

BASINGSTOKE NEIGHBOUR CARE

England & Wales · Charity number 1154382

Details

Other names BASINGSTOKE NEIGHBOUR CARE1

Status Registered

Legal form CIO

Registered 2013-10-29

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

Contact

Address The Orchard
White Hart Lane
Basingstoke
Hampshire
RG21 4AF

Phone 01256423855

Email info@neighbourcare.com

Website www.neighbourcare.com

Activities

Objects: TO RELIEVE PERSONS RESIDENT IN BASINGSTOKE AND THE SURROUNDING AREA WHO ARE IN NEED BY REASON OF THEIR AGE, DISABILITY, SICKNESS, OR CONVALESCENCE BY THE PROVISION OF SUCH VOLUNTARY CARE WORK AS MAY BE CHARITABLE.

Activities: Enhance older people's independence: volunteer car drivers transport people with limited mobility AND in genuine need to a range of medical appointments and to social activities, ensuring a safe return home. Charity also offers a befriending service for lonely and isolated older members of the community. We also run Community Cafes and a Handyperson Service (simple jobs in the home and garden).

Classification

- **How:** Provides Human Resources, Provides Services
- **What:** General Charitable Purposes
- **Who:** Elderly/old People

Geography

- Hampshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£191,547	£153,593	-	-
2024-03-31	£122,210	£142,725	-	-
2023-03-31	£73,498	£89,292	-	-
2022-03-31	£92,378	£55,447	-	-
2021-03-31	£58,158	£39,873	-	-

Trustees

Name	Role	Appointed
Carol Linda Laight		2023-02-21
Claire Perry		2025-09-19
Elizabeth Withinshaw		2026-01-09
Hazel Tilbury		2013-10-28
Judith Taylor		2025-09-19
Peter John Francis Robson B Sc		2013-10-28
Steve Vaux		2024-01-31
Stuart Frost		2024-01-31

BASINGSTOKE NEIGHBOUR CARE

England & Wales - Charity number 1154382

Accounts



Basingstoke NeighbourCare

Trustees' Report and Accounts For the Year Ended 31 March 2025

Registered Address:

The Orchard
White Hart Lane
London Road
Basingstoke
RG21 4AF

Patron: The Countess of Portsmouth

Registered Charity No. 1154382

**Basingstoke NeighbourCare
Trustees' Report and Accounts
For the Year Ended 31 March 2025**

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Basingstoke NeighbourCare

Registered Charity Number 1154382

Trustees' Report for the Year Ending 31 March 2025

Governance

The charity is administered by its trustees, who are also the only voting members of the Charitable Incorporated Organisation (CIO). Every trustee is appointed by a resolution passed at a properly convened meeting of the Charity Trustees. No person or external body is entitled to appoint any trustee.

The trustees who served during the year and up to the date this report was approved were:

Geoffrey Belsham – Chair
Peter Robson - Secretary
Carol Laight – Treasurer
Hazel Tilbury
Clive Mountford
Steve Vaux
Stuart Frost
Ian Josey – resigned 15 April 2025
Claire Perry – appointed 19 September 2025
Judith Taylor – appointed 19 September 2025

Structure and History

Basingstoke NeighbourCare (original Charity Registration number 1067729) was formed in 1997 as an Association which was governed by a constitution adopted on 30 September 1997. On 29 October 2013 Basingstoke NeighbourCare (new Charity Registration number 1154382) was formed as a Foundation Charitable Incorporated Organisation (CIO), which is a charity registered as a “body corporate” under Part 11 of the Charities Act 2011. On 31 March 2014 all assets and liabilities were transferred from the Association to the CIO for nil consideration. On the same date the Association ceased operations with the CIO commencing operations on 1 April 2014.

Objects of the Charity

The objects of the charity are to relieve persons resident in Basingstoke and the surrounding area who are in need by reason of their age, disability, sickness or convalescence by the provision of such voluntary care work as may be charitable.

Activities of the Charity

In the furtherance of its charitable objectives, Basingstoke NeighbourCare (BNC) provides services under the headings of transport, befriending, two community cafés, a social group, handyperson and gardening services.

