



Lutterworth Community Transport

Lutterworth Volunteer Centre Limited

Annual Report & Accounts



April 2022 to March 2023

Lutterworth Volunteer Centre Limited

(A Charitable Company registered in England & Wales)

Company No: 07798878 & Charity No: 1148255

**Lutterworth Volunteer Centre Limited is a full member of
The National Council for Voluntary Organisations
and
The Community Transport Association**

SUPPORTED BY

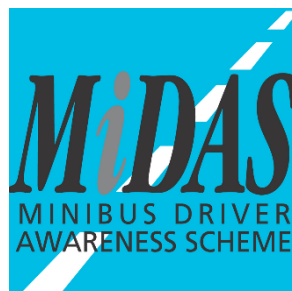


**Leicestershire
County Council**

Department of Highways, Transportation & Waste Management



MEMBERS OF



PERSONNEL

TRUSTEE-DIRECTORS:

Chairman:	John Warren
Treasurer:	Rob Harrop
Secretary:	Paul Jackson
	Jane Beaumont
	Lewis Freeman
	Paul Jackson
	Simon O'Donnell

Independent Examiners:	Crowfoot and Co.
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STAFF:

General Manager:	Graeme Thomson
Administrator:	Nigel Essen
Fleet Operations Support:	Rick Allsopp
Transport Co-ordinator:	Inger Parsons

Office Volunteers:	Sylvia Bills
	Anne Cooper
	Pam Harrop
	Fiona Winton

MANAGEMENT COMMITTEE

TRUSTEE DIRECTORS:

John Warren—Chairman

Past manager of Lutterworth Volunteer Centre for eighteen years retiring in 2015. Set up the One Stop Shop with ten organisations co-locating under one roof. A founder member and Chairman of Lutterworth and Villages Foodbank. Chair of Directors at Lutterworth College, a governor and Director for the last 30 years.

Rob Harrop—Treasurer

Rob joined Community Transport about 4 years ago as a volunteer minibuss driver and became a trustee in 2018. Prior to retirement he ran several HR consultancy and business support companies. His former career with the Automobile Association comes in handy when trying to understand the complexities of running a successful and safe community transport organisation.

Jane Beaumont

Jane spent 20 years in engineering followed by 17 years teaching. She ran the Community Computer Centre at the One Stop Shop and The Enterprise Centre next door for a number of years. Currently she is the Manager of the Academy for Dementia Research and Education and leads groups of teenagers doing their Duke of Edinburgh's Award.

Lewis Freeman

Former teacher with Lutterworth College and the Enterprise Centre, currently a Volunteer bus and car driver.

Paul Jackson

Volunteer bus and car driver since October 2019.

Simon O'Donnell

Following an extensive career in Retail Management, Simon successfully developed several businesses. He is now a Management Consultant specialising in Customer Experience.

STAFF:

Graeme Thomson - General Manager

Appointed 1 November 2021, after retiring from Leicestershire Police.

Nigel Essen - Administrator

Joined as a volunteer in 1996 assisting in the Transport office. Employed as Administrator from 1998. Becoming Co-Services Manager in 2015.

Rick Allsopp – Fleet Operations Support

Appointed June 2021, after retiring from 31 years as an electrician at Cavendish Nuclear.

CHAIRMAN'S REPORT

This last year has seen us make further progress back to some normality after the covid pandemic. My thanks to all in helping us make good progress.

A special thank you to Graeme, Nigel, Inger and Rick, our staff team and our office volunteers Pam, Sylvia, Ann and Fiona who have kept us going on a day to day basis.

We have a great team of volunteers in community transport helping us to maintain services, without our volunteers we would not be able to support people in the community in the way that we do.

This year 3 Geoff's have retired from volunteer driving; Manning, Fisk and Mason. A big thank you to them for years of dedicated and loyal service which is much appreciated.

It's good that we are now recruiting new volunteers and we would certainly encourage people to join the team.

We continue to work in partnership with many other external organisations, e.g. Age Concern, Lutterworth and Villages Foodbank, Gilmorton Lunch Club, Academy for Dementia Research (ADRE) and Broughton Astley Community Transport.

