

**REPORT OF THE DIRECTORS AND  
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021  
FOR  
SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

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FOR THE YEAR ENDED 31 MARCH 2021**

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**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**COMPANY INFORMATION  
FOR THE YEAR ENDED 31 MARCH 2021**

<b>CHAIRPERSON:</b>	Hon. Alderman Peter Douglas Osborn
<b>VICE CHAIR:</b>	J Orchard
<b>DIRECTORS:</b>	J Orchard Hon. Alderman Peter Douglas Osborn
<b>TRUSTEES:</b>	Hon. Alderman Peter Douglas Osborn John Orchard Alan Percival Tina Bennett Gloria Gain
<b>SECRETARY:</b>	C E Busst
<b>SHENCARE MANAGER:</b>	Paul Lakin
<b>REGISTERED OFFICE:</b>	The Cabin Welches Close Northfield Birmingham West Midlands B31 2XT
<b>REGISTERED NUMBER:</b>	04256086 (England and Wales)
<b>CHARITY NUMBER:</b>	1099190
<b>ACCOUNTANT:</b>	Pamma and Rakhra Associated Limited 53 Chestnut Road Oldbury West Midlands B68 0AY
<b>BANKERS:</b>	Lloyds TSB plc University of Birmingham Branch 142 Edgbaston Park Road Birmingham West Midlands B15 2TY

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**CHAIRMAN'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2021**

Last year, (which ended on 31st. March 2020) I was reporting on the fire, with all the immense work that our staff put in "to keep the show on the road." Literally! This year, just gone, with the impending coronavirus epidemic, shows that you can never truly anticipate what is round the corner.

We have held five meetings on-line now, which would have been smoothly executed were it not for my lack of ability with new technology. However, all went well in the end.

Last year there had been put in place a longer-term arrangement to offer our services to other clients. This must bring more opportunities for Shencare which is due to the superb contacts and connections of our Business Manager, Chris Busst. I am now confident in the foundations laid for future operations. The results will pay off in growth, and thereby enable us to meet more of the travel needs of disabled people.

I would also like to acknowledge the organisation control, and indeed considerable patience exercised by our Operations Manager, Paul Lakin, who has reacted to all these immense changes with calmness and professionalism, clearly impressing all our customers, staff, providers, and suppliers.

We are very lucky in our business to have such dedicated members of staff. It caused a wonderful response from Birmingham Focus, and, had it not been for the general situation, I would have liked to report that this enabled the groundwork for a magnificent business opportunity. It may still happen, but it is still on hold. The trustees do, however, thank them sincerely for all their assistance.

Our service to schools and colleges will continue to be the bedrock of the company. This enables us to build and meet the needs of our clientele by utilising the spare capacity we have at down times - which would otherwise be unused. Our individual customers, who use the services we offer, had, until March, a good year, where the funding from our paid services enabled us to continue the main charitable principle of Shencare - to help the vulnerable achieve a measure of independence. We are an extra unit in the "third sector" that is needed to supplement the opportunities others cannot.

I would again like to thank all members of the board for their support, and the contribution their different areas of expertise give to the smooth running of the executive. Each of them has taken the opportunity to keep in touch regularly, and their suggestions have been taken up by the management with gratefulness. I also wish to thank all the staff in the office and drivers whose commitment shines through whenever I have the opportunity of meeting them.

As reported in our last four on-line meetings the financial situation has continued to improve to the point of unexpectedness! I have therefore to report that it has been a pleasure to continue in my fifth year as Chairman.

Hon. Ald. Peter Douglas Osborn.

If anyone would like a small blue Shencare badge please ask Paul to send it by post.



**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**REPORT OF THE DIRECTORS  
FOR THE YEAR ENDED 31 MARCH 2021**

The directors present their report with the financial statements of the company for the year ended 31 March 2021.

The accounts have been prepared under 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 2015).

The charity is a company limited by guarantee with charitable status.

Charity number: 1099190

It was incorporated on 20 July 2001 and is governed by its Memorandum and Articles of Association. The Memorandum and Articles of Association were amended by special resolution on 18 June 2003, 22 August 2003 and 25 February 2016.

**PRINCIPAL ACTIVITY**

The principal activity of the company in the year under review was that of providing a community transport service to the inhabitants of Birmingham and neighbouring areas, who are in need of such service because of age, sickness, disability or poverty.

Provision or assistance in the provision of recreational facilities for the public at large who by reason of youth, age, infirmity, disability, poverty or economic and social circumstances have need of such facilities with the object of improving their conditions of life.

**FUTURE DEVELOPMENTS**

The main focus of the Trustees will be to secure the required funding and agreements to enable the Charity to achieve its objectives as set out in its governing document.

**DIRECTORS**

The directors shown below have held office during the whole of the period from 1 April 2020 to the date of this report.

P D Osborn  
J Orchard

**ORGANISATION STRUCTURE**

Overall management of the Charity is the responsibility of the Trustees who are elected or co-opted under the terms of the constitution. The day to day activity is managed by the manager.

