

CONFIDENTIAL

Trustee's Annual Report  
Norfolk Blood Bikes

**Trustees Annual Report for the period:**

**April 1<sup>st</sup> 2023 to March 31<sup>st</sup> 2024**

**Who are we.**

On 22nd August 2012 Norfolk Blood Bikes, formerly SERV Norfolk, became registered as a charity with the Charity Commission.  
Our registered number is 1148669.

In 2019, the name was changed to Norfolk Blood Bikes to reflect more accurately the work the charity does and enable enhanced engagement with the general public.

Throughout our existence we have maintained our membership of the Nationwide Association of Blood Bikes which provides guidance and support to all the UK Blood Bike charities.

**Objectives and Activities.**

Following many years of successful operations and the charity's objectives linked simply to their output, the charity undertook a strategic review in Autumn 2023 and updated the objectives of the leadership team to reflect the changed environment in Post-Covid UK and enable a more sustainable future with potential to respond to operational growth from our service users.

The Charity's formally stated objects remain –

- *To transport blood, samples and any other items needed by doctors, hospitals, and laboratories for the medical or surgical treatment of patients, during the night, at weekends, and on Bank Holidays free of charge to the National Health Service.*
- *To co-operate with the emergency services as may be required, and additionally to co-operate and enter into agreements with other Government authorities, persons, companies or associations*

Following consultation with the leadership team and ratification by the membership, the organisation now works to the following vision –

- To be recognised as Norfolk's most loved charity by our members, our service users and the public.

With the following objectives –

- To provide the reliable, timely and free of charge delivery of urgent and emergency items to Norfolk's NHS care providers and Air Ambulance.
- To build a community of volunteers that enables the charity to deliver for the future needs of our service users.
- To grow a level of public awareness that secures our annual funding requirements and enables the charity to achieve its fullest potential.

With these objectives, the leadership team have established a more cohesive framework for goal setting and decision making. With this vision, the leadership team have been able to establish a number of work streams focused on improving operational efficiency, member engagement and income security.

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## **Achievements and Performance.**

### Fleet.

At the beginning of the reporting period, we had a dedicated liveried fleet of 11 motorbikes and 5 cars. These are constantly assessed by our fleet management team to ensure their continuing capability to function, and to facilitate the advanced planning of service, repair and renewal. Based on aged and maintenance history two of our older cars were earmarked for retirement. Following the previous successful year of fundraising, including a significant donation from the Sandringham Association of Royal Warrant Holders, over a number of months the charity acquired three new Ford Focus Estate cars through the relationship with Ford UK and the beneficial service they provide to charities and public services.

In the latter part of 2023 it was identified that the fleet of 11 motorcycles was continuing to cause hardship and irritation to members having to collect vehicles whilst increasing average annual mileage per vehicle. The Leadership team undertook to explore adding a number of bikes to the fleet. Following a three month road test of a bike on loan from Lings Triumph, the charity committed to acquire four additional bikes at the beginning of 2024. Further to price negotiation resulting in significant discounting by Lings and Triumph, these were purchased in March 2024 and went into service within a few days. With 15 bikes in the fleet, we have been able to reduce average annual mileage per vehicle and reduce the distance that the majority of members have to travel to uplift a vehicle for their on-call duty, further reducing mileage and the time-burden on volunteers and their families.

### Fundraising.

All our operational costs are covered by collections and charitable donations from philanthropic organisations and the general public. Early during the reporting period the charity experience several significant changes in personnel undertaking fundraising activities. With the loss of a number of key volunteers dedicated to this function, the leadership team undertook a different approach by reaching out to the wider membership to cover fundraising activities. Over the year, this has seen a threefold increase in the number volunteers participating in public engagements and despite changes of established team members and the financial challenges on the general public, the charity has delivered another year of consistent income.

As part of the charity's strategic plan, new fundraising approaches are being adopted. During the second half of the reporting period several applications for grant funding were made. Whilst results were not anticipated in the period, two out of three applications have resulted in funding received from the National Lottery and West Norfolk Lives Matter in the latter part of 2024. These funds will be used to finance replacement vehicles during reporting period 2024/25.

