



## Trustees Annual Report for the period:

**April 1<sup>st</sup> 2024 to March 31<sup>st</sup> 2025**

Norfolk Blood Bikes, formerly SERV Norfolk, became registered as a charity with the Charity Commission on 22nd August 2012. 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 more meaningful 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.

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*

In 2023 and in order to better maintain the teams combined focus on this objective, the charity introduced the strategic vision –

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

With the following mission –

- *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.*

Since its introduction in late 2023, the vision and mission have not only established a more cohesive framework for goal setting and decision making, but have been able to establish a number of work streams that have improved operational efficiency, member engagement and income security.

## Achievements and Performance.

### Operations.

During the period, April 2024 to March 2025 the charity received **2188** calls for urgent transfer of blood, blood products, samples, donated breast milk and other essential items. Our team of volunteers undertook **2646** tasks to complete these requests, some of which required multiple volunteers to complete the journey. It should be noted that for the period of this report, the number of tasks had increased by over 200 year on year, but thanks to improved communication with our service users, our combined mileage had reduced to just over **135,000** miles. A year on year reduction of nearly 20,000 miles (reduction of 385miles/week, equivalent of approx. 4tonnes CO2). This improvement in efficiency was achieved through more frequent and in depth engagement with the NHS teams. Through a greater understanding of our service they have been able to combine, delay and even avoid some requests. At no point was patient care ever compromised. The service provided by the volunteers of Norfolk Blood Bikes is delivered in order to help the NHS retain funding for critical frontline care rather than appointing taxis and costly specialist couriers. With external providers costing approx. £50 - £180 per task, Norfolk Blood Bikes believe we have saved the NHS over £250,000 this year. To a lesser degree our service has also benefited the lifesaving charitable operations of the East Anglian Ambulance in a similar way.



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 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.

During annual reviews with our hospital partners, we have continued to meet the key performance indicators within our SLA's and thanks to increased quarterly meetings, levels of feedback remain consistently positive with improvements in efficiency seen by both sides. 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 benefit the people of Norfolk through the transport of potentially lifesaving clinical supplies to the NHS and Air Ambulance, consequently, it does not work for, nor receive reimbursement from any private company.

### Fleet.

At the beginning of the reporting period, we had chosen to increase the dedicated liveried fleet of motorbikes to 15, supported by 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.

In the previous year, we decided to increase the size of the charity's fleet. In the spring of 2024, thanks to surplus funds from previous years, donations from local business Crane Garden Buildings and a legacy donation, the four new Triumph Tiger 1200 GT Pro bikes quickly became a firm hit with the team. Having four more assets deployed across the county meant that the travel time for volunteers to pick up a bike for duty was cut for many of the team members. Appreciated by the riders and their families (who typically had to drive their loved one to the fellow volunteers house) these hi-spec, high performance motorcycles were seen as a very suitable alternative to the Yamaha FJR 1300 which had ceased being manufactured.

By the summer, several of our older motorcycles were experiencing difficulties in accessing spare parts and the increasing expenses led to a proposal to replace four of our older motorcycles whilst they still had a decent trade-in value. Whilst the charity was enjoying another record year of income from fundraising, the leadership team voted to approve the sale of four older bikes and the purchase of four new Triumph Tigers of the same specification as previous. Norfolk Triumph honoured the heavily discounted 2023 price that had been previously negotiated as well as the monthly service plan enabling greater visibility to service costs.

The new bikes joined the fleet in September bearing the new 74 plate and once adapted for carrying the blood boxes, the trackers and sat-navs installed and the NBB livery applied they went into service before the Autumn weather could have an impact.

Before the end of the Autumn we had also heard about the successful application of grants from the National Lottery Community Fund as well as West Norfolk Lives Matter administered by The Norfolk Community Foundation. Both grants had been granted on the basis of adding motorcycles to our fleet in order to increase availability to volunteers, increase response times within specific locations within the county as well as reducing emissions from transfer mileage between active duty. The restricted funding from these grants were used to fund two additional Triumph Tigers which were ordered in the early part of 2025 and came into service in March.





### Fundraising and Engagement.

The charity entered the new 2024/25 year in much stronger form than the previous year with a forward looking leadership team and an enthusiastic membership that were responding to the positive adaptations being made. Having built up surplus's over the last several years, the leadership team had used these to upgrade the fleet and enable the membership to access charity assets more easily.

All our operational costs are covered by collections and charitable donations from philanthropic organisations and the general public. As part of the charity's strategic plan, new fundraising approaches are being adopted with collaborative relationships bearing fruit. During the course of the reporting period significant donations were received from, Enterprise Car Hire, The Norfolk Masons, Dimension Brickworks, Kings Lynn Community Choir, Cromer District Buffaloes for general operational costs. Generous donations of restricted funds for vehicle purchases were received from The National Lottery, Mark Mason Benevolent Fund, West Norfolk Lives Matter and a private donor achieving a record high of £98,288.89.