**RISK STATEMENT**

The trustees continue to review the risks and are confident they have all risks covered with actions to minimise risk and exposure of the charity.

The trustees conduct an annual review of the major risks to which the charity is exposed and procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a strategic plan which allow for the diversification of funding and activities.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the charity.

**RESERVES POLICY**

The trustees aim to maintain reserves at a level that would cover potential redundancy payments in the event of closure. In addition reserves are maintained to allow for fluctuations in numbers each year and to enable replacement of vehicles.

This report has been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 relating to small companies.

**ON BEHALF OF THE BOARD:**



.....  
C E Busst - Secretary

Date: 23 September 2021

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

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

			Year ended 31.3.2021	Year ended 31.3.2020
		Unrestricted Funds	Restricted Funds	Total Funds
	Notes	£	£	£
<b>Incoming Resources</b>				
Transport		227,792	-	227,792
Bus Service Operators Grant		10,537	-	10,537
Bank interest		-	-	-
<b>Total Incoming Resources</b>		<u>238,329</u>	<u>-</u>	<u>238,329</u>
<b>Outgoing Resources:</b>				
<b>Charitable activities</b>				
Salaries & wages		179,598	-	179,598
HMRC JRS grant		(103,207)	-	(103,207)
Volunteers expenses		-	-	-
Vehicle expenses		32,389	-	81,845
Rent,rates & insurance		9,208	-	9,208
Depreciation		17,191	-	17,191
Other resources expended		9,545	-	9,545
<b>Total resources expended</b>		<u>144,724</u>	<u>-</u>	<u>144,724</u>
Net Incoming/(Outgoing) Resources	4	93,605	-	93,605
Funds at 1st April 2020		47,575	-	47,575
<b>TOTAL FUNDS AT 31ST MARCH 2021</b>		<u><u>£141,180</u></u>	<u><u>-</u></u>	<u><u>£141,180</u></u>

The notes form part of these financial statements

**SHENCARE COMMUNITY TRANSPORT (REGISTERED NUMBER: 04256086)**  
**A COMPANY LIMITED BY GUARANTEE**

**STATEMENT OF FINANCIAL POSITION**  
**31 MARCH 2021**

	Notes	2021 £	2020 £
<b>FIXED ASSETS</b>			
Tangible assets	5	5,931	24,867
<b>CURRENT ASSETS</b>			
Debtors	6	5,503	8,414
Cash at bank and in hand		<u>162,005</u>	<u>25,286</u>
		167,508	33,700
<b>CREDITORS</b>			
Amounts falling due within one year	7	<u>32,259</u>	<u>10,992</u>
<b>NET CURRENT ASSETS</b>		<u>135,249</u>	<u>22,708</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>141,180</u>	<u>47,575</u>
<b>RESERVES</b>			
Designated funds		20,000	20,000
Income and expenditure account		<u>121,180</u>	<u>27,575</u>
		<u>141,180</u>	<u>47,575</u>

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

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

The directors acknowledge their responsibilities for:

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

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

The financial statements were approved by the Board of Directors and authorised for issue on 23 September 2021 and were signed on its behalf by:

  
 .....  
 P D Osborn - Director

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 31 MARCH 2021**

	<b>Retained earnings £</b>	<b>Designated funds £</b>	<b>Total equity £</b>
<b>Balance at 1 April 2019</b>	81,918	20,000	101,918
<b>Changes in equity</b>			
Total comprehensive income	<u>(54,343)</u>	<u>-</u>	<u>(54,343)</u>
<b>Balance at 31 March 2020</b>	<u>27,575</u>	<u>20,000</u>	<u>47,575</u>
<b>Changes in equity</b>			
Total comprehensive income	<u>93,605</u>	<u>-</u>	<u>93,605</u>
<b>Balance at 31 March 2021</b>	<u><u>121,180</u></u>	<u><u>20,000</u></u>	<u><u>141,180</u></u>

The notes form part of these financial statements

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

**1. STATUTORY INFORMATION**

Shencare Community Transport is a private company, limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on the Company Information page.

The presentation currency of the financial statements is the Pound Sterling (£).

**2. ACCOUNTING POLICIES**

**Basis of preparation**

These financial statements have been prepared in accordance with Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" including the provisions of Section 1A "Small Entities" and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011.

**Turnover**

Turnover is measured at the fair value of the consideration received or receivable, excluding discounts, rebates, value added tax and other sales taxes.

Voluntary income in the form of donations, gifts, and grants is included in the financial statements when received. The value of service provided by volunteers has not been included.

Resources expended are recognised in the period in which they are incurred.

**Tangible fixed assets**

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

Motor vehicles	- 25% on cost
Computer equipment	- 33% on cost

**Unrestricted funds**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the Charity without further specified purposes and are available as general funds.

**Designated funds**

Designated Funds are unrestricted funds earmarked by the Management Committee for particular purposes.