Several significant donations were received from the estates of supporters who had left instruction in their wills. Donations were also received from the Charitable Foundations of two large UK corporate businesses. Collectively, these funds supported the previously mentioned acquisition of additional motorcycles, increasing the fleet numbers to 15 bikes.

### Operations.

It should be noted that for the period covered in this report, our volunteers travelled 155,201 miles whilst undertaking the 2345 tasks requested by our service users. This incredible commitment equates to driving around the equator more than six times!

The equivalent cost to the NHS for our service, if using taxis and specialist couriers (at between £51 to £173 per task) would work out at over £250,000 this year. By offering our voluntary service, Norfolk Blood Bikes has been able to help the NHS divert funds back into critical patient care.

This benefit to the NHS and others is not limited to a simple financial calculation. Our relationship with each of our service users is governed by Service Level Agreements (SLA's) with agreed response times and auditable records that ensure that we perform to an agreed



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and accepted level, with accountability for the services we provide. As a trusted partner under these agreements, Norfolk Blood Bikes are increasingly asked to undertake urgent tasks where samples must be transported within very specific time limits to enable the medical professionals to administer the appropriate lifesaving treatment.

We have continued to meet all the key performance indicators within our SLA's and the feedback we have received remains consistently positive. We continue to be proud to be considered part of the local health system and live up to our motto 'we'll go no matter what'.

The charity functions solely to transport products for the benefit of the NHS and Air Ambulance, consequently, it does not work for, nor receive reimbursement from any private company.

#### Public Recognition.

In March 2021 we were awarded The Queen's Award for Voluntary Service our members continue to wear this badge with incredible pride. Over the course of the last two years, when replacing or reprinting materials, the emblem for the Queens Award has been incorporated into most of our internal and external facing collateral, insuring that the public and local businesses can be aware of this special recognition.

During the Autumn of 2023 the charity was nominated in the "BBC Make a Difference awards" managed by BBC Radio Norfolk. This led to exposure on the BBC and later on two local radio stations. We were "highly commended" at the award ceremony in September and asked to return to BBC Radio Norfolk to help launch the nomination programme for 2024.

#### Collaboration.

During the reporting period, Norfolk Blood Bikes were chosen by several local organisations to be their charity of the year. These include Norwich Classic Vehicle Club, PML Motorcycles and Crane Garden Buildings. The economic benefits of these partnerships will be felt in our next reporting period with pledges including £15,000 to fund a new motorcycle.

Our relationship Lings Motor Group has developed from being simply supportive awareness driving activity through social media and promotional events, to a true charity partnership where Norfolk Blood Bikes and the volunteer members are receiving beneficial terms that enable the charity to deliver the core objectives, whilst insuring that our volunteers are using high quality, well maintained, modern machinery.

Lings network of Triumph dealerships in the South East, and their additional servicing facilities, enable our charity to access unique mechanical support throughout the whole county. No other manufacturer or dealer network can offer a similar level of support in Norfolk.

#### Charity Administration.

During the course of the reporting period NBB introduced several additional procedural documents which were incorporated as "bye laws" under the constitution clause 32.2. Social Media Policy and Sabbatical/Long term absence guidance were adopted at the beginning of 2024 following a notice to the membership.

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## Structure, Governance and Management.

The structure and governance of Norfolk Blood Bikes was established within the constitution first adopted on 1st Jul 2012, as amended at the Annual General Meeting on 27/10/2024.

The trustees and officers of the charity are elected from within the established membership at AGM or if vacant mid-term, a volunteer may be co-opted into the leadership team following a majority vote by remaining trustees.

