

Charitable donations received are recognised in the period that they are received.

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

2 Accounting policies (Cont.)

Expenditure

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

Redundancy costs are recognised when the charity has decided to terminate the employment of an employee and it is demonstrably committed to making payment to encourage the redundancy.

Allocation and apportionment of costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to the statutory audit and legal fees together with an apportionment of overhead and support costs.
Governance costs and support costs relating to charitable activities have been apportioned based on an estimate of staff time spent on that activity.

Tangible fixed assets

Depreciation of fixed assets is calculated to write off their cost over their estimated useful lives as follows:

Computer equipment	33% straight line
Fixtures and fittings	15% straight line
Motor vehicles	16.67% straight line

No provision for depreciation is made on freehold land and buildings as the Trustees believe the value in use is greater than cost. This is in contravention of FRS 102 but the Trustees believe this is necessary for the accounts to show a true and fair view.

Tangible fixed assets are stated at cost or deemed cost less accumulated depreciation and accumulated impairment losses.

Taxation

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

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2024

2 Accounting policies (Cont.)

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees. Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Pension costs

The pension costs charged in the financial statements represents the contributions paid by the company into money purchase pension schemes.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Cash at bank and in hand

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

3 Income in furtherance of Charitable Objects

Analysis of provision of charitable services:

	Unrestricted Funds £	Restricted Funds £	2024 £	2023 £
Transport	1,822,276	-	1,822,276	1,965,114
Home Care	2,953,639	-	2,953,639	2,046,315
	4,775,915	-	4,775,915	4,011,429

4 Voluntary Income

	2024 £	2023 £
Charitable donations - restricted	6,719	6,589

5 Investment Income

	2024 £	2023 £
Bank interest	1,476	427

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2024

6 Direct costs of Charitable activities

	Home Care	Transport	2024	2023
	£	£	£	£
Staff costs	2,392,215	404,554	2,796,769	2,022,647
Employers national insurance	170,361	63,817	234,178	195,704
Pensions and health	36,133	13,536	49,669	42,665
Staff training	4,046	5,811	9,857	22,766
Rent, rates and service charges	1,947	56,240	58,187	25,484
Insurance	12,782	41,532	54,314	62,001
Light and heat	5,079	8,451	13,530	15,266
Cleaning	1,665	3,748	5,413	5,302
Repairs and maintenance	2,564	6,034	8,598	13,811
Print, post and stationery	3,173	5,957	9,130	13,354
Advertising	6,057	3,878	9,935	18,197
Telephone	17,762	8,687	26,449	27,124
Computer costs	81,442	17,077	98,519	42,785
Travelling	137,052	1,147,936	1,284,988	1,354,089
Consultancy fees	3,352	7,248	10,600	14,959
Legal fees	360	-	360	-
Staff workwear	3,082	7,603	10,685	16,152
Infection control and PPE	4,760	3,947	8,707	451
General expenses	5,737	7,251	12,988	14,949
Equipment maintenance	2,580	8,754	11,334	6,630
Depreciation and amortisation	6,618	69,913	76,531	40,192
Bank interest and charges	99	198	297	1,130
Hire purchase interest	-	2,046	2,046	-
Bad debts	3,755	3,036	6,791	2,471
	2,902,621	1,897,254	4,799,875	3,958,129

	Home Care	Transport	2023	2022
	£	£	£	£
Staff costs	1,724,163	298,484	2,022,647	1,964,490
Employers national insurance	165,055	30,649	195,704	167,115
Pensions and health	35,983	6,682	42,665	39,989
Redundancy costs	-	-	-	360
Staff training	22,740	26	22,766	9,799
Rent, rates and service charges	2,627	22,857	25,484	18,567
Insurance	18,600	43,401	62,001	63,537
Light and heat	7,634	7,632	15,266	7,008
Cleaning	2,651	2,651	5,302	9,124
Repairs and maintenance	6,906	6,905	13,811	15,135
Print, post and stationery	6,678	6,676	13,354	15,858
Advertising	9,099	9,098	18,197	21,983
Telephone	20,005	7,119	27,124	26,270
Computer costs	38,145	4,640	42,785	29,623
Travelling	124,918	1,229,171	1,354,089	1,461,929
Consultancy fees	7,480	7,479	14,959	15,108
Staff workwear	7,644	8,508	16,152	8,260
Infection control and PPE	226	225	451	7,027
General expenses	3,235	11,714	14,949	12,498
Equipment maintenance	2,626	4,004	6,630	5,395
Depreciation and amortisation	3,542	36,650	40,192	47,799
Bank interest and charges	565	565	1,130	1,030
Bad debts	1,236	1,235	2,471	5,412
	2,211,758	1,746,371	3,958,129	3,953,316

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2024

7 Governance Costs

	Home Care	Transport	2024	2023
	£	£	£	£
Accountancy Costs	6,200	12,400	18,600	15,900
Legal and Compliance	10,149	5,606	15,755	40,933
	16,349	18,006	34,355	56,833

8 Costs re Voluntary Income

	2024	2023
	£	£
Donations made	2,656	3,979

9 The aggregate payroll costs were:

	2024	2023
	£	£
Wages and salaries	2,789,005	2,022,647
Social security costs	234,178	195,704
Other pension costs	49,669	42,665
Redundancy costs	7,764	-
	3,080,616	2,261,016

At the year end £16,971 (2023: £6,330) was owed by the charity in respect of pension contributions which is included within the above.

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

Particulars of employees:

The total directors remuneration paid in the year was £48,485 (2023: £56,493). No amounts were paid to Trustees.

No employees received remuneration and benefits (excluding pension contributions) of more than £60,000 during the year.

The average number of staff employed by the charity during the financial year amounted to:

	2024	2023
	£	£
Transport	42	46
Homecare	107	92
	149	138

10 Net Movement in Funds

	2024	2023
	£	£
The net movement in funds is stated after charging:		
Staff pension contributions	49,669	42,665
Depreciation	76,531	40,192
Auditors' remuneration	5,500	5,500

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2024

11 Tangible fixed assets

	Motor Vehicles £	Freehold Property £	Computer Equipment £	Fixtures & Fittings £	Total £
Cost					
At 1 April 2023	353,130	323,875	77,038	54,821	808,864
Additions	129,672	-	28,835	1,498	160,005
At 31 March 2024	482,802	323,875	105,873	56,319	968,869
Depreciation					
At 1 April 2023	165,341	-	52,899	17,003	235,243
Charge for year	56,677	-	13,511	6,343	76,531
At 31 March 2024	222,018	-	66,410	23,346	311,774
Net book amount					
At 31 March 2024	260,784	323,875	39,463	32,973	657,095
At 31 March 2023	187,789	323,875	24,139	37,818	573,621

Fixed assets included in the above that are held under hire purchase contracts have a cost of £89,608, accumulated depreciation of £6,222 and net book value of £83,386

12 Debtors

	2024 £	2023 £
Amounts falling due within one year		
Trade debtors	413,603	446,576
Other debtors	114,053	48,494
	527,656	495,070

13 Creditors: amounts falling due within one year

	2024 £	2023 £
Hire purchase	25,576	-
Trade creditors	71,754	52,495
Taxation and social security	62,660	57,117
Accruals and deferred income	277,434	251,324
	437,424	360,936

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2024

14	**Creditors:** amounts falling due after more than one year	2024 £	2023 £
	Hire purchase	42,626	-

15	**Analysis of Net Assets between Funds**	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
	Fund balances at 31 March 2024 are represented by:			
	Tangible fixed assets	657,095	-	657,095
	Other net assets	463,888	44,211	508,099
	Total net assets	1,120,983	44,211	1,165,194

16	**Restricted funds**	2023 £	Incoming £	Outgoing £	2024 £
	Health Appointment Car Scheme	9,140	-	-	9,140
	Donations	31,008	6,719	(2,656)	35,071
		40,148	6,719	(2,656)	44,211

17	**Unrestricted funds**	2023 £	Incoming £	Outgoing £	2024 £
	Total unrestricted funds	1,177,822	4,777,391	(4,834,230)	1,120,983

Unrestricted funds are made up of Home Care, Help to Health and Transport along with unrestricted income received during the year.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2024

18 Operating Lease Agreements

Minimum lease payments fall due as follows:

	2024	2023
	£	£
Net obligations repayable		
Within one year	98,032	77,226
Between one and five years	96,196	51,672
	194,228	128,898

19 Related Party Transactions

During the year the following transactions occurred between Supportive SRC Limited and the following trustees, all transactions were on normal or less than commercial terms:

Trustee	Description	2024	2023
		£	£
Expenses:			
Mr A Munro	Consultancy work	720	906
Mrs A Schreiber	Consultancy work	9,200	10,481

No monies were owed to trustees at the year end and no security has been given.

SUPPORTIVE SRC LTD

England & Wales - Charity number 1095388

Accounts

SUPPORTIVE SRC LIMITED

FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

Company Number: 03962187
Charity Number: 1095388

LYONS & CO

CHARTERED ACCOUNTANTS

STOCKTON-ON-TEES

SUPPORTIVE SRC LIMITED

FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

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SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

MEMBERS OF THE BOARD AND PROFESSIONAL ADVISERS

REFERENCE AND ADMINISTRATIVE DETAILS

Company number	03962187		
Charity number	1095388		
Registered Office	Chapter House 7a Dean & Chapter Industrial Estate Ferryhill Co Durham DL17 8LH		
Board of Trustees (Directors)	Mrs C Reynolds	Chair	
	Mr I Brown	Vice-Chairman	
	Mrs A Schreiber	Hon. Secretary	
	Mr A Munro		
	Mrs J Lax		
	Miss R Jordan		
	Mrs T Cox		
Chief Executive/ Company Secretary	Mr J Davison		
Principal Advisers			
Solicitor:	Evans & Co, Solicitors, Durham Road, Ferryhill		
Bank Manager:	Andrew Thompson, Account Manager, Barclays Bank PLC, Newton Aycliffe		
Pension Adviser:	Saxon Financial Advice, 1 Giles Place, Hexham, Northumberland		
Health & Safety:	Stuart Mackenzie, H & S Consultants (UK), Durham		
Senior Officers	John Davison	Chief Executive Officer	
	Wendy Emberson	Deputy Chief Executive Officer	Resigned 17 March 2023
	Tracy Hutchinson	Business Development Manager	
	Kirsty Armstrong	Home Care Registered Manager	Appointed 31 October 2022
	Leanne Clark	Head of Transport & Registered Manager	Resigned December 2022
	Jill Shaw	Office Manager	
Auditors	Lyons & Co Ltd Chartered Accountants and Registered Auditors 23 Yarm Road Stockton-on-Tees TS18 3NJ		
Bankers	Barclays Bank PLC Jenkins House Bob Hardisty Drive Bishop Auckland Co Durham DL14 7TH		

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2023

CHAIR OF TRUSTEES ANNUAL REPORT 1 APRIL 2022 TO 31 MARCH 2023

The trustees, who are also directors for the purposes of the Companies Act 2006, have pleasure in presenting their report and 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).