**Restricted funds**

Restricted Funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

**3. EMPLOYEES AND DIRECTORS**

The average number of employees during the year was 16 (2020 - 17).

No remuneration, directly or indirectly out of the funds of the charity, was paid during the year to the trustees or any persons known to be connected to the trustees.

**4. OPERATING SURPLUS/(DEFICIT)**

The operating surplus (2020 - operating deficit) is stated after charging:

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Depreciation - owned assets	<b><u>20,188</u></b>	<b><u>27,480</u></b>

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2021**

**5. TANGIBLE FIXED ASSETS**

	<b>Plant and machinery etc £</b>
<b>COST</b>	
At 1 April 2020	299,289
Additions	1,255
Disposals	<u>(30,450)</u>
At 31 March 2021	<u>270,094</u>
<b>DEPRECIATION</b>	
At 1 April 2020	274,422
Charge for year	20,188
Eliminated on disposal	<u>(30,447)</u>
At 31 March 2021	<u>264,163</u>
<b>NET BOOK VALUE</b>	
At 31 March 2021	<u><u>5,931</u></u>
At 31 March 2020	<u><u>24,867</u></u>

Included within the fixed assets is the estimated cost of £58,000 for the Mercedes Sprinter minibus donated to Shencare Community Transport from the Community Transport Minibus Fund during the year ended 31 March 2017.

**6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>2021 £</b>	<b>2020 £</b>
Trade debtors	1,889	5,316
Other debtors	<u>3,614</u>	<u>3,098</u>
	<u><u>5,503</u></u>	<u><u>8,414</u></u>

**7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>2021 £</b>	<b>2020 £</b>
Bank loans and overdrafts	19,583	-
Trade creditors	1,555	2,040
Taxation and social security	3,764	3,566
Other creditors	<u>7,357</u>	<u>5,386</u>
	<u><u>32,259</u></u>	<u><u>10,992</u></u>

**8. LIMITED BY GUARANTEE**

Shencare Community Transport is a company limited by guarantee and does not have a share capital. In the event of the company being wound up, the liability of the members is limited to £1 each.

**9. CONTROL RELATIONSHIP**

Throughout the current and previous year the company was under the control of the elected trustees.

The current Trustees are:

**Hon. Alderman Peter Douglas Osborn**  
**Alan Percival**  
**Gloria Gain**

**John Orchard**  
**Tina Bennett**

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**REPORT OF THE INDEPENDENT EXAMINER TO THE DIRECTORS AND TRUSTEES OF  
SHENCARE COMMUNITY TRANSPORT**

I report on the accounts for the year ended 31 March 2021 set out on pages three to eight.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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



Pamma and Rakhra Associated Limited  
53 Chestnut Road  
Oldbury  
West Midlands  
B68 0AY

Date: 23 September 2021

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**DETAILED INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2021**

	2021		2020	
	£	£	£	£
<b>Turnover</b>				
Transport - Schools contracts	227,792		290,356	
Bus Service Operators Grant	10,537		10,591	
MIDAS Training income	<u>-</u>		<u>3,010</u>	
		<b>238,329</b>		303,957
<b>Expenditure</b>				
Wages	179,598		230,637	
HMRC JRS Grant	(103,207)		-	
Volunteers expenses	-		2,554	
Rent	7,100		3,445	
Insurance	2,108		2,667	
Light and heat	1,221		436	
Telephone	560		549	
Post and stationery	2,080		1,963	
Motor expenses	32,389		81,845	
Sundry expenses	2,663		3,690	
Accountancy	1,580		1,540	
Professional fees	840		1,274	
Depreciation of tangible fixed assets				
Fixtures and fittings	202		44	
Motor vehicles	19,986		27,436	
Profit/loss on sale of tangible fixed assets	<u>(2,997)</u>		<u>-</u>	
		<b>144,123</b>		358,080
		<b>94,206</b>		(54,123)
<b>Finance costs</b>				
Bank charges	126		220	
Bank loan interest	<u>475</u>		<u>-</u>	
		<b>601</b>		220
<b>NET SURPLUS/(DEFICIT)</b>		<b><u>93,605</u></b>		<b><u>(54,343)</u></b>



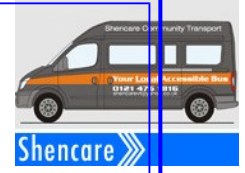
# SHENCARE COMMUNITY TRANSPORT



## ANNUAL REPORT April 2020/ March 2021

**Registered Charity No 109919  
Registered Company No 04256086**

*Shencare Community Transport has been providing safe, accessible, affordable transport for 35 years specifically for people who are elderly and/ or suffering with mobility problems.*



## **About Shencare**

Shencare Community Transport aims to improve people's quality of life by reducing inequality and enabling access in our local communities. We are dedicated to high safety standards in transport provision.

