

ANNUAL REPORT AND FINANCIAL STATEMENTS

of the Trustees of Global Care Volunteers Limited

For the year ending
31st March, 2021



The Annual Report and Financial Statements of the Trustees of Global Care Volunteers Limited

For the year ending 31st March, 2021

1. The annual report of the Trustees

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The Annual Report of the Board of Trustees 2020/2021

The Board of Trustees of Global Care Volunteers present their Annual Report, together with the Financial Statements, for the year from 1st April 2020 to 31st March 2021.

Who are Global Care Volunteers?

Contact

Global Care Volunteers
2 Dugdale Road
Coventry CV6 1PB

Web: www.globalcare.org
Email: info@globalcare.org

Phone: 030 030 21 030

Registered Charity No. 1142624
Registered Company No. 7560813

Board of Trustees/Directors

John Scott
Sue Matejtschuk
James Patrick
Mark Curran (retired Feb 2021)
Jonathan Foss
Claire McCann (joined in Feb 2021)

Patrons

Barry & Margaret Mizen
Cyrus Christie

Chief Executive & Executive Secretary to the Trust

John White

Structure, Governance & Management

Governing Document

The Charity is governed under Articles of Association adopted in January 2012.

Appointment of Trustees

Trustees are appointed by invitation from the Board of Trustees, on the advice and recommendation of the CEO. The CEO undertakes initial enquiries and selection of candidates on behalf of the trustees on the basis of their suitability, personal qualities, specific knowledge and the expertise which they can offer to the charity. Candidates usually meet the Trustees informally in the first instance and then attend as 'observers'.

They are then formally selected and invited to join the Board. New Trustees are invited to the charity's headquarters to meet management staff and to familiarise themselves with all aspects of the charity's work.

New Trustees are encouraged and invited to attend external seminars, workshops and courses concerning their work as charity Trustees.

The Responsibilities of Trustees

The Board of Trustees remain responsible for all the ultimate strategic decisions of the charity, having regard to the policies of the Charity Commission and on the advice of the Chief Executive Officer and senior management staff. The Trustees fully recognise and accept all of the legal and financial responsibilities and are kept fully informed of charity law changes.

The Board normally meets for a half a day three times a year and on other occasions as required. The Trustees also occasionally visit the charity's headquarters. During this reporting year all meetings were held via MS Teams due to the Coronavirus pandemic. This has worked remarkably well. In future two of the meetings each year will continue to be held via MS TEAMS with the third being held at the charity's headquarters.

The Board is served by its Chief Executive (who is also the Trust's Executive Secretary of Global Care) and also by a Minutes Secretary.

Overall day to day operational/management decisions are taken by the Chief Executive and the senior management team. Considerable authority has been delegated to the Chief Executive for the overall management of the Charity however the Trustees retain ultimate accountability and responsibility for major financial matters and strategic developments.

The names of the Trustees who served from 1st April 2020 to 31st March 2021, all of whom are non-executive, are set out in Section A of this Report. The Trustees have received no remuneration for their services. The Trustees appreciate that charity law requires them to provide comprehensive financial statements for each financial year, together with a Report of the Activities which gives a true and fair view of the state of affairs of Global Care Volunteers both financially and of its charitable activities, according to its Trust Deed.

The Trustees ensure, by means of its Finance Sub-Committee (which meets additionally three times annually) that the charity keeps proper accounting records which disclose the financial position of the charity. All Trustees are provided with quarterly financial 'Management accounts' and approve the Annual Budget proposals. These are scrutinised beforehand by the Finance Sub-Committee who also monitor and control the charity's financial affairs in detail for the Trustees. They are also assisted in the preparation of the Annual Report and Financial Statements by the charity's staff. The Trustees annually appoint an External Examiner for the charity. The full Board of Trustees remains ultimately responsible and accountable for all major decisions, policy approval and all financial

matters.

In May a new code of governance was adopted in line with the trustees commitment to improving governance.

Report on Activities Relating to Objectives

Objective 1:

The promotion of the voluntary sector for the public benefit, in particular but not exclusively, by the following means:

- (a) Promoting, encouraging and supporting volunteering and community involvement by individuals
- (b) Providing opportunities for individuals to volunteer
- (c) Providing advice, assistance and training for volunteers
- (d) Raising awareness of the needs of poor, sick, distressed, vulnerable and under-educated persons and communities in the United Kingdom and throughout the world In order to promote volunteering, we continue to work to develop positive relationships with relevant agencies in Coventry and Warwickshire.

