

COMMUNICARE IN SOUTHAMPTON

England & Wales · Charity number 1110427

Details

Other names COMMUNICARE IN SHIRLEY AND DISTRICT

Status Registered

Legal form Charitable company

Company number [05430846](#)

Registered 2005-07-13

Register [View on the Charity Commission register](#)

Contact

Address Communicare in Southampton
6 Northlands Road
Southampton
SO15 2LF

Phone 02382500050

Email accounts@communicareinsouthampton.org.uk

Website <http://www.communicareinsouthampton.org.uk/>

Activities

Objects: 1. The relief of hardship, distress, loneliness and isolation among the inhabitants of Southampton and the surrounding areas, enriching the quality of life of those in need through the provision of good neighbourly practical and emotional support. 2. The demonstration of the Christian Faith in Southampton and surrounding areas through practical and emotional support.

Activities: Communicare in Southampton is a community care group with volunteers, many from local churches, that works on behalf of the whole community in Southampton. It complements the help available to deprived people by visiting and befriending the lonely, elderly and those with mental health issues, shopping for/with clients, carrying out simple DIY tasks, helping with childcare and providing transport.

Classification

- **How:** Provides Human Resources, Provides Services
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, Elderly/old People, People With Disabilities

Geography

- **Area of benefit:** SOUTHAMPTON AND SURROUNDING AREAS
- Hampshire
- Southampton City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£249,993	£232,031	-	-
2024-03-31	£199,996	£240,668	-	-
2023-03-31	£241,512	£273,937	-	-
2022-03-31	£296,426	£254,481	-	-
2021-03-31	£315,269	£205,668	-	-

Trustees

Name	Role	Appointed
Adrian Mark Littlemore		2024-10-13
Darren John Crispin		2022-10-08
Lenka Fremerova		2022-10-08
MR John Barrie Worth		2014-10-20
Sally Ann Belward		2025-10-19
Susan Mihelic		2025-02-04

COMMUNICARE IN SOUTHAMPTON

England & Wales - Charity number 1110427

Accounts

Communicare in Southampton

Registered Charity No.1110427
Registered Company No.5430846

2024-25 Annual Report



Everyone deserves *a friend*

Communicare in Southampton is a friendly, local charity that enriches the quality of life of lonely and isolated people in Southampton.

Where available, our committed volunteers act as good neighbours; they offer practical and emotional support in a variety of ways at no cost to the service users (though donations are very gratefully received).



Our coordinators work from our main office at 6 Northlands Road and from their homes where appropriate.

This year, our drop-in sessions at satellite offices were reduced to one weekly slot in Woolston at Your Key Space, Centenary Quay, which we are grateful to be given access to free of charge.

*We serve people across
the City of Southampton*

310

Communitiers

10

Employees
(6.48 40h/wk FTE)

8

Trustees



The value of what is achieved is measured not only financially, but also by the trust that has been earned from health and social care professionals and caring organisations; as well as the enduring relationships that are developed with our service users and their families.

We value partnership working and are delighted to have served our community alongside:

Partnerships

University of Southampton
Unpaid Carers in Southampton
Highfield Church
Social Care in Action (SCiA)
Southampton Voluntary Services
Shirley Baptist Church
St. Mark's Church (Archers Road)
Caraway
John Hansard Gallery
The Community Wellbeing Team
SCPA (Soton Children's Play Association)
Saints Foundation
St Patrick's Church
King's Church, Lordswood
New Community Church
Avenue St. Andrew's Church
St Mary's Church (City Centre)
St Mary's Church (Sholing)
Southampton Solent Rotary
Wessex AHSN
Solent University
University of Winchester

Business Supporters

Spectrum Signs & Workwear Ltd
Drop the Mask
Eling Studios
Cranfield
Your Key Space
BUPA and Aurem Care

We have also received support from Southampton Solent Rotary and Rotary Club of Southampton Magna.



We are a member of Hampshire Good Neighbours, Woolston Millennium Garden, Action Hampshire, Southampton Mental Health Network and Southampton Voluntary Services. The Charity is also a Community Partner with Solent NHS (now Hants & IOW Healthcare NHS Foundation Trust).

Progress on plans proposed

in 2023-24

Key area
of focus

Outcome

Finance and
Fundraising

Continue to develop the group established to consider all aspects of financial activity. To include commercial projects, business planning, expenditure and impact measurement.

- Established group continued to meet to consider commercial projects, business planning, expenditure, impact measurement and grant applications.
- There was continued support from The Cranfield Trust to re-write our business plan.
- Our successful partnership with Southampton Solent Rotary Club was extended, attracting additional revenue and new areas of focus.
- All areas of expenditure were reviewed to cut costs.

Partnership
Working

Maintain and extend collaborative partnerships that strengthen our support for Southampton residents. Explore both formal and informal opportunities to work together.

- Existing partnerships were nurtured and expanded where possible.
- We were a founder member of the Integrated Neighbourhood Working teams across the city.

Volunteer
opportunities,
recruitment,
management,
deployment

Continuing to refine and create roles available within the charity to enable the most effective delivery of the charity's objectives. This needs to align with both volunteer preferences and available funding & resource.

- A reduction in available funding hampered our ability to advertise for new volunteers.
- Good use was made of media releases to raise our profile and encourage take up.
- The "Happier Working Lives" course, run by Solent NHS, was attended by a group of four, who used the outcomes to consider possible changes to managing volunteers.
- Working with students engaged on University courses that benefit from taking part in community activities was piloted with new programmes.
- A physical activity steering group with a diverse and experienced membership was established to direct & expand this area of our work.

Progress on plans proposed continued...

Key area of focus

Outcome

Multi-Generational Work

Continuing to refine and create roles available within the charity to enable the most effective delivery of the charity's objectives. This needs to align with both volunteer preferences and available funding & resource.

- Extra groups were founded, although some groups also folded where circumstances meant that they were no longer viable.
- Other organisations approached Communicare to set new groups up.

Diversity and Inclusion

Build on relationships with other faith groups and organisations whose membership lies outside the demographic most typically supported by Communicare to improve the offer to a greater range of Southampton's citizens.

- Support was given to a newly formed SE Asian lunch club.
- Our volunteer conference included a key note presentation on "belonging", highlighting the importance of encouraging involvement of all demographics in Communicare.

Research

Build relationships with local universities to explore opportunities to engage with research, contributing to evidence informed planning.

- Several opportunities to work with the University of Southampton around research and evidence gathering projects were taken up.

Training the Future Workforce

Work with educational establishments including Universities to provide opportunities for students to develop relevant skills, whilst supporting Communicare to deliver its programmes.

- Continued to host Y1 & 2 students studying Occupational Therapy at the University of Southampton
- Continued our relationship with the Solent University Community Nursing programme
- Piloted a new programme, hosting Y1 students studying Physiotherapy at the University of Winchester



Projects

& Commercial Venture

CommuniBakes

CommuniBakes, our commercial arm – a small community bakery located at 21 St James Road, Shirley – has continued to grow and develop. It has provided regular free catering for Communicare events and hosted fundraising events in its backyard.

Postal Project

Our regular service user newsletters continue to be very popular, fostering a sense of belonging and connection even when people are on a waiting list for help.

With around 50% of those we support not digitally active this is also a vital way of providing service users with information about opportunities on offer with both Communicare and other organisations, including statutory providers.

Southampton Mental Health Network (SMHN)

Whilst SMHN is now a registered charity in its own right, Communicare has continued to play a leading role in its development. The organisation has a vision to “Make Southampton a Mental Health Friendly City”, thereby contributing to the social inclusion of those who may otherwise struggle to get involved.

Paid staff who deliver the day to day work of the new charity are hosted and managed through Communicare as they work towards achieving a size that will allow them to operate independently in the future.



Future Plans



Southampton residents are experiencing poorer health and greater economic difficulties than many other similar sized cities in the UK.

This is further complicated by significant changes at Southampton City Council and the merging of several NHS Trusts serving Hampshire & the Isle of Wight, including Southampton & Portsmouth.

With funding becoming more scarce and services on offer by both statutory and voluntary organisations being stretched beyond capacity, Communicare will need to explore every possible avenue to allow it to continue to make a difference to the lives of those who come to us for help. This will include looking creatively at how we contribute to “making an existence into a life worth living”.

The key areas of focus during the period from April 2025–March 2026 will take into account the reduced staff team and will include:

Finance & Fundraising

Continue to develop the established group, to consider all aspects of financial activity.

To include partnership funding bids, commercial projects, business planning, expenditure and impact measurement.

Training the future workforce

Work with educational establishments to provide opportunities for pupils and students to develop relevant skills and understanding.

Volunteer opportunities, recruitment, management & deployment

Continue to deliver a high quality PR strategy that retains Communicare’s significance in the public eye. Refine and create roles available within the charity to enable the most effective delivery of the charity’s objectives. This needs to align with both volunteer preferences and available funding & resource.

Cultivating a sense of belonging

Continue, extend and develop the successful postal project. Explore additional ways to get the digitally inactive more included in the local area. Build on relationships with faith groups and organisations whose membership lies outside the demographic most typically supported by Communicare to improve the offer to a greater range of Southampton’s citizens.

Health, Mobility and Access

Focus on the major challenges of transport, barriers to physical activity and lack of local facilities. Look for creative solutions to the issues raised by service users and residents to overcome the problems they encounter, with an emphasis on shared responsibility for surmounting them.

Research

Continue to build relationships with local universities and other organisations, exploring opportunities to engage with research, contributing to evidence informed planning.

Who we've helped

946 Individuals

2,625 Requests

500 Gift bags delivered in partnership with Solent Rotary

Of those helped 70% were over 65 years of age, and 39% (36% 2023-24) were over 80.

The majority of those helped were experiencing some form of social difficulty (isolation/loneliness), followed by those with a physical challenge and 44% of those helped had some form of mental health issue.

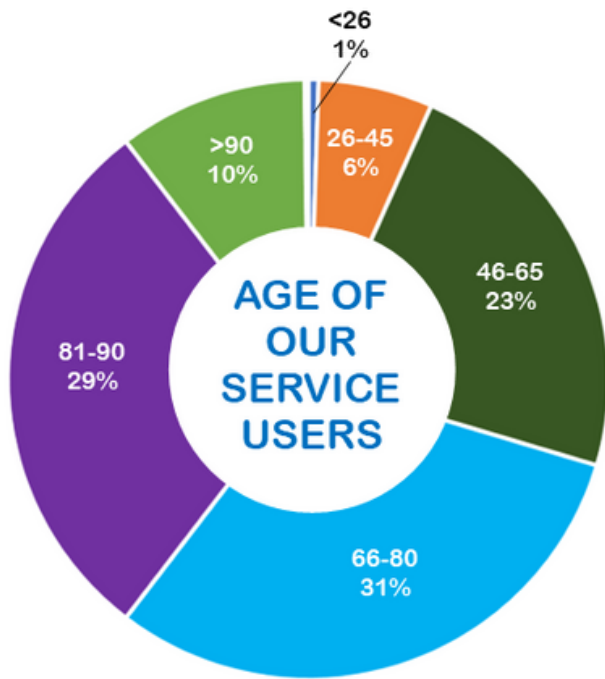
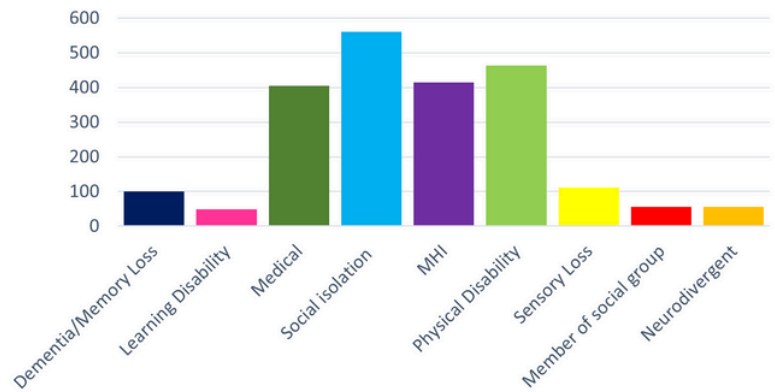


Figure 1

Age Profile of Service Users 2024-25

OUR SERVICE USERS TELL US THEY NEED OUR HELP DUE TO*...



*Many service users are introduced to us for support for more than one reason. This graph shows the percentage of service users we supported who were introduced for for each of the reasons above. Previously we reported the primary reason why service users needed our help, whereas this graph shows all of the reasons.

Figure 2

Primary Reason for Introduction 2024-25

Support via partnership working...

Some 170 service users were supported with social activities by our volunteers as part of partnership working. An additional 201 adult guests who aren't registered with us.

- St Mark's Church, Banister Park at the Haven Lunch Club
- St Patrick's Church & School at the Woolston Friendship Club
- King's Church and Oakwood Primary School at Cuppa's Friendship Club
- St Mary's Church (Central) & October Books at the Meeting Place, Portswood
- King Edward VI School & Avenue St Andrews Church
- King Edwards and Northlands House Care Home - Young Visitors Project
- Mayflower Court Anchor Care Home, St Mary's Primary School and Mason Moor Primary School
- Valentine Primary School & St Mary's Church, Sholing
- Hope School and New Community Church Southampton - Hope Friendship Club
- Tea Parties at Freemantle Community Centre and Living Well Day Centre.

Help we've given

In total we provided 607 lifts for service users for a variety of reasons. This includes medical and social appointments, attending Lunch and Friendship Clubs or activity sessions. 144 lifts were provided by SCA minibuses.

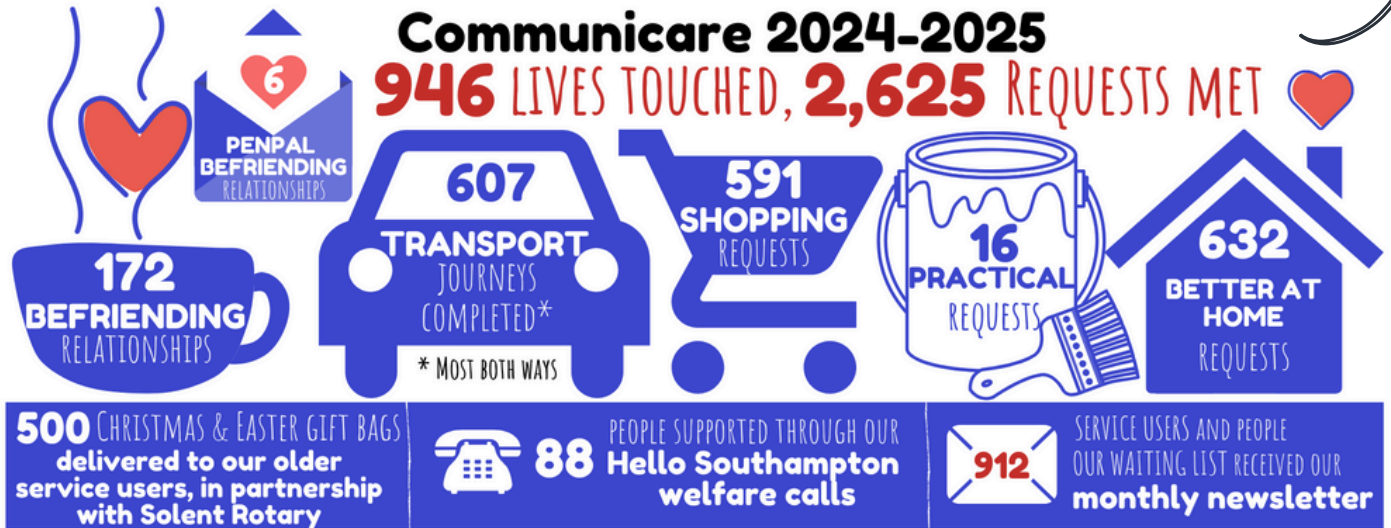


Figure 3 – Number of Service Users Helped, by Type of Request 2024–25

Our 46 transport volunteers drove approximately 8,012 miles this year (1).

Our volunteers provided approximately 10,440 hours (2) of one-to-one support, plus their time on trips out and at regular social groups.

The support we provide enables our service users to continue to live as independently as possible, in their own homes.

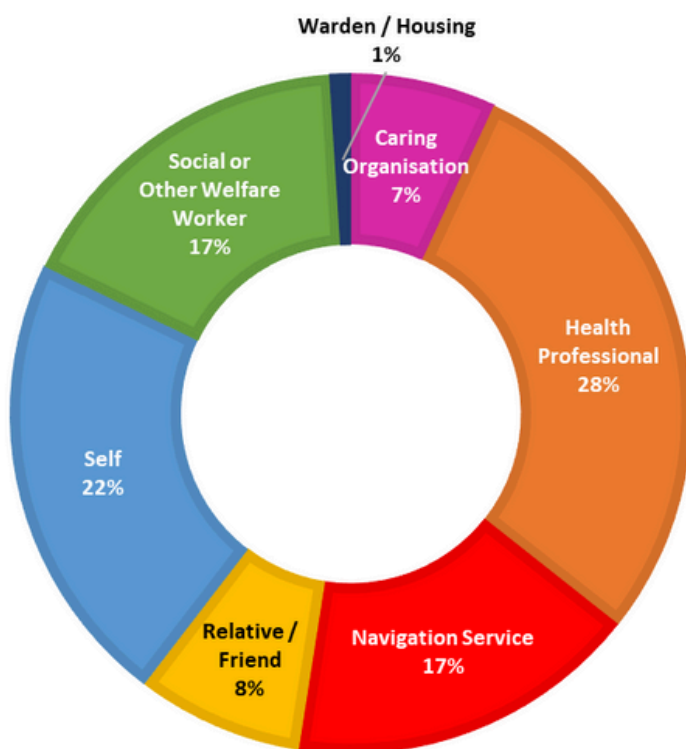


1 Calculated by reading the distance between start and end postcodes for each trip. Figure includes minibus trips.

2 Calculated by average time spent per request multiplied by the number of requests completed in the period. Based on 31 submissions in 2024–25. The estimated number of hours provided by Hello Southampton callers and Care Home volunteers was added.

Who referred to us?

OUR SERVICE USERS ARE REFERRED TO US BY...



71% of the introductions to Communicare continued to come from health and social care professionals and caring organisations, a reflection of the trust placed in Communicare over the 34 years of its existence.

Figure 4 – Source of introductions 2024-25

Waiting list

At the end of the year, 395 service users were on a waiting list for a definite request; this does not include requests for possible one-off events, such as tea parties or group trips. Some of these individuals may have been receiving support from one of our services while waiting for another, e.g. someone may have been having Hello Southampton calls while waiting for a 1:1 befriender, or be having shopping support but also waiting for an activity buddy.