ACHIEVEMENTS AND PERFORMANCE

This year has continued to be challenging for Supportive, with a national shortage of personnel at all levels in home care. At the end of October we appointed a new Homecare Manager, a Deputy and a Recruitment Officer, which has led to increased recruitment of Carers. Following COVID 19 some of the Volunteer Drivers have not returned for a variety of reasons – but despite these challenges we have successfully delivered a very safe, professional and efficient Homecare Service, Patient Transport Service and Volunteer Drivers Project , fulfilling all our funder's requirements.

In March we doubled the size of the Depot at Bowburn and it continues to be a benefit to the Transport Team, convenient access to major road networks, space for our increasing Ambulance Fleet and Crew Members, in addition we have purchased an Ambulance Car which has provided flexibility for the Crew, with additional work from our partnership with NEAS.

Activities have taken place through the year for our customers, Afternoon Teas delivered to their homes by our amazing Volunteers, Christmas Gifts etc, donations were made to local Community Groups at Christmas to help deprived families – funded by the Charitable Spend Group.

Following on from the Strategic review held last year, we have continued to progress and implement our Business Plan and held further sessions with Business Doctors North East.

The commitment of all the Supportive Staff and Volunteers has ensured successful delivery of all our services, in what continue to be unprecedented times and on behalf of the Trustees we would like to say a very sincere Thank You and to all our Funders and Donors, without whom we would not have had the capability to continue supporting our community.

I would like to thank the Trustees for their dedication throughout another challenging year, and I look forward to working with you and the Supportive Team, continuing to support the development of Supportive SRC Ltd.

C. M. Reynolds

Carol Reynolds
Chair

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2023

CHIEF EXECUTIVE'S REPORT

Supportive continue to deliver a wide range of quality services to our communities within the NE of England.

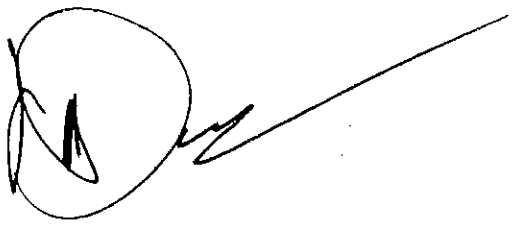
Financially, we had a challenging year with inflation increasing our expenditure significantly. However, the organisation was able to support our excellent staff and volunteers with substantial pay rises or increases in expenses for our volunteers.

From October 2022 with the appointment of a new Head of Homecare, performance and recruitment levels increased considerably by the end of the financial year. We expect this improvement to continue throughout the next financial year.

Patient Transport Services (PTS) and Volunteer Driver Services delivered a solid performance, particularly considering the drop in volunteer car drivers since the Covid pandemic. We will be working hard during the next financial year to increase our number of volunteers who make such a difference to the lives of the people we look after.

Finally, I would like to thank the Board of Trustees and my very hardworking team of volunteers and staff for their excellent support during 2022/23.

John Davison
Chief Executive



SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE
TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Supportive SRC Ltd is a Registered Charity, Limited by Guarantee and governed by the Memorandum and Articles of Association approved by the Charity Commission. The organisation is managed by a board of trustees who are responsible for the proper pursuit of the charitable objectives and making all reasonable and necessary provisions. The board meets once every month to discuss and review planning, development, financial and administrative matters. This ensures that the overall running of the organisation meets the charity's objectives and that its financial resources are used properly in the pursuance of the organisation's aims.

At each annual general meeting Supportive SRC Ltd seeks to appoint potential trustees who are interested in the general area of social care and people with particular skills and knowledge that will benefit the organisation. The board members and the Chief Executive use their own networks to encourage suitable people to come forward.

New trustees are encouraged to become fully aware of the organisation, its aims and objectives, its operation, staff, and its ethos and values. An induction programme has been introduced for new trustees which includes what is expected of trustees by the charity, the law and the Charity Commission. All trustees receive regular updates and briefings on these matters from the Chief Executive or external advisors such as health and safety consultants, solicitors, etc. A skills audit is carried out to identify the strengths and weaknesses of individual trustees.

While the board of trustees sets company policy and strategy, day-to-day management of the organisation is delegated to the Chief Executive, who is assisted by the Senior Management Team and office-based staff.

RISK STATEMENT

Trustees are aware of their responsibility to ensure the major risks to which the charity is exposed are identified and to establish systems to mitigate these uncertainties. General price inflation has been identified as the principal risk and potential changes to the social care funding model as the principal uncertainty.

Mission Statement: To support people to achieve a better quality of life.

Vision of Supportive SRC: Is to be a community of active people, able to live full and active lives with the freedom of choice in their own future.

GUIDING PRINCIPLES

To those who need us: Striving to do our best and exceed expectations. Providing a safe, consistent, and responsive service. Ensuring that we can deliver sustainable services that are fit and proper and offered for a fair price.

To those who invest in us: Offering a fair deal to those who work and volunteer with us. Commitment and capacity to continually improve the way we work. Invest in new ways of working. Recognising and reacting to opportunities that can improve our impact on society.

To those around us: Committed to the positive impact that we have on our community. Working in partnership and collaborations to create a fairer society. We aim to be supportive.

Key Aims:

1. Understand and meet the needs of customers; providing safe, effective, compassionate, person centred, high quality services.
2. Continually seek ways of maintaining a highly motivated workforce.
3. Continually examine opportunities that reflect the aims and objectives of Supportive and endeavour to increase current activities.
4. Always provide services to the recognised standard(s), including administrative and management systems; encouraging service improvements and staff involvement.
5. Endeavour to keep abreast with the changing needs and demands within the social care sector.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2023

PUBLIC BENEFIT STATEMENT

Supportive's Homecare responders are a team of 12 Healthcare professionals who respond to crisis within our community. They have actively minimised hospital admissions reducing stress on our NHS. Our team have been instrumental in freeing up bed capacity in local hospitals by effectively managing the care process.

Supportive's homecare team are working on supporting the integration of health and social care services across County Durham. We have played a pivotal role in the design of model of care and how the services will be aligned together. Our volunteer drivers support County Durham's help to health scheme which allows people in the community to access care services, reducing missed appointments and helping to prevent long term illnesses.

We have a dedicated Welfare Officer to support wellness initiatives with our teams. This support has been very valuable for our staff coming out of the pandemic when issues can be managed promptly resulting in more positive outcomes.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2023

FINANCIAL REVIEW

The principal funders - Durham County Council, North East Ambulance Services and the Clinical Commissioning Group - support the key objectives of the Charity in the homecare and transport sectors.

The charity has a very small deficit for this year which will be transferred to the reserves of the organisation, in agreement with the reserves policy. This policy is to ensure continuation of the organisation by having in reserves, at least:

1. six months trading costs;
2. redundancy remuneration paid in accordance with ACAS recommendations;
3. monies for outstanding hire purchase/lease agreements.

Chapter House will not be revalued as it would incur unnecessary three yearly valuation costs and the trustees believe its value in use is at least equal to cost. The loss or profit of the premises would be realised if the building were sold. The plan is to keep Chapter House as the long-term registered office.

The trustees have agreed any assets purchased under £1,500 will be an expense for the year.

All accounting standards have been followed and any material departures disclosed and explained. Management budgets, actual spend and cash flow are monitored and reviewed regularly to quantify any over or under spends of the voluntary transport schemes to ensure efficient use of funds. Overspends on any schemes are agreed during trustee meeting financial reviews about ten times per year. Prior reserves from each scheme can be used for further service developments.

These reserves are held to provide capital in support of the next 5 year strategic plan, which will start at the beginning of the next financial year.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2023

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Supportive SRC Limited 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).

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:

1. select suitable accounting policies and then apply them consistently;
2. observe the methods and principles in the Charity SORP;
3. make judgements and estimates that are reasonable and prudent;
4. 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.

In so far as the trustees are aware:

1. there is no relevant audit information of which the charitable company's auditors are unaware;
2. the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

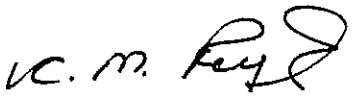
AUDITORS

A resolution to re-appoint Lyons & Co as auditors for the ensuing year will be proposed at the Annual General Meeting in accordance with section 385 of the Companies Act 2006.

SPECIAL PROVISIONS

This report is also prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the Trustees



Mrs C Reynolds

Registered Office
Chapter House
7a Dean & Chapter Industrial Estate
Ferryhill
Co. Durham
DL17 8LH

Approved by the Trustees on 4th October 2023

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF
SUPPORTIVE SRC LIMITED

YEAR ENDED 31 MARCH 2023

Opinion

We have audited the financial statements of Supportive SRC Limited for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the director's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, including the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF
SUPPORTIVE SRC LIMITED

YEAR ENDED 31 MARCH 2023

Other information (Cont.)

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 7, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF
SUPPORTIVE SRC LIMITED

YEAR ENDED 31 MARCH 2023

Auditor's responsibilities for the audit of the financial statements (cont.)

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience through discussion with the Officers and other management (as required by auditing standards).

We had regard to laws and regulations in areas that directly affect the financial statements including financial reporting and taxation legislation. We considered that extent of compliance with those laws and regulations as part of our procedures on the related financial statement items.

With the exception of any known or possible non-compliance, and as required by auditing standards, our work in respect of these was limited to enquiry of the Officers.

We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.