The charity used the experience of the previous year to increase attendance at public and community events. Learning that some activities drive awareness whilst other contribute more significantly to fundraising, the charity invested modest resources in additional materials to help promote the charity's purpose and impact. During the reporting year, no complaints were received regarding our fundraising activities.

Positive relationships between our volunteers and the charity continued to develop with monthly social gatherings at our Sunday Coffee Mornings and increasing attendance at promotional and fundraising activities. The leadership team recognise the incredible passion and goodwill provided by our volunteers and remain grateful and humbled.

### Collaboration.

Thanks to increasing public awareness, during the 24/25 reporting period NBB were again selected as charity partners by several local organisation and events. Crane Garden Buildings, having donated funds to purchase a new motorcycle, helped promote the relationship through their consumer media as well as their 50<sup>th</sup> anniversary celebrations. NBB were also chosen as annual beneficiaries by Harleston Young Farmers, Juventas Care Homes, the Larling Tractor Run, Acle Beer Festival to name a few. The economic benefits of these partnerships and increase public awareness has resulted in general funds improving by over 17% year on year.

Working closely with the Firefighters charity, in Aug '24 Norfolk Blood Bikes hosted our first countywide promotional fundraising activity. The Great Norfolk Charity Rideout enable almost 80 members of the public to support the combined charities whilst experiencing Norfolk countryside escorted by a groups of advanced trained motorcyclists. It is anticipated to make this an annual fundraising and awareness activity for both charities.

Towards the end of the reporting period, conversations were underway to establish supportive relationships with several local businesses and philanthropic organisations that will deliver practical, promotional and financial benefits in the 25/26 period. The NBB leadership team continue to believe in the power of a Norfolk network for good and hope to build further support from likeminded caring organisations.

### 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.

Reserve funds policy – permanently recording reserve values, purpose and savings account type  
Trustees Delegation of Authority – clarifying approval levels for financial control/decision making

In the early part of the new 25/26 period all previous policies, procedures and operating procedures were reviewed and updated where necessary. All documents shared with the membership via our "3Rings" online rota and communications platform.

**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. All officers and Trustees will have served a minimum of one year as volunteers of NBB prior to them being eligible for consideration in a leadership role. 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.

The Trustees of Norfolk Blood Bikes receive no payment or remuneration for their service to the charity. Reasonable expenses may be claimed and reimbursed as per the charities on-going expenses policy. During the reporting period 8 Trustees claimed expenses worth a total £6,809.99. This total includes mileage claims, postage and stationery as well as more significant purchases made on behalf of the charity where best value was gained and no alternative supplier account facilities were available. These may include, but are not limited to online printed materials, specialist motorcycle and car accessories, online windscreen repair claims and old model printer cartridges. For visibility, significant Trustee expense claims, including purchases for the charity with no claim on subsequent ownership, are declared and recorded at monthly Leadership Team meetings.

**Incumbent Trustees voted at AGM August 2023**

Alexander Gourlay	Chair/Fundraising	06/08/2023 – 27/10/2024
Paul Southwell	Dept -Chair	06/08/2023 – 27/10/2024
Beth Grainger	Treasurer	06/08/2023 – 03/05/2024
Shane Finch	Treasurer	18/05/2024 – 27/10/2024
Jasmin England	Secretary/Independent	06/08/2023 – 27/10/2024
Philip Sherriff	Training Manager	06/08/2023 – 27/10/2024
Graham Horton	Independent Trustee	06/08/2023 – 27/10/2024

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 Leadership team decided to make the following roles to become Trustees following election at the next AGM; Hospital Liaison, Fundraising, Membership, Rota.

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

**Trustees voted at AGM October 27<sup>th</sup> 2024**

Alexander Gourlay	Chair	27/10/2024 - ongoing
Paul Southwell	Dept-Chair	27/10/2024 - ongoing
Shane Finch	Treasurer	27/10/2024 - ongoing
Stuart Scott	Secretary	27/10/2024 - ongoing
Philip Sherriff	Training Manager	27/10/2024 - ongoing
Glen Walker	Rota Manager	27/10/2024 - ongoing
Jean Sherriff	Membership Manager	27/10/2024 - ongoing
Joanne Jutsum	Fundraising Manager	27/10/2024 – 03/07/2025
Tim Allen	Liaison Officer	27/10/2024 - ongoing
Graham Horton	Independent Trustee	27/10/2024 - ongoing
Steven McCarthy	Independent Trustee	27/10/2024 - ongoing
Guy Tasker	Independent Trustee	27/10/2024 - ongoing
Marc Back	Independent Trustee	27/10/2024 - ongoing

Following another successful year, eleven out of thirteen trustees anticipate standing for election to the next leadership team. Joanne Jutsum resigned from the leadership team in the summer due to significant external commitments, but continued as a charity volunteer.