I was thrilled to receive on behalf of our organisation the Queen's Platinum Jubilee Award for the contribution we have made to the community. The Deputy Lord Lieutenant Colonel Richard Hurwood DL presented us the award at an event in Lutterworth that was well attended and appreciated by all.

I would like to thank Richard Sweeting who has been our accountant for over 30 years who is stepping down from completing our annual accounts, I wish him well in his retirement.

We are grateful for the continued support from our primary funders the County and District councils which help us maintain our good service to our community and regular customers who all value our services

John Warren

Chairman, Board of Trustee/Directors

Lutterworth Volunteer Centre Limited

GENERAL MANAGER'S REPORT

2022-23 has been a year of re-building and change in some ways, whilst some aspects have very much remained the same. The team of Nigel, Inger, Rick and our office volunteers Pam, Ann and Fiona have kept the same level of personal service to our clients that we know they appreciate. Thankfully due to Rick's diligent work our fleet of vehicles survived the inactivity of the pandemic and have continued to run without major mishap or expense. In the background been making changes to how the charity is administered to streamline the operation and also be able to provide better information to inform future decisions.

The main changes we have made have been to our accountancy system and banking arrangements. This year our accounts have been recorded on Sage which has the advantage that income and expenditure can be allocated to each area of activity so that we will know for the future what areas are viable. This change has not been without its teething troubles and is largely responsible for the delay in producing this report. These issues now appear to be resolved for next year and we are already seeing the benefit in terms of improved information.

Recruitment remains a major focus, especially given the retirements of several stalwart volunteers after seeing us safely through the pandemic. We have been successful in recruiting 10 new volunteer drivers this year, spread across the Social Car Scheme and Minibus Driving.

Many organisations took time to recover from the pandemic, and unfortunately some that previously used our services never returned. However over the last 12 months we have worked hard to cement previous relationships and developed new ones. We support Age Concern (Lutterworth and District) with many of their activities, and make twice weekly deliveries for the Lutterworth and Villages Foodbank. Both Lutterworth College and the High School use our minibuses to support their Duke of Edinburgh programmes and for their sports teams. On a daily basis we transport the clients of the Academy for Dementia Research and Education to their sessions. Other community users include various Scout Troops, the U3A, Lutterworth RFC, Lutterworth Town FC, the Broughton Astley Volunteer Group and Rotary. The Gilmorton Lunch Club remains extremely popular and is a credit to Frank and Ann Cooper, both of whom also volunteer with us. There are some amazing people out there and we are extremely fortunate that some of them choose to volunteer with us.

Graeme Thomson

General Manager

COMMUNITY TRANSPORT

Social Car Scheme

A comparison of this year's activities with the previous three years:

Passenger Journeys	2019/20	2020/21	2021/22	2022/23
P&T Journeys ¹	1,793	322	833	1400
Hospital Journeys ²	628	119	279	693
Social Enterprise ³	76	10	2	0
Totals	2,497	451	1,114	2093