We addressed the risk of fraud through management override of controls, by testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Lyons & Co Ltd is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

JR Lyons

John Lyons, Bsc FCA
Senior Statutory Auditor
On behalf of Lyons & Co Ltd
Chartered Accountants
23 Yarm Road
Stockton-on-Tees
TS18 3NJ

4th October 2023

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING AN INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Incoming resources					
Charitable Activities	3	4,011,429	-	4,011,429	4,277,966
Voluntary Income	4	-	6,589	6,589	8,832
Investment Income	5	427	-	427	79
Total Incoming resources		4,011,856	6,589	4,018,445	4,286,877
Resources expended					
Charitable Activities	6	3,958,129	-	3,958,129	3,953,316
Governance Costs	7	56,833	-	56,833	21,479
Costs Re Voluntary Income	8	-	3,979	3,979	9,002
Total resources expended		4,014,962	3,979	4,018,941	3,983,797
Net movement In funds		(3,106)	2,610	(496)	303,080
Funds brought forward		1,180,928	37,538	1,218,466	915,386
Total Funds carried forward		1,177,822	40,148	1,217,970	1,218,466

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING AN INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Incoming resources					
Charitable Activities	3	4,277,966	-	4,277,966	3,530,731
Voluntary Income	4	-	8,832	8,832	4,536
Investment Income	5	79	-	79	276
Total Incoming resources		4,278,045	8,832	4,286,877	3,535,543
Resources expended					
Charitable Activities	6	3,953,316	-	3,953,316	3,307,393
Governance Costs	7	21,479	-	21,479	16,265
Costs Re Voluntary Income	8	-	9,002	9,002	1,693
Total resources expended		3,974,795	9,002	3,983,797	3,325,351
Net movement in funds		303,250	(170)	303,080	210,192
Funds brought forward		877,678	37,708	915,386	705,194
Total Funds carried forward		1,180,928	37,538	1,218,466	915,386

SUPPORTIVE SRC LIMITED

COMPANY LIMITED BY GUARANTEE

BALANCE SHEET
AS AT 31 MARCH 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Fixed Assets					
Tangible Fixed Assets	11	573,621	-	573,621	412,745
Current Assets					
Debtors	12	495,070	-	495,070	390,431
Cash and Bank		470,067	40,148	510,215	845,449
		965,137	40,148	1,005,285	1,235,880
Creditors: Amounts falling due within one year	13	(360,936)	-	(360,936)	(394,326)
Net Current Assets		604,201	40,148	644,349	841,554
Total assets less current liabilities		1,177,822	40,148	1,217,970	1,254,299
Creditors: Amounts falling due after more than one year	14	-	-	-	(35,833)
Net assets		1,177,822	40,148	1,217,970	1,218,466
Funds					
Restricted	16			40,148	37,538
Unrestricted	17			1,177,822	1,180,928
Total Funds				1,217,970	1,218,466

The financial statements have been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

These financial statements were approved by the members of the committee on the 4th October 2023 and are signed on their behalf by:

Mrs C Reynolds
Chair

Mr J Davison
Chief Executive

Company no: 03962187

SUPPORTIVE SRC LIMITED

COMPANY LIMITED BY GUARANTEE

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Fixed Assets					
Tangible Fixed Assets	11	412,745	-	412,745	401,483
Current Assets					
Debtors	12	390,431	-	390,431	305,508
Cash and Bank		807,911	37,538	845,449	735,806
		1,198,342	37,538	1,235,880	1,041,314
Creditors: Amounts falling due within one year	13	(394,326)	-	(394,326)	(449,569)
Net Current Assets		804,016	37,538	841,554	591,745
Total assets less current liabilities		1,216,761	37,538	1,254,299	993,228
Creditors: Amounts falling due after more than one year	14	(35,833)	-	(35,833)	(77,842)
Net assets		1,180,928	37,538	1,218,466	915,386
Funds					
Restricted	16			37,538	37,708
Unrestricted	17			1,180,928	877,678
Total Funds				1,218,466	915,386

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

CASH FLOW STATEMENT
YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Cash flows from operating activities:			
Cash generated from operations	A (Below)	(87,630)	210,061
Interest paid	6	(1,130)	(1,030)
Net cash provided by (used in) operating activities		(88,760)	209,031
Cash flows from investing activities:			
Purchase of tangible fixed assets	11	(201,068)	(59,061)
Interest received	5	427	79
Net cash provided by(used in)/after investing activities		(289,401)	150,049
Cash flows from financing activities:			
Loan repayments in year		(45,833)	(40,406)
Net cash movement in year		(335,234)	109,643
Change in cash and cash equivalents in the reporting period		(335,234)	109,643
Cash and cash equivalents at the beginning of the reporting period		845,449	735,806
Cash and cash equivalents at the end of the reporting period		510,215	845,449

Notes to the Cash Flow Statement

A	**Reconciliation of Net Income/(Expenditure) to Net Cash Flow From Operating Activities**		2023 £	2022 £
	Net (expenditure)/income for the reporting period (as per the statement of financial activities)		(496)	303,080
	Adjustments for:			
	Depreciation charges	6	40,192	47,799
	Interest received	5	(427)	(79)
	Interest paid	6	1,130	1,030
	(Increase) in debtors		(104,639)	(84,923)
	(Decrease) in creditors		(23,390)	(56,846)
	Net cash provided by operating activities		(87,630)	210,061

SUPPORTIVE SRC LIMITED

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

1 Statutory information

Supportive SRC Limited is a private charitable company, limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on page 1.

The financial statements are presented in sterling which is the financial currency of the charitable company and is rounded to the nearest £.

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

2 Accounting policies

Basis of accounting

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 are prepared on a going concern basis under the historical cost convention, with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to the accounts. The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Income

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

Income from grants, whether capital or revenue are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income is deferred when it is received prior to the service being provided. It is recorded as a liability until the service is provided and then released as income.

Charitable donations received are recognised in the period that they are received.

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

SUPPORTIVE SRC LIMITED

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

2 Accounting policies (Cont.)

Expenditure

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

Redundancy costs are recognised when the charity has decided to terminate the employment of an employee and it is demonstrably committed to making payment to encourage the redundancy.

Allocation and apportionment of costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to the statutory audit and legal fees together with an apportionment of overhead and support costs.
Governance costs and support costs relating to charitable activities have been apportioned based on an estimate of staff time spent on that activity.

Tangible fixed assets

Depreciation of fixed assets is calculated to write off their cost over their estimated useful lives as follows:

Equipment	33% straight line
Fixtures and fittings	15% straight line
Motor vehicles	25% straight line

No provision for depreciation is made on freehold land and buildings as the Trustees believe the value in use is greater than cost. This is in contravention of FRS 102 but the Trustees believe this is necessary for the accounts to show a true and fair view.

Taxation

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

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

2 Accounting policies (Cont.)

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees. Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Pension costs

The pension costs charged in the financial statements represents the contributions paid by the company into money purchase pension schemes.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Cash at bank and in hand

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

3 Income in furtherance of Charitable Objects

Analysis of provision of charitable services:

	Unrestricted Funds £	Restricted Funds £	2023 £	2022 £
Transport	1,965,114	-	1,965,114	2,208,296
Home Care	2,046,315	-	2,046,315	2,069,670
	4,011,429	-	4,011,429	4,277,966

4 Voluntary Income

	2023 £	2022 £
Charitable donations - Restricted	6,589	8,832

5 Investment Income

	2023 £	2022 £
Bank interest	427	79

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

6 Direct costs of Charitable activities

	Home Care	Transport	2023	2022
	£	£	£	£
Staff costs	1,724,163	298,484	2,022,647	1,964,490
Paye and national insurance	165,055	30,649	195,704	167,115
Pensions and health	35,983	6,682	42,665	39,989
Redundancy costs	-	-	-	360
Staff training	22,740	26	22,766	9,799
Rent, rates and service charges	2,627	22,857	25,484	18,567
Insurance	18,600	43,401	62,001	63,537
Light and heat	7,634	7,632	15,266	7,008
Cleaning	2,651	2,651	5,302	9,124
Buildings maintenance	6,906	6,905	13,811	15,135
Print, post and stationery	6,678	6,676	13,354	15,858
Advertising	9,099	9,098	18,197	21,983
Telephone	20,005	7,119	27,124	26,270
Computer costs	38,145	4,640	42,785	29,623
Mileage and fuel	124,918	1,229,171	1,354,089	1,461,929
Consultancy fees	7,480	7,479	14,959	15,108
Staff workwear	7,644	8,508	16,152	8,260
Infection control and PPE	226	225	451	7,027
General expenses	3,235	11,714	14,949	12,498
Equipment maintenance	2,626	4,004	6,630	5,395
Depreciation and amortisation	3,542	36,650	40,192	47,799
Interest and charges	565	565	1,130	1,030
Bad debts	1,236	1,235	2,471	5,412
	2,211,758	1,746,371	3,958,129	3,953,316

	Home Care	Transport	2022	2021
	£	£	£	£
Staff costs	1,675,555	288,935	1,964,490	1,772,346
Paye and national insurance	116,981	50,135	167,115	140,531
Pensions and health	27,992	11,997	39,989	35,067
Redundancy costs	180	180	360	63,301
Staff training	8,964	835	9,799	13,316
Rent, rates and service charges	7,297	11,270	18,567	17,657
Insurance	28,038	35,499	63,537	29,261
Light and heat	3,504	3,504	7,008	5,392
Cleaning	4,562	4,562	9,124	4,149
Repairs and maintenance	7,568	7,567	15,135	19,199
Print, post and stationery	6,218	9,640	15,858	12,977
Advertising	5,084	16,899	21,983	1,203
Telephone	18,455	7,815	26,270	8,702
Computer costs	14,312	15,311	29,623	24,517
Travelling	122,129	1,339,800	1,461,929	926,610
Consultancy fees	10,576	4,532	15,108	4,454
Staff workwear	2,692	5,568	8,260	12,357
Infection control and PPE	3,574	3,453	7,027	136,061
General expenses	2,873	9,625	12,498	10,531
Equipment maintenance	1,144	4,251	5,395	3,438
Depreciation and amortisation	5,692	42,107	47,799	57,636
Interest and charges	516	514	1,030	7,039
Bad debts	2,706	2,706	5,412	1,649
	2,076,612	1,876,704	3,953,316	3,307,393

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

7 Governance Costs

	Home Care £	Transport £	2023 £	2022 £
Accountancy Costs	7,950	7,950	15,900	5,940
Legal and Compliance	22,493	18,440	40,933	15,539
	30,443	26,390	56,833	21,479

8 Costs re Voluntary Income

	2023 £	2022 £
Donations made	3,979	9,002

9 The aggregate payroll costs were:

	2023 £	2022 £
Wages and salaries	2,022,647	1,964,490
Social security costs	195,704	167,115
Other pension costs	42,665	39,989
Redundancy costs	-	360
	2,261,016	2,171,954

At the year end £6,330 (2022: £6,389) was owed by the charity in respect of pension contributions which is included within the above.

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

Particulars of employees:

The total directors remuneration paid in the year was £56,493 (2022: £50,944).

No employees received remuneration and benefits (excluding pension contributions) of more than £60,000 during the year.