Transport: Clients are taken to appointments which they would not normally be able to attend unaided. The majority of these are medical-related but also include social events & shopping. Volunteer drivers, using their own transport, will normally escort the client to the requested location and stay with them throughout the appointment, returning them home safely.

Befriending: Befrienders are volunteers who regularly visit or phone clients who need company in their own homes due to not having close family in the area and being unable to go out unaided. Befrienders are matched carefully with a client who has similar interests.

Community Cafés and Social Group: The purpose of these is to support residents in reducing social isolation and helping people who have lost their confidence in going out. The two

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Registered Charity Number 1154382

Trustees' Report for the Year Ending 31 March 2025

morning cafés and one afternoon social group each open once a week in three different locations around the borough and are now well-established. Clients can drop in for light refreshments and a chat, and a programme of optional activities such as quizzes, bingo, and 'new age kurling', all run by volunteers under the management of a member of staff.

Handyperson and Gardening Services: These services started during 2023 with the aim of helping older people with those small jobs around the home and garden that they can no longer do for themselves due to age or disability, thus enabling them to stay in and enjoy their homes for longer. Our reliable and versatile part-time handyperson and up to three seasonal part-time gardeners provide a "social" element to their visits as well as completing the tasks required, as the clients are often lonely. The initial funding for this came from Hampshire County Council's "Local Solutions" initiative, covering the period up to June 2024. Now the funding period has ended, the services have proved to be self-sustaining financially with continuing strong demand.

Public Benefit Requirement (Charities Act 2011)

The trustees consider that the charity satisfies the requirements of the Charities Act 2011 in providing a public benefit through the services described in the previous section. They are made available within the Basingstoke area by means of a telephone helpline, which is attended to by the charity's own staff during normal business hours. The charity will respond where need is clearly established. The availability of the charity's services is publicised via leaflets distributed to key locations around the borough, via the charity's own website and social media, via regular articles in the local press and by talks given to local groups.

Main Achievements During the Year

Transport: The number of trips completed during the year was slightly lower than the previous year at 2,963 (2024: 3,007). In total, transport was arranged for 391 clients out of a total registered base of 774 of whom 200 were newly registered this year. During the year we had 60 (2024: 58) active volunteer drivers, 41 of whom waived all or part of their mileage claims, effectively donating a total of £4,194 to the charity's funds. As our accounts are prepared on a receipts and payments basis this number does not appear in the accounts, but we are very grateful to our volunteers for their financial generosity in addition to giving their time.

Demand for the service continues to increase, and we are continuing our efforts to recruit more drivers. In the first quarter of the new financial year the number of completed trips increased by 20% compared to the same period in 2024.

Befriending: Over the year our 40 (2024: 46) volunteers visited or called 47 (2024: 63) befriending clients on 1,382 occasions (2024: 1,532).

Several volunteer befrienders left during the year due to relocation, changes in work circumstances or needing to spend more time caring for a family member of their own. We continued to recruit new volunteers, with 8 new volunteers joining us across the year. Sadly, as is expected with the demographic we support, we did have some clients pass away during the year. Some of their volunteers understandably decided to take an extended break from befriending. We keep in regular contact with them and offer support as needed.

We continued to have high numbers of referrals, and the average number waiting to be matched with a volunteer across the year was 5. Feedback shows that befriending continues to be an incredibly valuable service to the clients we support. Clients report both an improved

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quality of life and mental health, with those who were previously the most socially isolated showing the most benefit.

Community Cafés and Social Group: On average each week about 40 people attended the Church Cottage café, 20 at Brighton Hill and 12 at Tadley. About 80% of these are “regulars”. During the year we held two “older persons’ awareness mornings” at Church Cottage (funded by Basingstoke and Deane Borough Council) where organisations offering different kinds of support to older people in the borough had stalls to signpost their offerings to the café customers.

In September 2024 we organised a day trip to Stokes Bay, near Gosport, for the clients of the Tadley Social Group. The participants paid their own costs.

At the end of November 2024 our “Christmas Fayre” at Church Cottage attracted a wide range of stallholders and was attended by a record 110 people. With several stallholders donating their takings to BNC, the event raised over £600 for us.