There were 246 service users who had not yet been supported in any way by 31st March 2025 (except with the postal project and assessment visits).

Our volunteers

The help we provide is only made possible by our wonderful volunteers, who work tirelessly to support those around them. In 2024-25 we had 310 volunteers, some giving an hour a week, others almost full-time!



Our Communiters have worked tirelessly to make a real difference in our community and Communicare relies on their continued dedication and commitment.

Drop-ins for volunteers, including conferences and information sessions, are held to provide support and build a better understanding of requirements. In 2024-25, some of these have been face-to-face and some online. Where appropriate, volunteers are subject to a Disclosure and Barring Service check.

Our Coordinators continue to use our extensive volunteer induction packs, given to volunteers at induction, providing an additional level of support for the volunteers in the form of a go-to pack. Our monthly newsletters are also an easy way for us to keep our volunteers in-the-loop with current information and training.

This year we have extended our "Patch" meetings, which cater for smaller geographical locations. This provides an opportunity volunteers to meet others in their area, to share experiences of volunteering, learn from and encourage each other.

One volunteer said "Every group I'm able to attend makes me leave brighter as I've learnt more often about different people, age groups and just a conversation during activities can improve someone's week, especially mine!"

Membership

Members are asked to renew their membership annually and pay a £2 fee for registration. This allows the charity to track its membership more effectively and ensure that members are positively opting into engagement with the organisation.

Membership of the charity is open to church representatives, individuals and organisations who support the work of the charity and who live, work or reside in Southampton or the surrounding area.

Governance

Our Manager, Anne Clewlow continues to manage the staff and oversee Communicare's day-to-day operational activities. The Manager reports to the Trustees at their regular meetings. Strategic management, including adoption of policies, of Communicare is undertaken by the Trustees.

Members and Trustees of Communicare guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. There were 41 guarantors at 31 March 2025.

Trustees

The directors for the purpose of Company Law and Trustees for the purpose of Charity Law, that served during the year and up to the date of this report and are set out below:

- Barrie Worth: Chair, Director and Trustee
- Carolyn Page: Director and Trustee
- Lenka Fremerova: Director and Trustee
- Darren Crispin: Director and Trustee
- Deborah Hendry: Director and Trustee
- Debbie Burns: Director and Trustee
- Adrian Littlemore (appointed 13th October 2024)
- Su Mihelic (appointed 4th February 2025)
- John Ansell: Director and Trustee (resigned 15th January 2025)

Responsibilities of the Trustees

Company Law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of the affairs of Communicare in Southampton and its surplus or deficit of income over expenditure for that period. In preparing the financial statements, the Trustees follow best practice and:

- Select suitable accounting policies and apply them consistently;
- Make judgments and estimates, which are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that show and explain the charity's transactions which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006.

Main Funding Sources

During 2024-25 81% (84.9% 2023-24) of funding was from grants.

Communicare continued working with Saints Foundation on a 3 year Partnership Grant from the National Lottery (ending March 2026).

Reserves Policy

It is the policy of Communicare in Southampton to maintain unrestricted funds, which are our free reserves, at a minimum level of up to approximately three months unrestricted expenditure. At 1st April 2025 there were reserves available to cover 3 months of expenditure.

With pressure on core grant givers (such as SCC) which will result in reductions or suspensions of income to the charity, our reserves may be adversely affected going forward. The Trustees continue to monitor the situation closely, whilst exploring alternative revenue sources.

Risk Review

The Trustees have considered the major risks to which Communicare in Southampton is exposed and have put in place policies and systems to mitigate these risks. Volunteers are protected under the insurance policy of umbrella organisation: The Hampshire Good Neighbours Network provided by Capital Markets Underwriting Ltd.



We have a wide range of policies including Adult & Child Safeguarding, Health and Safety, Equal Opportunities, Financial Reserves, Data Protection and Gifts and Legacies.

Cyber security is provided through subscription to Allteks at Soda IT Support (South) Ltd.

Small Company Exemption

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

By Order of the Board

 Anne Clewlow - 17th September 2025

Anne Clewlow, Company Secretary

Registered Office:

Shirley Baptist Church, Church Street, Southampton, Hampshire SO15 5LG

Finances

Income

		2024-25	of which Gift Aided	2023-24	of which Gift Aided
Donations	Service Users	£ 4,181.65	£ 195.00	£ 2,263.26	£ 450.00
	Regular Giving	£ 9,091.00	£ 8,851.00	£ 11,783.84	£ 8,911.00
	Volunteers	£ 916.66	£ 647.58	£ 1,002.46	£ 627.85
	Churches	£ 805.00		£ 1,202.68	
	Other	-£ 1,032.60		£ 215.00	
	Amazon Smile Donation	£ -		£ 35.12	
	General Donations	£ 4,713.67		£ 2,153.10	
	JustGiving Donations	£ 725.66		£ 1,490.68	
		£ 19,401.04		£ 20,146.14	
		£ 2,040.30		£ 2,759.97	
Fundraising	Marathon Fundraising	£ 2,040.30		£ 1,671.98	£ 779.00
	Tree of Light	£ 1,766.60	£ 1,147.65	£ 1,408.17	
	General Fundraising	£ 10,232.28		£ 2,000.00	
	Business Events	£ 2,500.00		£ 394.59	
	Plant Sale	£ 781.87		£ 358.50	
	SO:Lotto	£ 378.50		£ 182.98	
	Easy Fundraising	£ 108.02		£ 1,296.20	
	Work for Good	£ -			
	Postal Project Income	£ 3,868.58			
		£ 21,676.15		£ 10,072.39	
Membership Fees	£ 61.94		£ 64.00		
Commercial Project	£ 250.00		£ -		
Grants	NHS Hampshire & IOW (Better at Home)	£ 58,033.00		£ 58,033.00	
	Mental Health Network	£ 59,559.18		£ 49,018.00	
	Saints Foundation (Saints Care)	£ 66,405.00		£ 38,823.00	
	SCC Grant	£ 8,250.00		£ 8,250.00	
	Hampshire & IOW Charitable Foundation			£ 3,000.00	
	SCA Transport (Travel Buddies)	£ 3,073.93		£ 1,825.00	
	Grants General	£ 8,243.00		£ 10,764.68	
	£ 203,564.11		£ 169,713.68		
SU Shopping Payment					
Tax Refund on Gift Aid	£ 5,040.18		£		
TOTAL INCOME	£ 249,993.42		£ 199,996.21		

Special thanks go to:

ExxonMobil Fawley
Gallagher Insurance Brokers
Southampton West Rotary Club
St. Mark's School

Highfield Church
Isaac Watts Church
King Edward School

...for their fundraising efforts on our behalf.

Finances

Expenditure

EXPENDITURE	Salaries and NI	£	169,494.44	£	169,869.46
	Pensions	£	5,896.32	£	2,997.47
	Staff Expenses	£	255.52	£	1,414.25
	Volunteers' Expenses	£	1,973.86	£	2,609.04
	DBS Fees	£	-	£	58.16
	Rent	£	17,837.14	£	14,600.03
	Telephone & Internet	£	5,955.48	£	6,436.37
	Social Events (Volunteers & Tea Parties)	£	4,168.71	£	2,336.09
	Postage & Office Supplies	£	9,044.37	£	9,900.54
	Insurance	£	357.63	£	332.24
	Fundraising Expenses	£	1,228.00	£	188.49
	Website & Publicity	£	14,553.60	£	16,461.04
	Training	£	295.00	£	2,590.73
	Volunteer Conference	£	177.50	-£	25.00
	IT Expenses	£	4,742.10	£	8,023.23
	Fees	£	34.00	£	2,449.00
	Equipment	£	464.43	£	382.91
	Recruitment	£	172.16		
	Shopping Reimbursement	£	-	£	
	Other Expenses	£	1,285.87	£	44.00
TOTAL EXPENDITURE		£	232,031.81	£	240,668.05
NET LOSS(-)/SURPLUS		£	17,961.61	-£	40,671.84

Balance Sheet at 31st March 2025



	2024-25	2023-24
Fixed Assets		
Current Assets	£230,906.55	£216,587.80
Cash at Bank & in Hand	£230,906.55	£216,587.80
Prepayment (Rent)	£3,642.86	
Other Debtors	-	-
		-
Net current assets less current liabilities	£234,549.41	£216,587.80
Total assets less current liabilities	£234,549.41	£216,587.80
Liabilities	-	-
Total net assets less liabilities	£234,549.41	£216,587.80

The Trustees are of the opinion that the charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006, relating to small companies. No notice has been deposited under Section 476 of the Act in relation to the accounts for the period.

The Trustees acknowledge their responsibility for:

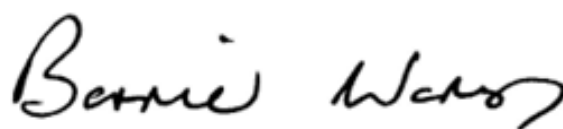
- Ensuring the Charitable Company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006; and
- Preparing financial statements which give a true and fair view of the state of affairs of the Charitable Company as at the end of the financial period, and of its deficit for the financial period in accordance with the requirements of Sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the Charitable Company.

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Trustees on 3rd September 2025.



Anne Clewlow, Company Secretary



Barrie Worth, Chair of Trustees

Balance Sheet

	2024-25	2023-24
Reserves brought forward	£216,587.80	£257,259.64
Loss(-)/Surplus	£17,961.61	£-40,671.84
CLOSING BALANCE C/FWD	£234,549.41	£216,587.80

Financial Statement Notes

- **Accounting Policies**

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Statement of Recommended Practice "Accounting and Reporting by Charities" (2005) and the provisions applicable for companies subject to the small companies' regime.

Fixed assets

Office accommodation was provided through a licence to occupy at 6, Northlands Road, SO15 2LF, from July 2023 for agreed rental. Tangible fixed assets are of low value and are written off in the year of purchase.

Incoming resources

Incoming resources are recognised as income in the year in which they are received.

Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include, where appropriate, VAT which is not recoverable.

- **Directors/Trustees Remuneration and Expenses**

No remuneration was paid to any director/trustee nor were any expenses reimbursed.

- **Taxation**

The Charitable Company is exempt from corporation tax on its charitable activities.

- **General Fund**

Communicare in Southampton is a Charitable Company with no share capital that is limited by guarantee. Movements on the general fund in the period to 31 March 2025 were as follows:

Gain/loss on ordinary activities for the period:	£17,961.61
Balance at start of the year:	£216,587.80
Balance at the end of the year:	£234,549.41

- **Financial commitments**

The Company has not entered into any financial commitments

- **Control** – Throughout the year the Charity was controlled ultimately by its members.

Independent Examiner's Report

I report on the accounts of Communicare in Southampton, set out on pages 15–18, for the year ended 31 March 2025.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed. I am qualified to undertake this examination as I am a Chartered Certified Accountant and have an independent interest in the charity.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- Examine the accounts under section 43 of the 1993 Act;
- To follow the procedures laid down in the general Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act: and
- To state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below:

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. Which gives me reasonable cause to believe that in any material respect the requirements:

- To keep accounting records in accordance with section 386 of the Companies Act 2006
- To prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

Have not been met; or

1. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



17th September 2025

Simon Rudd

Coastal Accountants Ltd, Office 2, Unit 3 Mitchell Point, Ensign Way, Hamble SO31 4RF

COMMUNICARE IN SOUTHAMPTON

England & Wales - Charity number 1110427

Accounts

Registered Company No.5430846

Registered Charity No.1110427

Report of the Trustees Year Ended 31 March 2024



The Trustees have pleasure in presenting their report and the financial statements of the Charitable Company for the period ended 31 March 2024.

Purposes and Aims

The Charitable Objects of Communicare in Southampton are set out in the Articles of Association and are as follows:

1. For the public benefit and within the ethos and principles of the Christian faith, to promote social inclusion among the inhabitants of Southampton and the surrounding areas, particularly those living alone, by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.
2. For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, on the grounds of old age, ill health (physical or mental), disability or infirmity.

The Trustees have:

- Paid due regard to the guidance contained in the Charity Commission's general guidance on public benefit in reviewing the work undertaken in the last 12 months.
- Monitored the areas of activity undertaken and the sources of referral made for the services provided.

How the activities have delivered the public benefit

Communicare in Southampton's principal activities were carried out across Southampton City, from our main office at 6, Northlands Road and from the homes of paid staff where appropriate. Our drop-in sessions at satellite offices were reduced to one weekly slot in Woolston at Your Key Space, Centenary Quay, which we are grateful to be given access to free of charge.

The charity continues to seek to help those in need by providing practical help and friendship for isolated people living in the city of Southampton. Our successes over the period have been achieved by the dedicated work of our "Communiters". We had 310 volunteers registered at the end of March, coordinated and supported by 11 salaried employees (6.75 40h/wk FTE).

The Charity delivers a high quality but cost-effective service that is competitive. The value of what is achieved is measured not only by comparison to what other service providers charge, but more importantly by the trust that has been earned from health and social care professionals and caring organisations; as well as the enduring relationships that are developed with our clientele and their families.

Communicare in Southampton continues to value partnership working and has maintained, developed and extended this aspect of service delivery during 2023 – 24. We have been linked with a variety of organisations with similar goals and ethos to support the local community. These include (but are not limited to) University of Southampton, Unpaid Carers in Southampton, Southampton Sight, Highfield Church, Social Care in Action (SCiA), Southampton Voluntary Services, Shirley Baptist Church, St. Mark's Church (Archers Road), Caraway, the Community Wellbeing Team, SCPA (Southampton Children's Play Association), Saints Foundation, St Patrick's Church, King's Church, St Mary's Church (City Centre), St Mary's Church (Sholing), Southampton Solent Rotary and Wessex AHSN.

We're also delighted to have been supported by several local businesses: Spectrum Signs & Workwear Ltd, Drop the Mask, Eling Studios, Social Care in Action, Your Key Space, Bamboo, BUPA and Aurem Care. We have also received support from Southampton Solent Rotary and Rotary Club of Southampton Magna.

Communicare was a member of Hampshire Good Neighbours, Hampshire Chamber of Commerce, Woolston Millennium Garden, Action Hampshire, Southampton Mental Health Network, Southampton Voluntary Services, Love Southampton and Southampton Christian Network. It is also a Community Partner with Solent NHS.

Progress on plans proposed in Trustee's Report 2023 – 24.

The continuing impact of the pandemic, together with the challenges from the rising cost of living and a shrinking public purse affected the way that Communicare in Southampton was able to deliver on its objectives. In addition other organisations were reducing activities in areas that overlapped with Communicare, resulting in a greater demand for our services.

To tackle this we continued to develop new ways of engaging and managing volunteers, together with developing services to maximise the impact of the volunteers available.

We also remained focused on working in partnership with other organisations wherever possible.

Key areas of focus included:

- **Finance and Fundraising:** create a group involving volunteers, paid staff & Trustees to consider all aspects of financial activity. To include commercial projects, business planning, expenditure and impact measurement.
 - A small and committed group, consisting of a Trustee, two of the paid staff team and a volunteer came together to undertake these activities.
 - In addition an application was made to the Cranfield Trust for a mentor to support us as we revise our business plan. Their team has already provided invaluable guidance which will help us to progress over the coming years.
- **Partnership working:** maintain and extend collaborative partnerships that strengthen our support for Southampton residents. Explore both formal and informal opportunities to work together.
 - As a core aspect of the way that we work, this area has continued to flourish.
 - In particular we have achieved closer ties with the Library service, Community Radio and Energiseme.
 - We have joined and actively contributed to several networks including the Cooking & Nutrition Network, The Health & Wellbeing Hub, Physical Activity Alliance.
- **Volunteer opportunities, recruitment, management, deployment;** continuing to refine and create roles available within the charity to enable the most effective delivery of the charity's objectives. This needs to align with both volunteer preferences and available funding & resource.
 - Using feedback from volunteers about their preferences for the structure of the event and topics to be covered, a Volunteer Conference was held in partnership with Caraway in March.
 - Further information sessions, both in person and online were provided through the rest of the year.
 - A group of volunteers came together to review and amend the Activity Buddy role description.
 - Attended a wide range of events with an information stall and focus on volunteer recruitment.
 - An application was made to attend "Happier Working Lives" course with Solent NHS to focus primarily on volunteers.
- **Multi-generational work;** continue to build on the work already begun and seek more opportunities and partners to increase this area of activity.
 - Several new groups have been established, with a variety of organisations across the city and with differing age groups involved. The emphasis is on ensuring that activities are "owned" by groups rooted in the area of operation to maximise sustainability and success.
 - Schools have been key partners in this venture. King Edward VI, St Patrick's, Valentine, Oakwood, Mason Moor and St Mary's Schools have all provided pupils to work with our teams.
 - During this year we have had organisations approach us to ask us to work with them having observed our successes elsewhere.
- **Group activity;** continue to explore ways in which people can interact in groups of different sizes, for a range of purposes to support one another.
 - A survey was conducted to ascertain the types of activities that service users would be keen to attend and used to design our group trips out.
 - Opportunities to work alongside other organisations, thereby widening the social circles accessed, were taken up.

- **Diversity and inclusion:** build on relationships with other faith groups and organisations whose membership lies outside the demographic most typically supported by Communicare to improve the offer to a greater range of Southampton’s citizens.
 - Communicare staff and volunteers attended events at local Sikh and Hindu Temples and created new connections.

Postal Project

Our regular service user newsletters continue to be very popular, fostering a sense of belonging and connection even when people are on a waiting list for help.

With around 50% of those we support not digitally active this is also a vital way of providing service users with information about opportunities on offer with both Communicare and other organisations, including statutory providers.

CommuniBakes

Our commercial arm, CommuniBakes, a small community bakery located at 21 St James Road, Shirley, has continued to grow and develop. Whilst it has taken longer to be able to feed funds into the charity than initially predicted (due to unexpected changes in the economic climate) it was able to begin contributing during this financial year by providing free catering for Communicare events.

Southampton Mental Health Network (SMHN)

Whilst SMHN is now a registered charity in its own right, Communicare has continued to play a leading role in its development. The organisation has a vision to “Make Southampton a Mental Health Friendly City”, thereby contributing to the social inclusion of those who may otherwise struggle to get involved.

Paid staff who deliver the day to day work of the new charity are hosted and managed through Communicare as they work towards achieving a size that will allow them to operate independently in the future.