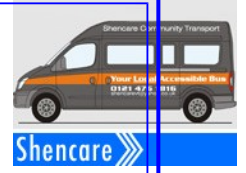
Shencare is a not-for-profit organisation that provides innovative, flexible and demand responsive transport solutions to the needs of groups and organisations. Shencare has a reputation built upon a 35-year track record with an accumulation of knowledge and expertise in community transport, thereby ensuring service users' benefit from a bespoke facility that enables them to take part in community and social activities.

We are the original community transport provider in south- west Birmingham and aim to lead and diversify our activities into new markets by providing new and innovative services.

Shencare was originally formed in 1987 and was incorporated as a Limited Company on 20<sup>th</sup> July 2001. The initial aim was to provide efficient, low-cost accessible transport services to small and emerging community organisations.

Once again, the year has been really challenging for reasons set out in the Operation's Manager's report.





## Shencare's People





## **Management Committee:** (Directors & Trustees)

Hon. Alderman Peter  
Douglas Osborn Chair  
John Orchard Vice Chair  
(Governance)  
Gloria Gain Community Rep.  
Alan Percival School Bus  
Driver Rep.  
Tina Bennett Castle Croft  
Nursing Home

## **Co opted for Expertise:** Harjit Pamma (Treasurer)

**Staff Team:**  
Chris Busst: Business  
Development & Company  
Secretary  
Paul Lakin Operations  
Manager  
Geoff Pell: Operations  
Coordinator

## **Driving Staff**

Jim Wood  
part year  
(PY)

John  
Suffolk

Steve  
deGray  
Martin  
Taylor py

Alan  
Percival py  
Paul  
Costello  
py Peter  
Averall py  
Kevin Bird  
Connie  
Vines  
Tim  
Hinchley





Steve  
Wallace  
Ashley  
Rollason  
Simon  
Meese

**Depot  
Assistant**  
Paul  
Hodges



## **Chair's Report**

Chair's Report Last year, (which ended on 31<sup>st</sup>. March 2020) I was reporting on the fire, with all the immense work that our staff put in "to keep the show on the road." Literally! This year, just gone, with the coronavirus epidemic, shows that you can never truly anticipate what is round the corner. We have held five meetings on-line now, which would have been smoothly executed were it not for my lack of ability with new technology. However, all went well in the end. Last year there had been put in place a longer-term arrangement to offer our services to other clients. This must bring more opportunities for Shencare which is due to the superb contacts and connections of our Business Manager, Chris Busst. I am now confident in the foundations laid for future operations. The results will pay off in growth, and thereby enable us to meet more of the travel needs of disabled people. I would also like to acknowledge the organisation control, and indeed considerable patience exercised by our Operations Manager, Paul Lakin, who has reacted to all these immense changes with calmness and professionalism, clearly impressing all our customers, staff, providers, and suppliers. We are very lucky in our business to have such dedicated members of staff. It caused a wonderful response from Birmingham Focus, and, had it not been for the general situation, I would have liked to report that this enabled the groundwork for a magnificent business opportunity. It may still happen, but it is still on hold. The trustees do, however, thank them sincerely for all their assistance. Our service to schools and colleges will continue to be the bedrock of the company. This enables us to build and meet the needs of our clientele by utilising the spare capacity we have at down times - which would otherwise be unused. Our individual customers, who use the services we offer, had, until March, a good year, where the funding from our paid services enabled us to continue the main charitable principle of Shencare - to help the vulnerable achieve a measure of independence. We are an extra unit in the "third sector" that is needed to supplement the opportunities others cannot. I would again like to thank all members of the board for their support, and the contribution their different areas of expertise give to the smooth running of the executive. Each of them has taken the opportunity to keep in touch regularly, and

their suggestions have been taken up by the management with gratefulness. I also wish to thank all the staff in the office and drivers whose commitment shines through whenever I have the opportunity of meeting them. As reported in our last four on-line meetings the financial situation has continued to improve to the point of unexpectedness! I have therefore to report that it has been a pleasure to continue in my fifth year as Chairman. If anyone would like a small blue Shencare badge please ask Paul to send it by post.

Hon. Ald. Peter Douglas Osborn.

## **Operations Manager's Report** **Sept 2021**

I am pleased to make my report, to the charity's Annual General Meeting on our performance to the end of March 2021.

It has been a difficult 12 months working part remotely and part on site in the office.

During the 12-month period we have endured three lockdowns due to the Covid 19 situation resulting in Furlough and part time Furlough for most of the staff.

Unfortunately, all the Community work stopped as did all our contracted work apart from a small number of key workers children being taken into Meadows Primary. Eventually the decision was regrettably made to let the Community drivers go as we had to preserve our finances.

Birmingham City Council paid us 70% of the School Contracts when not running as they have for CPM for their adult services.

By the end of March 2021, we have all our schools running and are operating a reduced Hagley dial a ride service.



The Community work is slowly coming back but has to fit in with our school times as it is being covered by school bus drivers, and this is now the Shencare model

All our work is subject to social distancing and passengers wearing face masks.

All our vehicles contain a Covid 19 cleaning kit and are cleaned after every trip.