We have continued to provide opportunities for individuals to volunteer in our three shops and also offer office-based volunteer opportunities. We also offered short-term volunteer placements to people who have been out of work for some time, to enable them to improve and renew their workplace skills and habits. We have over 30 volunteers supporting the work of the charity in differing roles. (Some examples of how volunteers have benefitted from their support of Global Care Volunteers are included at the end of this report.)

We raise awareness of the needs of disadvantaged people and communities through promoting the work of Global Care through our shops, and by ensuring our volunteers are equipped to speak confidently about this work to members of the public. Each shop also includes an Information Point, where relevant leaflets about the work of Global Care are on display and readily available.

Objective 2:

The relief of those in need by reason of poverty, discrimination, maltreatment, youth, ill-health, disability or other disadvantage

We have chosen to support the work of Global Care in their support of vulnerable children around the world. Staff and volunteers at each shop undertake additional fundraising in order to sponsor a child in one of Global Care's overseas projects. Children sponsored by shops are from Cambodia and Uganda. Information about both the child and the project are displayed in the shop. As the shops were closed for much of the reporting period, staff and volunteers carried out additional fundraising during the run up to Christmas for goats and pigs for families of children living with disabilities in Uganda.

Objective 3:

To carry out all the charity's activities in a manner which manifests the Christian ethos and values of the charity for the public benefit, both in the United Kingdom and worldwide

We make our Christian ethos clear to all prospective staff and volunteers, to ensure they are comfortable working in such an environment. However we also make it clear that we are not an exclusive agency, and that people of any faith, or none, are welcome to volunteer with us. We start all meetings with prayer, and we do not open for trading on Sundays.

Locations

During the review period GCV ran charity shops in the following locations:

Radford in Coventry; Kenilworth and Bulkington in Warwickshire.

What we planned to do in 2020/21

- Develop a plan to safely reopen all the shops, following the coronavirus lockdown closures. This will be done in conjunction with the managers. *We carried out a series of training sessions in which we worked together to extend our risk assessments to include Covid 19. Using the government advice published on 11th May 2020 and the PHE definitions of a "Covid contact" we identified changes to the layout, manning and cleaning of the shop as well as extra training needed for staff and volunteers. A great deal of work was done on the layout of the shops and developing suitable training before we could reopen after the first lockdown.*
- Improve income through sales of high value items using non-shop based opportunities – including online sales and auctions. *The Radford shop began to develop the use of Facebook Marketplace as a means of reaching a wider customer base. The initial results were very encouraging but we were not able to develop it fully because of the lockdowns.*
- Work with shop volunteers to ensure they receive effective training, to ensure they can work within the shops in a Covid-secure way, as well as helping them to maximise their input into improving sales. *There was a very positive response to the changes in the way the shops were to be run and the training given to ensure Covid-secure running of the shop. As ever we are very grateful to all the staff and volunteers who were willing to work whenever we were allowed to open the shops.*

What we are intending to do in 2021/2022

- Reopen the shops as soon as the government allows us to. We will retain the Covid-Secure measures until we are 100% sure we can run the shops without causing our staff, volunteers or customers any additional risk by removing them.
- Extend the work done at our Radford shop on the use of Facebook Marketplace to our shop in Bulkington.
- When the lease for the Kenilworth shop comes to an end on 31st May we will hand the property back to the landlord.
- Seek to take part in the Kick Start scheme, training young people in retail and admin skills.
- Having investigated the possibility of merging with the charity Global Care we are now planning to go ahead, giving a better legal structure for future development whilst retaining our commitment to developing volunteerism in support of vulnerable children around the world.

Risk policy

The Trustees have identified the risks that might affect the charity, and review the charity's policies and procedures regularly to minimise any risks identified.

Reserves and investments policy

The Trustees consider it necessary to hold a balance of reserves, to cover fluctuations in receipts. Therefore it is considered that cash deposit is the most appropriate investment for the charity.

Fixed assets

Details of all assets held on behalf of other charities and all changes in fixed assets are disclosed in the notes to the accounts.

External Examiner

The Charity is exempt from audit, therefore an external examiner Mr Tom Sydney has been appointed.

Signed on behalf of the Trustees

A handwritten signature in black ink, appearing to read 'John White', written in a cursive style.

John White

Executive Secretary to the Trust

PROFIT AND LOSS ACCOUNT
for the year ended 31 March 2021

	2021 £	2020 £
Turnover	107609	116327
Cost of sales	2471	2089
Gross profit	<u>105138</u>	<u>114238</u>
Other operating income	5167	7237
	<u>110305</u>	<u>121475</u>
Administrative expenses	72556	129412
Profit on ordinary activities before taxation	<u>37749</u>	<u>-7937</u>
Taxation		
Retained profit for the year	<u>37749</u>	<u>-7937</u>

There are no unrecognised gains or losses to be declared.
The attached notes form an integral part of these financial statements.