Future Plans

Southampton continues to face challenging circumstances, with its residents experiencing poorer health and greater economic challenges than most other cities of a similar size in the UK. With funding becoming more scarce and services on offer by both statutory and voluntary organisations being stretched beyond capacity Communicare will need to explore every possible avenue to allow it to continue to make a difference to the lives of those who come to us for help. The key areas of focus during the period from April 2024-March 2025 will largely extend the work of the previous year and will include:

- **Finance and Fundraising:** continue to develop the group established to consider all aspects of financial activity. To include commercial projects, business planning, expenditure and impact measurement.
- **Partnership working:** maintain and extend collaborative partnerships that strengthen our support for Southampton residents. Explore both formal and informal opportunities to work together.
- **Volunteer opportunities, recruitment, management, deployment;** continuing to refine and create roles available within the charity to enable the most effective delivery of the charity’s objectives. This needs to align with both volunteer preferences and available funding & resource.
- **Multi-generational work;** continue to build on the work already begun and seek more opportunities and partners to increase this area of activity.
- **Diversity and inclusion:** build on relationships with other faith groups and organisations whose membership lies outside the demographic most typically supported by Communicare to improve the offer to a greater range of Southampton’s citizens.
- **Research;** build relationships with local universities to explore opportunities to engage with research, contributing to evidence informed planning.

- **Training the future workforce;** work with educational establishments including Universities to provide opportunities for students to develop relevant skills, whilst supporting Communicare to deliver its programmes

Who we've helped

Our volunteers touched the lives of 860 individuals or families with 2,816 requests.

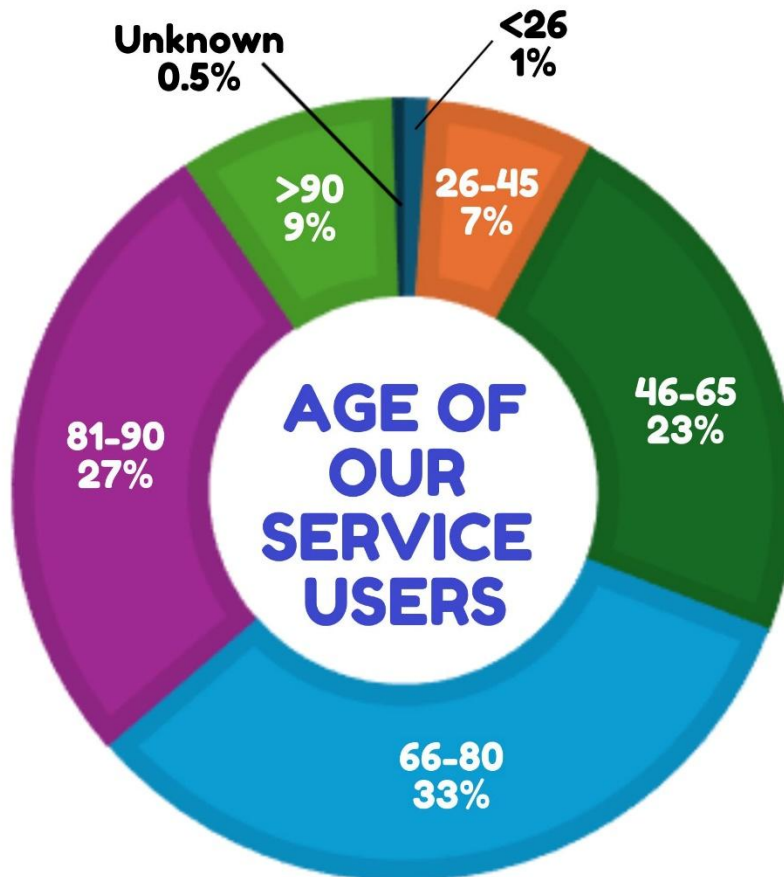
Some 201 individuals were supported by our volunteers as part of partnership working with:

- St Mark's Church, Banister Park at the Haven Lunch Club
- SCPA (Southampton Children's Play Association) at Weston Adventure Playground
- St Patrick's Church & School at the Woolston Friendship Club
- King's Church, Cxford and Oakwood Primary School at Cuppa's Friendship Club
- St Mary's Church (Central) & St Mary's Primary School at St Mary's Friendship Club
- St Mary's Church (Central) & October Books at the Meeting Place, Portswood
- King Edward VI School & Avenue St Andrews Church

A further group joined in with the partnership between Valentine's School & St Mary's Church (Sholing)

Of those helped 69% were over 65 years of age, and 36% (37% 2022-23) were over 80.

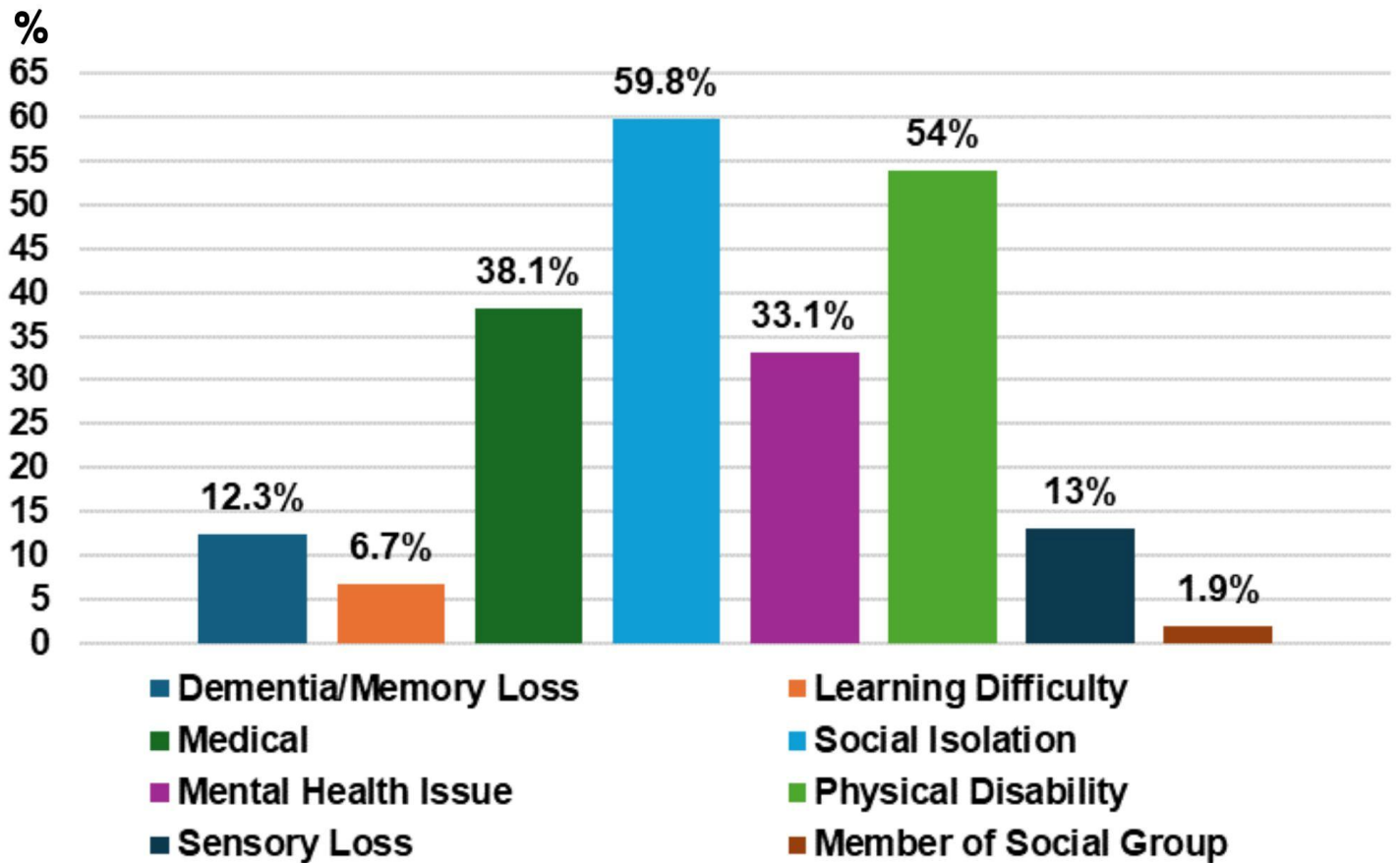
Figure 1 - Age Profile of Service Users 2023-24



The majority of those helped (59.8%) were experiencing some form of social difficulty (isolation/loneliness), followed by those with a physical challenge (54%) and 33.1% of those helped had some form of mental health issue.

Figure 2 - Primary Reason for Referral 2023-24

OUR SERVICE USERS TELL US THEY NEED OUR HELP DUE TO*...



***Many service users are introduced to us for support for more than one reason. This graph shows the percentage of service users we supported who were introduced for for each of the reasons above. Previously we reported the primary reason why service users needed our help, whereas this graph shows all of the reasons.**

The Learning Difficulty category currently includes learning disabilities and neurodiversity

The type of help we've given

In total we provided 535 lifts for service users for a variety of reasons. This includes medical and social appointments, attending Lunch and Friendship Clubs or activity sessions. 161 lifts were provided by SCA minibuses.

Our transport volunteers drove approximately 5,564 miles this year¹.

Our volunteers provided approximately 26,640² hours of individual acts of kindness.

The support we provide enables our service users to continue to live as independently as possible, in their own homes.

Figure 3 - Number of Service Users Helped, by Type of Request 2023-24



Figure 3 provides information about how many service users have been helped with each individual task. It should be noted that some service users have been helped with multiple types of request.



¹Calculated by multiplying the number of individual trips by the average volunteer's mileage claim per request. Based on 4 volunteer mileage submissions in 2023-24.

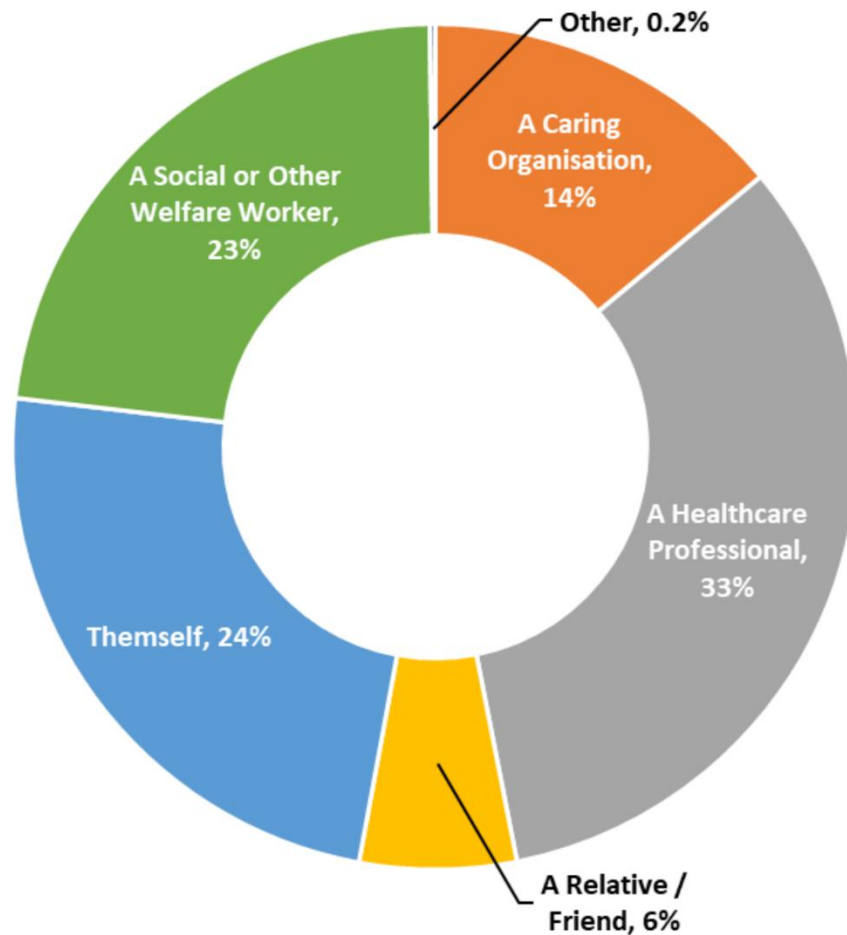
²Calculated by average time spent per request multiplied by the number of requests completed in the period. Based on 33 volunteers' submissions in 2023-24. The estimated number of hours provided by Hello Southampton callers was added, as well as an estimate for the young visitor's project, using the average number of volunteers and the number of hours the project runs for each week.

Where do our service user referrals come from?

70% of the referrals to Communicare continued to come from health and social care professionals and caring organisations, a reflection of the trust placed in Communicare over the 33 years of its existence.

Figure 4 - Source of Referrals 2023-24

OUR SERVICE USERS ARE REFERRED TO US BY...



Waiting list

At the end of the year, 495 service users were on a waiting list for one or more of our services. Of these, 126 people were only waiting to be invited to tea parties or one-off events, leaving 369 service users waiting for one or more services (375 people in 2022 – 23, 319 people in 2021-22). Some of these individuals may have been receiving support from one of our services while waiting for another, e.g. someone may have been having Hello Southampton calls and waiting for a telephone befriender.

There were 274 service users who had not yet been supported in any way by 31st March 2024 (except with the postal project and assessment visits).

Volunteers (“Communiters”)



Our Communiters have worked tirelessly to make a real difference in our community and Communicare relies on their continued dedication and commitment.

Drop-ins for volunteers, including conferences and information sessions, are held to provide support and build a better understanding of requirements. In 2023-24, some of these have been face-to-face and some online. Where appropriate, volunteers are subject to a Disclosure and Barring Service check.

Our Coordinators continue to use our extensive volunteer induction packs, given to volunteers at induction, providing an additional level of support for the volunteers in the form of a go-to pack. Our monthly newsletters are also an easy way for us to keep our volunteers in-the-loop with current information and training.

This year we have extended our “Patch” meetings, which cater for smaller geographical locations. This provides an opportunity volunteers to meet others in their area, to share experiences of volunteering, learn from and encourage each other.

Membership

Members are asked to renew their membership annually and pay a £2 fee for registration. This allows the charity to track its membership more effectively and ensure that members are positively opting into engagement with the organisation.

Membership of the charity is open to church representatives, individuals and organisations who support the work of the charity and who live, work or reside in Southampton or the surrounding area.

Governance

Our Manager, Anne Clewlow continues to manage the staff and oversee Communicare’s day-to-day operational activities. The Manager reports to the Trustees at their regular meetings. Strategic management, including adoption of policies, of Communicare is undertaken by the Trustees.

Members and Trustees of Communicare guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. There were 42 guarantors at 31 March 2024.

Trustees

Recruitment of Trustees

The charity periodically recruits Trustees as the need arises, focusing on areas of knowledge and expertise that will add to the strength of the team. Opportunities are advertised through the networks already open to the organisation (e.g. church groups) and also via Southampton Voluntary Services.

The *directors* for the purpose of Company Law and *Trustees* for the purpose of Charity Law, that served during the year and up to the date of this report and are set out below:

- Barrie Worth: Chair, Director and Trustee
- Carolyn Page: Director and Trustee
- John Ansell: Director and Trustee
- Lenka Fremerova: Director and Trustee
- Darren Crispin: Director and Trustee
- Deborah Hendry: Director and Trustee
- Debbie Burns: Director and Trustee (appointed 5th November 2023)
- Rev Miles Newton:.. Director and Trustee (resigned 17th July 2024)

Trustee Induction and Training

All new Trustees receive a copy of “The Essential Trustee” CC3 and an outline of their responsibilities. In addition, new and existing Trustees are encouraged to attend specific training and update courses.

Responsibilities of the Trustees

Company Law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of the affairs of Communicare in Southampton and its surplus or deficit of income over expenditure for that period. In preparing the financial statements, the Trustees follow best practice and:

- Select suitable accounting policies and apply them consistently;
- Make judgments and estimates, which are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that show and explain the charity’s transactions which disclose with reasonable accuracy at any time the financial position of the charity and 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.

Principal Funding Sources

During 2023-24 84.9% (84.5% 2022-23) of funding was from grants.

Communicare began work with Saints Foundation on a 3 year Partnership Grant from the National Lottery.

Reserves Policy

It is the policy of Communicare in Southampton to maintain unrestricted funds, which are our free reserves, at a minimum level of up to approximately six months unrestricted expenditure. At 1st April 2024 there were reserves available to cover 6 months of expenditure.

With pressure on core grant givers (such as SCC) which will result in reductions or suspensions of income to the charity, our reserves may be adversely affected going forward. The Trustees have set up a Finance Steering Group to monitor this closely, and explore alternative revenue sources.

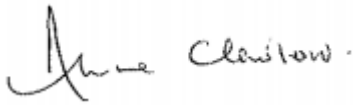
Risk Review

The Trustees have considered the major risks to which Communicare in Southampton is exposed and have put in place policies and systems to mitigate these risks. Volunteers are protected under the insurance policy of umbrella organisation: The Hampshire Good Neighbours Network provided by Capital Markets Underwriting Ltd. We have a wide range of policies including Adult & Child Safeguarding, Health and Safety, Equal Opportunities, Financial Reserves, Data Protection and Gifts and Legacies. Cyber security is provided through subscription to Allteks.