### Incumbent Trustees at the commencement of reporting period 2023/24

James Duncan	Chair	06/11/2022 – 06/07/2023
Trevor Beckford	Treasurer	06/11/2022 – 06/08/2023
Ralph Hardwick	Independent Trustee	06/11/2022 – 06/08/2023
Roger Goshawk	Independent Trustee	06/11/2022 – 16/06/2023
Richard Ward	Independent Trustee	06/11/2022 – 02/06/2023
Nigel Pollard	Independent Trustee	06/11/2022 – 05/05/2023
Anthony Tungate	Independent Trustee	06/11/2022 – 03/07/2023

Due to several Trustee resignations during the Summer of 2023, the remaining Trustees agreed to call the AGM early in order to stand down and facilitate the forming of a new leadership team.

Management of the charity is by the Trustees with the elected leadership team covering the day-to-day responsibilities for events, fundraising, fleet maintenance, hospital liaison, membership, rota, social media, and training.

### Trustees voted at AGM August 2023

Alexander Gourlay	Chair/Fundraising	06/08/2023 - ongoing
Paul Southwell	Dept -Chair	06/08/2023 – ongoing
Beth Grainger	Treasurer	06/08/2023 – 03/05/2024
Shane Finch	Treasurer	18/05/2024 - ongoing
Jasmin England	Secretary/Independent	06/08/2023 – ongoing
Philip Sherriff	Training Manager	06/08/2023 – ongoing
Graham Horton	Independent Trustee	06/08/2023 – ongoing

During the reporting period and following the resignation of the elected Treasurer, the Trustees invited the Shane Finch (Fleet Operations) to take on the role. At a similar point, Jasmin England stepped down in the role of Secretary. The Trustees invited her retain a place on the team as an Independent Trustee which was accepted.

Having previously served as a Trustee and Secretary, Stuart Scott was asked to join the leadership team as Interim Secretary in order to fulfil the role until the AGM in Oct 2024.

During the reporting period, all other supporting roles have been delivered by active volunteers helping contribute to the success of the leadership team. As part of the charity's ongoing development and in line with constitution clause 17.1, the following roles will become Trustees following election at next AGM. Hospital Liaison, Fundraising, Membership, Rota within the Leadership team.

All incumbent members of the Leadership team anticipate standing for re-election at the next AGM.



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**Financial.**

Thanks to a concerted effort from our volunteers and the generosity of the general public, annual income of £85,071 has risen to its highest level since the pandemic. Combined with the benefit of a bank account balance more than twice the value of our reserves policy, the Trustees were able to make several important investment decisions in order to improve operational efficiency and volunteer engagement.

It is generally stated that it costs approximately £5,000 per month to run the charity at current levels of demand however, this year the charity has seen a 40% increase in repair costs of the ageing fleet. After a number of years with a lack of investment in fundraising and promotional materials, several one off costs were borne in order to modernise the charity's gazebos and awareness materials for public events and the fundraising merchandise used to promote donations.

The charity also faced costs in excess of £1,800 to support the legal requirements of several "subject access requests" made via the Information Commissioners Office.

The most noticeable impact on the balance sheet has been the increase of £22,000 in depreciation costs which reflects the investment in new, additional motorcycles purchased in March 2024.

Follow these year-end investments, the balance at bank of £92,946 whilst a marked reduction from previous year, maintains the ongoing reserve fund of £35,000 representing 7 months operation costs and a further reserve of £56,768.50 for fleet replacements. This leaves an operational cash balance of £1,178.01. These reserves mean that if future circumstances should restrict the ability of the charity to generate income from the public collections, Norfolk Blood Bikes could continue to function through a crisis whilst establishing a reformulated operating plan.

We are therefore satisfied that the current financial plans and projected income from events and public donations will enable us to continue to provide the service outlined in this report and have sufficient headroom to respond to future demand and potentially increase select provision to our current users should it be requested.

With a view to the provision detailed above and the state of our finances, it is believed that there is little or no risk which might prevent the charity from continuing its current function for the foreseeable future.

The objectives of the charity for the public benefit have and are being fulfilled and it is proposed to continue in this manner.

**April 2024 forward.**

Following a successful Autumn and Winter, the new leadership team have maintained a focus on both building momentum with the volunteer membership, and external fundraising opportunities.