BALANCE SHEET
as at 31 March 2021

	Note	2021 £	2020 £
FIXED ASSETS	3	<u>37432</u>	<u>37432</u>
CURRENT ASSETS			
Debtors	4	7632	9582
Cash at bank and in hand		<u>51749</u>	<u>9486</u>
		59381	19068
CURRENT LIABILITIES			
Creditors due within one year	5	<u>26291</u>	<u>23727</u>
NET CURRENT ASSETS		<u>33090</u>	<u>-4659</u>
Total assets less current liabilities		70522	32773
Creditors due after one year			
NET ASSETS		<u>70522</u>	<u>32773</u>
FUNDS OF THE CHARITY			
Reserves		37432	37432
Profit & Loss account		33090	-4659
		<u>70522</u>	<u>32773</u>

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accord with appropriate Accounting Standards.
For the year ended 31 March 2021 the company was entitled to exemption under section 477 Companies Act 2006 relating to small companies.
The members have not required the company to obtain an audit under section 476 Companies Act 2006
The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

Approved by the Board on and signed on its behalf



15 May 2021

John Scott
Director and Chair of Trustees

NOTES TO THE ACCOUNTS

1. Accounting Policies

Basis of preparation

The financial statements have been prepared under the historical cost convention and in accord with appropriate Accounting Standards.

Turnover

Turnover represents amounts chargeable, net of VAT, in respect of the sale of goods and services to customers

Depreciation

Depreciation is calculated to write off the cost of tangible assets, less any residual value, over their expected useful life; at 25% per annum on the straight line basis
Shop fittings relating to shops that close during the year are written off in full.

Hire purchase and leasing

Rentals payable under operating leases are charged in the profit and loss account on a straight line basis over the lease term.

NOTES TO THE ACCOUNTS

		2021 £	2020 £
2	Operating Profit is stated after charging:		
	Depreciation	0	0
3	Tangible Fixed Assets		
		Land & buildings £	Fixtures & equipment £
	Cost		Total £
	At 1 April 2020	37432	16680
	Additions		
	Disposals		
	At 31 March 2021	<u>37432</u>	<u>16680</u>
	Depreciation		
	At 1 April 2020	-	16680
	Charge for the period		
	On disposals		
	At 31 March 2021	<u>-</u>	<u>16680</u>
	Net Book Value		
	At 1 April 2020	<u>37432</u>	<u>0</u>
	At 31 March 2021	<u>37432</u>	<u>0</u>

		2021 £	2020 £
4	Debtors		
	Other debtors	<u>7632</u>	<u>9582</u>
	Aggregate of debtors falling due in over one year	-	-
5	Creditors due within one year		
	Other creditors	<u>26291</u>	<u>23727</u>
6	Company status		
	The company is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £10 towards the assets of the company in the event of liquidation.		
7	Reserves		
		Other Reserves	Profit and Loss account
	At 1 April 2020	37432	-4659
	Profit for the year		37749
	At 31 March 2021	<u>37432</u>	<u>33090</u>
			<u>70522</u>

Detailed Profit and Loss Account
for the year ended 31 March 2021

	2021 £	2020 £
Turnover	107609	116327
Cost of sales	2471	4387
Gross profit	<u>105138</u>	<u>111940</u>
Gross profit %	97.7%	96.2%
Other operating income	<u>5167</u>	<u>7237</u>
Administrative expenses		
Employment costs	31040	67387
Establishment costs	36751	45260
General administrative expenses	3355	4340
Finance charges	1410	2442
	<u>72556</u>	<u>119429</u>
Profit on ordinary activities before taxation	<u>37749</u>	<u>-252</u>

Detailed Profit and Loss Account
for the year ended 31 March 2021 (continued)

	2021 £	2020 £
Turnover		
Charity shop income	23257	101830
Gift Aid recovered	1963	6753
Other income	81849	7744
Donation from a trustee	540	
	<u>107609</u>	<u>116327</u>
Cost of Sales		
Stock and consumables	565	1927
PAT testing	110	102
Collections and deliveries	376	60
Waste disposal	1420	2298
	<u>2471</u>	<u>4387</u>
Employment costs		
Wages and salaries	57643	65286
HMRC Job Retention scheme	-27451	
Staff and volunteer welfare	137	1025
Travelling	661	1076
Training costs	50	
	<u>31040</u>	<u>67387</u>
Establishment costs		
Rent & rates	28400	36982
Light, heat & power	1595	4212
Insurance	3361	3353
Insurance claim		-7041
Cleaning & maintenance	2507	1595
Repairs & renewals	888	6159
	<u>36751</u>	<u>45260</u>