Note

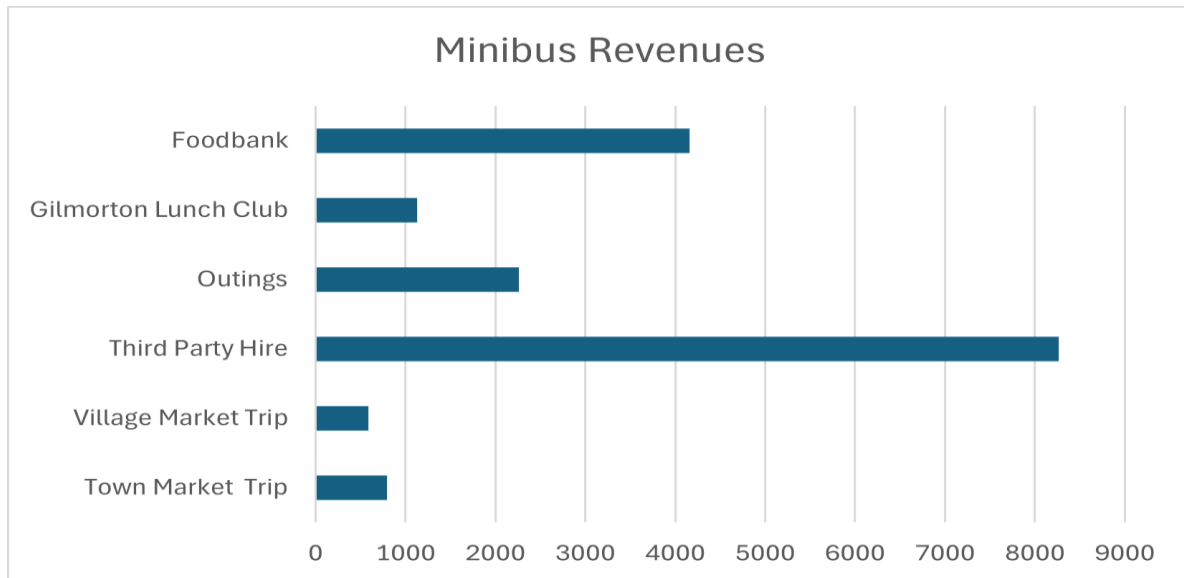
- 1- P/T (Planning and Transportation) now defined as all non-hospital trips
- 2- Hospital trips now includes trips to outpatients that are not necessarily at a hospital setting
- 3- Social Enterprise – trips paid for by Social Care agencies

Narrative

Having fallen to 18% of its pre-pandemic level in 2020/21, 2021/22 saw a slow recovery but the final outcome was still at less than 50% than expected. 2022/23 saw an 88% increase over the previous year as confidence returned, although we are still 16% down. Demand has continued to outstrip supply and we are still rationing the service to healthcare related appointments.

Community Transport Minibuses

A breakdown of revenue associated with the Minibus Fleet



Our third party hire revenue has recovered significantly now that the schools are offering a full programme of extra-curricular activities and has provided a significant boost to our overall income. Anecdotally we have been advised that many of these activities would not take place at all due to budgetary constraints if our buses were not available at a reasonable cost. Though this is not necessarily our traditional core offering we regard this as a significant contribution to the Community as a whole. We have managed to facilitate this increase by enlisting teaching staff as volunteer drivers for their organisations rather than by placing a further drain on our volunteers in the main.

The traditional Thursday Market trips have been difficult to maintain due to driver retirements, and we have had to combine the two trips into one bus. This service was slow to recover but is now beginning to improve as confidence returns. Our regular clients really value this service as a way to get out and about and socialise even though some of them have continued to use online shopping for their main needs.

Funding for Foodbank deliveries through the Pandemic was provided by a £3500 grant from Harborough District Council. We kept a bus without seats purely to facilitate this. By the end of the year we were able to say that we had made a loss of £659 in providing the service. The foodbank have made good this shortfall and this is reflected in the above figures. As Council funding has now ended, we have negotiated a rate per mile with the foodbank to continue this service. However, we no longer keep a dedicated bus for this service.

Lutterworth Volunteer Centre Ltd

Financial Statements for the year ended

31 March 2023

Registered number 7798878

Registered charity number 1148255

Registered Office

**Wycliffe House
Gilmorton Road
Lutterworth
LE17 4DY**

Crowfoot & Co Accountants Ltd

**Lonsdale House
High Street
Lutterworth
LE17 4AD**

email: enquiries@crowfootaccountants.com

The Management Committee presents its directors report and financial statements for the year ended 31 March 2023

Reference and administrative information

Charity name	The Volunteer Centre
Charity registration number	1148255
Company registration number	07798878
Registered office and Operational address	Wycliffe House Gilmorton Road Lutterworth Leicestershire LE17 4DY

Executive Committee

J A Beaumont	
L E Freeman	
R Harrop	
P A Jackson	
A G Jones	to 9/12/2022
S O'Donnell	
J G P Warren	
A Willox	to 28/9/2022