Newly introduced monthly coffee mornings, started in January, have proved popular with members, often meeting face to face for the first time. These activities have continued and been complimented by an all-members, friends and family social evening in April, a barbeque in August and a team field trip to visit the Triumph motorcycle factory.

Income continued to remain very positive in the early part of the new year with corporate donations and fundraising activities boosting the bank account. Given the success of the additional new Triumph motorcycles funded from last year's balance, the Trustees agreed to purchase four more and retire the two oldest Yamaha and BMW bikes.

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Whilst these acquisitions temporarily took the bank balance close to reserve levels, once VAT was returned and the funds from the retired assets were received, the account was returned to good operating levels.

The volunteer community at Norfolk Blood Bikes have supported the busiest Summer of fundraising and promotional activity the charity has ever seen. With more than fifty activities this year and at the time of writing this update, income has already achieved 100% of the full previous year.

During their tenure, the Trustees of Norfolk Blood Bikes have reviewed current existing policies, updating where necessary and have added a policy detailing the agreed Delegation of Authority for all members of the leadership team. This formally details where members of the of the team can individually approve spending levels or where Trustee sign off is required. Whilst this has been customer and practice to date, no record had been committed.

This has been a challenging year, establishing new ways of working behind the scenes to enable a positive direction for every volunteer, whilst maintaining 100% delivery of our core activities.

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**NORFOLK BLOOD BIKES**

Income and Expenditure Account  
for year ended 31st March

	2023/24	2022/23	2021/22	2020/21	2019/20
<b>Income</b>					
Donations, Collections & Sales	80,277.48	81,147.33	60,528.54	80,453.09	80,400.33
Grants/Charities Trust	-	-	-	5,667.88	3,553.44
NABB refunds	-	-	-	570.00	375.00
Vat Recovery/Payments	-	-	-	8,242.97	9,588.21
Profit on Vehicle Disposals	4,791.67	-	-	-	-
Interest	1.98	-	-	-	-
HMRC Gift Aid	-	938.61	-	-	-
<b>Total Income</b>	<b>85,071.13</b>	<b>82,085.94</b>	<b>60,528.54</b>	<b>94,933.94</b>	<b>93,916.98</b>
<b>Expenditure</b>					
Administration costs	946.62	1,166.52	601.21	1,504.93	1,384.78
Subscriptions	-	-	-	26.91	222.18
Motor Running costs	26,613.38	25,374.53	24,159.97	25,377.21	35,451.84
Telephone & Stationary & Postage	816.11	706.27	418.28	627.70	134.67
Fundraising costs	11,286.00	3,831.22	4,381.39	2,054.84	3,354.97
Mileage payment & Travel	4,255.04	6,091.39	4,840.95	4,809.05	7,685.59
Public Liability Insurance	1,443.40	2,856.64	1,144.10	1,102.59	630.92
Accommodation/Trade Show	-	-	-	-	81.46
Training Courses	-	-	-	-	99.00
Sundry Expenses - Data Requests	1,890.00	-	-	-	2,033.29
AGM costs	-	-	-	-	60.00
Computer Software & Support & Website	-	979.25	1,402.69	626.91	955.85
Repairs, Replacement, Equipment & Clothing	14,044.32	9,762.47	9,837.40	7,039.41	6,716.09
Gifts & Grant given	-	50.12	-	12.50	120.00
Publicity	-	-	-	205.00	2,253.06
Accountancy Fees	2,670.00	1,440.00	1,094.00	390.00	215.85
Storage Rent	1,620.00	1,296.00	1,296.00	-	1,461.80
Depreciation	37,555.58	15,656.00	15,655.64	69,159.16	65,791.69
Covid Grant Expenditure	-	-	-	2,924.49	-
<b>Total Expenditure</b>	<b>103,140.45</b>	<b>69,210.41</b>	<b>64,831.63</b>	<b>115,860.70</b>	<b>128,653.04</b>
<b>Surplus for the year</b>	<b>(18,069.32)</b>	<b>12,875.53</b>	<b>(4,303.09)</b>	<b>(20,926.76)</b>	<b>(34,736.06)</b>
Surplus brought forward	230,496.17	217,620.64	221,923.73	242,850.49	277,586.55
<b>Surplus carried forward</b>	<b>212,426.85</b>	<b>230,496.17</b>	<b>217,620.64</b>	<b>221,923.73</b>	<b>242,850.49</b>