This year the cafés’ Christmas events were funded by donations from two of the local Basingstoke Lions groups and Sovereign Network Group’s “Winter Wishes” Fund.

Handyperson and Gardening Services: These services both started in 2023 with funding from Hampshire County Council’s “Local Solutions” fund which ran out in June 2024. We reviewed the prices charged to clients with the aim of having the income cover the direct costs of providing the service, and a modest price increase was implemented from the beginning of 2025 to enable the services to continue. This has appeared to have no impact on the demand for the services.

The handyperson has undertaken 293 jobs (2024: 223) taking 378 hours (2024: 360) for 159 different clients during the year. Our three part-time gardeners have undertaken 405 visits totalling 692 hours to 69 different clients – there are no comparatives because the service did not operate for the full year in 2023-24. A few clients continued to request visits to keep their gardens tidy throughout the winter months,

Community Hub: During the year the charity received funding from Hampshire County Council under the “Local Solutions” initiative to set up and run a new service. The concept of the Community Hub is an extension of the existing cafés, but opening for longer hours with the addition of a freshly cooked 2-course hot lunch and providing services such as an exercise class and toenail cutting as well as social activities and information about other local services. Although the Hub did not open until April 2025, much planning and preparatory work was completed during this year.

Financial Review

The financial statements are prepared on the receipts and payments basis, as is permitted for a CIO with a gross income for the year of £250,000 or less. The statements consist of a receipts and payments account, and a statement of assets and liabilities including movements in overall funds, cash balances, reserves, and a list of assets retained for the charity’s own use.

Income and expenditure related to restricted funds are shown in a separate column as the amounts are significant in relation to the totals for the charity as a whole. The main activities covered by the restricted funds are special events held in the cafés, two older person’s awareness

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mornings, completion of the database implementation project and preparation work for setting up the Community Hub.

The trustees have not assigned any value to the assets retained for the charity's own use as most would have a negligible resale value.

No guarantees have been given by the CIO.

The CIO has no debts that have been secured by an express charge on the assets of the CIO.

No payment was made to any Trustee during the year, other than reimbursement of out-of-pocket expenses properly incurred on behalf of the charity.

The charity's activities during the year were delivered by a mixture of employees and volunteers. Our 11 part-time and one full-time members of staff between them worked the equivalent of 4 full-time employees. They often go beyond their job descriptions in supporting our clients and we are very fortunate and grateful for their goodwill and efforts. Senior management functions are carried out by unpaid Trustees, ensuring the maximum benefit goes to the charity's beneficiaries.

The charity benefits from time freely given by volunteers in fulfilling its charitable objectives in transport, befriending and the community cafés. The value to the charity of volunteer time during the year is estimated to be approximately 8,800 Hours (2024: 10,500), which if valued at the current National Living Wage would cost around £108,000. Driving volunteers have also donated to the charity a total of £4,194 (2024: £2,900) by waiving their mileage reimbursement. We are very grateful to our volunteers for all the work they do for the charity.

The Independent Examiner receives no remuneration.

Banking Arrangements

The charity maintains a current account with Barclays Bank plc for its everyday transactions and a savings account with Virgin Money, which generates a small amount of interest income. During the year the charity changed the provider of the prepaid debit cards from Soldo Financial Services Ltd to Equals Money PLC (authorised and regulated under the Electronic Money Regulations 2011 and the Payment Services Regulations 2017). Cards have been issued to 5 employees to enable them to purchase goods on behalf of the charity in accordance with the charity's Financial Control Policy.

Reserves

The charity's policy is to maintain free reserves at between six and nine months' budgeted expenditure. The trustees consider that this provides sufficient funds to keep the charity operating amid the normal daily fluctuations in cash flow, and to respond to emergency needs which may arise. The free reserves at the end of the year were £89,277 (2024: £82,500) which represents 6 months' operating expenditure based on the budget for the forthcoming financial year.

The Trustees reviewed the need for the designated reserves. The decision was that it would be prudent to continue to hold the potential charity closure cost as a designated reserve. After the end of this financial year the charity has embarked on a programme of assessments for volunteer drivers. The cost of these is being charged against the designated reserve, and the Trustees will consider whether the reserve needs additional funds allocated as the money is spent.