The number of staff employed by the charity at the end of the financial year amounted to:

	2023 £	2022 £
Transport	46	37
Homecare	92	120
	138	157

10 Net Movement in Funds

	2023 £	2022 £
The net movement in funds is stated after charging:		
Staff pension contributions	42,665	39,989
Depreciation	40,192	47,799
Auditors' remuneration	5,500	5,200

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

11 Tangible fixed assets

	Motor Vehicles £	Freehold Property £	Computer Equipment £	Fixtures & Fittings £	Total £
Cost					
At 1 April 2022	214,520	323,875	54,411	14,990	607,796
Additions	138,610	-	22,627	39,831	201,068
At 31 March 2023	353,130	323,875	77,038	54,821	808,864
Depreciation					
At 1 April 2022	132,231	-	48,288	14,532	195,051
Charge for year	33,110	-	4,611	2,471	40,192
At 31 March 2023	165,341	-	52,899	17,003	235,243
Net book amount					
At 31 March 2023	187,789	323,875	24,139	37,818	573,621
At 31 March 2022	82,289	323,875	6,123	458	412,745

12 Debtors

	2023 £	2022 £
Amounts falling due within one year		
Trade debtors	446,576	359,441
Other debtors	48,494	30,990
	495,070	390,431

13 Creditors: amounts falling due within one year

	2023 £	2022 £
Bank loan	-	10,000
Trade creditors	52,495	32,913
Taxation and social security	57,117	33,854
Accruals and deferred income	251,324	317,559
	360,936	394,326

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

14	**Creditors:** amounts falling due after more than one year	2023 £	2022 £
	Bank Loans	-	35,833

15 Analysis of Net Assets between Funds

Fund balances at 31 March 2023 are represented by:	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	573,621	-	573,621
Other net assets	604,201	40,148	644,349
Total net assets	1,177,822	40,148	1,217,970

16 Restricted funds

	2022 £	Incoming £	Outgoing £	2023 £
Health Appointment Car Scheme	9,140	-	-	9,140
Donations	28,398	6,589	(3,979)	31,008
	37,538	6,589	(3,979)	40,148

17 Unrestricted funds

	2022 £	Incoming £	Outgoing £	2023 £
Total unrestricted funds	1,180,928	4,011,856	(4,014,962)	1,177,822

Unrestricted funds are made up of Home Care, Help to Health and Transport along with unrestricted income received during the year.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

18 Operating Lease Agreements

Minimum lease payments fall due as follows:

	2023	2022
	£	£
Net obligations repayable		
Within one year	77,226	85,246
Between one and five years	51,672	48,648
	128,898	133,894

19 Related Party Transactions

During the year the following transactions occurred between Supportive SRC Limited and the following trustees, all transactions were on normal or less than commercial terms:

Trustee	Description	2023	2022
		£	£
Expenses:			
Mr A Munro	Consultancy work	906	2,104
Mrs Alison Schreiber	Consultancy work	10,481	12,932

No monies were owed to trustees at the year end and no security has been given.

SUPPORTIVE SRC LTD

England & Wales - Charity number 1095388

Accounts

SUPPORTIVE SRC LIMITED

FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

Company Number: 03962187
Charity Number: 1095388

LYONS & CO

CHARTERED ACCOUNTANTS

STOCKTON-ON-TEES

FRIDAY
ABJØDJ03
A03 16/12/2022 #67
COMPANIES HOUSE

SUPPORTIVE SRC LIMITED

FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

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SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

MEMBERS OF THE BOARD AND PROFESSIONAL ADVISERS

REFERENCE AND ADMINISTRATIVE DETAILS

Company number	03962187	
Charity number	1095388	
Registered Office	Chapter House 7a Dean & Chapter Industrial Estate Ferryhill Co Durham DL17 8LH	
Board of Trustees (Directors)	Mrs C Reynolds	Chair
	Mr I Brown	Vice-Chairman
	Mrs K Conroy	Resigned 30 August 2021
	Mrs A Schreiber	Hon. Secretary
	Mrs L Tyman	Resigned 7 October 2021
	Mr B Meek	Resigned 6 June 2021
	Mr M Smith	Resigned 7 October 2021
	Mr A Munro	
	Mr J Lax	
	Mrs M Hayes	Resigned 21 September 2021
	Miss R Jordan	
	Mrs T Cox	Appointed 10 February 2022
Chief Executive/ Company Secretary	Mr J Davison	

Principal Advisers

Solicitor:	Evans & Co, Solicitors, Durham Road, Ferryhill
Bank Manager:	Andrew Thompson, Account Manager, Barclays Bank PLC, Newton Aycliffe
Pension Adviser:	Saxon Financial Advice, 1 Giles Place, Hexham, Northumberland
Health & Safety:	Stuart Mackenzie, H & S Consultants (UK), Durham

Senior Officers	John Davison	Chief Executive Officer	
	Wendy Emberson	Deputy Chief Executive Officer	
	Tracy Hutchinson	Business Development Manager	
	Emma Kennington	Home Care Registered Manager	Resigned 10 December 2021
	Leanne Clark	Head of Transport & Registered Manager	
	Jill Shaw	Office Manager	

Auditors	Lyons & Co Ltd Chartered Accountants and Registered Auditors 23 Yarm Road Stockton-on-Tees TS18 3NJ
Bankers	Barclays Bank PLC Jenkins House Bob Hardisty Drive Bishop Auckland Co Durham DL14 7TH

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2022

CHAIR OF TRUSTEES ANNUAL REPORT 1 APRIL 2021 TO 31 MARCH 2022

The trustees, who are also directors for the purposes of the Companies Act 2006, have pleasure in presenting their report and 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).

ACHIEVEMENTS AND PERFORMANCE

This year has continued to be challenging for Supportive, recovering from the COVID 19 pandemic and with a national shortage of carers, but despite this we have successfully delivered a very efficient, safe and professional Homecare Service and Patient Transport Service fulfilling all our funders' requirements.

In November 2021 we acquired new premises to accommodate our fleet of ambulances which continues to grow due to demand, situated just off Junction 61 off the A1, which is convenient for the drivers to access all routes, with additional space for a crew room and storage etc. The volunteer drivers are continuing to return after the pandemic, all appreciating the Covid bubbles and infection control packs which we provided.

Homecare continues to struggle with recruitment and retention but this is a national problem, our carers do a fantastic job and we have been able to give additional financial help – Thanks to Durham County Council funding. This year the Quality and Compliance continues to be embedded into the systems. In June 2021 we opened a new office at East Durham Trust in Peterlee which has been beneficial to the carers working in that area. It is also an opportunity to build up new partnerships.

The following activities took place in September 2021 our customers and volunteers had the opportunity to take a friend and go and have coffee & cake at various cafes in the area free of charge, this ran for a week and in October our customers and volunteers were invited for afternoon tea at Hardwick Hall, Sedgefield. These events were to encourage people to go out – and were funded by Barclays Covid Relief money we received. The Charitable Spend Group provided funding for 134 Afternoon Teas for our customers delivered by the volunteer drivers; christmas gifts to identified children from Pact House, and defibrillators for the ambulances.

In January 2022 we had a Strategic Review and developed the New Business Plan led by Business Doctors North East, this included engagement sessions for staff, volunteers and trustees. These sessions were very important as it gave all the staff and volunteers the opportunity to share their ideas, thoughts and there were some very positive ideas included in the Business Plan. Crucially we wanted our team to help 'shape' the future development of Supportive.

The commitment of all our Supportive SRC Ltd staff and volunteers has led to successful delivery of all our services, in what continue to be unprecedented times and on behalf of the trustees we would like to say a very sincere thank you and to all our funders and donors – without whom we would not have been able to continue supporting our community.

I would like to thank the trustees for their dedication throughout another challenging year, and I look forward to working with you and the Supportive team, continuing to support the development of Supportive SRC Ltd.

Carol Reynolds
Chair

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2022

CHIEF EXECUTIVE'S REPORT

We have had a successful financial year for Supportive after a second very difficult year coming out of the pandemic. The pandemic continued to stretch our resources with January 2022 being particularly difficult with Covid sickness. I would like to thank all of our Supportive family for their dedication during this period.

Many of our office staff found themselves returning to the office after a period of working from home or only spending very limited time in the office. Key workers after working at full steam during the worst of times have continued to ensure support to the vulnerable and elderly but recruitment has been a challenge and pressure on the staff has been great resulting in the loss of several carers and volunteers.

Homecare Services

The Homecare team has supported our clients and Durham County Council very successfully during the year receiving positive external assessments. We have opened a new satellite office in Peterlee to provide additional support to our East Coast care teams. The national and local picture for recruitment of care staff is at a critical level and even with a range of financial incentives we are finding the going hard.

Patient Transport Services (PTS Ambulances)

This service has continued to build on the previous year's success resulting in relocation to larger premises in Bowburn on the Southern Industrial Estate. Our Partnership with the North East Ambulance Service (NEAS) continues to perform well, particularly for the support of dialysis transport.

Volunteer Driver Services

Supportive volunteers are at the heart of our charity and provide an unmatched service throughout the North East of England. We support a wide range of people from young children to elderly all requiring careful support. We were successful in winning a tender in Sunderland with Together for Children and Sunderland City Council to start to build an extension to our established children's services in Durham.

Corporate and Charity

Over the year we delivered a significant financial performance and we would like to thank our local authority partners and NHS for their continued use of our services.

Having spent £18k in the prior year, we have spent a further £36k this year of the £100k from Barclays Bank, leaving £46k, to support our community to feel safe after the pandemic through various initiatives and donations to local organisations. Details of some of that spend can be found in the Public Benefit Statement.

During this financial year we have seen the start of our new business plan process which will benefit the organisation over the coming years.

Finally, I would like to thank the board of trustees and my very hardworking team of volunteers and staff for their excellent support during 2021/22.

John Davison
Chief Executive

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Supportive SRC Ltd is a Registered Charity, Limited by Guarantee and governed by the Memorandum and Articles of Association approved by the Charity Commission. The organisation is managed by a board of trustees who are responsible for the proper pursuit of the charitable objectectives and making all reasonable and necessary provisions. The board meets once every month to discuss and review planning, development, financial and administrative matters. This ensures that the overall running of the organisation meets the charity's objectectives and that its financial resources are used properly in the pursuance of the organisation's aims.

At each annual general meeting Supportive SRC Ltd seeks to appoint potential trustees who are interested in the general area of social care and people with particular skills and knowledge that will benefit the organisation. The board members and the Chief Executive use their own networks to encourage suitable people to come forward.

New trustees are encouraged to become fully aware of the organisation, its aims and objectives, its operation, staff, and its ethos and values. An induction programme has been introduced for new trustees which includes what is expected of trustees by the charity, the law and the Charity Commission. All trustees receive regular updates and briefings on these matters from the Chief Executive or external advisors such as health and safety consultants, solicitors, etc. A skills audit is carried out to identify the strengths and weaknesses of individual trustees.

While the board of trustees sets company policy and strategy, day-to-day management of the organisation is delegated to the Chief Executive, who is assisted by the Senior Management Team and office-based staff.

RISK STATEMENT

Trustees are aware of their responsibility to ensure the major risks to which the charity is exposed are identified and to establish systems to mitigate these uncertainties. General price inflation has been identified as the principal risk and potential changes to the social care funding model as the principal uncertainty.

Mission Statement: To support people to achieve a better quality of life.

Vision of Supportive SRC: Is to be a community of active people, able to live full and active lives with the freedom of choice in their own future.

GUIDING PRINCIPLES

To those who need us: Striving to do our best and exceed expectations. Providing a safe, consistent, and responsive service. Ensuring that we can deliver sustainable services that are fit and proper and offered for a fair price.

To those who invest in us: Offering a fair deal to those who work and volunteer with us. Commitment and capacity to continually improve the way we work. Invest in new ways of working. Recognising and reacting to opportunities that can improve our impact on society.

To those around us: Committed to the positive impact that we have on our community. Working in partnership and collaborations to create a fairer society. We aim to be supportive.

Key Aims:

1. Understand and meet the needs of customers; providing safe, effective, compassionate, person centred, high quality services.
2. Continually seek ways of maintaining a highly motivated workforce.
3. Continually examine opportunities that reflect the aims and objectives of Supportive and endeavour to increase current activities.
4. Always provide services to the recognised standard(s), including administrative and management systems; encouraging service improvements and staff involvement.
5. Endeavour to keep abreast with the changing needs and demands within the social care sector.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2022

PUBLIC BENEFIT STATEMENT

During this year in addition to our core not for profit work, Supportive has supported a number of local causes in line with our overarching objective, helping people to achieve a better quality of life.