Small Company Exemption

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

By Order of the Board



10th October 2024

Anne Clewlow, Company Secretary

Registered Office:

Shirley Baptist Church, Church Street, Southampton, Hampshire SO15 5LG

INCOME		2023-24	of which Gift Aided	2022-23	of which Gift Aided
Donations	Service Users	£2,263.26	£450.00	£5,108.58	£915.63
	Regular Giving	£11,783.84	£8,911.00	£8,431.00	£8,381
	Volunteers	£1,002.46	£627.85	£1,862.02	£282.71
	Churches	£1,202.68		£1,852.00	
	Other	£215.00		£1,808.99	
	DONR Text Giving	£-		£33.25	
	Amazon Smile Donation	£35.12		£47.10	
	General Donations	£2,153.10		£909.49	
	JustGiving Donations	£1,490.68		£3,534.21	
		£20,146.14		£23,586.64	
Fundraising	Marathon Fundraising	£2,759.97		£2,273.08	
	Tree of Light	£1,671.98	£779.00	£1,261.66	£748.50
	General Fundraising	£1,408.17		£1,783.36	
	Business Events	£2,000.00		£3,410.00	
	Plant Sale	£394.59		£374.35	
	SO:Lotto	£358.50		£462.00	
	Easy Fundraising	£182.98		£90.64	
	Work for Good	£1,296.20		£255.62	
	Co-op Local Community Fund	£0		£215.31	
		£10,072.39		£10,126.02	
Membership Fees	£64.00		£110.00		
Commercial Project	Communibakes	£-		£-	
Commercial Project	Robin's Nest	£-		£198.92	
Grants	NHS Hampshire & IOW (Better at Home)	£58,033.00			
	Mental Health Network	£49,018.00		£9,999.50	
	Saints Foundation (Saints Care)	£38,823.00			
	National Lottery Community Fund	£-		£13,886.00	
	National Lottery Uplift Grant	£-		£51,564.50	
	SCC Grant	£8,250.00		£24,750.00	
	Hampshire & IOW Charitable Foundation	£3,000.00			
	SCA Transport (Travel Buddies)	£1,825.00			
	Henry Smith Grant	£-		£5,000.00	
	Grants General	£10,764.68		£98,902.00	
	£199,996.21		£204,102.00		
SU Shopping Payment	£-		£39.60		
Tax Refund on Gift Aid	£-		£3349.67		
TOTAL INCOME	£199,996.21		£241,512.85		

EXPENDITURE	Salaries and NI	£169,869.46	£203,054.37
	Pensions	£2,997.47	£3,404.53
	Staff Expenses	£1,414.25	£1,309.31
	Volunteers' Expenses	£2,609.04	£6,395.31
	DBS Fees	£58.16	£-
	Rent	£14,600.03	£5,627.78
	Telephone & Internet	£6,436.37	£3,828.88
	Social Events (Volunteers & Tea Parties)	£2,336.09	£1,847.14
	Postage & Office Supplies	£9,900.54	£9,824.72
	Insurance	£332.24	£321.20
	Fundraising Expenses	£188.49	£672.00
	Website & Publicity	£16,461.04	£22,445.88
	Training	£2,590.73	£6,218.43
	Volunteer Conference	-£25.00	£209.99
	IT Expenses	£8,023.23	£4,887.96
	Fees	£2,449.00	£2,316.52
	Equipment	£382.91	£1,192.05
	Robin's Nest	£-	£122.20
	Shopping Reimbursement	£-	£39.40
	Other Expenses	£44.00	£220.00
TOTAL EXPENDITURE		£240,668.05	£273,937.67
NET LOSS(-)/SURPLUS		-£40,671.84	-£32,424.82

Balance Sheet at 31 March 2024

	2023-24	2022-23
Fixed Assets		
Current Assets	£216,587.80	£257,259.64
Cash at Bank and in Hand	£216,587.80	£257,259.64
Other Debtors	-	-
	-	-
Net current assets less current liabilities	£216,587.80	£257,259.64
Total assets less current liabilities	£216,587.80	£257,259.64
Liabilities	-	-
Total net assets less liabilities	£216,587.80	£257,259.64

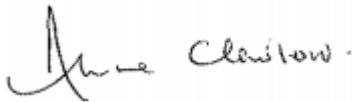
The Trustees are of the opinion that the charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006, relating to small companies. No notice has been deposited under Section 476 of the Act in relation to the accounts for the period.

The Trustees acknowledge their responsibility for:

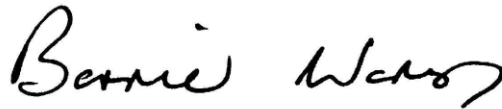
- a) Ensuring the Charitable Company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006; and
- b) Preparing financial statements which give a true and fair view of the state of affairs of the Charitable Company as at the end of the financial period, and of its deficit for the financial period in accordance with the requirements of Sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the Charitable Company.

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Trustees on 16th September 2024.



Anne Clewlow, Company Secretary



Barrie Worth, Chair of Trustees

Balance Sheet

BALANCE SHEET	2023-24	2022-23
Reserves brought forward	£257,259.64	£289,684.46
Loss(-)/Surplus	£-40,671.84	£-32,424.82
CLOSING BALANCE C/FWD	£216,587.80	£257,259.64

1. Accounting Policies

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Statement of Recommended Practice “Accounting and Reporting by Charities” (2005) and the provisions applicable for companies subject to the small companies’ regime.

Fixed assets

Office accommodation was provided through a licence to occupy at 6, Northlands Road, SO15 2LF, from July 2023 for agreed rental. Tangible fixed assets are of low value and are written off in the year of purchase.

Incoming resources

Incoming resources are recognised as income in the year in which they are received.

Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include, where appropriate, VAT which is not recoverable.

2. Directors/Trustees Remuneration and Expenses

No remuneration was paid to any director/trustee nor were any expenses reimbursed.

3. Taxation

The Charitable Company is exempt from corporation tax on its charitable activities.

4. General Fund

Communicare in Southampton is a Charitable Company with no share capital that is limited by guarantee. Movements on the general fund in the period to 31 March 2024 were as follows:

Gain/loss on ordinary activities for the period	£-40,671.84
Balance at start of the year	£257,259.64
Balance at the end of the year	£216,587.80

5. Financial commitments

The Company has not entered into any financial commitments

6. Control - Throughout the year the Charity was controlled ultimately by its members.

Independent Examiner's Report to the Trustees of Communicare in Southampton.

I report on the accounts of Communicare in Southampton, set out on pages 12-, for the year ended 31 March 2024.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed. I am qualified to undertake this examination as I am a Chartered Certified Accountant and have an independent interest in the charity.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- Examine the accounts under section 43 of the 1993 Act;
- To follow the procedures laid down in the general Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act: and
- To state whether particular matters have come to my attention.

Basis of independent examiner's report

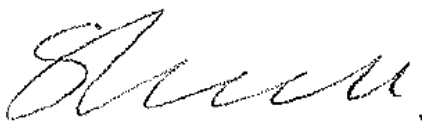
My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below:

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- 1) Which gives me reasonable cause to believe that in any material respect the requirements:
 - To keep accounting records in accordance with section 386 of the Companies Act 2006: and
 - To prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by CharitiesHave not been met; or
- 2) To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

16th September 2024



Simon Rudd

Coastal Accountants Ltd, Office 2, Unit 3 Mitchell Point, Ensign Way, Hamble SO31 4RF

COMMUNICARE IN SOUTHAMPTON

England & Wales - Charity number 1110427

Accounts

Communicare in Southampton

Registered Company No.5430846

Registered Charity No.1110427

Report of the Trustees

Year Ended 31 March 2023



The Trustees have pleasure in presenting their report and the financial statements of the Charitable Company for the period ended 31 March 2023.

Purposes and Aims

The Charitable Objects of Communicare in Southampton are set out in the Articles of Association and are as follows:

For the public benefit and within the ethos and principles of the Christian faith, to promote social inclusion among the inhabitants of Southampton and the surrounding areas, particularly those living alone, by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, on the grounds of old age, ill health (physical or mental), disability or infirmity.

The Trustees have:

- Paid due regard to the guidance contained in the Charity Commission's general guidance on public benefit in reviewing the work undertaken in the last 12 months.
- Monitored the areas of activity undertaken and the sources of referral made for the services provided.

How the activities have delivered the public benefit

Communicare in Southampton's principal activities were carried out across Southampton City, from our main office at Amplevine House, St Denys and from the homes of paid staff where appropriate. Our lease at Amplevine came to an end in September 2022. Our drop-in sessions at satellite offices in Shirley and Woolston recommenced post COVID-19 restrictions. In Woolston two weekly slots were provided, one at St Mark's Institute, Victoria Road and the second at Your Key Space, Centenary Quay, which we were grateful to be given access to free of charge.

The charity continues to seek to help those in need by providing practical help and friendship for isolated people living in the city of Southampton. Our successes over the period have been achieved by the dedicated work of our "Communiters". We had 297 volunteers registered at the end of March, coordinated and supported by 11 salaried employees (7.5 40h/wk FTE).

The Charity delivers a high quality but cost-effective service that is competitive. The value of what is achieved is measured not only by comparison to what other service providers charge, but more importantly by the trust that has been earned from health and social care professionals and caring organisations; as well as the enduring relationships that are developed with our clientele and their families.

Communicare in Southampton has maintained and developed some strong partnerships in 2022-23 with a variety of organisations with similar goals and ethos to support the local community. These include (but are not limited to) University of Southampton, Carers in Southampton, Southampton Sight, Highfield Church, Social Care in Action (SCiA), Southampton Voluntary Services, Shirley Baptist Church, St. Mark's Church (Archers Road), Caraway, the Community Wellbeing Team, SCPA (Southampton Children's Play Association), Saints Foundation, St Patrick's Church, King's Church, St Mary's Church (City Centre), and Wessex AHSN.

We're also delighted to have been supported by several local businesses: Spectrum Signs & Workwear Ltd, Drop the Mask, Eling Studios, Social Care in Action, Your Key Space, CVK Solutions Ltd and Harrison Clarke

Surveyors. We were the adopted charity for the business network, Liberty BNI (Southampton) and received support from Southampton Solent Rotary and Rotary Club of Southampton Magna.

Communicare is a member of Hampshire Good Neighbours, Hampshire Chamber of Commerce, Woolston Millennium Garden, Action Hampshire, Southampton Mental Health Network, Southampton Voluntary Services, Love Southampton and Southampton Christian Network. It is also a Community Partner with Solent NHS.

Progress on plans proposed in Trustee's Report 2021-22

The ongoing impact of the pandemic, together with the challenges from the rising cost of living affected the way that Communicare in Southampton was able to deliver on its objectives. In addition other organisations were reducing activities in areas that overlapped with Communicare, resulting in a greater demand for our services.

To tackle this we continued to develop new ways of engaging and managing volunteers, together with developing services to maximise the impact of the volunteers available.

We also remained focused on working in partnership with other organisations wherever possible.

Key areas of focus included:

- **Review of Communicare's charitable objects;** ensuring that the charity's purposes are reflected in the Articles of Association in accordance with contemporary language and understanding. Following consultation with volunteers and staff and correspondence with the Charity Commission the Trustees held a Special General Meeting on 25th March 2023 at which the new Articles of Association (set out in Purposes and Aims above) were agreed.
- **Commercial;** continuing to explore ways in which the charity can use commercial activity to provide financial resilience. CommuniBakes has established and developed successfully this year. The business plan for the bakery suggests that it will begin to pay back the investment during the next financial year. Further opportunities have been explored, including purchasing a Barber Shop and Community Café but didn't lead to the establishment of new projects.
- **Strategic and business planning;** reviewing and updating the business plan. Writing and implementing strategies to support the delivery of the business plan. The business plan has been reviewed. This is an ongoing process, particularly as outside circumstances continue to change rapidly.
- **Volunteer opportunities, recruitment, management, deployment;** continuing to refine and create roles available within the charity to enable the most effective delivery of the charity's objectives. Two new roles have been created: Travel Buddy and Activity Buddy, focusing on helping service users to get out and about. Effective use of PR to engage all media outlets, coupled with lamppost banners and car parking tickets has raised greater awareness of the charity and attracted applications to volunteer. Introduction of more online means to engage with potential volunteers has proved popular and successful. Another successful volunteer conference and ongoing provision of a series of information sessions, together with the introduction of "Patch" groups, bringing volunteers together who live close to one another, has proved beneficial in maintaining engagement and providing management and support.
- **Intergenerational work;** build on the work already begun and seek more opportunities and partners to increase this area of activity.

An extension to the role of Service Development Officer has allowed this aspect of our work to expand, with the establishment of a range of popular Friendship Groups across the city. These are typically based on local partnerships with established organisations within an area.

- **Group activity;** exploring ways in which people can interact in groups of different sizes, for a range of purposes to support one another.

In addition to the developing Friendship Groups, opportunities to go out in small groups using specially adapted minibuses, supplied by SCA Transport has contributed to this. It is an area of ongoing work.

Postal Project

In March 2020, with the onset of social restrictions to combat the spread of COVID-19, Communicare fulfilled a long-held ambition to launch a regular posted newsletter to service users. This was also offered to anyone on the waiting list with a view to engendering a sense of belonging as they waited. To add interest and encourage engagement activities were also provided.

The initiative was very popular and is now a significant element in the support we provide.

Other organisations offering help, advice, support or opportunities to contribute to research projects are often given the chance to have their leaflets/information included in the packs at no expense to themselves. Since we estimate that around 50% of our service users are not digitally active this gives them access to local information that they would almost certainly otherwise be unaware of.

Southampton Mental Health Network

Communicare has continued to play a leading role in the establishment and development of SMHN, an organisation whose vision is to “Make Southampton a Mental Health Friendly City”, thereby contributing to the social inclusion of those who may otherwise struggle to get involved.

In September 2022 the Network successfully registered as a charity and has begun work to become independent of Communicare in the future.

Future Plans

The challenging economic climate, coupled with some significant changes in the circumstances of the City of Southampton requires planning which considers the impact these will have on Communicare’s work.

Recognising the significance of rising poverty, the shift in the delivery of statutory care to an Integrated Care Board that encompasses the whole of Hampshire and the Isle of Wight alongside reduction or over subscription in service provision in both the statutory sector and our allied third sector organisations, the key areas of focus during the period from April 2023-March 2024 include:

- Finance and Fundraising: create a group involving volunteers, paid staff & Trustees to consider all aspects of financial activity. To include commercial projects, business planning, expenditure and impact measurement.
- Partnership working: maintain and extend collaborative partnerships that strengthen our support for Southampton residents. Explore both formal and informal opportunities to work together.
- Volunteer opportunities, recruitment, management, deployment; continuing to refine and create roles available within the charity to enable the most effective delivery of the charity’s objectives. This needs to align with both volunteer preferences and available funding & resource.
- Multi-generational work; continue to build on the work already begun and seek more opportunities and partners to increase this area of activity.
- Group activity; continue to explore ways in which people can interact in groups of different sizes, for a range of purposes to support one another.
- Diversity and inclusion: build on relationships with other faith groups and organisations whose membership lies outside the demographic most typically supported by Communicare to improve the offer to a greater range of Southampton’s citizens.

Who we've helped

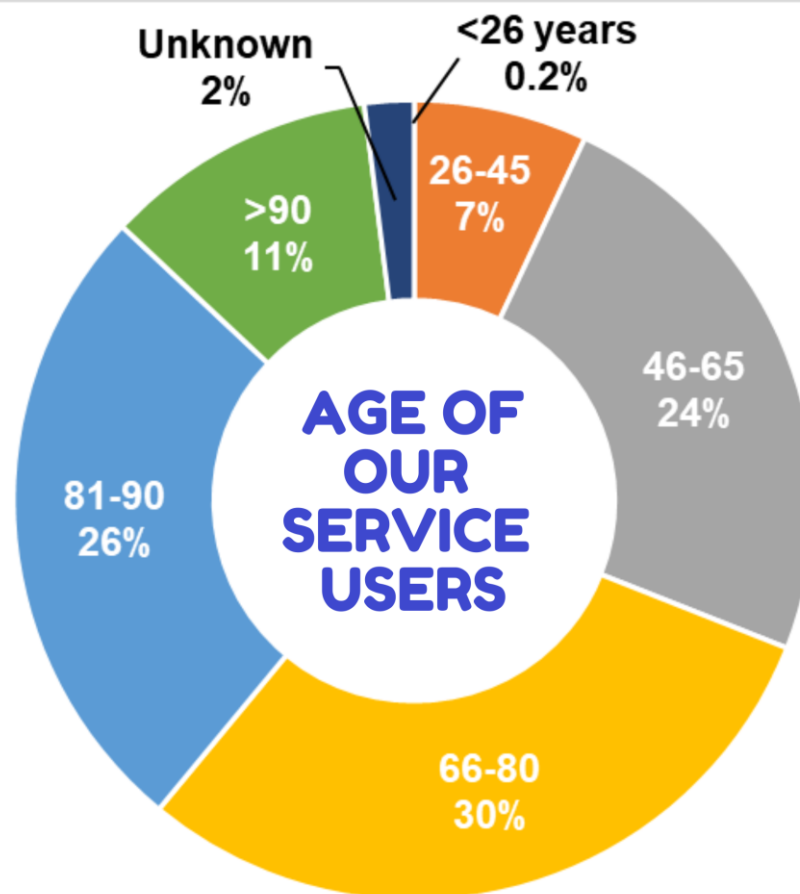
Our volunteers touched the lives of 821 individuals or families with 2,838 requests. This figure includes those only receiving our posted newsletter and activity pack, many of whom are waiting for additional services.

Some 109 individuals were supported by our volunteers as part of partnership working with:

- St Mark's Church, Banister Park at the Haven Lunch Club
- SCPA (Southampton Children's Play Association) at Weston Adventure Playground
- St Patrick's Church & School at the Woolston Friendship Club
- King's Church, Cxford and Oakwood Primary School at Cuppa's Friendship Club
- St Mary's Church & St Mary's Primary School at St Mary's Friendship Club
- St Mary's Church & October Books at the Meeting Place, Portswood

Of those helped 67% were over 65 years of age, and 37% (37% 2021-22) were over 80.

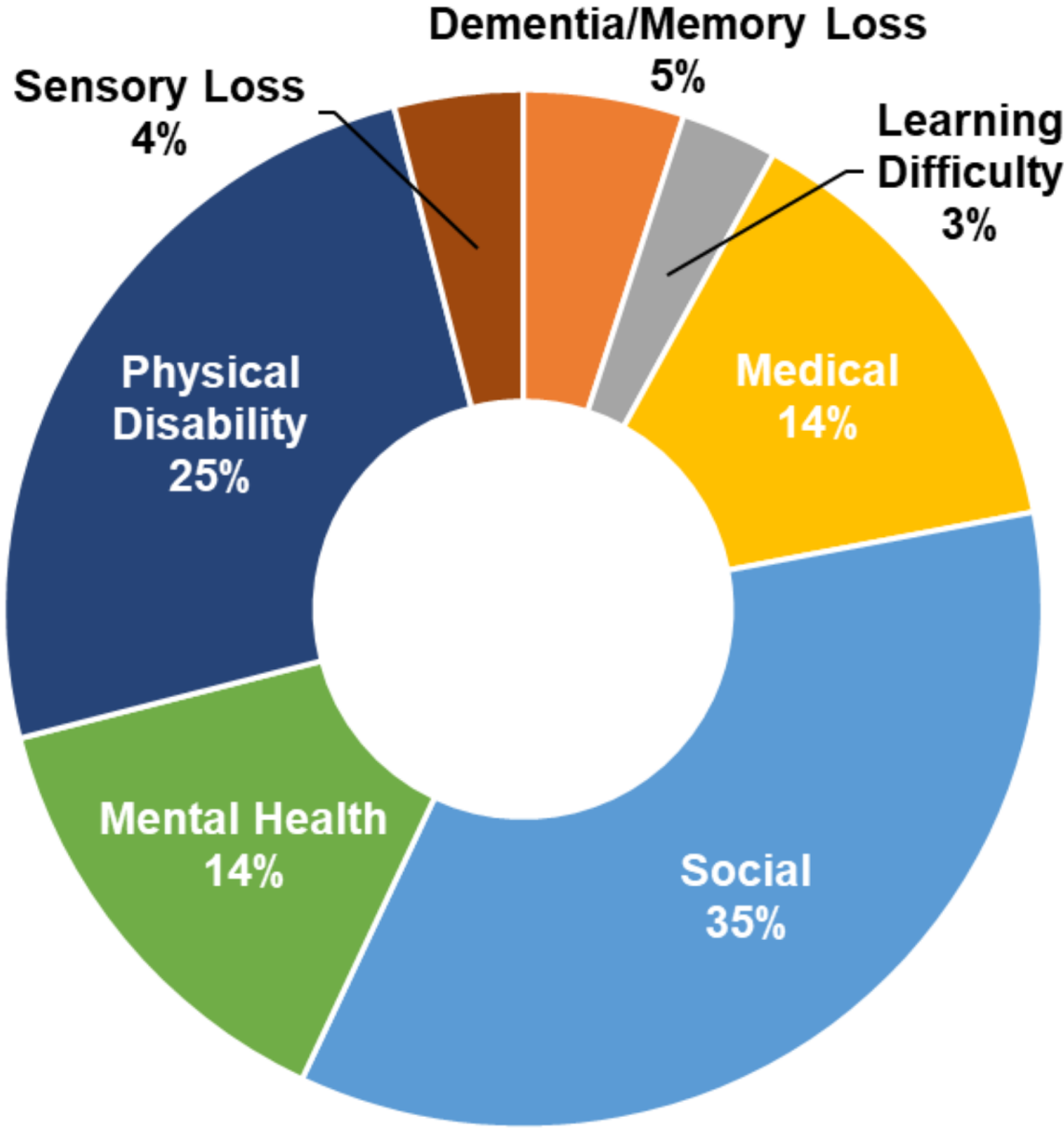
Figure 1 - Age Profile of Service Users 2022-23



The majority of those helped (35%) were experiencing some form of social difficulty (isolation/loneliness), followed by those with a physical challenge (25%) and 14% of those helped had some form of mental health issue.