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The charity held total reserves at the end of the year of £139,641 (2024: £122,564). £36,679 of these reserves are restricted for use and relate to grants received for specific projects whose timeframe crosses the year end (2024: £8,209). One of the donors of these restricted grants requested no publicity and so is not named in the report and accounts, but is known to the Trustees.

Funding and Income

Total client donations for the year of £42,950 (2024: £35,928) were from transport clients. We do not ask for donations from befriending clients although some clients or their relatives do show their appreciation of the benefits of our services in this way, for which we are extremely grateful.

We receive a small number of other personal donations from supporters of the charity. Most of these people are known to us or have given small amounts through giving platforms. We are very grateful to all of them for their support.

We have been very fortunate to receive funding from Hampshire County Council, Basingstoke & Deane Borough Council, and several charitable trusts. We gratefully acknowledge the support from the following organisations (and others who requested no publicity):

Albert Hunt Trust
Basingstoke Lions Club
Charlotte Bonham-Carter Charitable Trust
De La Rue Charitable Trust
Garfield Weston Foundation
Greenham Trust (Peter Baker Foundation)
Grocers' Charity
Hampshire & Isle of Wight Community Fund
Michael Shaw Memorial Fund
Loddon Valley Lions Club
National Lottery Awards for All
Redrow plc
Rotary Club of Basingstoke Deane
Shanly Foundation
Sobell Foundation
Sovereign Network Group – Winter Wishes Fund
Woodroffe Benton Foundation

Acknowledgements

The charity wishes to recognise and thank the Countess of Portsmouth for her invaluable support. We also wholeheartedly thank our team of volunteers who donate their time willingly and without whom the charity would not be able to provide such a beneficial service to the community. The trustees gratefully acknowledge the time and effort given by Madhu Panue, the Independent Examiner of the Accounts.

Signed on behalf of the Board of Trustees:

.....
G. A. Belsham
Chairman

.....
C.L. Kaye
Treasurer

Basingstoke NeighbourCare

Registered Charity Number 1154382

Independent Examiner's Report

Independent Examiner's Report to the Trustees of Basingstoke NeighbourCare

I report on the accounts of the charity for the period ended 31 March 2025 which are set out on pages 9 and 10.

Respective responsibilities of trustees and examiner

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

It is my responsibility:

- To examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's statement

My examination was carried out in accordance with 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 the Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent Examiner's statement

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

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave 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.



Madhu Panue CPFA

Date: 02/12/2025.

Basingstoke NeighbourCare
Registered Charity Number 1154382
Receipts and Payments Account for the Year Ending 31 March 2025

	Year Ending 31 March 2025			2024
	Unrestricted Funds £	Restricted Funds £	Total Funds £	Total Funds £
Receipts				
Donations and Grants				
Trusts and Commerce	63,917	10,900	74,817	30,888
Basingstoke & Deane Borough Council	7,500		7,500	21,182
Hampshire County Council		29,612	29,612	10,131
Personal Donations	6,481		6,481	4,962
Gift Aid	903		903	888
Charitable Activities				
Donations Received from Clients	42,950		42,950	35,928
Café Receipts	7,138	1,148	8,286	4,718
Gardening Receipts	12,347		12,347	4,503
Handyperson Receipts	8,056		8,056	8,377
Investment income and interest				
Bank Interest	595		595	633
Total Receipts	149,887	41,660	191,547	122,210
Payments				
Wages & Salaries	89,909	8,279	98,188	88,077
Staff and Volunteers' Expenses	23,172	64	23,236	19,966
Staff and Volunteer Recruitment	459	20	479	257
Staff Training	243		243	54
Volunteer Welfare	327		327	316
Gardening Contractor	889		889	-
Café Supplies	2,248	1,268	3,516	3,311
Handyperson and Gardening Supplies	1,318	163	1,481	1,581
Rent & Service Charge	10,339	1,094	11,433	12,423
Coach hire	-	336	336	-
Telephone, Internet & IT	7,002	1,149	8,151	9,893
Equipment & Maintenance	736	422	1,158	929
Publicity and Marketing Materials	821	295	1,116	1,886
Stationery and Printing	1,143		1,143	1,214
Payroll Processing	502		502	449
Insurance	309		309	112
Fundraising Expense	336		336	180
Sundry	750		750	734
	140,503	13,090	153,593	141,382
Asset Purchases				
Office chairs	262		262	-
Wheelchairs	-	100	100	-
IT Equipment	-		-	816
Card Payment Machines	-		-	527
	262	100	362	1,343
Total Payments	140,765	13,190	153,955	142,725
Net receipts less payments	9,122	28,470	37,592	(20,515)