General Administrative expenses

Telephone & fax	491	499
Printing, postage & stationery	52	659
Charitable donations	418	792
Legal & professional expenses	2394	2390

3355	4340
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Finance charges

Bank charges	840	1674
Card charges	570	768

1410	2442
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Other operating income

Rent receivable (net of expenses)	4791	7237
Sundry income	376	

5167	7237
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INDEPENDENT EXAMINER'S REPORT

Registered Charity Number 1142624

I report on the accounts for the year ended 31 March 2021, set out on pages 8 to 15.

Respective responsibilities of Trustee and Examiner

As the Charity's Trustees you are responsible for the preparation of the accounts; you consider that the audit requirement of section 144(2) Charities Act 2011 does not apply. It is my responsibility to state, on the basis of procedures specified by the Charity Commissioners under section 145(5)(b) of the Act whether particular matters have come to my attention.

Basis of Examiner's Statement

My examination was carried out under general Directions given by the Charity Commission.

An examination includes a review of the accounting records kept by the Church and a comparison of the accounts presented with those records. It also includes consideration of any unusual items in the accounts. The procedures undertaken do not provide all the evidence required in an audit, and I therefore do not express an audit opinion.

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

- a) to keep accounting records
- b) to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act 2011

have 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.

Tom Sydney
Independent Examiner

3 August 2021



Mr Tom Sydney
Fifth Dimension Management Ltd
32 Bankfield Drive
Nottingham
NG9 3EG

“ I was a customer at the Global Care shop in Radford Road long before I became a volunteer. I used to pop in quite regularly and talk to the staff - they were always so friendly. I used to mention sometimes that I was bored at home.

I didn't work for ten years while I was bringing up my family so I think I lost a bit of confidence in myself really and I wasn't sure what I wanted to do.

One day Jill (the shop manager) asked me if I had thought about volunteering. I felt quite nervous because I hadn't worked for such a long time but Jill was brilliant and I just knew from the start that I would fit in here.

Volunteering at the charity shop has really given me my confidence back, as well as giving me some really good work experience and improving my retail skills.

I used to work in retail many years ago so it was all there, it was just a matter of believing in myself again.

I volunteer in the shop three days a week and on a Saturday morning. Since working here, I've even found the confidence to start a paid job as a carer at a care home for people with dementia. I've always liked to keep myself busy!

”

Julie, volunteer at Global Care's Radford shop

“ Volunteering with Global Care has really helped to boost my self-confidence and made me feel less anxious about getting out and about and meeting new people. I feel a lot more comfortable talking to people and putting myself out there.

“I have never had a full-time job so it is good experience for me. Hopefully it may help me to find paid work in the future but at the moment, I'm obviously limited to the hours when my son is at nursery.

“For the time being it is just good to be able to put the spare hours I do have to such good use.

“When I look at my own son I can't help thinking how incredibly lucky our children are, with access to a good health and welfare system and free education which will equip them for life.

“I firmly belief every child should have those same opportunities and I am pleased to be able to support Global Care's mission to support those children who need our help the most.

”

Victoria, volunteer at Global Care's Bulkington shop

“ I have volunteered for Global Care for over three years now, on and off, and it has become a really important part of my life.

I am a landscape gardener by trade but it's seasonal work and for a number of reasons, I have found it harder to get work as I've got older, although I am still looking.

If I wasn't volunteering in the charity shop, I would be sitting at home watching TV or playing my Xbox.

Coming here keeps me in a proper routine of getting up and getting ready for work, which will be really useful if I do find paid work.

I must admit, there are days when it's pouring down with rain and the temptation is to stay at home, but as soon as I get to the shop, I feel much better about everything.

“I've learnt a lot since I started working here. I was quite nervous operating the till at first but Jill talked me through it and I don't worry at all now.

That's the thing, everyone here is happy to help each other. We all get on well and there's plenty of fun in between the hard work!

We're all on the same wavelength and we're all happy knowing that we are using the spare time we have to change children's lives.

“Sometimes people ask why I am happy to do it all for nothing, but it's not for nothing is it? We have posters all round the shop about the work of Global Care and it's amazing how many children in so many different countries are benefitting from what we do in a little charity shop in Coventry.

”

Andy, volunteer at Global Care's Radford shop



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