Figure 2 - Primary Reason for Referral 2022-23

**OUR SERVICE USERS TELL US
THEY NEED OUR HELP DUE TO...**



The type of help we've given

In total we provided 557 lifts for service users for a variety of reasons. This includes medical and social appointments, attending Lunch and Friendship Clubs or activity sessions. 267 lifts were provided by SCA minibuses, of which 176 were a part of the new Travel Buddy project, funded by cta (Community Transport Association).

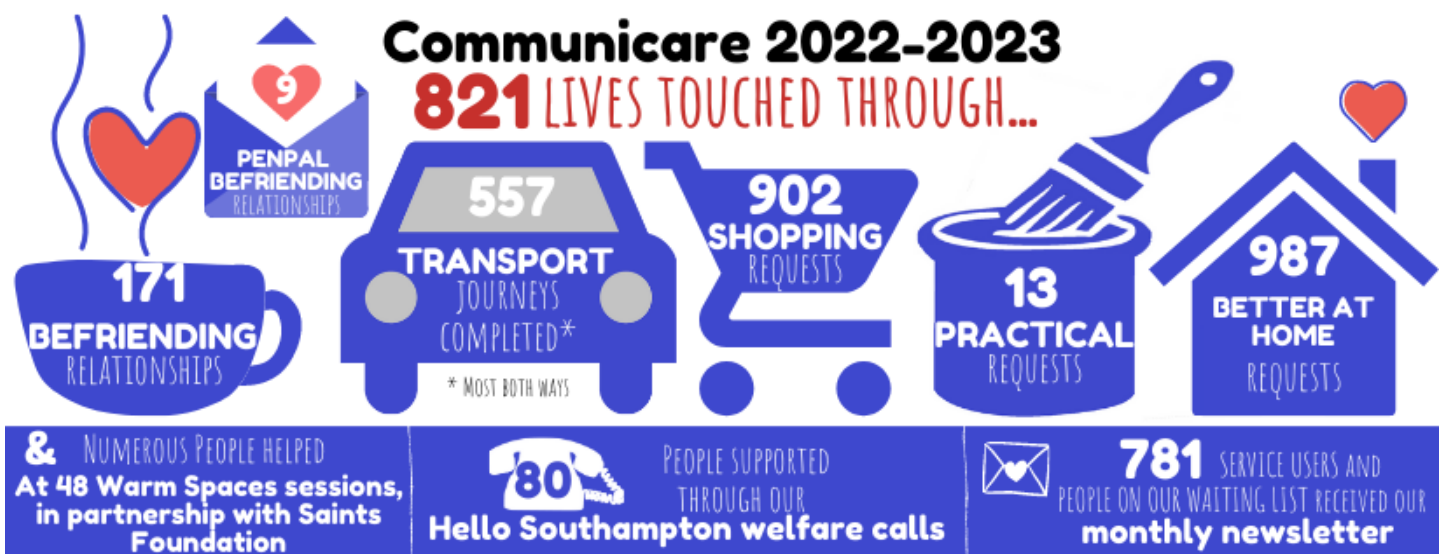
Our transport volunteers drove approximately 3,676.2 miles this year¹

Our volunteers provided approximately 19,863² hours of individual acts of kindness and in addition to this 25 volunteers provided hours of help at local vaccination and warm hubs.

The support we provide enables our service users to continue to live as independently as possible, in their own homes.

Figure 3 - Number of Service Users Helped, by Type of Request 2021-22

Figure 3 provides information about how many service users have been helped with each individual task. It should be noted that some service users have been helped with multiple types of request.



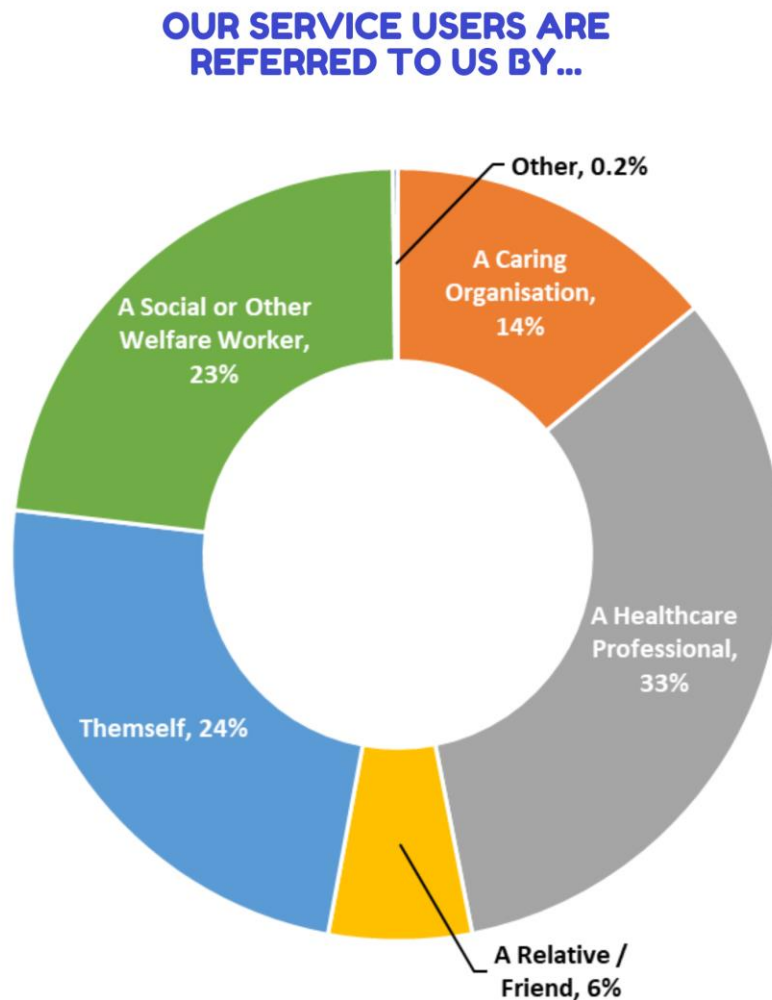
¹Calculated by multiplying the number of individual trips by the average volunteer's mileage claim per request. Based on 8 volunteer mileage submissions in 2022-23.

²Calculated by average time spent per request multiplied by the number of requests completed in the period. Based on 32 volunteers' submissions in 2022-23. The estimated number of hours provided by Hello Southampton callers was added.

Where do our service user referrals come from?

70% of the referrals to Communicare continued to come from health and social care professionals and caring organisations, a reflection of the trust placed in Communicare over the 32 years of its existence.

Figure 4 - Source of Referrals 2021-22



Waiting list

At the end of the year, 375 service users were on a waiting list for one or more of our services (excluding the postal project). Of these, 86 people were only waiting to be invited to tea parties or one-off events, leaving 289 service users waiting for one or more services (319 people in 2021-22 and 278 people in 2020-21). Some of these individuals may have been receiving support from one of our services while waiting for another, e.g. someone may have been having Hello Southampton calls and waiting for a telephone befriender.

There were 184 service users who had not yet been supported in any way by 31st March 2023 (except with the postal project and assessment visits).



Volunteers (“Communiters”)

Our Communiters have worked tirelessly to make a real difference in our community and Communicare relies on their continued dedication and commitment.

Drop-ins for volunteers, including conferences and information sessions, are held to provide support and build a better understanding of requirements. In 2022-23, some of these have been face-to-face and some online. Where appropriate, volunteers are subject to a Disclosure and Barring Service check.

Our Coordinators continue to use our extensive volunteer induction packs, given to volunteers at induction, providing an additional level of support for the volunteers in the form of a go-to pack. Our monthly newsletters are also an easy way for us to keep our volunteers in-the-loop with current information and training.

This year we have begun to roll out “Patch” meetings, which cater for smaller geographical locations. This provides an opportunity volunteers to meet others in their area, to share experiences of volunteering, learn from and encourage each other.

Membership

Members are asked to renew their membership annually and pay a £2 fee for registration. This allows the charity to track its membership more effectively and ensure that members are positively opting into engagement with the organisation.

Membership of the charity is open to church representatives, individuals and organisations who support the work of the charity and who live, work or reside in Southampton or the surrounding area.

Governance

Our Manager, Anne Clewlow continues to manage the staff and oversee Communicare's day-to-day operational activities. The Manager reports to the Trustees at their regular meetings. Strategic management, including adoption of policies, of Communicare is undertaken by the Trustees.

Members and Trustees of Communicare guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of guarantors as at 31 March 2023 was 44.

Trustees

Recruitment of Trustees

The charity periodically recruits Trustees as the need arises, focusing on areas of knowledge and expertise that will add to the strength of the team. Opportunities are advertised through the networks already open to the organisation (e.g. church groups) and also via Southampton Voluntary Services.

The *directors* for the purpose of Company Law and *Trustees* for the purpose of Charity Law, that served during the year and up to the date of this report and are set out below:

- Rev Miles Newton: . Chair, Director and Trustee
- Carolyn Renault: Director and Trustee
- Barrie Worth:..... Director and Trustee
- Carolyn Page:..... Director and Trustee
- John Ansell:..... Director and Trustee
- Lenka Fremerova: ... Director and Trustee
- Darren Crispin:..... Director and Trustee
- Deborah Hendry: Director and Trustee

Trustee Induction and Training

All new Trustees receive a copy of "The Essential Trustee" CC3 and an outline of their responsibilities. In addition, new and existing Trustees are encouraged to attend specific training and update courses.

Responsibilities of the Trustees

Company Law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of the affairs of Communicare in Southampton and its surplus or deficit of income over expenditure for that period. In preparing the financial statements, the Trustees follow best practice and:

- Select suitable accounting policies and apply them consistently;
- Make judgments and estimates, which are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that show and explain the charity's transactions which disclose with reasonable accuracy at any time the financial position of the charity and 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.

Principal Funding Sources

During 2022-23 84.5% (83% 2021-22) of funding was from grants.

This included the last year of a 5 year “Reaching Communities” and a one year “uplift” grant from the National Lottery. During the year Communicare worked with Saints Foundation to secure a 3 year Partnership Grant, which came into effect from 1st April 2023 and will contribute towards replacing the “Reaching Communities” grant.

Reserves Policy

It is the policy of Communicare in Southampton to maintain unrestricted funds, which are our free reserves, at a minimum level of up to approximately six months unrestricted expenditure. At 1st April 2023 there were reserves available to cover 6 months of expenditure.

The Trustees are aware that there is pressure on core grant givers (such as SCC) which could see reductions or suspensions of income to the charity, and therefore our reserves may be adversely affected going forward. The Trustees will be setting up a Finance Steering Group to monitor this closely, and explore alternative revenue sources.

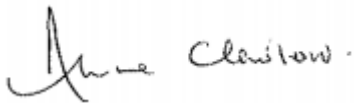
Risk Review

The Trustees have considered the major risks to which Communicare in Southampton is exposed and have put in place policies and systems to mitigate these risks. Volunteers are protected under the insurance policy of umbrella organisation: The Hampshire Good Neighbours Network provided by Capital Markets Underwriting Ltd. We have a wide range of policies including Adult & Child Safeguarding, Health and Safety, Equal Opportunities, Financial Reserves, Data Protection and Gifts and Legacies. Cyber security is provided through subscription to Allteks.

Small Company Exemption

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

By Order of the Board



19th October 2023

Anne Clewlow, Company Secretary

Registered Office:
Shirley Baptist Church, Church Street, Southampton, Hampshire SO15 5LG

INCOME		2022-23	of which Gift Aided	Designated	Restricted	2021-22
Donations	Service Users	£5,108.58	£915.63			£2,403.31
	Regular Giving	£8,431.00	£8,381			£7,167.25
	Volunteers	£1,862.02	£282.71			£1,821.27
	Virgin Money Giving	£0.00				£2,147.84
	Churches	£1,852.00				£1,906.90
	Other	£1,808.99				£1,013.62
	DONR Text Giving	£33.25				£47.00
	Amazon Smile Donation	£47.10				£48.18
	General Donations	£909.49				£8,868.70
	JustGiving Donations	£3,534.21				£242.07
		£23,586.64				£25,666.14
Fundraising	Marathon Fundraising	£2,273.08				£4,302.89
	Vintage & Craft Fairs	£0.00				£1,419.51
	Sponsored Dive	£0.00				£0.00
	Tree of Light	£1,261.66	£748.50			£1,254.61
	General Fundraising	£1,783.36				£389.20
	Business Events	£3,410.00				£1,000.00
	Plant Sale	£374.34				£499.90
	Volunteer Conference	£0.00				£140.00
	SO: Lotto	£462.00				£203.00
	Easy Fundraising	£90.64				£22.53
	Work for Good	£255.62				£0.00
	Co-op Local Community Fund	£215.31				£0.00
		£10,126.02				£9,231.64
Legacies		£0.00				£0.00
Membership Fees		£110.00				£74.00
Commercial Project: CommuniBakes	Crowdfund & Donations	£0.00				£6,942.64
Commercial Project: Robin's Nest		£198.92				£591.99
Grants	NHS Hampshire Southampton & Isle of Wight	£0.00				£58,202.00
	National Lottery Community Fund	£13,886.00			£13,886.00	£106,783.00
	National Lottery Uplift Grant	£51,564.50			£51,564.50	£0.00
	Virgin Media/O2 Together Fund	£0.00				£1,000.00
	National Lottery COVID Fund	£0.00				£0.00
	SCC Grant	£24,750.00				£18,249.50
	Henry Smith Grant	£5,000.00				£10,000.00
	Mental Health Network	£9,999.50			£9,999.50	£31,998.50
	Southampton Voluntary Services – Green Project	£0.00				£664.00
	Grants General	£98,902.00			£93,902.00	£19,956.35
		£204,102.00				£246,853.35
SU Shopping Payment		£39.60				£600.48
Tax Refund on Gift Aid		£3,349.67				£6,466.56
TOTAL INCOME		£241,512.85				£296,426.80

EXPENDITURE	Salaries and NI	£203,054.37			£162,239.16
	Pensions	£3,404.53			£6,323.49
	Staff Expenses	£1,309.31			£16.00
	Volunteers' Expenses	£6,395.31			£2,922.50
	DBS Fees	£0.00			£180.80
	Rent	£5,627.78			£12,253.67
	Telephone & Internet	£3,828.88			£4,596.15
	Social Events (Volunteers & Tea Parties)	£1,847.14			£1,053.85
	Postage & Office Supplies	£9,824.72			£6,794.72
	Insurance	£321.20			£491.12
	Fundraising Expenses	£672.00			£1,488.77
	Website & Publicity	£22,445.88			£14,719.00
	Training	£6,218.43			£5.00
	Volunteer Conference	£209.99			£4,775.77
	IT Expenses	£4,887.96			£1,861.33
	Fees	£2,316.52			£943.28
	Equipment	£1,192.05			£1,717.58
	Robin's Nest	£122.20			£497.05
	Shopping Reimbursement	£39.40			£477.20
	Other Expenses	£220.00			£1,216.32
	CommuniBakes	£0.00			£29,908.24
TOTAL EXPENDITURE		£273,937.67			£254,481.70
NET LOSS(-)/SURPLUS		-£32,424.82			£41,945.70

Balance Sheet at 31 March 2023

	2022-23	2021-22
Fixed Assets		-
Current Assets	£257,259.64	289,684.46
Cash at Bank and in Hand	£257,259.64	289,684.46
Other Debtors	-	-
	-	-
Net current assets less current liabilities	£257,259.64	289,684.46
Total assets less current liabilities	£257,259.64	289,684.46
Liabilities	-	-
Total net assets less liabilities	£257,259.64	289,684.46

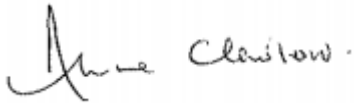
The Trustees are of the opinion that the charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006, relating to small companies. No notice has been deposited under Section 476 of the Act in relation to the accounts for the period.

The Trustees acknowledge their responsibility for:

- a) Ensuring the Charitable 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 Charitable Company as at the end of the financial period, and of its deficit for the financial period in accordance with the requirements of Sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the Charitable Company.

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Trustees on 19th October 2023.



Anne Clewlow, Company Secretary



Miles Newton, Chair of Trustees

Balance Sheet

BALANCE SHEET	2022-23	2021-22
Reserves brought forward	£289,684.46	£247,738.76
Loss(-)/Surplus	£-32,424.82	£41,945.70
CLOSING BALANCE C/FWD	£257,259.64	£289,684.46

1. Accounting Policies

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Statement of Recommended Practice “Accounting and Reporting by Charities” (2005) and the provisions applicable for companies subject to the small companies’ regime.

Fixed assets

Office accommodation was provided through an underlease with SCiA (Social Care in Action) at Amplevine House, Dukes Road, SO14 0ST, for agreed rental. Tangible fixed assets are of low value and are written off in the year of purchase.

Incoming resources

Incoming resources are recognised as income in the year in which they are received.

Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include, where appropriate, VAT which is not recoverable.