When Supportive were made aware of the amazing work of a father and his sons in Consett during the pandemic we knew that we wanted to help. Michael Bolam's sons Andrew and Michael wanted to do something to help people who don't have a lot or very little. To support their community and as a lockdown project to keep them busy they refurbished a few preloved bikes for local children. Those original few bikes that brought joy to the children who received them, escalated and Michael and his sons are continued their efforts even after restrictions lifted.

We approached PACT house in Stanley whom the family were receiving support from, to find homes for the bikes. We contacted Darren McMahon who was happy to accept a donation of £500 from Supportive and Barclays to support the family in buying puncture kits and spare bicycle parts. Supportive trustee Linda Tyman and Councillor Carl Marshall presented Michael and Darren with a cheque and thanked Michael for the efforts of his family who continue to make a difference to the local communities of County Durham.

As part of our drive to support our homecare customers, some of whom had not left their homes for almost a year we provided afternoon teas with support from Nikki and Helen who run Little Land of Adventures in Newton Aycliffe. They created 140 individual afternoon tea trays for Supportive over the course of 3 days. These appetising trays consisted of sandwiches, savouries, scones jam & cream, cakes and fresh fruit. Our amazing volunteer drivers delivered the teas and the feedback was incredible!

Mrs Routledge sent a card in that read: "All at Supportive. Thank you very much for my afternoon tea which was a lovely surprise. I shared it with my husband... and we both enjoyed if very much."

Mr and Mrs Angus said, "Just to say many thanks for the cream tea, it was a lovely surprise and a big boost as we were feeling low the day it arrived. It also tasted very nice and was very well presented, was really enjoyed. Thank you for such a kind thought."

One Step at a Time' in Spennymoor support children and young people with mental health challenges who are disengaged, isolated or not in education. They offer a safe place at their SNUG (Safe Nurturing Uplifting Group) where individuals can access support. Their service offers a drop in, by appointment, for anyone who wants to come along to their SNUG for help and support. One Step at a Time work closely with GP's social prescribers and the wider community to support a range of needs. There is no criteria to access their service. As a relatively new initiative, Supportive were happy to support with £500 to help them continue to offer a vital support to young people. Our donation went towards resources to run the Wednesday group. It will purchase refreshments, items for pamper packs and care packs as well as other mental health resources to support this project.

Ferryhill's annual senior citizens trip took place on Thursday 22 July 2021. The destination was South Shields and in partnership with Barclays, Supportive covered the costs associated with booking the coaches, which has enabled the Town Council to offer the trip entirely FREE of charge to residents of the town. Supportive also offered free packed lunches to anyone attending the trip, who would like one.

Town Mayor, Councillor David Farry said 'It's a privilege to be able to work in partnership with Supportive. The Town Council is extremely grateful for their support, and thoroughly look forward to working with the organisation again on future initiatives.' Chair of Ferryhill's events management & community engagement sub-committee said 'As the newly elected Chair of the sub-committee I would like to say a big thank you to Supportive, and Barclays for their kind donation, which has made it possible for the Town Council to offer local residents the opportunity to attend this year's Senior Citizens Trip FREE of charge.'

PUBLIC BENEFIT STATEMENT (Cont.)

Supportive with support of Barclays provided over 100 bereavement related books to the Jigsaw Project at St Cuthbert's Hospice to support young adults and children who experienced during the pandemic.

The Jigsaw Project is a counselling service especially for young adults and children who have suffered grief, loss and bereavement. This may be because of life-limiting illnesses and palliative care or unexpected or sudden death including suicide, road traffic accidents, murder and most recently Covid19.

As children and young people don't always articulate their feelings verbally, St Cuthbert's help children to express themselves in whatever way is most appropriate to them. The Children's Bereavement Team help children and teenagers to make some sense of illness and loss which has been prevalent during the pandemic using a range of activities and therapies.

The Ferryhill LADDER Centre is a community building acquired by the community for the community. The Centre was opened in December 2002 after 5 years of fund raising. The Centre is a very busy place and consists of two semidetached houses on the Lakes Estate in Ferryhill. The centre offers courses and employability access to computers and helps with CV's, Universal Job Match, information, advice and guidance, along with children and youth sessions. A sum of £1,000 from Supportive,thanks to a Barclays 100×100 grant, was given to the centre to support the people of Ferryhill. Nigel Jones and Trustee Peter Atkinson accepted the cheque from Supportive head of transport Leanne Clark.

Supportive responded to a Facebook call put out by County Durham Community Clothing Bank in February 2022. It was a request for the donation of Easter eggs for struggling families. We contacted Dawn Wilson who runs the charity to enquire about how many they required and subsequently provided Dawn and her team of volunteers with 260 Easter eggs. The eggs were distributed during the Easter period to families who would be choosing to either 'eat or heat' in the coming months.

FINANCIAL REVIEW

The principal funders - Durham County Council, North East Ambulance Services and the Clinical Commissioning Group - support the key objectives of the Charity in the homecare and transport sectors.

The charity has a surplus for this year which will be transferred to the reserves of the organisation, in agreement with the reserves policy. This policy is to ensure continuation of the organisation by having:

1. six months trading costs;
2. redundancy remuneration paid in accordance with ACAS recommendations;
3. monies for outstanding hire purchase/lease agreements.

Chapter House will not be revalued as it would incur unnecessary three yearly valuation costs and the trustees believe its value in use is at least equal to cost. The loss or profit of the premise would be realised if the building were sold. The plan is to keep Chapter House as the long-term registered office.

The trustees have agreed any assets purchased under £1,500 will be an expense for the year.

All accounting standards have been followed and any material departures disclosed and explained. Management budgets, actual spend and cash flow are monitored and reviewed regularly to quantify any over or under spends of the voluntary transport schemes to ensure efficient use of funds. Overspends on any schemes are agreed during trustee meeting financial reviews about ten times per year. Prior reserves from each scheme can be used for further service developments.

Total funds in the year have risen to above one million for the first time. These reserves are held to provide capital in support of the next 5 year strategic plan, which will start at the begining of the next financial year.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2022

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Supportive SRC Limited 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).

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:

1. select suitable accounting policies and then apply them consistently;
2. observe the methods and principles in the Charity SORP;
3. make judgements and estimates that are reasonable and prudent;
4. 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.

In so far as the trustees are aware:

1. there is no relevant audit information of which the charitable company's auditors are unaware;
2. the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

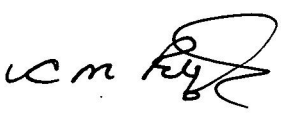
A resolution to re-appoint Lyons & Co as auditors for the ensuing year will be proposed at the Annual General Meeting in accordance with section 385 of the Companies Act 2006.

SPECIAL PROVISIONS

This report is also prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Registered Office
Chapter House
7a Dean & Chapter Industrial Estate
Ferryhill
Co. Durham
DL17 8LH

Signed on behalf of the Trustees



Approved by the Trustees on 17 November 2022

Mrs C Reynolds

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF SUPPORTIVE SRC LIMITED

YEAR ENDED 31 MARCH 2022

Opinion

We have audited the financial statements of Supportive SRC Limited for the year ended 31 March 2022 which comprise the Statement of Finacial Activites, the Balance Sheet, Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the director's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, including the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Other information (Cont.)

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 7, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF
SUPPORTIVE SRC LIMITED

YEAR ENDED 31 MARCH 2022

Auditor's responsibilities for the audit of the financial statements (cont.)

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience through discussion with the Officers and other management (as required by auditing standards).

We had regard to laws and regulations in areas that directly affect the financial statements including financial reporting and taxation legislation. We considered that extent of compliance with those laws and regulations as part of our procedures on the related financial statement items.

With the exception of any known or possible non-compliance, and as required by auditing standards, our work in respect of these was limited to enquiry of the Officers.

We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.

We addressed the risk of fraud through management override of controls, by testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Lyons & Co Ltd is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

J R Lyons

John Lyons, Bsc FCA
Senior Statutory Auditor
On behalf of Lyons & Co Ltd
Chartered Accountants
23 Yarm Road
Stockton-on-Tees
TS18 3NJ

17 November 2022

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING AN INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Incoming resources					
Charitable Activities	3	4,277,966	-	4,277,966	3,530,731
Voluntary Income	4	-	8,832	8,832	4,536
Investment Income	5	79	-	79	276
Total incoming resources		4,278,045	8,832	4,286,877	3,535,543
Resources expended					
Charitable Activities	6	3,953,316	-	3,953,316	3,307,393
Governance Costs	7	21,479	-	21,479	16,265
Costs Re Voluntary Income	8	-	9,002	9,002	1,693
Total resources expended		3,974,795	9,002	3,983,797	3,325,351
Net movement in funds		303,250	(170)	303,080	210,192
Funds brought forward		877,678	37,708	915,386	705,194
Total Funds carried forward		1,180,928	37,538	1,218,466	915,386

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING AN INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Incoming resources					
Charitable Activities	3	3,530,731	-	3,530,731	3,431,474
Voluntary Income	4	-	4,536	4,536	13,293
Investment Income	5	276	-	276	293
Total incoming resources		3,531,007	4,536	3,535,543	3,445,060
Resources expended					
Charitable Activities	6	3,307,393	-	3,307,393	3,371,955
Governance Costs	7	16,265	-	16,265	5,316
Costs Re Voluntary Income	8	-	1,693	1,693	5,520
Total resources expended		3,323,658	1,693	3,325,351	3,382,791
Net movement in funds		207,349	2,843	210,192	62,269
Funds brought forward		670,329	34,865	705,194	642,925
Total Funds carried forward		877,678	37,708	915,386	705,194

SUPPORTIVE SRC LIMITED

COMPANY LIMITED BY GUARANTEE

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Fixed Assets					
Tangible Fixed Assets	11	412,745	-	412,745	401,483
Current Assets					
Debtors	12	390,431	-	390,431	305,508
Cash and Bank		807,911	37,538	845,449	735,806
		1,198,342	37,538	1,235,880	1,041,314
Creditors: Amounts falling due within one year	13	(394,326)	-	(394,326)	(449,569)
Net Current Assets		804,016	37,538	841,554	591,745
Total assets less current liabilities		1,216,761	37,538	1,254,299	993,228
Creditors: Amounts falling due after more than one year	14	(35,833)	-	(35,833)	(77,842)
Net assets		1,180,928	37,538	1,218,466	915,386
Funds					
Restricted	16			37,538	37,708
Unrestricted	17			1,180,928	877,678
Total Funds				1,218,466	915,386

The financial statements have been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

These financial statements were approved by the members of the committee on the 17 November 2022 and are signed on their behalf by:

Mrs C Reynolds
Chair

Mr J Davison
Chief Executive

Company no: 03962187

SUPPORTIVE SRC LIMITED

COMPANY LIMITED BY GUARANTEE

BALANCE SHEET
AS AT 31 MARCH 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Fixed Assets					
Tangible Fixed Assets	11	401,483	-	401,483	459,119
Current Assets					
Debtors	12	305,508	-	305,508	361,386
Cash and Bank		698,098	37,708	735,806	268,329
		1,003,606	37,708	1,041,314	629,715
Creditors: Amounts falling due within one year	13	(449,569)	-	(449,569)	(232,017)
Net Current Assets		554,037	37,708	591,745	397,698
Total assets less current liabilities		955,520	37,708	993,228	856,817
Creditors: Amounts falling due after more than one year	14	(77,842)	-	(77,842)	(151,623)
Net assets		877,678	37,708	915,386	705,194
Funds					
Restricted	16			37,708	34,865
Unrestricted	17			877,678	670,329
Total Funds				915,386	705,194

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

CASH FLOW STATEMENT
YEAR ENDED 31 MARCH 2022

	Note		2022 £	2021 £
Cash flows from operating activities:				
Cash generated from operations	A	(Below)	210,061	574,607
Interest paid	6		(1,030)	(7,039)
Net cash provided by (used in) operating activities			209,031	567,568
Cash flows from investing activities:				
Purchase of tangible fixed assets	11		(59,061)	-
Interest received	5		79	276
Net cash provided by(used in)/after investing activities			150,049	567,844
Cash flows from financing activities:				
New loan			-	50,000
Loan repayments in year			(40,406)	(150,367)
Net cash movement in year			109,643	467,477
Change in cash and cash equivalents in the reporting period			109,643	467,477
Cash and cash equivalents at the beginning of the reporting period			735,806	268,329
Cash and cash equivalents at the end of the reporting period			845,449	735,806

Notes to the Cash Flow Statement

A	***Reconciliation of Net Income/(Expenditure) to Net Cash Flow From Operating Activities***		2022 £	2021 £
	Net income/(expenditure) for the reporting period (as per the statement of financial activities)		303,080	210,192
	Adjustments for:			
	Depreciation charges	6	47,799	57,636
	Interest received	5	(79)	(276)
	Interest paid	6	1,030	7,039
	(Increase) / decrease in debtors		(84,923)	55,878
	(Decrease) / increase in creditors		(56,846)	244,138
	Net cash provided by operating activities		210,061	574,607

1 Statutory information

Supportive SRC Limited is a private charitable company, limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on page 1.

The financial statements are presented in sterling which is the financial currency of the charitable company and is rounded to the nearest £.

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

2 Accounting policies

Basis of accounting

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 are prepared on a going concern basis under the historical cost convention, with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to the accounts. The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Income

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

Income from grants, whether capital or revenue are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income is deferred when it is received prior to the service being provided. It is recorded as a liability until the service is provided and then released as income.

Charitable donations received are recognised in the period that they are received.

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

2 Accounting policies (Cont.)

Expenditure

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

Redundancy costs are recognised when the charity has decided to terminate the employment of an employee and it is demonstrably committed to making payment to encourage the redundancy.

Allocation and apportionment of costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to the statutory audit and legal fees together with an apportionment of overhead and support costs.
Governance costs and support costs relating to charitable activities have been apportioned based on an estimate of staff time spent on that activity.

Tangible fixed assets

Depreciation of fixed assets is calculated to write off their cost over their estimated useful lives as follows:

Equipment	33% straight line
Fixtures and fittings	15% straight line
Motor vehicles	25% straight line

No provision for depreciation is made on freehold land and buildings as the Trustees believe the value in use is greater than cost. This is in contravention of FRS 102 but the Trustees believe this is necessary for the accounts to show a true and fair view.

Taxation

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

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

2 Accounting policies (Cont.)

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees. Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Pension costs

The pension costs charged in the financial statements represents the contributions paid by the company into money purchase pension schemes.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Cash at bank and in hand

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

3 Income in furtherance of Charitable Objects

Analysis of provision of charitable services:

	Unrestricted Funds	Restricted Funds	2022	2021
	£	£	£	£
Transport	2,208,296	-	2,208,296	1,553,929
Home Care	2,069,670	-	2,069,670	1,976,802
	4,277,966	-	4,277,966	3,530,731

4 Voluntary Income

	2022	2021
	£	£
Charitable donations - Restricted	8,832	4,536

5 Investment Income

	2022	2021
	£	£
Bank interest	79	276

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

6 Direct costs of Charitable activities

	Home Care	Transport	2022	2021
	£	£	£	£
Staff costs	1,675,555	288,935	1,964,490	1,772,346
Paye and national insurance	116,981	50,135	167,115	140,531
Pensions and health	27,992	11,997	39,989	35,067
Redundancy costs	180	180	360	63,301
Staff training	8,964	835	9,799	13,316
Rent, rates and service charges	7,297	11,270	18,567	17,657
Insurance	28,038	35,499	63,537	29,261
Light and heat	3,504	3,504	7,008	5,392
Cleaning	4,562	4,562	9,124	4,149
Buildings maintenance	7,568	7,567	15,135	19,199
Print, post and stationery	6,218	9,640	15,858	12,977
Advertising	5,084	16,899	21,983	1,203
Telephone	18,455	7,815	26,270	8,702
Computer costs	14,312	15,311	29,623	24,517
Mileage and fuel	122,129	1,339,800	1,461,929	926,610
Consultancy fees	10,576	4,532	15,108	4,454
Staff workwear	2,692	5,568	8,260	12,357
Infection control and PPE	3,574	3,453	7,027	136,061
General expenses	2,873	9,625	12,498	10,531
Equipment maintenance	1,144	4,251	5,395	3,438
Depreciation and amortisation	5,692	42,107	47,799	57,636
Interest and charges	516	514	1,030	7,039
Bad debts	2,706	2,706	5,412	1,649
	2,076,612	1,876,704	3,953,316	3,307,393

	Home Care	Transport	2021	2020
	£	£	£	£
Staff costs	1,512,871	259,475	1,772,346	1,805,693
Paye and national insurance	102,401	38,130	140,531	126,120
Pensions and health	26,269	8,798	35,067	30,600
Redundancy costs	54,587	8,714	63,301	-
Staff training	9,726	3,590	13,316	15,593
Rent, rates and service charges	1,131	16,526	17,657	11,867
Insurance	5,336	23,925	29,261	19,925
Light and heat	2,696	2,696	5,392	5,578
Cleaning	2,075	2,074	4,149	3,714
Repairs and maintenance	9,600	9,599	19,199	31,975
Print, post and stationery	5,611	7,366	12,977	19,540
Advertising	1,125	78	1,203	5,846
Telephone	3,468	5,234	8,702	11,610
Computer costs	16,507	8,010	24,517	22,403
Travelling	114,154	812,456	926,610	1,161,382
Consultancy fees	4,389	65	4,454	16,166
Staff workwear	6,597	5,760	12,357	16,730
Infection control and PPE	131,444	4,617	136,061	-
General expenses	5,783	4,748	10,531	11,426
Equipment maintenance	-	3,438	3,438	1,786
Depreciation and amortisation	6,532	51,104	57,636	37,623
Interest and charges	2,504	4,535	7,039	11,092
Bad debts	824	825	1,649	2,299
	2,025,630	1,281,763	3,307,393	3,368,968

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

7 Governance Costs

	Home Care	Transport	2022	2021
	£	£	£	£
Accountancy Costs	2,970	2,970	5,940	5,760
Legal and Compliance	7,410	8,129	15,539	10,865
	10,380	11,099	21,479	16,625

8 Costs re Voluntary Income

	2022	2021
	£	£
Donations made	9,002	1,693

9 The aggregate payroll costs were:

	2022	2021
	£	£
Wages and salaries	1,964,490	1,772,346
Social security costs	167,115	140,531
Other pension costs	39,989	35,067
Redundancy costs	360	63,301
	2,171,954	2,011,245

At the year end £6,389 (2021: £5,272) was owed by the charity in respect of pension contributions which is included within the above.

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

Particulars of employees:

The total directors remuneration paid in the year was £58,298 (2021: £50,100).

No employees received remuneration and benefits (excluding pension contributions) of more than £60,000 during the year.

The number of staff employed by the charity at the end of the financial year amounted to:

	2022	2021
	£	£
Transport	37	28
Homecare	120	106
	157	134

10 Net Movement in Funds

	2022	2021
	£	£
The net movement in funds is stated after charging:		
Staff pension contributions	39,989	35,067
Depreciation	47,799	57,636
Auditors' remuneration	3,600	3,600

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

11 Tangible fixed assets

	Motor Vehicles	Freehold Property	Computer Equipment	Fixtures & Fittings	Total
	£	£	£	£	£
Cost					
At 1 April 2021	162,815	323,875	47,055	14,990	548,735
Additions	51,705	-	7,356	-	59,061
At 31 March 2022	214,520	323,875	54,411	14,990	607,796
Depreciation					
At 1 April 2021	95,815	-	37,117	14,320	147,252
Charge for year	36,416	-	11,171	212	47,799
At 31 March 2022	132,231	-	48,288	14,532	195,051
Net book amount					
At 31 March 2022	82,289	323,875	6,123	458	412,745
At 31 March 2021	67,000	323,875	9,938	670	401,483

12 Debtors

	2022	2021
	£	£
Amounts falling due within one year		
Trade debtors	359,441	282,975
Other debtors	30,990	22,533
	390,431	305,508

13 Creditors: amounts falling due within one year

	2022	2021
	£	£
Bank loan	10,000	8,397
Trade creditors	32,913	19,252
Taxation and social security	33,854	54,551
Accruals and deferred income	317,559	367,369
	394,326	449,569

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

14 **Creditors:** amounts falling due after more than one year	2022 £	2021 £
Bank Loans	35,833	77,842
Creditors include:		
Amounts payable by instalments, the total amount due after five years	-	15,888

15 **Analysis of Net Assets between Funds**

Fund balances at 31 March 2022 are represented by:	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	412,745	-	412,745
Other net assets	768,183	37,538	805,721
Total net assets	1,180,928	37,538	1,218,466

16 **Restricted funds**

	2021 £	Incoming £	Outgoing £	2022 £
Health Appointment Car Scheme	9,140	-	-	9,140
Donations	28,568	8,832	(9,002)	28,398
	37,708	8,832	(9,002)	37,538

17 **Unrestricted funds**

	2021 £	Incoming £	Outgoing £	2022 £
Total unrestricted funds	877,678	4,278,045	(3,974,795)	1,180,928

Unrestricted funds are made up of Home Care, Help to Health and Transport along with unrestricted income received during the year.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

18 Operating Lease Agreements

Minimum lease payments fall due as follows:

	2022	2021
	£	£
Net obligations repayable		
Within one year	85,246	67,327
Between one and five years	57,648	115,894
	142,894	183,221

19 Related Party Transactions

During the year the following transactions occurred between Supportive SRC Limited and the following trustees, all transactions were on normal or less than commercial terms:

Trustee	Description	2022	2021
		£	£
Expenses:			
Mr A Munro	Consultancy work	2,104	1,087
Mrs Alison Schreiber	Consultancy work	12,932	5,512

No monies were owed to trustees at the year end and no security has been given.