Manager	Graeme Thomson
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Independent financial examiners	Crowfoot & Co Accountants Ltd Lonsdale House High Street Lutterworth LE17 4AD
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Bankers	NATWEST Bank Barclays Bank Hinckley & Rugby Building Society
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Solicitors	Harvey Ingram Shakespeares 20 New Walk Leicester LE1 6TX
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Chartered Certified Accountants' report to the Board of Directors on the unaudited accounts of Lutterworth Volunteer Centre Limited

In accordance with the engagement letter dated 17 March 2024, and in order to assist you to fulfil your duties under the Companies Act 2006, we have compiled the financial statements of the company which comprise the Profit and Loss Account and Balance Sheet and the related notes from the accounting records and information and explanations you have given to us.

This report is made solely to the Company's Board of Directors, as a body, in accordance with the terms of our engagement. Our work has been undertaken so that we might compile the financial statements that we have been engaged to compile, report to the Company's Board of Directors that we have done so, and state those matters that we have agreed to state to them in this report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's Board of Directors, as a body for our work or for this report.

We have carried out this engagement in accordance with the technical guidance issued by the Association of Chartered Certified Accountants and have complied with the ethical guidance laid down by the Association relating to members undertaking the compilation of financial statements.

You have acknowledged on the balance sheet as at 31 March 2023 your duty to ensure that the company has kept proper accounting records and to prepare the financial statements that give a true and fair view under the Companies Act 2006. You consider that the company is exempt from the statutory requirement for an audit for the year.

We have not been instructed to carry out an audit of the financial statements. For this reason, we have not verified the accuracy or completeness of the accounting records or the information and explanations you have given to us and we do not, therefore express any opinion on the financial statements.

Crowfoot & Co Accountants Ltd
Chartered Certified Accountants
Lonsdale House
High Street
Lutterworth
Leicestershire
LE17 4AD

March 2024

Lutterworth Volunteer Centre Limited

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Statement of Financial Activities**Income & Expenditure Account for the year ended 31 March 2023**

				2023	2022
	Notes	Restricted funds £	Unrestricted funds £	Total £	£
Incoming resources					
Grants & donations	2	-	117,386	117,386	95,412
Community transport	3	-	25,364	25,364	14,540
Interest received		-	389	389	171
		-	143,139	143,139	110,123
Expenditure					
Community transport expenses		-	27,491	27,491	24,394
Staff payroll costs		-	64,893	64,893	79,618
Staff recruitment		-	270	270	768
Premises costs		-	8,041	8,041	11,161
Office costs		-	6,900	6,900	4,688
Publicity		-	2,676	2,676	4,146
Professional fees		-	1,205	1,205	638
Miscellaneous		-	925	925	2,698
Depreciation		-	12,243	12,243	12,362
		-	124,644	124,644	140,473
Surplus/(Deficit) for the period		-	18,495	18,495	- 30,350
Funds brought forward		-	162,369	162,369	192,719
		-	180,864	180,864	162,369

The statement of financial activities includes all gains & losses in the period.

All incoming resources and resources expended derive from continuing activities.

Lutterworth Volunteer Centre Limited
Balance Sheet as at 31 March 2023

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	Notes	2023		2022	
		£	£	£	£
Fixed assets	7		59,930		72,173
Current assets					
Bank		145,106		111,583	
Debtors	8	<u>3,125</u>		<u>2,395</u>	
		148,231		113,978	
Current liabilities					
Creditors	9	<u>6,297</u>		<u>2,782</u>	
Net current assets			141,934		111,196
		<u>201,864</u>		<u>183,369</u>	
Unrestricted funds	11				
General funds		47,197		28,702	
Designated funds		<u>154,667</u>		<u>154,667</u>	
			201,864		183,369
		<u>201,864</u>		<u>183,369</u>	

These accounts have been prepared in accordance with the special provisions relating to small companies within part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008)

For the financial year ended 31 March 2023, the company was entitled to exemption from audit under section 477 Companies Act 2006 and that no notice has been deposited under section 476.

The management committee acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the year and of its profit or loss for the financial year in accordance with the requirements of the Companies Act 2006 so far as is applicable to the company

Signed on behalf of the executive committee

john warren.