2. Directors/Trustees Remuneration and Expenses

No remuneration was paid to any director/trustee nor were any expenses reimbursed.

3. Taxation

The Charitable Company is exempt from corporation tax on its charitable activities.

4. General Fund

Communicare in Southampton is a Charitable Company with no share capital that is limited by guarantee. Movements on the general fund in the period to 31 March 2022 were as follows:

Gain/loss on ordinary activities for the period	£-32,424.82
Balance at start of the year	£289,684.46
Balance at the end of the year	£257,259.64

5. Financial commitments

The Company has not entered into any financial commitments

6. Control - Throughout the year the Charity was controlled ultimately by its members.

Independent Examiner's Report to the Trustees of Communicare in Southampton.

I report on the accounts of Communicare in Southampton, set out on pages 10-13, for the year ended 31 March 2023.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed. I am qualified to undertake this examination as I am a Chartered Certified Accountant and have an independent interest in the charity.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- Examine the accounts under section 43 of the 1993 Act;
- To follow the procedures laid down in the general Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act: and
- To state whether particular matters have come to my attention.

Basis of independent examiner's report

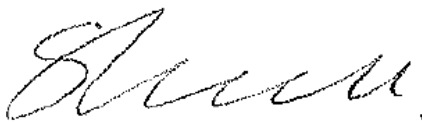
My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below:

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- 1) Which gives me reasonable cause to believe that in any material respect the requirements:
 - To keep accounting records in accordance with section 386 of the Companies Act 2006: and
 - To prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by CharitiesHave not been met; or
- 2) To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

18th October 2023



Simon Rudd

Coastal Accountants Ltd, Office 2, Unit 3 Mitchell Point, Ensign Way, Hamble SO31 4RF

COMMUNICARE IN SOUTHAMPTON

England & Wales - Charity number 1110427

Accounts

Communicare in Southampton

Registered Company No.5430846

Registered Charity No.1110427

Report of the Trustees

Year Ended 31 March 2022



The Trustees have pleasure in presenting their report and the financial statements of the Charitable Company for the period ended 31 March 2022.

Purposes and Aims

The Charitable Objects of Communicare in Southampton are set out in the Articles of Association and are as follows:

- The relief of poverty, hardship and distress among the inhabitants of Southampton and surrounding areas by the provision of a home or residential care visiting service offering advice, befriending and physical and emotional support to those in need.
- The witness of the Christian faith in Southampton and surrounding areas.

The Trustees have:

- Paid due regard to the guidance contained in the Charity Commission's general guidance on public benefit in reviewing the work undertaken in the last 12 months.
- Monitored the areas of activity undertaken and the sources of referral made for the services provided.

How the activities have delivered the public benefit

Communicare in Southampton's principal activities were carried out across Southampton City, from our main office at Amplevine House, St Denys and from the homes of paid staff where appropriate. Our usual drop-in sessions at satellite offices in Shirley, Woolston and Lordshill remained suspended post COVID-19 restrictions.

The charity continues to seek to help those in need by providing practical help and friendship for isolated people living in the city of Southampton. Our successes over the period have been achieved by the dedicated work of 297 volunteers, coordinated and supported by 7.9 salaried employees (40h/wk FTE).

The Charity delivers a high quality but cost-effective service that is competitive. The value of what is achieved is measured not only by comparison of what other service providers charge, but more importantly by the trust that has been earned from health and social care professionals and caring organisations; as well as the enduring relationships that are developed with our clientele and their families.

Communicare in Southampton has maintained and developed some strong partnerships in 2021-22 with a variety of organisations with similar goals and ethos to support the local community. These include (but are not limited to) Southampton University, Carers in Southampton, Southampton Sight, Highfield Church, Social Care in Action (SCiA), Southampton Voluntary Services, Shirley Baptist Church, St. Mark's Church (Archers Road), Caraway, the Community Wellbeing Team, SCPA (Southampton Children's Play Association), Saints Foundation, St Patrick's Church and Wessex AHSN.

We're also delighted to have been supported by several local businesses: Signature Retirement Home, The Southern Daily Echo, Spectrum Signs & Workwear Ltd, Made in: Here, Drop the Mask, Eling Studios and Good Life Sorted.

Communicare is a member of Hampshire Good Neighbours, Hampshire Chamber of Commerce, Woolston Millennium Garden, Action Hampshire, Southampton Mental Health Network, Southampton Voluntary Services, Love Southampton and Southampton Christian Network.

Progress on plans proposed in Trustee's Report 2020-21

The impact of the pandemic continued to affect the way that Communicare was able to deliver on its objectives.

To tackle this Communicare in Southampton continued to develop new ways of engaging and managing volunteers, together with developing services to maximise the impact of the volunteers available.

Key areas of focus included:

- **Service review;** considering ways in which current services may need adapting and updating together with exploring the introduction of new areas of work to address the growing demand for support.
Telephone and postal support were delivered consistently throughout the year, even as restrictions fluctuated depending on the prevalence of the virus.
Face to face opportunities were organised with appropriate safety guidelines whenever possible.
- **Commercial;** finding ways in which the charity can use commercial activity to provide financial resilience.
A new company, "CommuniBakes" was set up and a local bakery purchased in November 2021.
- **Strategic planning;** writing and implementing strategies to ensure that the most efficient and effective pathways are being adopted.
A digital strategy was written following consultation with stakeholders and is being implemented. First steps concentrate on cyber security.
- **Volunteer opportunities, recruitment, management, deployment;** looking at the range of roles available within the charity, together with how we are able to appropriately work with volunteers to deliver the range of services we aspire to offer.
Consultation with volunteers culminated in a successful conference day, which included information sessions aimed at increasing confidence with areas highlighted as concerns.
- **Intergenerational work;** considering ways in which the charity can best work with people in every age group for the benefit of all concerned.
Partnerships with SCPA and St Patrick's Church have contributed significantly to taking this area of development forward. It was hampered by pandemic restrictions but where activity was able to take place some exciting new groups are taking off.
- **Group activity;** exploring ways in which people can interact in groups of different sizes, for a range of purposes to support one another.
This area has yet to be fully explored.

Better at Home

A new project, funded through the City Commissioners, was launched in September 2021. This has been set up to combine current projects, Hospital Homecoming and Hello Southampton, both of which provide short-term support to residents of the City, who would benefit from simple good neighbourly help with tasks such as shopping and light housework or daily welfare telephone calls. It aims to reduce re-admission to hospital by ensuring that help is on hand with some of the basics where patients are vulnerable but don't qualify for statutory services.

Future Plans

As our community adjusts to a new reality, with vaccinations providing a source of protection for the majority of the population, additional challenges arising from the enforced period of lockdown or restricted activity have emerged.

Changes due to Brexit are also significant for many people's lives.

Recognising the considerable differences that have emerged, the key areas of focus during the period from April 2022-March 2023 include:

- Review of Communicare's charitable objects; ensuring that the charity's purposes are reflected in the Articles of Association in accordance with contemporary language and understanding
- Commercial; continuing to explore ways in which the charity can use commercial activity to provide financial resilience
- Strategic and business planning; reviewing and updating the business plan. Writing and implementing strategies to support the delivery of the business plan
- Volunteer opportunities, recruitment, management, deployment; continuing to refine and create roles available within the charity to enable the most effective delivery of the charity's objectives
- Intergenerational work; build on the work already begun and seek more opportunities and partners to increase this area of activity
- Group activity; exploring ways in which people can interact in groups of different sizes, for a range of purposes to support one another.

Who we've helped

Our volunteers touched the lives of 440 individuals or families with 3264 requests. This figure includes some 36 individuals being supported by our volunteers as part of partnership working with St Mark's Church, Shirley at the Haven Lunch Club.

Of those helped 67% were over 65 years of age, and 37% (39% 2020-21) were over 80.

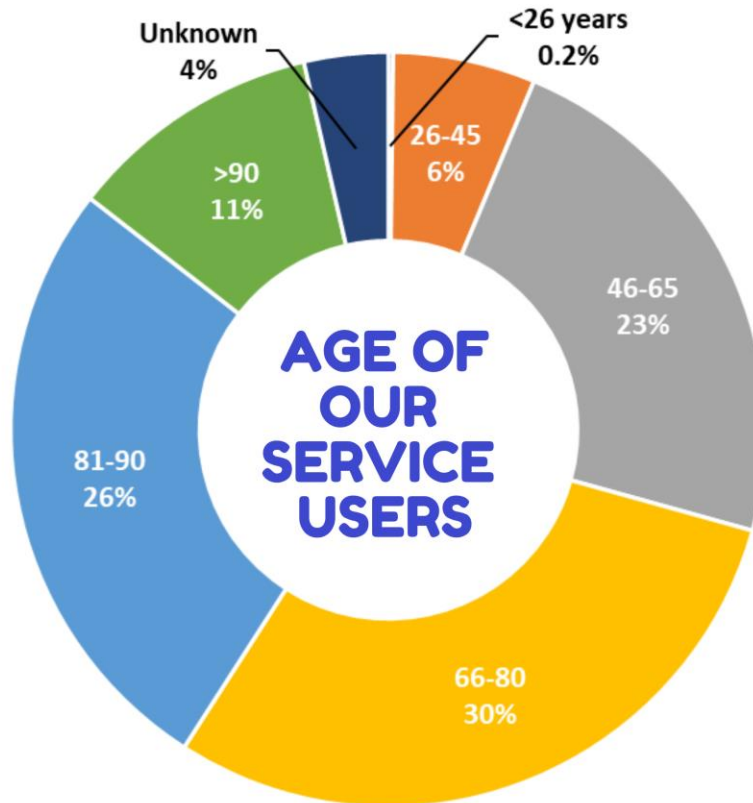


Figure 1 - Age Profile of Service Users 2021-22

The majority of those helped (37%) were experiencing some form of social difficulty (isolation/loneliness), closely followed by those with a physical challenge (25%) and 14% of those helped had some form of mental health issue.

OUR SERVICE USERS TELL US THEY NEED OUR HELP DUE TO...

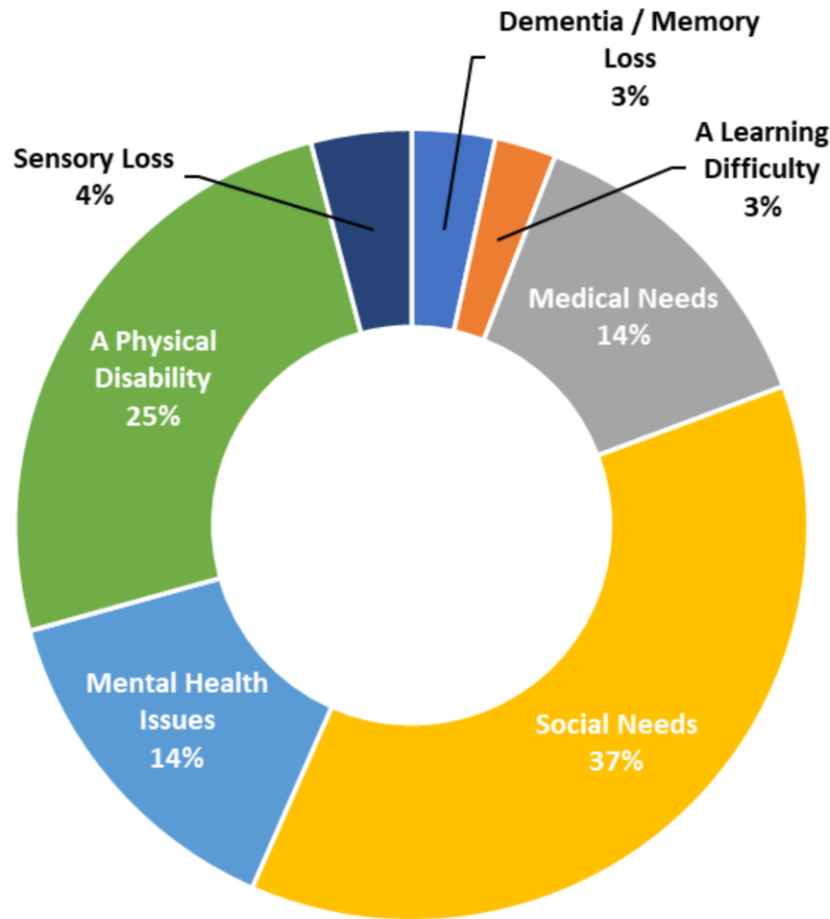


Figure 2 - Primary Reason for Referral 2021-22

The type of help we've given

In total we completed 237 trips to and from medical and social appointments (776 hours of transport time). Our volunteers provided approximately 16,309¹ hours of individual acts of kindness and in addition to this over 70 volunteers provided hours of help at local vaccination hubs. The support we provide enables our service users to continue to live as independently as possible, in their own homes.

¹ Calculated by average time spent per request multiplied by the number of requests completed in the period. Based on 45 volunteers' submissions in 2021-22

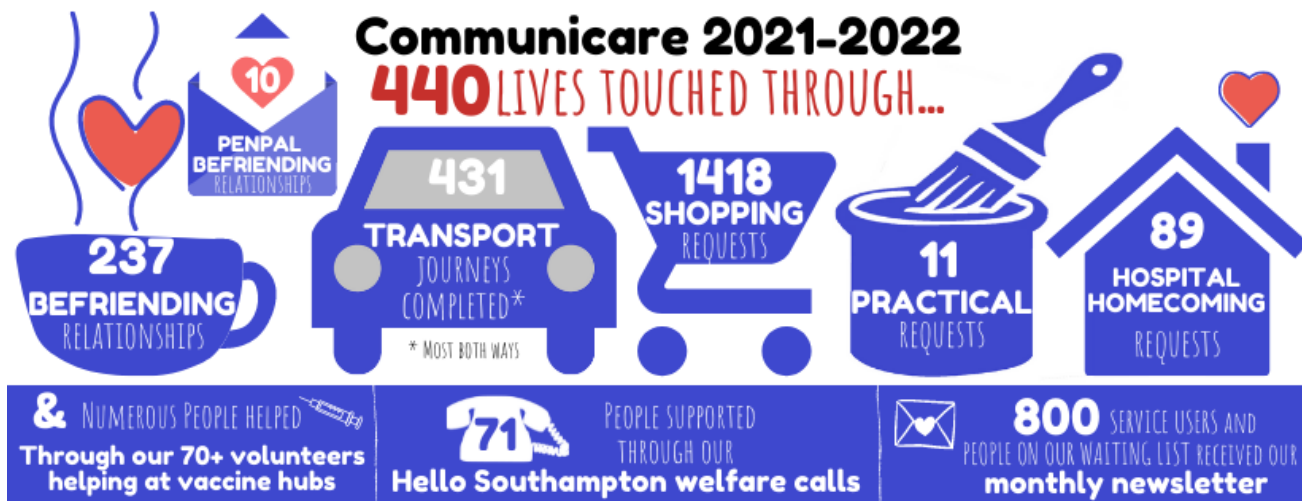


Figure 3 - Number of Service Users Helped, by Type of Request 2021-22

Figure 3 provides information about how many service users have been helped with each individual task. It should be noted that some service users have been helped with multiple types of request.

We were delighted to reinstate our community tea parties this year, thanks to funding from Southampton Voluntary Services and The Gannett Foundation via Newsquest. We have focussed on a VE/VJ Day theme and intergenerational work with local schools.

Where do our service user referrals come from?

70% of the referrals to Communicare continued to come from health and social care professionals and caring organisations, a reflection of the trust placed in Communicare over the 31 years of its existence.

At the end of the year, 386 service users were on a waiting list for one or more of our services (excluding the postal project). Of these, 67 people were only waiting to possibly be invited to tea parties, leaving 319 service users waiting for one or more services (278 people in 2020-21 and 413 people in 2019-20). Some of these individuals may have been receiving support from one of our services while waiting for another, e.g. someone may have been having Hello Southampton calls and waiting for a telephone befriender.

There were 137 service users who had not yet been supported in any way by 31st March 2022 (except with the postal project and assessment visits).

OUR SERVICE USERS ARE REFERRED TO US BY...

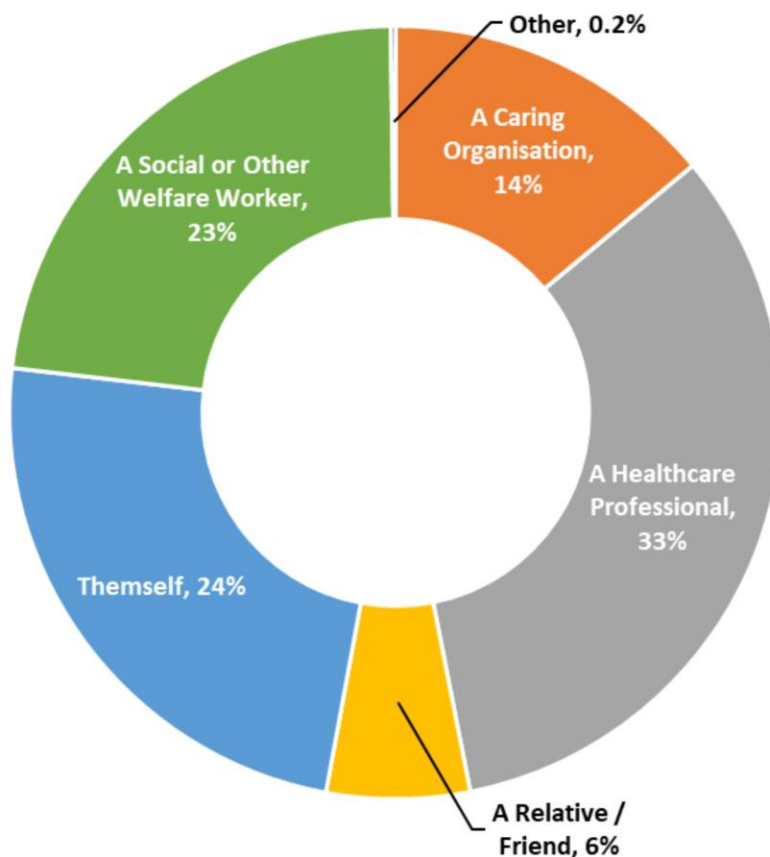


Figure 4 - Source of Referrals 2021-22

Volunteers (“Communiters”)

Our Communiters have worked tirelessly to make a real difference in our community and Communicare relies on their continued dedication and commitment.

Drop-ins for volunteers, including conferences and information sessions are held to provide support and build a better understanding of requirements. In 2021-22, some of these have been face-to-face and some online. Where appropriate, volunteers are subject to a Disclosure and Barring Service check.