SUPPORTIVE SRC LTD

England & Wales - Charity number 1095388

Accounts

SUPPORTIVE SRC LIMITED

FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

Company Number: 03962187
Charity Number: 1095388

LYONS & CO

CHARTERED ACCOUNTANTS

STOCKTON-ON-TEES

SUPPORTIVE SRC LIMITED

FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

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SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

MEMBERS OF THE BOARD AND PROFESSIONAL ADVISERS

The Board of Trustees (Directors)	Mrs C Reynolds	Chairman
	Mr I Brown	Vice-Chairman
	Mrs K Conroy	Hon. Treasurer
	Mrs A Schreiber	Hon. Secretary
	Mrs L Tyman	
	Mr B Meek	
	Mr M Smith	
	Mr A Munro	
	Mr J Lax	
	Mrs M Hayes	
	Miss R Jordan	
	Mr D Rayner Resigned	1st October 2020
	Mr R Evans Resigned	1st October 2020

Chief Executive/ Company Secretary Mr J Davison

Principal Advisers

Solicitor:	Evans & Co, Solicitors, Durham Road, Ferryhill.
Bank Manager:	Andrew Thompson, Account Manager, Barclays Bank PLC, Newton Aycliffe
Pension Adviser:	Saxon Financial Advice, 1 Giles Place, Hexham, Northumberland.
Health & Safety Consultant:	Stuart Mackenzie, H & S Consultants (UK), Durham.
Accountants:	John Lyons, Lyons & Co Ltd, Chartered Accountants, Stockton-on-Tees.

Senior Officers	John Davison	Chief Executive Officer
	Wendy Emberson	Deputy Chief Executive Officer
	Emma Kennington	Home Care Registered Manager
	Leanne Clark	Head of Transport & Registered Manager
	Tracey Hutchinson	Business Development Officer
	Jill Shaw	Office Manager

Registered Office
Chapter House
7a Dean & Chapter Industrial Estate
Ferryhill
Co Durham
DL17 8LH

Auditors
Lyons & Co Ltd
Chartered Accountants and Registered Auditors
23 Yarm Road
Stockton-on-Tees
TS18 3NJ

Bankers
Barclays Bank PLC
Jenkins House
Bob Hardisty Drive
Bishop Auckland
Co Durham
DL14 7TH

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2021

ANNUAL REPORT

The trustees, who are also directors for the purposes of the Companies Act, have pleasure in presenting their report and the financial statements of the charity for the year ended 31 March 2021.

CHAIRMAN'S REPORT

This year Supportive has continued successfully to deliver very efficient and professional Home Care, Patient Transport and Volunteer Driver Services during the COVID 19 Pandemic.

Operationally this has been very challenging, Supportive's Management Team reorganised the office, working practices to encompass home working, and staff support. Ensuring that there was adequate PPE for Staff and Volunteer Drivers – who were also provided with Safety Packs and Plastic Screens for their cars.

The Welfare Team have contacted Staff, Volunteers and Customers on a regular basis, which has been very beneficial to all concerned.

Supportive has been very fortunate to have received additional financial support from DDC, NHS and also donations of 9,000 masks from China – sourced through a Trustee's and Staff Member's contact, also donation from BNI. Additionally we applied and received a £100K Barclays Bank COIVD 19 Grant to give additional support to customers and staff.

This year we appointed a Home Care Manager experienced in Quality and Compliance to support the Head of Home Care. Following CQC Inspection at the end of September we achieved a ' Good, Safe, Effective, Caring , Responsive and Well Led Service', which is a good base to continue building on the excellent work been done.

A Structural Reorganisation, agreed by the Trustees took place in February /March 21 to protect Supportive SRC Ltd's long term viability to continue to provide services to the Community.

Charitable Spend Group members include Trustees and Staff was establish in November 2020, to raise and spend Supportive SRC Ltd Charitable Funds, Activities have included providing 68 Christmas Gifts to identified children from Pact House and Ferryhill Community 2000, 143 Afternoon Teas were delivered by the Volunteer Drivers to our Customers, supporting a Literacy Scheme , providing books to a local Primary School and an Easter Egg Competition On Line.

The successful delivery of services during these unprecedented times is due to the commitment of all the Supportive SRC Ltd Staff and Volunteers and we would like to say a very sincere Thank You and to all our Funders and Donors- without whom we would not have been able to support the Community.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2021

Future

I would like to Thank the Trustees for their dedication throughout this challenging year, and I look forward to working with you and The Supportive Team, continuing to support the development Supportive SRC Ltd.

Mrs C Reynolds
Chairman

CHIEF EXECUTIVE'S REPORT

We have had a very successful financial year for Supportive during a very difficult Pandemic. Wow, the team did very well!

Over the year, many of our office staff found themselves working from home or only spending very limited time in the office. Amongst all of this, key workers have worked at full steam and our team at Supportive has constantly gone the extra mile to support the vulnerable and elderly.

I am very proud of Supportive's response to the COVID-19 emergency and we were able to navigate through the very rough seas to continue to delivery excellent care and support.

Towards the end of this financial year we did take the opportunity to review Supportive's structure with a focus on investing for the future.

I do think we should take a minute to remember the people in our communities including family and friends who lost the battle to COVID-19

Home Care Services

The Home Care team support our clients through this turbulent year, often just giving simple reassurance when they themselves did not know what path COVID-19 would take.

Our Head of Service Emma Kennington was delighted to achieve a good CQC result and appoint a new Home care Manager.

Patient Transport Services (PTS Ambulances)

This service continued to build on last year's success with another excellent year under the stewardship of our Head of Transport Leanne Clark. Leanne and her team have steadily built the PTS service and will need to consider larger premises in the coming financial year. Our Partnership with the North East Ambulance Service (NEAS) has performed well, particularly for the support of Dialysis transport.

Volunteer Driver Services

Supportive Volunteers are at the heart of our charity and provide an unmatched service throughout the North East of England. We support a wide range of people from young children to elderly all requiring careful support. The Pandemic had an impact on the number of journeys completed and we found that some of our volunteers needed to step back to support their families. However, the dedication of our volunteers was unwavering and truly highlighted there fantastic contribution.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2021

Corporate and Charity

Over the year we delivered a significant financial performance and we would like to thank our Local Authority Partners and NHS for their continued use of our services.

We submitted a COVID relief bid to Barclays Bank in May 2020 to support with community relief during covid. We received the excellent news in November 20 that we had been successful, receiving £100k from Barclays Bank to support our community to feel safe after the pandemic.

Finally, I would like to thank the board of trustees and my very hardworking team of volunteers and staff for their excellent support during 2020/21.

John Davison
CEO

STRUCTURE, GOVERNANCE AND MANAGEMENT

Memorandum and Articles of Association approved by the Charity Commission. The organisation is managed by a Board of Trustees who are responsible for the proper pursuit of the Charitable Objects and making all reasonable and necessary provisions. The Board meets once every month to discuss and review planning, development, financial and administrative matters. This ensures that the overall running of the organisation meets the Charity's objects and that its financial resources are used properly in the pursuance of the organisation's aims.

At each Annual General Meeting Supportive SRC Ltd seeks to appoint potential trustees who are interested in the general area of social care and people with particular skills and knowledge that will benefit the organisation. The Board members and the Chief Executive use their own networks to encourage suitable people to come forward.

New Trustees are encouraged to become fully aware of the organisation, its aims and objectives, its operation, staff, and its ethos and values. An induction programme has been introduced for New Trustees which includes what is expected of trustees by the Charity, the Law and the Charity Commission. All Trustees receive regular updates and briefings on these matters from the Chief Executive or external advisors such as health and safety consultants, solicitors, etc. A skills audit is carried out to identify the strengths and weaknesses of individual trustees.

While the Board of Trustees sets company policy and strategy, day-to-day management of the organisation is delegated to the Chief Executive, who is assisted by the senior management team and office based staff.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2021

RISK STATEMENT

The Trustees are aware of their responsibility to ensure that the major risks to which the charity is exposed are identified and to establish systems to mitigate those risks. Risk Analysis has been undertaken and measures that staff must take to manage those risks have been identified.

OBJECTIVES AND ACTIVITIES

The objects for which the Company is established is as follows:

Help improve individual's wellbeing to encourage people to live a full and active life.

MISSION AND OVERALL AIMS

Mission Statement: Helping people to achieve a better quality of life.

Vision of Supportive SRC: Supportive SRC Ltd is to be a community of active people, able to live full and active lives with the freedom of choice in their own future.

Guiding Principles:
To those who need us: Striving to do our best and exceed expectations. Providing a safe, consistent and responsive service. Ensuring that we can deliver sustainable services that are fit and offer a fair price.

To those who invest in us: Offering a fair deal to those who work and volunteer with us. Commitment and capacity to continually improve the way we work. Invest in new ways of working. Recognising and reacting to opportunities that can improve our impact on society.

To those around us: Committed to the positive impact that we have on our community. Working in partnership and collaborations to create a fairer society.
We aim to be supportive.

Key Aims
Understand and meet the needs of customers; providing safe, effective, compassionate, person centred, high quality services.

Continually seek ways of maintaining a highly motivated workforce.

Continually examine opportunities that reflect the aims and objectives of Supportive and endeavour to increase current activities.

Always provide services to the recognised standard(s), including administrative and management systems; encouraging service improvements and staff involvement.

Endeavour to keep abreast with the changing needs and demands within the social care sector.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2021

FINANCIAL REVIEW

The charity has a surplus for this year which will be transferred to the reserves of the organisation, in agreement with the reserves policy.

The reserves policy is to ensure continuation of the organisation by having:-

1. Six months trading costs.
2. For the purpose of the reserve's, redundancy remuneration is in accordance with ACAS recommendations.
3. Monies for outstanding hire purchase/lease agreements.

The deposit account will accumulate funds for a disaster recovery.

Chapter House will not be revalued as it would incur unnecessary three yearly valuation costs and the Trustees believe its value in use is at least equal to cost. The loss/profit of the build would be realised if the building were sold. The plan is to keep Chapter House as the long term registered office. The organisation has gained an asset, exchanging increasing rents/service charges for fixed rate loan/mortgage guaranteed for 25 years.

The Trustees have agreed any assets purchased under £1,500 will be an expense for the year.

Management budgets, actual spend and cash flow are monitored and reviewed regularly to quantify any over or under spends of the schemes to ensure efficient and effective use of the organisations funds. Overspends on any of the schemes are agreed during Trustee meeting financial reviews about ten times per year. Prior reserves from each scheme can be used for developments.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Supportive SRC Limited 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).

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.

