

**SUPPORTIVE SRC LIMITED**  
**FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2022**

**Company Number: 03962187**  
**Charity Number: 1095388**

**LYONS & CO**  
**CHARTERED ACCOUNTANTS**  
**STOCKTON-ON-TEES**



**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

<b>Board of Trustees</b> (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

<b>Senior Officers</b>	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 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 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 it 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.'

**SUPPORTIVE SRC LIMITED  
COMPANY LIMITED BY GUARANTEE**

**TRUSTEES ANNUAL REPORT  
YEAR ENDED 31 MARCH 2022**

**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 100x100 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 beginning 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 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 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.



**SUPPORTIVE SRC LIMITED  
COMPANY LIMITED BY GUARANTEE**

**INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF  
SUPPORTIVE SRC LIMITED**

**YEAR ENDED 31 MARCH 2022**

**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](http://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.



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 £
<b>Incoming resources</b>					
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
<b>Total incoming resources</b>		<u>4,278,045</u>	<u>8,832</u>	<u>4,286,877</u>	<u>3,535,543</u>
<b>Resources expended</b>					
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
<b>Total resources expended</b>		<u>3,974,795</u>	<u>9,002</u>	<u>3,983,797</u>	<u>3,325,351</u>
<b>Net movement in funds</b>		303,250	(170)	303,080	210,192
Funds brought forward		877,678	37,708	915,386	705,194
<b>Total Funds carried forward</b>		<u>1,180,928</u>	<u>37,538</u>	<u>1,218,466</u>	<u>915,386</u>

**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 £
<b>Incoming resources</b>					
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
<b>Total incoming resources</b>		<u>3,531,007</u>	<u>4,536</u>	<u>3,535,543</u>	<u>3,445,060</u>
<b>Resources expended</b>					
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
<b>Total resources expended</b>		<u>3,323,658</u>	<u>1,693</u>	<u>3,325,351</u>	<u>3,382,791</u>
<b>Net movement in funds</b>		207,349	2,843	210,192	62,269
Funds brought forward		670,329	34,865	705,194	642,925
<b>Total Funds carried forward</b>		<u>877,678</u>	<u>37,708</u>	<u>915,386</u>	<u>705,194</u>


**SUPPORTIVE SRC LIMITED**  
**COMPANY LIMITED BY GUARANTEE**

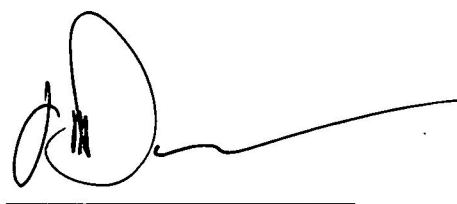
**BALANCE SHEET**  
**AS AT 31 MARCH 2022**

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

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**

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

**SUPPORTIVE SRC LIMITED  
COMPANY LIMITED BY GUARANTEE**

**CASH FLOW STATEMENT  
YEAR ENDED 31 MARCH 2022**

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

**Notes to the Cash Flow Statement**

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

**SUPPORTIVE SRC LIMITED****NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2022****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 2022

## 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:**

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

**4 Voluntary Income**

	<b>2022 £</b>	<b>2021 £</b>
Charitable donations - Restricted	<u>8,832</u>	<u>4,536</u>

**5 Investment Income**

	<b>2022 £</b>	<b>2021 £</b>
Bank interest	<u>79</u>	<u>276</u>

**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
	<u>2,076,612</u>	<u>1,876,704</u>	<u>3,953,316</u>	<u>3,307,393</u>

	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
	<u>2,025,630</u>	<u>1,281,763</u>	<u>3,307,393</u>	<u>3,368,968</u>



**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
	<u>10,380</u>	<u>11,099</u>	<u>21,479</u>	<u>16,625</u>

**8 Costs re Voluntary Income**

	2022 £	2021 £
Donations made	<u>9,002</u>	<u>1,693</u>

**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
	<u>2,171,954</u>	<u>2,011,245</u>

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
	<u>157</u>	<u>134</u>

**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	<u>3,600</u>	<u>3,600</u>

**SUPPORTIVE SRC LIMITED  
COMPANY LIMITED BY GUARANTEE**

**NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2022**

**11 Tangible fixed assets**

	<b>Motor Vehicles</b>	<b>Freehold Property</b>	<b>Computer Equipment</b>	<b>Fixtures &amp; Fittings</b>	<b>Total</b>
	£	£	£	£	£
<b>Cost</b>					
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	<u>214,520</u>	<u>323,875</u>	<u>54,411</u>	<u>14,990</u>	<u>607,796</u>
<b>Depreciation</b>					
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	<u>132,231</u>	<u>-</u>	<u>48,288</u>	<u>14,532</u>	<u>195,051</u>
<b>Net book amount</b>					
At 31 March 2022	<u>82,289</u>	<u>323,875</u>	<u>6,123</u>	<u>458</u>	<u>412,745</u>
At 31 March 2021	<u>67,000</u>	<u>323,875</u>	<u>9,938</u>	<u>670</u>	<u>401,483</u>

**12 Debtors**

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

**13 Creditors: amounts falling due within one year**

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

**SUPPORTIVE SRC LIMITED  
COMPANY LIMITED BY GUARANTEE**

**NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2022**

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

**15 Analysis of Net Assets between Funds**

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

<b>16 Restricted funds</b>	<b>2021</b> £	<b>Incoming</b> £	<b>Outgoing</b> £	<b>2022</b> £
Health Appointment Car Scheme	9,140	-	-	9,140
Donations	28,568	8,832	(9,002)	28,398
	<u>37,708</u>	<u>8,832</u>	<u>(9,002)</u>	<u>37,538</u>

<b>17 Unrestricted funds</b>	<b>2021</b> £	<b>Incoming</b> £	<b>Outgoing</b> £	<b>2022</b> £
Total unrestricted funds	<u>877,678</u>	<u>4,278,045</u>	<u>(3,974,795)</u>	<u>1,180,928</u>

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:

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

**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:

<b>Trustee</b>	<b>Description</b>	<b>2022</b>	<b>2021</b>
		£	£
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.