

**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**

**CONTENTS**

	<b>Page</b>
Members of the board and professional advisers	1
Trustees Annual Report	2 - 6
Independent Auditors Report	7 - 9
Statements of Financial Activities	10
Current year Balance Sheet	11
Prior year Balance Sheet	12
Cash Flow Statement	13
Notes to the financial statements	14 - 21

**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 Mr I Brown Mrs A Schreiber Mr A Munro Mrs JC Lax Miss RE Jordan Mrs T Cox Mrs C Soulsby Mrs N Laurence Mr C Snape	Chair Vice-Chairman Hon. Secretary	Resigned 31 March 2024 Resigned 5 October 2023 Resigned 25 January 2024      Appointed 17 April 2023 Appointed 4 June 2024 Appointed 24 August 2023, Resigned 19 November 2023
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**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.

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

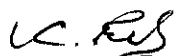
Although there is a national shortage of Personnel in Home Care nationally, we continue to recruit and have achieved a high retention rate of carers, ensuring we are able to respond to local needs in the community and to additional requests from our funders. We continue to struggle to recruit Volunteer 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](http://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**

A handwritten signature in black ink, appearing to be 'John Davison', with a long horizontal line extending to the right.

**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](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 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 £
<b>Incoming resources</b>					
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
<b>Total incoming resources</b>		<u>4,777,391</u>	<u>6,719</u>	<u>4,784,110</u>	<u>4,018,445</u>
<b>Resources expended</b>					
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
<b>Total resources expended</b>		<u>4,834,230</u>	<u>2,656</u>	<u>4,836,886</u>	<u>4,018,941</u>
<b>Net movement in funds</b>		(56,839)	4,063	(52,776)	(496)
Funds brought forward		1,177,822	40,148	1,217,970	1,218,466
<b>Total Funds carried forward</b>		<u>1,120,983</u>	<u>44,211</u>	<u>1,165,194</u>	<u>1,217,970</u>

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

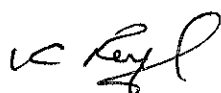
	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
<b>Incoming resources</b>					
Charitable Activities	3	4,011,429	-	4,011,429	4,277,966
Voluntary Income	4	-	6,589	6,589	8,832
Investment Income	5	427	-	427	79
<b>Total incoming resources</b>		<u>4,011,856</u>	<u>6,589</u>	<u>4,018,445</u>	<u>4,286,877</u>
<b>Resources expended</b>					
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
<b>Total resources expended</b>		<u>4,014,962</u>	<u>3,979</u>	<u>4,018,941</u>	<u>3,983,797</u>
<b>Net movement in funds</b>		(3,106)	2,610	(496)	303,080
Funds brought forward		1,180,928	37,538	1,218,466	915,386
<b>Total Funds carried forward</b>		<u>1,177,822</u>	<u>40,148</u>	<u>1,217,970</u>	<u>1,218,466</u>

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

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

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

**SUPPORTIVE SRC LIMITED  
COMPANY LIMITED BY GUARANTEE**

**CASH FLOW STATEMENT  
YEAR ENDED 31 MARCH 2024**

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

**Notes to the Cash Flow Statement**

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

	2024 £	2023 £
<b>Net (expenditure)/income for the reporting period (as per the statement of financial activities)</b>	(52,776)	(496)
<b>Adjustments for:</b>		
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)
<b>Net cash provided by operating activities</b>	<u>40,902</u>	<u>(87,630)</u>

**SUPPORTIVE SRC LIMITED****NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2024****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 2024

## 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
	<u>4,775,915</u>	<u>-</u>	<u>4,775,915</u>	<u>4,011,429</u>

**4 Voluntary Income**

	2024 £	2023 £
Charitable donations - restricted	<u>6,719</u>	<u>6,589</u>

**5 Investment Income**

	2024 £	2023 £
Bank interest	<u>1,476</u>	<u>427</u>

**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
	<u>2,902,621</u>	<u>1,897,254</u>	<u>4,799,875</u>	<u>3,958,129</u>

	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
	<u>2,211,758</u>	<u>1,746,371</u>	<u>3,958,129</u>	<u>3,953,316</u>

**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
	<u>16,349</u>	<u>18,006</u>	<u>34,355</u>	<u>56,833</u>

**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	-
	<u>3,080,616</u>	<u>2,261,016</u>

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
	<u>149</u>	<u>138</u>

**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**

	<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 2023	353,130	323,875	77,038	54,821	808,864
Additions	129,672	-	28,835	1,498	160,005
At 31 March 2024	<u>482,802</u>	<u>323,875</u>	<u>105,873</u>	<u>56,319</u>	<u>968,869</u>
<b>Depreciation</b>					
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	<u>222,018</u>	<u>-</u>	<u>66,410</u>	<u>23,346</u>	<u>311,774</u>
<b>Net book amount</b>					
At 31 March 2024	<u>260,784</u>	<u>323,875</u>	<u>39,463</u>	<u>32,973</u>	<u>657,095</u>
At 31 March 2023	<u>187,789</u>	<u>323,875</u>	<u>24,139</u>	<u>37,818</u>	<u>573,621</u>

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**

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

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

	<b>2024 £</b>	<b>2023 £</b>
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
	<u>437,424</u>	<u>360,936</u>

**SUPPORTIVE SRC LIMITED  
COMPANY LIMITED BY GUARANTEE**

**NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2024**

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

**15 Analysis of Net Assets between Funds**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
<b>Fund balances at 31 March 2024 are represented by:</b>			
Tangible fixed assets	657,095	-	657,095
Other net assets	463,888	44,211	508,099
Total net assets	<u>1,120,983</u>	<u>44,211</u>	<u>1,165,194</u>

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

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

**18 Operating Lease Agreements**

Minimum lease payments fall due as follows:

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