My sincere thanks go to Geoff Pell, and each of our staff who have, and are still having to work under difficult circumstances. With their help and dedication, it has resulted in Shencare still being in a position to offer a service to the Community.

It has been a real team effort.

During the year we had an audit from Birmingham City Council on our Operations in we achieved 95% which set a bench mark for other operators.

We also had an HSE spot check on our Covid 19 procedures of which we were commended for our actions.

Bus Service Operator's Grant enables operators to reclaim the tax that it pays on its fuel. The Dft have continued to pay and support us during this time paying out on millage we would have done if not for the pandemic.

At the end of March 2021, the vehicle fleet consisted of 10 wheelchair accessible minibuses and 3 standard minibuses.

We have also lost income by not being able to provide any Midas Minibus Driver Training during this time.

My sincere thanks go to Hon. Ald. Peter Douglas Osborn for his support in the role of Chair and the Trustees, Co-opted and Management Committee for their guidance and assistance. Also, to Chris Busst for his continued support and hard work throughout such a difficult time.



As always, the role that Shencare plays in transporting vulnerable people to venues at which they can benefit from community services cannot be overstated.

We are now beginning the process of building back up the work lost and also getting the confidence of the groups and users to start travelling.

This may prove to be a long process.

Shencare remains committed to playing its part in any initiatives for a coordinated approach to working in true partnership with colleagues from other transport providers to ensure that all special needs transport is met.

**Paul Lakin**

Operations Manager

## **SECRETARY'S REPORT**

Our year 2020/21 has been like no other. In my last report I started with the story of the devastating fire that rendered our premises uninhabitable with all of its consequences. One would think that things could never be as bad and that Shencare would not have problems like this ever again.

How wrong we were to presume that.

In March 2020 the Country was put into lock down as the Covid 19 pandemic took hold. Schools were closed and Adult Day Centres and luncheon clubs were suspended.

The very reason for Shencare to exist was taken away. Our vehicle fleet was idle and our community and school bus drivers had no work.

Trustees formed an emergency working party to discuss the future of the Charity as we were in grave danger of not being able to survive such circumstances.

Three things then happened that became the saviour of Shencare.

Firstly, the Government announced the introduction of the Furlough scheme. This new word to a lot of people resulted in us being able to keep our staffing levels.

Secondly, the City Council continued to pay 70% of the school contracts that were not running and thirdly, it coincided with the renewal of the vehicle fleet insurance. As the fleet was not required, we were able to make statutory off- road notices (SORN) for all but two of the minibuses. This resulted in our insurance company insuring the majority of the fleet for a very small premium.

The staffing levels were maintained until the end of August when the Furlough scheme was changed. This change meant that companies must now make larger contributions to wages and National Insurance contributions which, of course, we were unable to do due to no prospect of increased income. As a result, 7 drivers (43%) were told at individual meetings that their services were not required until circumstances improved.

From September 2020 the schools began to return on limited capacity and school bus drivers were retained in full.

Throughout this period Shencare stepped up to the mark by doing what it does best i.e. providing transport solutions at very short notice. We were successful in gaining £10,000 of funding from the Edgbaston and Northfield Community Fund. This allowed us to assist the local health services in providing accessible transport to and from West Heath Health Centre where vulnerable people received their injections. We also provided transport to other venues across the City for which we invoiced the commissioner.

At the request of the City Council we delivered thousands of testing kits throughout South Birmingham to schools, offices, health centres and delivered them back to a central collection point to a strict timetable.

We continued to Chair the Northfield Stronger Together Forum and this helps to keep us at the heart of community activities. This leads to Shencare providing the accessible transport to the many activities organised by other charities and individuals.

As I said at the start of my report, a year like no other.

I am delighted that we have survived and we are operating to a temporary new “operating model” that ensures best use of our resources. We look forward to welcoming back our Third Sector partners once they themselves are back.

**Christopher Busst**

Business Development and Hon. Company Secretary

## **OUR COMMUNITY PARTNERSHIPS**

### **Physical Disability:**

Challenge Stroke Group, Longbridge  
Birmingham Fellowship of the  
Handicapped  
Parkinsons Society

### **Services to Elderly and Vulnerable People:**

Age UK Birmingham,  
Age Concern Birmingham, Wellington  
Court  
St. Stephens Day Centre, Selly Park  
Allens Cross Club, Northfield  
Shopper's Trips  
St. Francis, Bournville  
Robin Centre Kings Heath

### **Luncheon Club for Elderly People:**

Quarry Road Community Church,  
Weoley Castle  
Shenley Green Community Centre

### **Sensory Impairment:**

Focus  
Chatham Place  
Longwill School

### **Family Services:**

Hawkesley Community Centre and  
Health Centre on behalf of South  
Birmingham PCT

### **Other Partners:**

Moundsley Hall Nursing Home  
West Midlands Police  
Various Birmingham City Council  
Departments  
Trescott Road Care Home  
Edgecumbe Court Sheltered Housing  
Yew Tree Nursing Home  
MacKenzie Court  
Acorns Children's Hospice  
W.M. Integrated Transport Authority  
Cotteridge Church  
Meadow Rose Nursing Home