Our Coordinators continue to use our extensive volunteer induction packs, given to volunteers at induction, providing an additional level of support for the volunteers in the form of a go-to pack. Our monthly newsletters are also an easy way for us to keep our volunteers in-the-loop with current information and training.



Membership

Members are asked to renew their membership annually and pay a £2 fee for registration. This allows the charity to track its membership more effectively and ensure that members are positively opting into engagement with the organisation.

Membership of the charity is open to church representatives, individuals and organisations who support the work of the charity and who live, work or reside in Southampton or the surrounding area.

Governance

Our Manager, Anne Clewlow continues to manage the staff and oversee Communicare's day-to-day operational activities. The Manager reports to the Trustees at their monthly meetings. Strategic management, including adoption of policies, of Communicare is undertaken by the Trustees.

Members and Trustees of Communicare guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of guarantors as at 31 March 2022 was 17.

Trustees

Recruitment of Trustees

The charity periodically recruits Trustees as the need arises, focusing on areas of knowledge and expertise that will add to the strength of the team. Opportunities are advertised through the networks already open to the organisation (e.g. church groups) and also via Southampton Voluntary Services.

The *directors* for the purpose of Company Law and *Trustees* for the purpose of Charity Law, that served during the year and up to the date of this report and are set out below:

- Rev Miles Newton Chair and Trustee
- Carolyn Renault Director and Trustee
- Barrie Worth Director and Trustee
- Carolyn Page Director and Trustee
- David Thomas Director and Trustee
- Hannah Silver Director and Trustee
- John Ansell Director and Trustee

Trustee Induction and Training

All new Trustees receive a copy of “The Essential Trustee” CC3 and an outline of their responsibilities. In addition, new and existing Trustees are encouraged to attend specific training and update courses.

Responsibilities of the Trustees

Company Law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of the affairs of Communicare in Southampton and its surplus or deficit of income over expenditure for that period. In preparing the financial statements, the Trustees follow best practice and:

- Select suitable accounting policies and apply them consistently;
- Make judgments and estimates, which are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that show and explain the charity’s transactions which disclose with reasonable accuracy at any time the financial position of the charity and 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.

Principal Funding Sources

During 2021-22 83% (82% 2020-21) of funding was from grants.

Reserves Policy

It is the policy of Communicare in Southampton to maintain unrestricted funds, which are our free reserves, at a minimum level of up to approximately six months unrestricted expenditure. At 1st April 2022 there were reserves available to cover 6 months of expenditure.

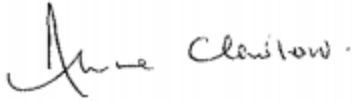
Risk Review

The Trustees have considered the major risks to which Communicare in Southampton is exposed and have put in place policies and systems to mitigate these risks. Volunteers are protected under the insurance policy of umbrella organisation: The Hampshire Good Neighbours Network provided by Capital Markets Underwriting Ltd. We have a wide range of policies including Adult & Child Safeguarding, Health and Safety, Equal Opportunities, Financial Reserves, Data Protection and Gifts and Legacies.

Small Company Exemption

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

By Order of the Board

A handwritten signature in cursive script that reads "Anne Clewlow".

15th September 2022

Anne Clewlow, Company Secretary

Registered Office:

Shirley Baptist Church, Church Street, Southampton, Hampshire SO15 5LG

INCOME		2021-22	of which Gift Aided	Designated	Restricted	2020-21
Donations	Service Users	£2,403.31	£120.00			£4,897.80
	Regular Giving	£7,167.25	£6,866.00			£6,112.65
	Volunteers	£1,821.27	£1,000.00			£10,827.48
	Virgin Money Giving	£2,147.84				£3,072.48
	Churches	£1,906.90				£2,651.10
	Other	£1,013.62		£409.94		£6,852.11
	DONR Text Giving	£47.00				£0.00
	Amazon Smile Donation	£48.18				£0.00
	General Donations	£8,868.70				£0.00
	JustGiving Donations	£242.07				£0.00
		£25,666.14				£34,413.62
Fundraising	Marathon Fundraising	£4,302.89				£1,181.00
	Vintage & Craft Fairs	£1,419.51				£0.00
	Sponsored Dive	£0.00				£100.00
	Tree of Light	£1,254.61	£10.00			£1,484.00
	General Fundraising	£389.20	£5.00			£2,401.99
	Business Events	£1,000.00				£861.02
	Plant Sale	£499.90				
	Volunteer Conference	£140.00				
	SO: Lotto	£203.00				£0.00
	Easy Fundraising	£22.53				
		£9,231.64				£6,028.01
Legacies		£0.00				£10,000.00
Membership Fees		£74.00				£57.00
Commercial Project: CommuniBakes	Crowdfund & Donations	£6,942.64		£6,942.64		£5,000.00
Commercial Project: Robin's Nest		£591.99				£230.00
Grants	NHS Hampshire Southampton & Isle of Wight	£58,202.00			£58,202.00	£78,791.00
	National Lottery Community Fund	£106,783.00			£106,783.00	£53,971.00
	Virgin Media/O2 Together Fund	£1,000.00			£1,000.00	£69,540.00
	National Lottery COVID Fund	£0.00				£21,392.00
	SCC Grant	£18,249.50				£16,948.00
	Henry Smith Grant	£10,000.00				£8,000.00
	Mental Health Network	£31,998.50			£31,998.50	
	Southampton Voluntary Services – Green Project	£664.00		£664.00		
	Grants General	£19,956.35		£8,771.35	£10,000.00	£9,881.00
		£246,853.35				£258,523.00
SU Shopping Payment		£600.48				£1,016.00
Tax Refund on Gift Aid		£6,466.56				£0.00
TOTAL INCOME		£296,426.80				£315,269.00

EXPENDITURE	Salaries and NI	£162,239.16	£500.00	£116,871.73	£142,419.00
	Pensions	£6,323.49		£4,645.66	£4,963.00
	Staff Expenses	£16.00		£3.50	£3,056.00
	Volunteers' Expenses	£2,922.50	£37.35	£2,885.15	£3,406.00
	DBS Fees	£180.80		£180.80	£156.00
	Rent	£12,253.67	£1,117.56	£11,089.44	£7,000.00
	Telephone & Internet	£4,596.15	£1,577.30	£2,736.75	£4,789.00
	Social Events (Volunteers & Tea Parties)	£1,053.85		£520.55	£0.00
	Postage & Office Supplies	£6,794.72	£3,596.59	£3,150.13	£8,029.00
	Insurance	£491.12	£4.12	£487.00	£455.00
	Fundraising Expenses	£1,488.77			£398.00
	Website & Publicity	£14,719.00	£733.80	£13,985.20	£11,636.00
	Training	£5.00		£5.00	£35.00
	Volunteer Conference	£4,775.77		£4,775.77	£0.00
	IT Expenses	£1,861.33		£1,861.33	£0.00
	Fees	£943.28		£457.28	£4,597.00
	Equipment	£1,717.58		£222.26	£10,634.00
	Robin's Nest	£497.05			£613.00
	Shopping Reimbursement	£477.90			£1,166.00
	Other Expenses	£1,216.32	£129.72	£711.60	£2,310.00
	CommuniBakes	£29,908.24	£11,942.64		£0.00
TOTAL EXPENDITURE		£254,481.70			£205,668.00
NET LOSS(-)/SURPLUS		£41,945.70			£109,601.00

Statement of Financial Activities for the Period Ended 31st March 2022

Balance Sheet at 31 March 2022

	2021-22	2020-21
Fixed Assets		-
Current Assets	£289,684.46	247,738.76
Cash at Bank and in Hand	£289,684.46	247,738.76
Other Debtors	-	-
	-	-
Net current assets less current liabilities	£289,684.46	247,738.76
Total assets less current liabilities	£289,684.46	247,738.76
Liabilities	-	-
Total net assets less liabilities	£289,684.46	247,738.76

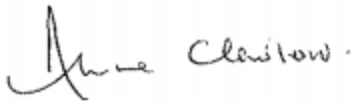
The Trustees are of the opinion that the charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006, relating to small companies. No notice has been deposited under Section 476 of the Act in relation to the accounts for the period.

The Trustees acknowledge their responsibility for:

- a) Ensuring the Charitable 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 Charitable Company as at the end of the financial period, and of its deficit for the financial period in accordance with the requirements of Sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the Charitable Company.

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Trustees on 15th September 2022.



Anne Clewlow, Company Secretary



Miles Newton, Chair of Trustees

Balance Sheet

BALANCE SHEET	2021-22	2020-21
Reserves brought forward	£247,738.76	£138,137.76
Loss(-)/Surplus	£41,945.70	£109,601.00
CLOSING BALANCE C/FWD	£289,684.46	£247,738.76

1. Accounting Policies

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Statement of Recommended Practice “Accounting and Reporting by Charities” (2005) and the provisions applicable for companies subject to the small companies’ regime.

Fixed assets

Office accommodation was provided through an underlease with SCiA (Social Care in Action) at Amplevine House, Dukes Road, SO14 0ST, for agreed rental. Tangible fixed assets are of low value and are written off in the year of purchase.

Incoming resources

Incoming resources are recognised as income in the year in which they are received.

Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include, where appropriate, VAT which is not recoverable.

2. Directors/Trustees Remuneration and Expenses

No remuneration was paid to any director/trustee nor were any expenses reimbursed.

3. Taxation

The Charitable Company is exempt from corporation tax on its charitable activities.

4. General Fund

Communicare in Southampton is a Charitable Company with no share capital that is limited by guarantee. Movements on the general fund in the period to 31 March 2022 were as follows:

Gain/loss on ordinary activities for the period	£41,945.70
Balance at start of the year	£247,738.76
Balance at the end of the year	£289,684.46

5. Financial commitments

The Company has not entered into any financial commitments

6. Control - Throughout the year the Charity was controlled ultimately by its members.

Independent Examiner's Report to the Trustees of Communicare in Southampton.

I report on the accounts of Communicare in Southampton, set out on pages 10-13, for the year ended 31 March 2022.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed. I am qualified to undertake this examination as I am a Chartered Certified Accountant and have an independent interest in the charity.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- Examine the accounts under section 43 of the 1993 Act;
- To follow the procedures laid down in the general Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act: and
- To state whether particular matters have come to my attention.

Basis of independent examiner's report

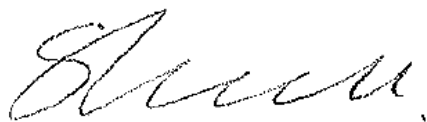
My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below:

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- 1) Which gives me reasonable cause to believe that in any material respect the requirements:
 - To keep accounting records in accordance with section 386 of the Companies Act 2006: and
 - To prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by CharitiesHave not been met; or
- 2) To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

15th September 2022



Simon Rudd

Coastal Accountants Ltd, Office 2, Unit 3 Mitchell Point, Ensign Way, Hamble SO31 4RF

Communicare in Southampton

- 16 -

Trustees Report 2021-22

COMMUNICARE IN SOUTHAMPTON

England & Wales - Charity number 1110427

Accounts

Communicare in Southampton

Registered Company No.5430846

Registered Charity No.1110427

Report of the Trustees

Year Ended 31 March 2021



The Trustees have pleasure in presenting their report and the financial statements of the Charitable Company for the period ended 31 March 2021.

Purposes and Aims

The Charitable Objects of Communicare in Southampton are set out in the Memorandum of Association and are as follows:

- The relief of poverty, hardship and distress among the inhabitants of Southampton and surrounding areas by the provision of a home or residential care visiting service offering advice, befriending and physical and emotional support to those in need.
- The witness of the Christian faith in Southampton and surrounding areas.

The Trustees have:

- Paid due regard to the guidance contained in the Charity Commission's general guidance on public benefit in reviewing the work undertaken in the last 12 months.
- Monitored the areas of activity undertaken and the sources of referral made for the services provided.
- Continued the development of a new range of services in response to the changes brought about by the COVID-19 pandemic

How the activities have delivered the public benefit

Communicare in Southampton's principal activities continued to be carried out across Southampton City from our main office now relocated at Amplevine House, St Denys. Our usual drop-in sessions at satellite offices in Shirley, Woolston and Lordshill were suspended this year due to COVID-19 restrictions.

The charity continues to seek to help those in need by providing practical help and friendship for isolated people living in the city of Southampton. Our successes over the period have been achieved by the dedicated work of our "Communteers". We had 334 volunteers registered at the end of March (up 45% on 2019 - 20) coordinated and supported by 11 salaried employees (7.8 40h/wk FTE, including 0.5 FTE on maternity leave for 8 months and 0.9 FTE on sick leave for 4 months during this period).

The Charity delivers a high quality but cost-effective service that is competitive. The value of what is achieved is measured not only by comparison of what other service providers charge, but more importantly by the trust that has been earned from health and social care professionals and caring organisations; as well as the enduring relationships that are developed with our clientele and their families.

Communicare in Southampton has maintained and developed some strong partnerships in 2020-21 with a variety of organisations with similar goals and ethos to support the local community. These include (but are not limited to) Social Care in Action (SCiA), Southampton University, Saints Foundation, Carers in Southampton, Southampton Sight, Highfield Church, Creative Options, Shirley Baptist Church, St. Mark's Church, Caraway, City Catering, Compassionate Cuppa, local Rotary Clubs and Board in the City.

We're also delighted to have been supported by several local businesses including: Eling Studios, Sunrise Senior Living, The Southern Daily Echo, Spectrum Signs & Workwear Ltd, Made in: Here, Drop the Mask and Good Life Sorted.

Communicare is a member of Hampshire Good Neighbours, Hampshire Chamber of Commerce, Woolston Millennium Garden, Action Hampshire, Southampton Mental Health Network, Southampton Voluntary Services, Love Southampton and Southampton Christian Network.

Progress on plans proposed in Trustees' Report 2019 - 2020

In a rapidly changing world, we were challenged to continue to deliver our traditional support through our existing framework to meet the rising tide of demand in the very different landscape arising from the COVID-19 pandemic.

To tackle this Communicare in Southampton continued to explore new ways of engaging and managing volunteers, together with developing services to maximise the impact of the volunteers available.

Key areas of focus included:

- ***Consolidating the six new services introduced, starting at the beginning of March 2020***
Volunteers were redeployed where possible to cover the new range of opportunities on offer.
New volunteers were recruited to address the demands of the additional services on offer.
The new range of services were offered through existing channels as well as to a wider audience.
Communicare worked closely with the Community Wellbeing Team who were instrumental in helping to design and develop the range of activities taking place.
- ***Reviewing office accommodation***
Our main office has been relocated to a site that allows access throughout pandemic restrictions, providing a larger area at a similar cost to the previous facilities used.
- ***Exploring the possibilities of developing a commercial strand to augment and diversify income***
A small venture has been established through renting a space at Robin's Nest Emporium, allowing the sale of donated items of special interest to collectors.
The Trustees are engaged in negotiations to take on a local bakery, trading as a separate limited company, whose profits are donated to the charity.
- ***Maintaining our 'small is beautiful' approach***
Thought and effort was put into ways of keeping our engagement with service users, volunteers and referrers as individual and personal as possible.
- ***Providing increasingly flexible ways for volunteers to come on board and participate, including inter-generational approaches***
In response to the restrictions imposed by the pandemic a simplified application form for use during this period was developed.
- ***Further developing the use of IT to support the delivery of the programme***
A number of packages are now used to facilitate the work of the charity. A digital strategy is being produced to ensure that the tools available to us are applied efficiently and effectively to the benefit of all stakeholders.
- ***Building partnerships***
Existing partnerships were strengthened and new partnerships developed.
In particular, methods of sharing staff and volunteers were set up and implemented to maximise the use of human resources in the city to support the vulnerable quickly, efficiently and safely.

- **Advertising for volunteers**

Communicare's media campaign was stepped up, allowing TV, Radio, online and newspaper coverage of our work. This was the most significant method of drawing new volunteers in to cover the areas of activity in need of support.

Southampton Mental Health Network

Communicare has continued to lead the creation of Southampton Mental Health Network, a group that is united under a vision to "make Southampton a mental health friendly city". Established in February 2019 with an initial membership of 12 the Network grew to 145 individuals representing over 80 organisations by March 2021. Funding from Southampton Clinical Commissioning Group came to an end in March 2020, which required an adjustment to the way the network operated.

Future plans

As the world cautiously moves back to a less restricted way of living and a changed economic environment, we are focussing on a range of approaches that aim to maximise the impact the charity is able to have for the benefit of the local community in the short, medium and long term.

We are aware of the need to be flexible in our approach and ready to adapt and redesign plans and services as the situation arises.

Key areas of focus in the near future include:

- **Service review**; considering ways in which current services may need adapting and updating together with exploring the introduction of new areas of work to address the growing demand for support.
- **Commercial**; finding ways in which the charity can use commercial activity to provide financial resilience.
- **Strategic planning**; writing and implementing strategies to ensure that the most efficient and effective pathways are being adopted. In particular, a Digital Strategy will be produced in the light of the recent changes both internally and externally in the world of IT.
- **Volunteer opportunities, recruitment, management, deployment**; looking at the range of roles available within the charity, together with how we are able to appropriately work with volunteers to deliver the range of services we aspire to offer.
- **Intergenerational work**; considering ways in which the charity can best work with people in every age group for the benefit of all concerned.
- **Group activity**; exploring ways in which people can interact in groups of different sizes, for a range of purposes to support one another.

Who we've helped

Our Communitiers gave active support to 449 individuals or families with 2,489 requests. This figure also includes those being supported by our volunteers as part of partnership working with St Mark's Church, Shirley at the Haven Lunch Club. The club was only able to offer a very restricted service during the year, which included home delivery of frozen meals to those requesting them.

In addition 826 people received one of more of our newly introduced newsletters/activity packs.

Of those helped 67% (73% 2019 - 20) were over 65 years of age, and 39% (45% 2019 – 20) were over 80.