Balance Sheet  
as at 31st March

	2024	2023	2022	2021	2020
<b>Represented by</b>					
Equipment	4,064.18	4,064.18	3,043.64	3,043.64	3,043.64
Equipment Additions	-	-	1,020.54	-	-
Equipment Depreciation 25% pa	(3,533.13)	(2,517.06)	(2,001.08)	(1,485.30)	(1,095.71)
<b>Motor Vehicles</b>	<b>275,923.34</b>	<b>275,078.27</b>	<b>275,078.27</b>	<b>261,218.82</b>	<b>261,218.82</b>
Motor Vehicle Additions	102,703.88	1,678.40	-	13,859.45	-
Motor Vehicle Disposals	(28,423.34)	(833.33)	-	-	-
Motor Vehicle Depreciation 20% pa	(237,775.04)	(229,658.85)	(214,518.85)	(199,378.99)	(130,609.42)
<b>Bank - Lloyds</b>	<b>89,588.74</b>	<b>185,261.93</b>	<b>60,559.42</b>	<b>75,699.28</b>	<b>130,609.40</b>
Bank - CAF	0.03	0.03	0.03	0.03	0.03
Paypal	3,132.72	(23.99)	6,316.72	-	-
<b>Add Vat Refund awaited</b>	<b>13,228.88</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Less Creditors &amp; Accrued Expenses</b>	<b>6,483.41</b>	<b>2,553.39</b>	<b>1,383.96</b>	<b>226.00</b>	<b>226.00</b>
<b>Cash Funds Designations</b>	<b>212,426.85</b>	<b>230,496.17</b>	<b>217,620.64</b>	<b>221,923.73</b>	<b>242,850.49</b>
<b>Reserve Fund - 7 months Operating costs</b>	<b>35,000.00</b>	<b>35,000.00</b>	<b>35,000.00</b>	<b>35,000.00</b>	<b>35,000.00</b>
<b>Reserve Fund - Fleet Replacements</b>	<b>56,768.50</b>	<b>56,768.50</b>	<b>56,768.50</b>	<b>56,768.50</b>	<b>31,673.78</b>
<b>Operational cash balance</b>	<b>952.99</b>	<b>93,469.47</b>	<b>64,613.58</b>	<b>53,123.61</b>	<b>43,845.38</b>
<b>Total</b>	<b>92,721.49</b>	<b>185,237.97</b>	<b>156,382.08</b>	<b>144,892.11</b>	<b>110,519.16</b>

Chair: Alexander Gourlay

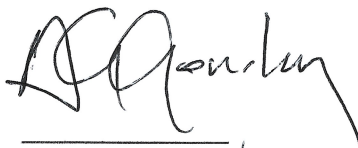

Signed:

Date:

Treasurer: Shane Finch

Signed:

Date:

  
14-12-2024  
  
14-12-2024



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## **Independent examiner's report to the trustees of "Norfolk Blood Bikes"**

I report on the accounts of the above charity number 1148669 for the year ended 31 March 2023

### **Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts in accordance with the Charities Act 2011 (the Act). The charity's trustees consider that an audit is not required for this year under section 144 of the Act 1993 and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 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, I have identified the following matters of concern, namely that due to significant changes in Trustees involved in the management of the charity without a full and proper handover, that a higher degree of risk existed in all operational and financial areas, although the records were kept in reasonable order and agree to the bank.

I confirm that no other matters has come to my attention which gives me reasonable cause to believe that in any material respect:

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

Peter Bussey FFA FIPA  
20<sup>th</sup> January 2025