Approved by the executive committee 20 March 2024

Lutterworth Volunteer Centre Limited
Notes forming part of the Financial Statements
for the year ended 31 March 2023

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1 Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the period.

a Basis of accounting

The financial statements have been prepared under the historic cost convention and in accordance with the Companies Act 2006 and the Statement of Recommended Practice: Accounting and Reporting by Charities issued March 2005.

b Fund accounting

Unrestricted funds are available for use at the discretion of the executive in furtherance of the general objectives of the charity.

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

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

c Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to, and virtually certain to receive, the income and the amount can be quantified with reasonable accuracy. The following policies are applied to particular categories of income:

Income received by way of grants and donations and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Income from the provision of community transport services is recognised when the service is supplied.

Investment income is included when received.

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

d Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes VAT which cannot be recovered and is reported as part of the expenditure to which it relates.

Community transport costs comprise the vehicle costs and volunteer expenses in providing transport services.

e Fixed assets

Fixed assets are stated at cost less accumulated depreciation. The cost of minor additions costing below £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. Vehicles purchased new are expected to have a useful life of 7 years. The estimated useful life of a second hand vehicle is reduced appropriately. Impairment reviews are carried out as and when evidence comes to light that the recoverable amount of a fixed asset is below its net book value due to damage or other relevant factors.

2 Grants & donations

			2023	2022
	Restricted	Unrestricted	Total	Total
Leicestershire County Council	-	60,470	60,470	89,470
Harborough District Council	-	23,323	23,323	2,300
OG?	-	28,075	28,075	-
Donations & other income	-	5,518	5,518	3,642
	-	117,386	117,386	95,412

Lutterworth Volunteer Centre Limited
Notes forming part of the Financial Statements
for the year ended 31 March 2023

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	2023	2022
	£	£
3 Community transport		
Fares etc	<u>25,364</u>	<u>14,540</u>

4 Net incoming resources

This is stated after charging:

Depreciation	<u>12,243</u>	<u>12,362</u>
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The average number of employees during the year was	4	3
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5 Executive Committee Remuneration & Related Party Transactions

No members of the Executive Committee received any remuneration during the period.

No members of the executive committee or other persons related to the charity had any personal interest in any contract or transaction entered into by the charity.

6 Taxation

As a charity, Lutterworth Volunteer Centre Ltd is exempt from corporation tax on income and gains falling within part 11 of the Corporation tax act 2010 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that they are applied to its charitable objectives. No tax charges have arisen in the charity.

7 Tangible Fixed Assets

Cost	
At 1 April 2022	167,247
Additions	-
Disposals	-
At 31 March 2023	<u>167,247</u>

Depreciation	
At 1 April 2022	95,074
Added for year	12,243
Disposals	-
At 31 March 2023	<u>107,317</u>

Net Book Value	
At 31 March 2023	<u>59,930</u>
At 31 March 2022	<u>72,173</u>

8 Debtors

	2023	2022
	£	£
Fares & bus hire income	<u>3,125</u>	<u>2,395</u>
	<u>3,125</u>	<u>2,395</u>

Lutterworth Volunteer Centre Limited
Notes forming part of the Financial Statements
for the year ended 31 March 2023

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	2023 £	2022 £
9 Creditors falling due within 1 year		
Trade creditors	128	-
Social security	5,269	-
Other creditors & accruals	900	2,782
	<u>6,297</u>	<u>2,782</u>

10 Analysis of net assets between funds

	Restricted	Unrestricted	Total
Tangible fixed assets	-	59,930	59,930
Current assets	-	3,125	3,125
Current liabilities	-	6,297	6,297
Net assets at 31 March 2023	-	56,758	56,758

11 Movement in funds

	Brought forward	Incoming resources	Outgoing resources	Transfers	At 31 March 2023
Restricted funds					
There were no restricted funds during the year	-	-	-	-	-
Unrestricted funds					
Designated funds					
Vehicle replacement fund	154,667	-	-	-	154,667
	154,667	-	-	-	154,667
General funds	28,702	143,139	124,644	-	47,197
	183,369	143,139	124,644	-	201,864
Total funds	183,369	143,139	124,644	-	201,864

12 Purpose of restricted funds

None

13 Purpose of designated funds

Vehicle replacement fund

To replace vehicles at the end of their useful life.