In so far as the trustees are aware:
- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT
YEAR ENDED 31 MARCH 2021

AUDITORS

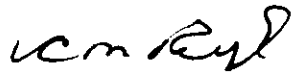
A resolution to re-appoint Lyons & Co as auditors for the ensuing year will be proposed at the Annual General Meeting in accordance with section 385 of the Companies Act 2006.

Special Provisions

This report is also prepared in accordance with the special provisions of Part 15 of the Compani Act 2006 relating to small companies

Registered Office
Chapter House
7a Dean & Chapter Industrial Estate
Ferryhill
Co. Durham
DL17 8LH

Signed on behalf of the trustees



Mrs C Reynolds
Chairman

Approved by the trustees on 7 October 2021

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF SUPPORTIVE SRC LIMITED

YEAR ENDED 31 MARCH 2021

We have audited the financial statements of Supportive SRC Limited for the year ended 31 March 2021 on pages 10 to 18. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees Responsibilities set out on page 6, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition we read all the financial and non-financial information in the Reporting of the Trustees to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Option on financial statements

In our opinion the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF SUPPORTIVE SRC LIMITED

YEAR ENDED 31 MARCH 2021

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or

- the financial statements are not in agreement with the accounting records and returns; or

- certain disclosures of trustees' remuneration specified by law are not made; or

- we have not received all the information and explanations we require for our audit; or

- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the the Report of the Trustees.

J R Lyons

STOCKTON-ON-TEES

7 October 2021

John Lyons, Bsc ACA
Senior Statutory Auditor.
On behalf of Lyons & Co Ltd
Chartered Accountants

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING AN INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
		£	£	£	£
Incoming resources					
Charitable Activities	2	3,530,731	-	3,530,731	3,431,474
Voluntary Income	3	-	4,536	4,536	13,293
Investment Income	4	276	-	276	293
Total incoming resources		3,531,007	4,536	3,535,543	3,445,060
Resources expended					
Charitable Activities	5	3,317,898	-	3,317,898	3,371,955
Governance Costs	6	5,760	-	5,760	5,316
Costs Re Voluntary Income	7	-	1,693	1,693	5,520
Total resources expended		3,323,658	1,693	3,325,351	3,382,791
Net movement in funds	9	207,349	2,843	210,192	62,269
Total funds brought forward		670,329	34,865	705,194	642,925
Total Funds carried forward		877,678	37,708	915,386	705,194

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

BALANCE SHEET
AS AT 31 MARCH 2021

	Note	2021 £	2021 £	2020 £	2020 £
Fixed Assets					
Tangible Fixed Assets	10		401,483		459,119
Current Assets					
Debtors	11	305,508		361,386	
Cash and Bank		735,806		268,329	
		1,041,314		629,715	
Creditors: Amounts falling due within one year	12	(449,569)		(232,017)	
Net Current Assets			591,745		397,698
Total assets less current liabilities			993,228		856,817
Creditors: Amounts falling due after more than one year	13		(77,842)		(151,623)
Net assets			915,386		705,194
Funds					
Restricted	15		37,708		34,865
Unrestricted	16		877,678		670,329
Total Funds			915,386		705,194

The financial statements have been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

These financial statements were approved by the members of the committee on the 7 October 2021 and are signed on their behalf by:

Mrs C Reynolds
Chairman

Mr J Davison
Chief Executive

Company no: 03962187

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

CASH FLOW STATEMENT
YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash flows from operating activities:			
Cash generated from operations	1	574,607	115,238
Interest paid		(7,039)	(11,092)
Net cash provided by (used in) operating activities		567,568	104,146
Cash flows from investing activities:			
Purchase of tangible fixed assets		-	(139,117)
Interest received		276	293
Net cash provided by(used in)/after investing activities		567,844	(34,678)
Cash flows from financing activities:			
New loan		50,000	75,000
Loan repayments in year		(150,367)	(28,299)
Net cash movement in year		467,477	12,023
Change in cash and cash equivalents in the reporting period		467,477	12,023
Cash and cash equivalents at the beginning of the reporting period		268,329	256,306
Cash and cash equivalents at the end of the reporting period		735,806	268,329

Notes to the Cash Flow Statement

1 Reconciliation of Net Income/(Expenditure) to Net Cash Flow From Operating Activities	2021 £	2020 £
Net Income/(expenditure) for the reporting period (as per the statement of financial activities)	210,192	62,269
Adjustments for:		
Depreciation charges	57,636	37,623
Interest received	(276)	(293)
Interest paid	7,039	11,092
Decrease(increase) in debtors	55,878	(36,479)
Increase in creditors	244,138	41,026
Net cash provided by operating activities	574,607	115,238

SUPPORTIVE SRC LIMITED

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

1 Accounting policies

Basis of accounting

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 2015)', Financial Reporting Standard 102 ' The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

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

Expenditure

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

Depreciation

Depreciation of fixed assets is calculated to write off their cost over their estimated useful lives as follows:

Equipment	33% straight line
Fixtures and fittings	15% straight line
Motor vehicles	25% (Prior year 16.67%) straight line

No provision for depreciation is made on freehold land and buildings as the Trustees believe the value in use is greater than cost. This is in contravention of FRS 102 but the directors believe this is necessary for the accounts to show a true and fair view.

Pensions

The pension costs charged in the financial statements represents the contributions paid by the company into money purchase pension schemes.

SUPPORTIVE SRC LIMITED
COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

2 Income in furtherance of Charitable Objects

Analysis of provision of charitable ser	Unrestricted Funds	Restricted Funds	2021	2020
	£	£	£	£
Transport	1,553,929	-	1,553,929	1,498,866
Home Care	1,976,802	-	1,976,802	1,803,415
Help to Health	-	-	-	129,193
	3,530,731	-	3,530,731	3,431,474

3 Voluntary Income

	2021	2020
	£	£
Charitable donations - Restricted	4,536	13,293

4 Investment Income

	2021	2020
	£	£
Bank interest	276	293

5 Costs relating to Charitable activities

	Home Care	Transport	Total Funds 2021	Total Funds 2020
	£	£	£	£
Staff costs	1,512,871	259,475	1,772,346	1,805,693
Paye and national insurance	102,401	38,130	140,531	126,120
Pensions and health	26,269	8,798	35,067	30,600
Redundancy costs	54,587	8,714	63,301	-
Staff training	9,726	3,590	13,316	15,593
Rent, rates and service charges	1,131	16,526	17,657	11,867
Insurance	5,336	23,925	29,261	19,925
Light and heat	2,696	2,696	5,392	5,578
Cleaning	2,075	2,074	4,149	3,714
Repairs and maintenance	9,600	9,599	19,199	31,975
Print, post and stationery	5,611	7,366	12,977	19,540
Advertising	1,125	78	1,203	5,846
Telephone	3,468	5,234	8,702	11,610
Computer costs	16,507	8,010	24,517	22,403
Travelling	114,154	812,456	926,610	1,161,382
Consultancy fees	4,389	65	4,454	16,166
Staff workwear	6,597	5,760	12,357	16,730
Infection control and PPE	131,444	4,617	136,061	-
General expenses	5,783	4,748	10,531	11,426
Equipment	-	3,438	3,438	1,786
Depreciation and amortisation	6,532	51,104	57,636	37,623
Interest and charges	2,504	4,535	7,039	11,092
Subscriptions	9,582	923	10,505	2,987
Bad debts	824	825	1,649	2,299
	2,035,212	1,282,686	3,317,898	3,371,955

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NOTES TO THE FINANCIAL STATEMENTS
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6 Governance Costs	Home Care	Transport	Total Funds 2021	Total Funds 2020
	£	£	£	£
Accountancy Costs	2,880	2,880	5,760	5,316

7 Costs re Voluntary Income	Total Funds 2021	Total Funds 2020
	£	£
Donations made	1,693	5,520

8 The aggregate payroll costs were:	2021	2020
	£	£
Wages and salaries	1,772,346	1,805,693
Social security costs	140,531	126,120
Other pension costs	35,067	30,600
Redundancy costs	63,301	-
	2,011,245	1,962,413

Particulars of employees:

The total directors remuneration paid in the year was £50,100 (2020: £48,088).

The number of staff employed by the charity at the end of the financial year amounted to:

	2021	2020
	£	£
Transport	28	31
Homecare	106	110
	134	141

9 Net Movement In Funds	2021	2020
	£	£
The net movement in funds is stated after charging:		
Staff pension contributions	35,067	30,600
Depreciation	57,636	37,623
Auditors' remuneration	3,600	3,600

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10 Tangible fixed assets

	Motor Vehicles	Freehold Property	Equipment	Fixtures and Fittings	Total
	£	£	£	£	£
Cost					
At 1 April 2020	162,815	323,875	47,055	14,990	548,735
At 31 March 2021	162,815	323,875	47,055	14,990	548,735
Depreciation					
At 1 April 2020	51,243	-	24,265	14,108	89,616
Charge for year	44,572	-	12,852	212	57,636
At 31 March 2021	95,815	-	37,117	14,320	147,252
Net book amount					
At 31 March 2021	67,000	323,875	9,938	670	401,483
At 31 March 2020	111,572	323,875	22,790	882	459,119

11 Debtors

	2021	2020
	£	£
Amounts falling due within one year		
Trade debtors	282,975	275,480
Other debtors	22,533	85,906
	305,508	361,386

12 Creditors: amounts falling due within one year

	2021	2020
	£	£
Bank loan	8,397	34,983
Trade creditors	19,252	24,011
Taxation and social security	54,551	45,522
Accruals	367,369	127,501
	449,569	232,017

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13 **Creditors:** amounts falling due after more than one year	2021 £	2020 £
Bank Loans	77,842	151,623
Creditors include:		
Amounts payable by instalments, the total amount due after five years	15,888	75,656

There was a legal charge on the company's freehold property in respect of a loan included above totalling £36,237. The charge was satisfied on 11 June 2021.

14 Analysis of Net Assets between Funds

Fund balances at 31 March 2021 are represented by:	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	401,483	-	401,483
Other net assets	476,195	37,708	513,903
Total net assets	877,678	37,708	915,386

15 **Restricted funds**	2020 £	Incoming £	Outgoing £	2021 £
Health Appointment Car Scheme	9,140	-	-	9,140
Donations	25,725	4,536	(1,693)	28,568
	34,865	4,536	(1,693)	37,708

16 **Unrestricted funds**	2020 £	Incoming £	Outgoing £	2021 £
Total unrestricted funds	670,329	3,531,007	(3,323,658)	877,678

Unrestricted funds are made up of Home Care, Help to Health and Transport along with unrestricted income received during the year.

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17 Related Party Transactions

During the year the following transactions occurred between Supportive SRC Limited and the following trustees, All transactions were on normal or less than commercial terms:

Trustee	Description	2021 £	2020 £
Expenses:			
Mr A Munro	Consultancy work	1,087	3,381
Mr M Smith	Consultancy work	-	1,300
Mrs L Tyman	Consultancy work	-	4,500
Mr I Brown	Computer software	-	29,710
Mrs Alison Schreiber	Consultancy work	5,512	4,898

No monies were owed to trustees at the year end.