## Financial.

The effects of the charity's increased public awareness have shown in significant growth in annual income. Thanks to the passionate support from our volunteers at events and a strategic approach to engaging grant funding entities, income of **£204,928** represents an all-time record for the charity. A significant amount of this figure (+53%) is made up of restricted funds for capital projects and revenues from vehicle disposals. That said, the underlying improvement in fundraising income represents a **+17%** increase year on year. The value of 24/25 income adequately covers running cost and continues to enable the charity to invest in improvements that enable our volunteers to deliver an effective and safe operation for our service users.

The charity's leadership team have again managed costs wisely, however both insurance and vehicle depreciation costs increased most significantly over the year, in line with more cars and motorcycles joining the NBB fleet. Expenditure on fuel has remained stable with increased costs offset by a modest decrease in overall annual mileage. Purchases relating to promotional materials and branded goods used at events have seen a major reduction since last year where the charity had to invest a large sum following several years of underspend.

At year end 24/25, the cash funds available of £152,046.06 demonstrate a +63% increase on the previous year and includes the ongoing reserve fund of £35,000 (representing 7 months operation costs) and a further reserve of £56,768.50 for fleet replacements (being the full cost of replacing both a car and a motorcycle in the event of a total write off or urgent additional resource). 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. This leaves an operational cash balance of £60,277.56 which the leadership team aim to utilise for further operational improvements supporting increasing demand from our service users.

During the reporting period no donations were made to third parties, nor sponsorship for promotional activity. As one would hope, the charity received a modest discount from both vehicle suppliers for the purchase of the vehicles previously reported. No related-party transactions took place with Trustees or connected persons.

We are therefore satisfied that the current financial plans and projected income from events, philanthropic organisations 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 when required.

The charity's Trustees view of the detailed financial report below and the future forecasts for our finances is that there is little or no risk that 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.

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### **April 2025 onwards.**

Having broadly retained the core leadership at the October AGM, increasing the team by including former "committee" roles and additional independent trustee roles, the new, larger leadership team have maintained the existing focus on volunteer engagement and external fundraising opportunities.

Two additional Triumph Tigers joined the fleet in the winter months of 2025 and two further Ford Kuga Hybrid cars also joined during the summer. All four vehicles funded by grants received during the reporting year 24/25.

In the Spring of 2025, the charity undertook an additional service supporting the Norfolk County Council Foster Care provision supplying donated breast milk to new born babies in foster care.

The volunteers from Norfolk Blood Bikes were recognised with a "Local Hero" award at a ceremony held in the Kings Lynn Corn Exchange hosted by King's Lynn and West Norfolk Council. The charity was also featured in the Spring "KL magazine". Both features have helped raise the profile of our charity helping us reach new funding partners and help the general public understand how we help the community.

Thanks the expertise and support of two local businesses we were able to update and improve the charity's website during the summer of 2025. This will make it easier for visitors to donate and volunteer for the charity.

As part of the charity's sustainable income strategy and following research into several providers, the Norfolk Blood Bikes weekly charity lottery was launched in August '25. Whilst still very early, our goal is to achieve 25% total income through the lottery by end of year one. The lottery platform is provided by Giant Cash Bonanza as a Society License holder, benefitting from 19 years of experience providing similar small charities with this service. We anticipate using our social media channels, word of mouth and promotional materials at our events to develop awareness of the lottery and the benefits to both the charity and the players. At no point will we hire third party personnel, adopt blanket marketing or door to door tactics to "sell" the lottery.

Income continued to remain very positive in the early part of the new financial year with corporate donations, legacy gifts and fundraising activities helping achieve similar success to the previous years. Given the surplus from last year finances and early success in 25/26, the leadership team aim to make a final increase to the fleet in the latter part of 2025.

This has been another challenging year getting on top of dated administrative processes and establishing more effective ways of working as a larger leadership team. Many hands make light work and there have been some great examples of renewed energy, passion and commitment to help make Norfolk Blood Bikes a leading charity in our county.

Once again the volunteers of this charity have delivered an incredible and difficult service that potentially benefits every resident and visitor to Norfolk as well as the experts within the NHS and Air Ambulance teams. We have met the increasing challenge of demand and improved conditions for our volunteer membership. We anticipate continuing to increase service provision and growth further engagement with our team and the general public. The trustees have assessed and consider the charity a going concern for at least 12 months from approval.