SAIBA  
Manor Park Grove  
Optima

## **Acknowledgements**

***Thank you to all the clients, suppliers, funders, partners, organisations and individuals who have contributed to our survival in a most difficult year, we could not have done it without you.***

## **Shencare Community Transport**

The Cabin, Welches  
Close  
Northfield, Birmingham, B31  
2XT

Phone : 0121 476 1816

E Mail

[shencarevt@yahoo.co.uk](mailto:shencarevt@yahoo.co.uk)

[www.shencare.org.uk](http://www.shencare.org.uk)



**REPORT OF THE DIRECTORS AND  
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021  
FOR  
SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

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FOR THE YEAR ENDED 31 MARCH 2021**

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**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**COMPANY INFORMATION  
FOR THE YEAR ENDED 31 MARCH 2021**

<b>CHAIRPERSON:</b>	Hon. Alderman Peter Douglas Osborn
<b>VICE CHAIR:</b>	J Orchard
<b>DIRECTORS:</b>	J Orchard Hon. Alderman Peter Douglas Osborn
<b>TRUSTEES:</b>	Hon. Alderman Peter Douglas Osborn John Orchard Alan Percival Tina Bennett Gloria Gain
<b>SECRETARY:</b>	C E Busst
<b>SHENCARE MANAGER:</b>	Paul Lakin
<b>REGISTERED OFFICE:</b>	The Cabin Welches Close Northfield Birmingham West Midlands B31 2XT
<b>REGISTERED NUMBER:</b>	04256086 (England and Wales)
<b>CHARITY NUMBER:</b>	1099190
<b>ACCOUNTANT:</b>	Pamma and Rakhra Associated Limited 53 Chestnut Road Oldbury West Midlands B68 0AY
<b>BANKERS:</b>	Lloyds TSB plc University of Birmingham Branch 142 Edgbaston Park Road Birmingham West Midlands B15 2TY

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**CHAIRMAN'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2021**

Last year, (which ended on 31st. March 2020) I was reporting on the fire, with all the immense work that our staff put in "to keep the show on the road." Literally! This year, just gone, with the impending coronavirus epidemic, shows that you can never truly anticipate what is round the corner.

We have held five meetings on-line now, which would have been smoothly executed were it not for my lack of ability with new technology. However, all went well in the end.

Last year there had been put in place a longer-term arrangement to offer our services to other clients. This must bring more opportunities for Shencare which is due to the superb contacts and connections of our Business Manager, Chris Busst. I am now confident in the foundations laid for future operations. The results will pay off in growth, and thereby enable us to meet more of the travel needs of disabled people.

I would also like to acknowledge the organisation control, and indeed considerable patience exercised by our Operations Manager, Paul Lakin, who has reacted to all these immense changes with calmness and professionalism, clearly impressing all our customers, staff, providers, and suppliers.

We are very lucky in our business to have such dedicated members of staff. It caused a wonderful response from Birmingham Focus, and, had it not been for the general situation, I would have liked to report that this enabled the groundwork for a magnificent business opportunity. It may still happen, but it is still on hold. The trustees do, however, thank them sincerely for all their assistance.

Our service to schools and colleges will continue to be the bedrock of the company. This enables us to build and meet the needs of our clientele by utilising the spare capacity we have at down times - which would otherwise be unused. Our individual customers, who use the services we offer, had, until March, a good year, where the funding from our paid services enabled us to continue the main charitable principle of Shencare - to help the vulnerable achieve a measure of independence. We are an extra unit in the "third sector" that is needed to supplement the opportunities others cannot.

I would again like to thank all members of the board for their support, and the contribution their different areas of expertise give to the smooth running of the executive. Each of them has taken the opportunity to keep in touch regularly, and their suggestions have been taken up by the management with gratefulness. I also wish to thank all the staff in the office and drivers whose commitment shines through whenever I have the opportunity of meeting them.

As reported in our last four on-line meetings the financial situation has continued to improve to the point of unexpectedness! I have therefore to report that it has been a pleasure to continue in my fifth year as Chairman.

Hon. Ald. Peter Douglas Osborn.

If anyone would like a small blue Shencare badge please ask Paul to send it by post.

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**REPORT OF THE DIRECTORS  
FOR THE YEAR ENDED 31 MARCH 2021**

The directors present their report with the financial statements of the company for the year ended 31 March 2021.

The accounts have been prepared under 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 2015).

The charity is a company limited by guarantee with charitable status.

Charity number: 1099190

It was incorporated on 20 July 2001 and is governed by its Memorandum and Articles of Association. The Memorandum and Articles of Association were amended by special resolution on 18 June 2003, 22 August 2003 and 25 February 2016.

**PRINCIPAL ACTIVITY**

The principal activity of the company in the year under review was that of providing a community transport service to the inhabitants of Birmingham and neighbouring areas, who are in need of such service because of age, sickness, disability or poverty.