Treasurers Report 2022-23

Our income during this financial period was challenging, with a slower than expected return to normal operations. We continued to be supported by Leicestershire County Council and Harborough District Council, plus additional income from our work with the Foodbank. We also had a gradual build up of our operational income, but this was still short of pre COVID levels. We also received outstanding payments from HDC for the previous year.

Leicestershire County Council grant has remained static at £60470 pa now since 2018/19 and is in fact below the level from 2013/14, where £62560 was paid.

Harborough District Council funding of £23323 during this year was exceptional due to our maintenance grant for the previous year of £7000 not being paid until the 22/23 year and a payment of £3500 in respect of COVID funding for foodbank deliveries from the previous year also being delayed. The grant of £3500 continued, but will not continue into 23/24. Next year's core grant of £7000 will be reduced by 30% due to HDC budgetary constraints.

A new arrangement whereby the foodbank pay directly for deliveries has been negotiated.

Our income had also been inflated this year due to a £27000 grant from Leicestershire County Council being received in respect of the proposed purchase of a second electric wheelchair adapted vehicle. This purchase is on hold due to lack of availability of vehicles. It is intended that the remainder of the purchase price will be funded through a grant from the Local Area Community Fund.

Our operational income recovered somewhat with a 109% increase over 21/22 level as the recovery from COVID continued. However, this is still down compared to the pre COVID levels of 2019/20 (£45000).

Office costs are set to rise with a 12.9% increase in rent and a 20 year rise in service charge of £750 pa to pay for a new roof. In the meantime significant savings are proposed as we change IT supplier, with a current cost of £2000 pa, to a self-administered system. Software licences have been obtained for free and a consultant engaged to provide ad-hoc support.

In the past our funding from LCC and HDC went a long way to cover our staffing and office costs, but with inflation high, costs rising and funding reducing in real terms, we need to make savings wherever we can.

We are currently running a fleet of 4 minibuses and 1 Wheelchair adapted vehicle. We have been keeping one of our older minibuses equipped as a van solely to service the demands of delivering for the foodbank. Cost

analysis has revealed that this bus was costing £4000 per annum to keep on the road (including fuel and insurance) and it appears that we have capacity to use other vehicles for the foodbank. We intend to sell this vehicle in the very near future and reduce our fleet to 3 minibuses and 1 WAV, pending the arrival of a second fully funded electric Wheelchair Accessable Vehicle.

We had some difficulties in producing our accounts for 22/23 due to the imminent retirement of our accountant and the difficulty in locating a replacement. I'm pleased to say that we have now appointed Richard Crowfoot and look forward to a strong, professional relationship going forward. I would also like to thank Richard Sweeting for the accountancy work he has done for us in the past and wish him a long and happy retirement.

RESERVES POLICY

As part of their responsibility for the management of the charity, it is acknowledged by the Trustees that funding is reviewed annually by the providers. Consequently, as a result of this inherent uncertainty that could impact on the charity's ability to continue its various services and projects and/or meet its obligations, a minimum level of funds is required in reserve. This level is considered by the Trustees to be a minimum of six months expenditure for general operations and a greater level to ensure long-term continuity of specific projects.

In addition and in accordance with their ongoing policy of maintaining and improving the services and resources provided, the Trustee recognise the need for designated reserves in respect of specific capital expenditure.



Lutterworth Community Transport

Lutterworth Volunteer Centre Limited

General Manager: Graeme Thomson

Tel: 01455 555571

Email: graeme@luttct.com

Administrator: Nigel Essen

Tel: 01455 555571

Email: admin@luttct.com

All correspondence to:

Lutterworth Community Transport
Wycliffe House
Gilmorton Road
Lutterworth
Leicestershire
LE17 4DY

www.luttct.com

Opening Times:
Monday to Friday 9:00 am to 2:00 pm