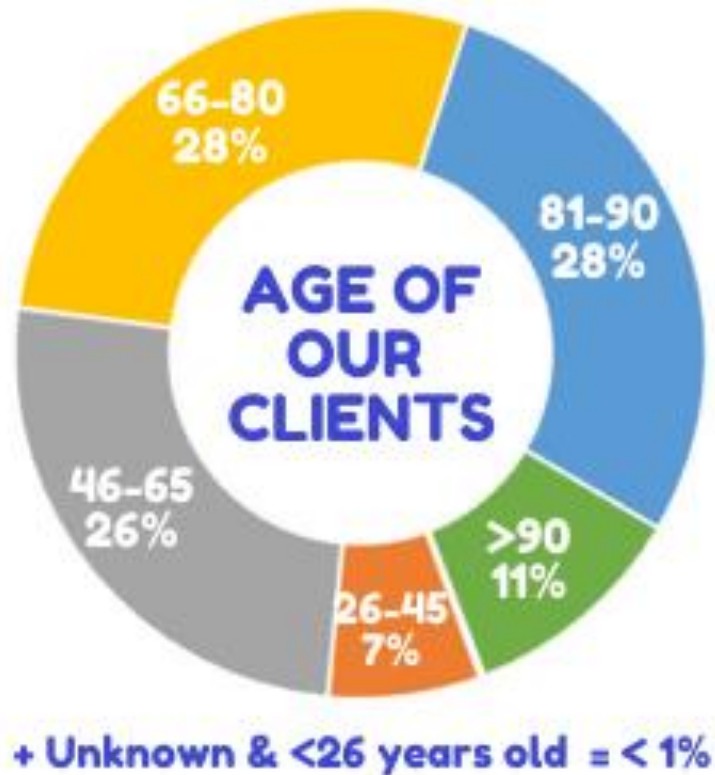


Figure 1 - Age Profile of Service Users 2020 – 21

The primary reason for needing support for the majority of those helped (47%) was medical or social needs. This is a change from previous years, when physical disability was the predominant need and is a reflection of the changes brought about by the challenges of the pandemic. However, many of those referred face multiple challenges and would fall into more than one of these categories.

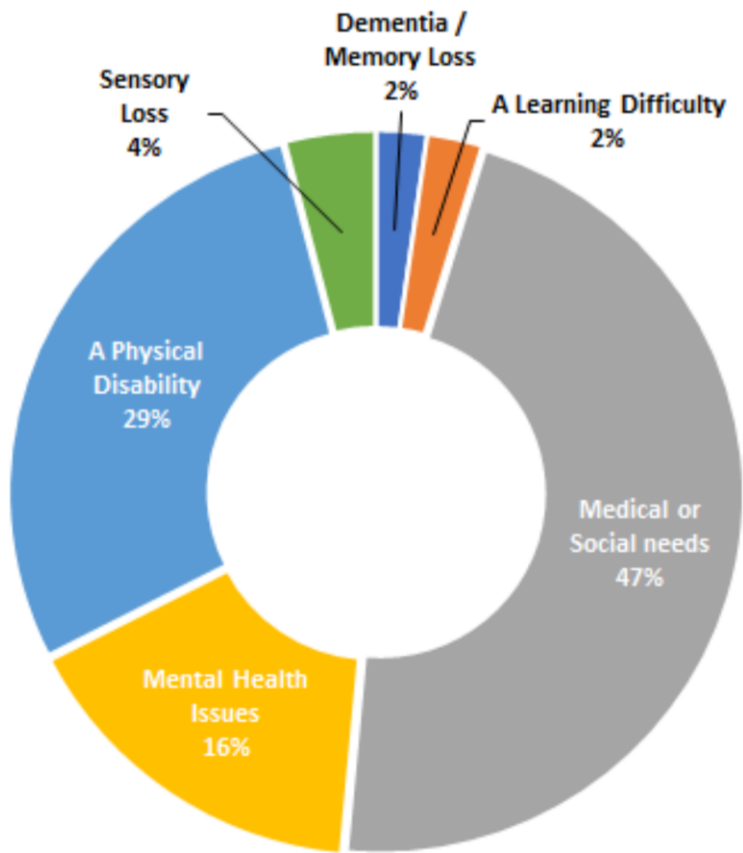


Figure 2 - Primary Reason for Referral 2020 – 21

The type of help we've given

Our volunteers provided approximately 15,049¹ hours of individual acts of kindness. This figure is lower than in previous years as the time required for telephone support is typically lower than the time spent on face-to-face visiting, which was almost totally eliminated during the year due to COVID restrictions.

The help we provide enabled our service users to live as independently and safely as possible, in their own homes.

The value of work is estimated to be in the region of £322,500.07² - far greater than the costs incurred for this area of work by Communicare in Southampton.

In addition to this over 70 volunteers provided many hours of help at local COVID vaccination centres. The charity was highlighted in a Home Office report for the invaluable support it gave from the very early stages of the roll out of the programme.



Figure 3 - Number of Service Users Helped, by Type of Request 2020 - 21

Figure 3 provides information about how many clients have been helped with each individual task. It should be noted that some service users have been helped with multiple types of request.

¹ Calculated by average time spent per request multiplied by the number of requests completed in the period. Based on 139 records from 48 volunteers' submissions in 2020 - 21

² Calculated by multiplying the number of hours volunteered (15,049) by the current minimum charge for caring services from commercial agencies (£21.43 Minimum Price £/hr - UK Homecare Association 2020) www.ukhca.co.uk/downloads.aspx?id=434
 Communicare in Southampton

Where do service user referrals come from?

72% of the referrals to Communicare came from health and social care professionals and caring organisations, a reflection of the trust placed in Communicare over the 30 years of its existence.

Demand for our services remains high. Our waiting list at the end of the year comprised 336 people (58 of these service users are only on the waiting list to be potentially invited to future tea parties, leaving 278 service users waiting for one or more other services). (413 people in 2019-20).

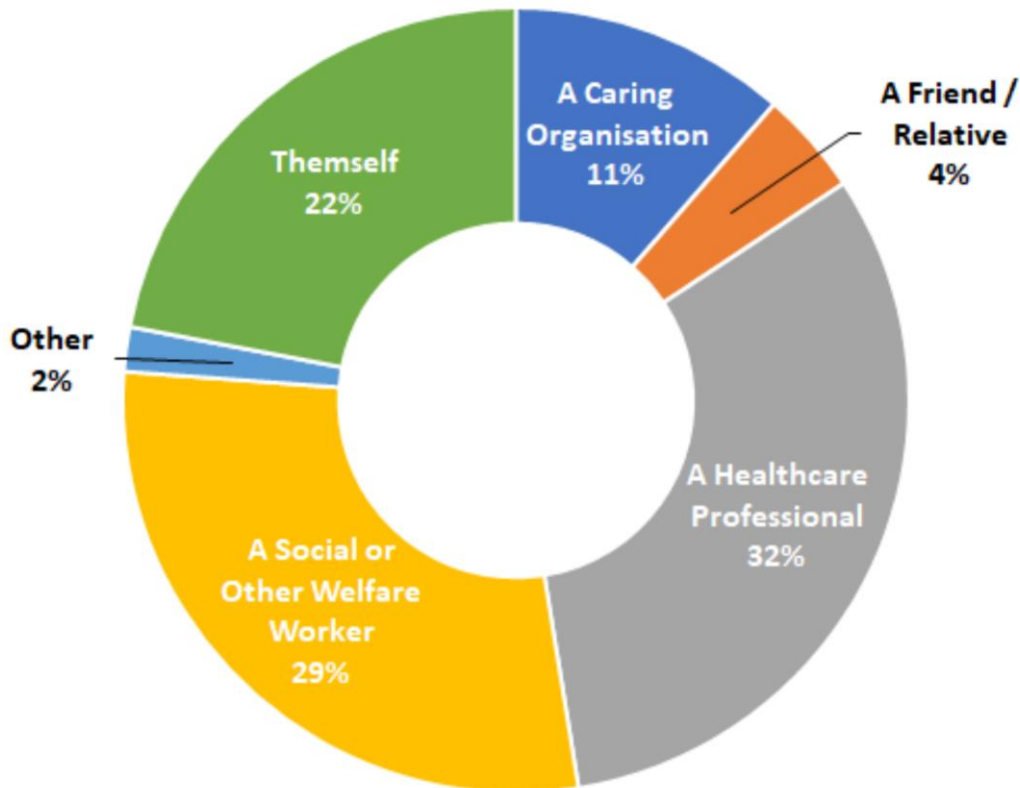


Figure 4 - Source of Referrals 2018-19

Volunteers (“Communiters”)

Our Communiters have worked tirelessly to make a real difference in our community and Communicare relies on their continued dedication and commitment. Drop-ins for volunteers, including conferences and information sessions are held to provide support and build a better understanding of requirements. During “lockdown” these moved online. Where appropriate, volunteers are subject to a Disclosure and Barring Service check.

Our Coordinators continue to use our extensive volunteer induction packs, given to volunteers at induction, providing an additional level of support for the volunteers in the form of a go-to pack. Our monthly newsletters are also an easy way for us to keep our volunteers in-the-loop with current information and training.

Membership

Members are asked to renew their membership annually and pay a £2 fee for registration. This allows the charity to track its membership more effectively and ensure that members are positively opting into engagement with the organisation.

Membership of the charity is open to church representatives, individuals and organisations who support the work of the charity and who live, work or reside in Southampton or the surrounding area.

Governance

Our Manager, Anne Clewlow (0.5 – 0.75 FTE) continues to manage the staff and oversee Communicare's operational activities. The Manager reports to the Trustees at their monthly meetings (held more frequently and online during the pandemic). Strategic management, including adoption of policies, of Communicare is undertaken by the Trustees.

Members and Trustees of Communicare guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of guarantors as at 31 March 2021 was 26.

The AGM for 2020 was held on 12th October as a mixed online and face to face event, with 76% of members participating in voting. Resolutions were passed which allow meetings to be held online if appropriate and to extend opportunities for the charity to engage in commercial activity.

The Articles of Association were updated accordingly and accepted by the Charity Commission in February 2021.

Trustees

Recruitment of Trustees

The charity periodically recruits Trustees as the need arises, focusing on areas of knowledge and expertise that will add to the strength of the team. Opportunities are advertised through the networks already open to the organisation (e.g. church groups) and also via Southampton Voluntary Services.

The *Directors* for the purpose of Company Law and *Trustees* for the purpose of Charity Law, that served during the year and up to the date of this report and are set out below:

- Rev Miles Newton... Chair and Trustee
- Carolyn RenaultDirector and Trustee
- Julia Painter Director and Trustee (resigned 30/7/21)
- Barrie Worth.....Director and Trustee
- Carolyn Page.....Director and Trustee
- David ThomasDirector and Trustee
- Hannah SilverDirector and Trustee

Trustee Induction and Training

All new Trustees receive a copy of “The Essential Trustee” CC3 and an outline of their responsibilities. In addition, new and existing Trustees are encouraged to attend specific training and update courses.

Responsibilities of the Trustees

Company Law requires Trustees to prepare financial statements for each financial year to give a true and fair view of the state of the affairs of Communicare in Southampton and its surplus or deficit of income over expenditure for that period. In preparing the financial statements, the Trustees follow best practice and:

- Select suitable accounting policies and apply them consistently;
- Make judgments and estimates, which are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that show and explain the charity’s transactions which disclose with reasonable accuracy at any time the financial position of the charity and 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.

Principal Funding Sources

During 2020/21 82% (69% 2019-20) of funding was from grants.

Reserves Policy

It is the policy of Communicare in Southampton to maintain unrestricted funds, which are our free reserves, at a minimum level of up to approximately six months unrestricted expenditure. At 1st April 2021 there were reserves available to cover over 6 months of expenditure.

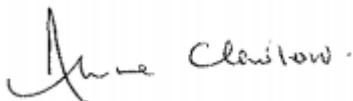
Risk Review

The Trustees have considered the major risks to which Communicare in Southampton is exposed and have put in place policies and systems to mitigate these risks. Volunteers are protected under the insurance policy of umbrella organisation: The Hampshire Good Neighbours Network provided by Capital Markets Underwriting Ltd. We have a wide range of policies including Adult & Child Safeguarding, Health and Safety, Equal Opportunities, Financial Reserves, Data Protection and Gifts and Legacies.

Small Company Exemption

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

By Order of the Board



20th September 2021

Anne Clewlow, Company Secretary

Registered Office:

Shirley Baptist Church, Church Street, Southampton, Hampshire SO15 5LG

Balance Sheet at 31 March 2021

	2020 - 21	2019 - 20
	£	£
Fixed assets	-	-
Current assets		
Cash at Bank and in Hand	247,738.76	135,541.43
	247,738.76	135,541.43
Other debtors	-	2,596.33
	-	2,596.33
Net current assets less current liabilities	247,738.76	138,137.76
Total assets less current liabilities	247,738.76	138,137.76
Liabilities	-	-
Total net assets less liabilities	247,738.76	138,137.76

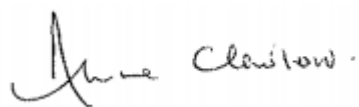
The Trustees are of the opinion that the charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006, relating to small companies. No notice has been deposited under Section 476 of the Act in relation to the accounts for the period.

The Trustees acknowledge their responsibility for:

- a) Ensuring the Charitable 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 Charitable Company as at the end of the financial period, and of its deficit for the financial period in accordance with the requirements of Sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the Charitable Company.

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Trustees on 20th September 2021.



Anne Clewlow, Company Secretary



Miles Newton, Chair of Trustees

INCOME	2020 - 21	of which gift aided	Designated	Restricted	2019 - 20
Donations and legacies					
Clients	£4,897.80	£70.00	£136.00		£6,474.88
Regular Giving	£6,112.65	£5,674.75			£4,226.00
Volunteers	£10,827.48	£9,550.49			£4,398.39
Virgin Money Giving	£3,072.48				£2,293.82
Church Donations	£2,651.10				£2,049.85
Other	£6,852.11		£10.00		£4,786.69
Legacies	£10,000.00				£119.70
Total	£44,413.62				£24,349.33
Income from charitable activities					
Tree of Light	£1,484.00	£776.00			£1,896.48
Events					£250.00
Vintage & Craft Fairs	-				£2,036.05
Barn Dance	-				£2,913.33
Quiz Nights	-				£533.02
General Fundraising	£2,401.99				£2,069.25
Business Events	£861.00				-
Marathon Fundraising	£1,181.00				£3,308.95
Membership Fees	£57.00				£50.00
Sponsored Dive	£100.00				£1,577.00
Total	£6,084.99				£14,634.08
Other trading activities					
Commercial Project (Communibakes)	£5,000.00			£5,000.00	-
Robin's Nest Income	£230.00			£230.00	-
Cloth Bags	£0.00				£10.00
Total	£5,230.00				£10.00
Other income					
NHS Southampton CCG Grant	£78,791.00			£77,251.00	-
Hello Southampton	69540			£69,540.00	-
National Lottery	£53,971.00			£53,971.00	£52,776.50
National Lottery Covid	£21,392.00			£21,392.00	
SCC Grant	£16,948.00				£16,500.00
ASDA Foundation	-				£1,000.00
Allen Lane Foundation	-				£12,000.00
Henry Smith Foundation	£8,000.00				£8,000.00
Grants General	£9,881.00		£481.00	£4,000.00	-
SU Shopping Payment	£1,016.00				-
Total	£259,539.00				£90,276.50
Gift Aid	Gift Aid Tax Return	-			£2,499.19
INCOME GRAND TOTAL		£315,269.00			£131,769.10

EXPENDITURE	2020 - 21	of which gift aided	of which designated	of which restricted	2019 - 20
Raising funds					
Fundraising Expenses	£398.00				£2,764.69
Robin's Nest	£613.00				
Total	£1,011.00				£2,764.69
Charitable activities					
Salaries and NI	£142,419.00			£106,539.00	£127,475.99
Pensions	£4,963.00			£3,749.00	£5,118.88
Staff Expenses	£3,056.00		£1,357.00	£88.00	£1,712.06
Volunteer Expenses	£3,406.00			£762.00	£7,028.93
DBS Fees	£156.00				£788.00
Rent	£7,000.00			£4,214.00	£10,254.00
Phone & Internet	£4,789.00			£1,015.00	£1,805.32
Developing Capabilities	-				-
Social Events	-				£2,356.01
Postage & Office Supplies	£8,029.00		£3,663.00	£48.00	£1,363.99
Insurance	455				-
Website & Publicity	£11,636.00			£10,051.00	£24,308.09
Training	£35.00			£15.00	£1,644.50
Equipment	£10,634.00		£9.00	£8,269.00	£579.81
Total	£196,582.00				£184,435.58
Other expenditure					
Fees	£4,597.00			£1,213.00	£930.86
Shopping Reimbursement	£1,166.00				-
Other Expenses	£2,310.00		£50.00		£3,363.05
Total	£8,074.00				£4,293.91
EXPENDITURE GRAND TOTAL	£205,668.00				£191,494.18
NET LOSS(-)/SURPLUS	£109,601.00				- £59,725.08

Balance Sheet

BALANCE SHEET		2020-21	2019-20
Reserves brought forward		£138,137.76	£197,862.84
Loss(-)/Surplus		£109,601.00	-£59,725.08
CLOSING BALANCE C/FWD		£247,738.76	£138,137.76

1. Accounting Policies**Basis of accounting**

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Statement of Recommended Practice "Accounting and Reporting by Charities" (2005) and the provisions applicable for companies subject to the small companies' regime.

Fixed assets

The office uses facilities provided by Shirley Baptist Church without charge and Southampton Voluntary services, St. Mark's Institute, Woolston & Lord's Hill Church for agreed rental. Tangible fixed assets are of low value and are written off in the year of purchase.

Incoming resources

Incoming resources are recognised as income in the year in which they are received.

Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include, where appropriate, VAT which is not recoverable.

2. Directors/Trustees Remuneration and Expenses

No remuneration was paid to any director/trustee nor were any expenses reimbursed.

3. Taxation

The Charitable Company is exempt from corporation tax on its charitable activities.

4. General Fund

Communicare in Southampton is a Charitable Company with no share capital that is limited by guarantee. Movements on the general fund in the period to 31 March 2021 were as follows:

Gain/loss on ordinary activities for the period	£109,601.00
Balance at start of the year	£138,137.76
Balance at the end of the year	£247,738.76

5. Financial commitments

The Company has not entered into any financial commitments

6. Control - Throughout the year the Charity was controlled ultimately by its members.

Independent Examiner's Report to the Trustees of Communicare in Southampton.

I report on the accounts of Communicare in Southampton, set out on pages 11 - 14, for the year ended 31 March 2021.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed. I am qualified to undertake this examination as I am a Chartered Certified Accountant and have an independent interest in the charity.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- Examine the accounts under section 43 of the 1993 Act;
- To follow the procedures laid down in the general Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act: and
- To state whether particular matters have come to my attention.

Basis of independent examiner's report

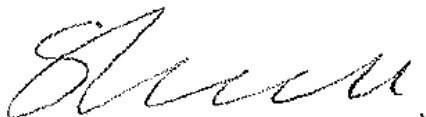
My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below:

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- 1) Which gives me reasonable cause to believe that in any material respect the requirements:
 - To keep accounting records in accordance with section 386 of the Companies Act 2006: and
 - To prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by CharitiesHave not been met; or
- 2) To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

31st August 2021



Simon Rudd

Coastal Accountants Ltd, Office 2, Unit 3 Mitchell Point, Ensign Way, Hamble SO31 4RF