Provision or assistance in the provision of recreational facilities for the public at large who by reason of youth, age, infirmity, disability, poverty or economic and social circumstances have need of such facilities with the object of improving their conditions of life.

**FUTURE DEVELOPMENTS**

The main focus of the Trustees will be to secure the required funding and agreements to enable the Charity to achieve its objectives as set out in its governing document.

**DIRECTORS**

The directors shown below have held office during the whole of the period from 1 April 2020 to the date of this report.

P D Osborn  
J Orchard

**ORGANISATION STRUCTURE**

Overall management of the Charity is the responsibility of the Trustees who are elected or co-opted under the terms of the constitution. The day to day activity is managed by the manager.

**RISK STATEMENT**

The trustees continue to review the risks and are confident they have all risks covered with actions to minimise risk and exposure of the charity.

The trustees conduct an annual review of the major risks to which the charity is exposed and procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a strategic plan which allow for the diversification of funding and activities.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the charity.

**RESERVES POLICY**

The trustees aim to maintain reserves at a level that would cover potential redundancy payments in the event of closure. In addition reserves are maintained to allow for fluctuations in numbers each year and to enable replacement of vehicles.

This report has been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 relating to small companies.

**ON BEHALF OF THE BOARD:**



.....  
C E Busst - Secretary

Date: 23 September 2021

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

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

			Year ended 31.3.2021	Year ended 31.3.2020
		Unrestricted Funds	Restricted Funds	Total Funds
	Notes	£	£	£
<b>Incoming Resources</b>				
Transport		227,792	-	227,792
Bus Service Operators Grant		10,537	-	10,537
Bank interest		-	-	-
<b>Total Incoming Resources</b>		<u>238,329</u>	<u>-</u>	<u>238,329</u>
<b>Outgoing Resources:</b>				
<b>Charitable activities</b>				
Salaries & wages		179,598	-	179,598
HMRC JRS grant		(103,207)	-	(103,207)
Volunteers expenses		-	-	-
Vehicle expenses		32,389	-	81,845
Rent,rates & insurance		9,208	-	9,208
Depreciation		17,191	-	17,191
Other resources expended		9,545	-	9,545
<b>Total resources expended</b>		<u>144,724</u>	<u>-</u>	<u>144,724</u>
Net Incoming/(Outgoing) Resources	4	93,605	-	93,605
Funds at 1st April 2020		47,575	-	47,575
<b>TOTAL FUNDS AT 31ST MARCH 2021</b>		<u><u>£141,180</u></u>	<u><u>-</u></u>	<u><u>£141,180</u></u>

The notes form part of these financial statements

**SHENCARE COMMUNITY TRANSPORT (REGISTERED NUMBER: 04256086)**  
**A COMPANY LIMITED BY GUARANTEE**

**STATEMENT OF FINANCIAL POSITION**  
**31 MARCH 2021**

	Notes	2021 £	2020 £
<b>FIXED ASSETS</b>			
Tangible assets	5	5,931	24,867
<b>CURRENT ASSETS</b>			
Debtors	6	5,503	8,414
Cash at bank and in hand		<u>162,005</u>	<u>25,286</u>
		167,508	33,700
<b>CREDITORS</b>			
Amounts falling due within one year	7	<u>32,259</u>	<u>10,992</u>
<b>NET CURRENT ASSETS</b>		<u>135,249</u>	<u>22,708</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>141,180</u>	<u>47,575</u>
<b>RESERVES</b>			
Designated funds		20,000	20,000
Income and expenditure account		<u>121,180</u>	<u>27,575</u>
		<u>141,180</u>	<u>47,575</u>

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

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

The directors acknowledge their responsibilities for:

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

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

The financial statements were approved by the Board of Directors and authorised for issue on 23 September 2021 and were signed on its behalf by:

  
 .....  
 P D Osborn - Director

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 31 MARCH 2021**

	<b>Retained earnings £</b>	<b>Designated funds £</b>	<b>Total equity £</b>
<b>Balance at 1 April 2019</b>	81,918	20,000	101,918
<b>Changes in equity</b>			
Total comprehensive income	<u>(54,343)</u>	<u>-</u>	<u>(54,343)</u>
<b>Balance at 31 March 2020</b>	<u>27,575</u>	<u>20,000</u>	<u>47,575</u>
<b>Changes in equity</b>			
Total comprehensive income	<u>93,605</u>	<u>-</u>	<u>93,605</u>
<b>Balance at 31 March 2021</b>	<u><u>121,180</u></u>	<u><u>20,000</u></u>	<u><u>141,180</u></u>

The notes form part of these financial statements

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

**1. STATUTORY INFORMATION**

Shencare Community Transport is a private company, limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on the Company Information page.

The presentation currency of the financial statements is the Pound Sterling (£).

**2. ACCOUNTING POLICIES**

**Basis of preparation**

These financial statements have been prepared in accordance with Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" including the provisions of Section 1A "Small Entities" and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011.