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**NORFOLK BLOOD BIKES****Income and Expenditure Account  
for year ended 31st March**

	<u>2024/25</u>	<u>2023/24</u>
<b>Income</b>		
Donations, Collections & Sales	93,065.97	79,529.43
Restricted Donations - see Appendix A	1,605.49	-
Sales	240.00	353.40
Sales of Clothing	834.21	394.65
Profit on Vehicle Disposals	12,500.00	4,791.67
Interest	0.31	1.98
HMRC Gift Aid	-	-
<b>Total Income</b>	<u>108,245.98</u>	<u>85,071.13</u>
<b>Expenditure</b>		
Accountancy Fees	1,080.00	2,670.00
Professional Fees	-	1,890.00
Advertising/Promotional	804.69	6,807.00
Branded Goods	2,697.85	4,076.50
Bank Charges	202.26	145.05
Insurances	18,380.18	12,488.84
Administration costs	551.99	801.57
Telephone	258.37	224.19
Stationary & Postage	354.03	591.92
Purchases	1,216.24	133.82
Storage Rent	1,296.00	1,620.00
Subscriptions	440.00	-
Mileage payment & Travel	3,008.31	4,255.04
Vehicle Fuel	14,874.15	14,060.59
Vehicle Costs	12,913.16	3,929.43
Vehicle Repairs	6,874.57	11,488.42
Events	461.30	402.50
Volunteer Gifts	108.15	-
Website Costs	23.98	-
Depreciation	46,371.50	37,555.58
<b>Total Expenditure</b>	<u>111,916.73</u>	<u>103,140.45</u>
<b>Surplus for the year</b>	<u>(3,670.75)</u>	<u>(18,069.32)</u>
Surplus brought forward	212,426.85	230,496.17
<b>Surplus carried forward</b>	<u><u>208,756.10</u></u>	<u><u>212,426.85</u></u>

**Balance Sheet  
as at 31st March**

	<u>2025</u>	<u>2024</u>
<b>Represented by</b>		
Equipment	4,064.18	4,064.18
Equipment Additions	-	-
Equipment Depreciation 25% pa	<u>(4,064.18)</u>	<u>(3,533.13)</u>
		531.05
Motor Vehicles	350,203.88	275,923.34
Motor Vehicle Additions	83,140.02	102,703.88
Motor Vehicle Disposals	<u>(74,500.00)</u>	<u>(28,423.34)</u>
Motor Vehicle Depreciation 20% pa	<u>(209,115.49)</u>	<u>(237,775.04)</u>
	149,728.41	112,428.84
Bank - Lloyds	151,319.15	89,588.74
Bank - CAF	0.03	0.03
Stripe	526.17	-
Paypal	<u>200.71</u>	<u>3,132.72</u>
	152,046.06	92,721.49
Add Vat Refund awaited	7,345.57	13,228.88
Less Creditors & Accrued Expenses	3,680.54	6,483.41
Less Creditors Restricted Funds	96,683.40	-
	<u><u>208,756.10</u></u>	<u><u>212,426.85</u></u>
<b>Cash Funds Designations</b>		
Reserve Fund - 7 months Operating costs	35,000.00	35,000.00
Reserve Fund - Fleet Replacements	45,000.00	56,768.50
Operational cash balance	<u>72,046.06</u>	<u>952.99</u>
	<u><u>152,046.06</u></u>	<u><u>92,721.49</u></u>



## Note – Restricted Funds Reconciliation

The charity held several restricted funds at 31 March 2025 representing grants and donations received for specific purposes. These funds are only to be used for the purposes specified by the donors or funders.

Restricted Fund	Opening Balance	Income 2024/25	Expenditure 2024/25	Transfers	Closing Balance 31 March 2025
National Lottery Fund	-	19,600.00	-	-	19,600.00
NCF - Norfolk Community Fund	-	20,000.00	-	-	20,000.00
Neonatal Christmas Appeal	-	1,605.49	1,605.49	-	-
Mark Benovelent Fund	-	25,000.00	-	-	25,000.00
HRH Prince of Wales	-	32,083.40	-	-	32,083.40
Total Restricted Funds	-	98,288.89	1,605.49	-	96,683.40

## Narrative note

These restricted grants and donations were received to support specific fleet purchases and related equipment. The funds remained unspent at the year end and are therefore carried forward within restricted funds on the Balance Sheet. Expenditure will be recognised in the following financial year as the assets are purchased or the funds are otherwise applied to their designated purposes.

Chair: Alexander Gourlay

Signed: Date: 26/10/2025

Treasurer: Shane Finch

Signed: Date: 26-10-2025

End.





**ABACUS**  
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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 2025

### **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 confirm that no matters have 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  
26<sup>th</sup> October 2025