**Turnover**

Turnover is measured at the fair value of the consideration received or receivable, excluding discounts, rebates, value added tax and other sales taxes.

Voluntary income in the form of donations, gifts, and grants is included in the financial statements when received. The value of service provided by volunteers has not been included.

Resources expended are recognised in the period in which they are incurred.

**Tangible fixed assets**

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

Motor vehicles	- 25% on cost
Computer equipment	- 33% on cost

**Unrestricted funds**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the Charity without further specified purposes and are available as general funds.

**Designated funds**

Designated Funds are unrestricted funds earmarked by the Management Committee for particular purposes.

**Restricted funds**

Restricted Funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

**3. EMPLOYEES AND DIRECTORS**

The average number of employees during the year was 16 (2020 - 17).

No remuneration, directly or indirectly out of the funds of the charity, was paid during the year to the trustees or any persons known to be connected to the trustees.

**4. OPERATING SURPLUS/(DEFICIT)**

The operating surplus (2020 - operating deficit) is stated after charging:

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Depreciation - owned assets	<b><u>20,188</u></b>	<b><u>27,480</u></b>

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2021**

**5. TANGIBLE FIXED ASSETS**

	<b>Plant and machinery etc £</b>
<b>COST</b>	
At 1 April 2020	299,289
Additions	1,255
Disposals	<u>(30,450)</u>
At 31 March 2021	<u>270,094</u>
<b>DEPRECIATION</b>	
At 1 April 2020	274,422
Charge for year	20,188
Eliminated on disposal	<u>(30,447)</u>
At 31 March 2021	<u>264,163</u>
<b>NET BOOK VALUE</b>	
At 31 March 2021	<u><u>5,931</u></u>
At 31 March 2020	<u><u>24,867</u></u>

Included within the fixed assets is the estimated cost of £58,000 for the Mercedes Sprinter minibus donated to Shencare Community Transport from the Community Transport Minibus Fund during the year ended 31 March 2017.

**6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>2021 £</b>	<b>2020 £</b>
Trade debtors	1,889	5,316
Other debtors	<u>3,614</u>	<u>3,098</u>
	<u><u>5,503</u></u>	<u><u>8,414</u></u>

**7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>2021 £</b>	<b>2020 £</b>
Bank loans and overdrafts	19,583	-
Trade creditors	1,555	2,040
Taxation and social security	3,764	3,566
Other creditors	<u>7,357</u>	<u>5,386</u>
	<u><u>32,259</u></u>	<u><u>10,992</u></u>

**8. LIMITED BY GUARANTEE**

Shencare Community Transport is a company limited by guarantee and does not have a share capital. In the event of the company being wound up, the liability of the members is limited to £1 each.

**9. CONTROL RELATIONSHIP**

Throughout the current and previous year the company was under the control of the elected trustees.

The current Trustees are:

**Hon. Alderman Peter Douglas Osborn**  
**Alan Percival**  
**Gloria Gain**

**John Orchard**  
**Tina Bennett**



**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**REPORT OF THE INDEPENDENT EXAMINER TO THE DIRECTORS AND TRUSTEES OF  
SHENCARE COMMUNITY TRANSPORT**

I report on the accounts for the year ended 31 March 2021 set out on pages three to eight.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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



Pamma and Rakhra Associated Limited  
53 Chestnut Road  
Oldbury  
West Midlands  
B68 0AY

Date: 23 September 2021

**SHENCARE COMMUNITY TRANSPORT  
A COMPANY LIMITED BY GUARANTEE**

**DETAILED INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2021**

	2021		2020	
	£	£	£	£
<b>Turnover</b>				
Transport - Schools contracts	227,792		290,356	
Bus Service Operators Grant	10,537		10,591	
MIDAS Training income	<u>-</u>		<u>3,010</u>	
		<b>238,329</b>		303,957
<b>Expenditure</b>				
Wages	179,598		230,637	
HMRC JRS Grant	(103,207)		-	
Volunteers expenses	-		2,554	
Rent	7,100		3,445	
Insurance	2,108		2,667	
Light and heat	1,221		436	
Telephone	560		549	
Post and stationery	2,080		1,963	
Motor expenses	32,389		81,845	
Sundry expenses	2,663		3,690	
Accountancy	1,580		1,540	
Professional fees	840		1,274	
Depreciation of tangible fixed assets				
Fixtures and fittings	202		44	
Motor vehicles	19,986		27,436	
Profit/loss on sale of tangible fixed assets	<u>(2,997)</u>		<u>-</u>	
		<b>144,123</b>		358,080
		<b>94,206</b>		(54,123)
<b>Finance costs</b>				
Bank charges	126		220	
Bank loan interest	<u>475</u>		<u>-</u>	
		<b>601</b>		220
<b>NET SURPLUS/(DEFICIT)</b>		<b><u>93,605</u></b>		<b><u>(54,343)</u></b>