Basingstoke NeighbourCare
Registered Charity Number 1154382
Assets and Liabilities for the Year Ending 31 March 2025

	Year Ending 31 March 2025			2024
	Unrestricted Funds £	Restricted Funds £	Total Funds £	Total Funds £
Movements in Funds				
Opening Funds at 1st April 2024	93,840	8,209	102,049	122,564
Net receipts less payments	9,122	28,470	37,592	(20,515)
Transfers Between Funds	-	-	-	-
Closing Funds at 31st March 2025	102,962	36,679	139,641	102,049
Cash Funds				
Barclays Bank plc Community Account	37,392	36,679	74,071	37,647
Virgin Charity Deposit Account Issue 2	64,830	-	64,830	64,236
Stored Value Payment Cards	685	-	685	131
Cash Floats	55	-	55	35
Total Cash Funds	102,962	36,679	139,641	102,049
Reserves				
Restricted Reserves				
BDBC Database Replacement Grant			-	1,407
Trusts and Commerce Grant (no publicity requested)			1,727	2,770
BDBC Older Person Awareness Mornings Grant			-	1,302
HCC Local Solutions Grant			27,452	2,730
Hampshire Isle of Wight Community Foundation			7,500	-
			<u>36,679</u>	<u>8,209</u>
Designated Reserves				
Potential closure costs			11,685	9,340
HCC Over 60's Driver Assessment			2,000	2,000
			<u>13,685</u>	<u>11,340</u>
Free Reserves				
			<u><u>89,277</u></u>	<u><u>82,500</u></u>
Liabilities in the Ordinary Course of Business				
HMRC - Income Tax and National Insurance Contributions (due and paid by 22 April 2025)			£1,743	

These accounts have been approved by the Board of Trustees, and were signed on behalf of all trustees by:

Geoffrey Belsham (Chair) *G. C. Belsham*

Date: *27th November 2025*

Carol Laight FCA (Treasurer)

C. L. Laight

Date: *27/11/2025*

Basingstoke NeighbourCare
Registered Charity Number 1154382
List of Assets Retained for the Charity's Own Use

Office furniture

- 4 desks
- 6 office chairs
- 1 4-drawers filing cabinet
- 3 pedestal units
- 2 roll-front cupboards
- 1 file trolley
- 1 folding pull-along trolley

Café equipment

- 1 Bingo machine
- 1 Kurling machine
- 1 toaster
- 1 panini toaster
- 4 coffee pod machines
- Sundry storage boxes
- Miscellaneous kitchen equipment

IT equipment

- 5 HP2400 Tower computers
- 8 stand-alone computer screens
- 4 keyboards and pointing devices
- 2 laptop computers
- 1 printer

Publicity materials

- 5 free-standing display boards
- 3 pop-up banners
- 1 flip chart frame

Other equipment

- 1 fridge/freezer
- 1 floor-standing fan
- 1 safe
- 5 "Square" card readers
- 2 folding wheelchairs

BASINGSTOKE NEIGHBOUR CARE

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Accounts



Basingstoke NeighbourCare

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Registered Address:

The Orchard
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London Road
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RG21 4AF

Patron: The Countess of Portsmouth

Registered Charity No. 1154382

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Registered Charity Number 1154382

Trustees' Report for the Year Ending 31 March 2024

Governance

The charity is administered by its trustees, who are also the only voting members of the Charitable Incorporated Organisation (CIO). Every trustee is appointed by a resolution passed at a properly convened meeting of the Charity Trustees. No person or external body is entitled to appoint any trustee.

During the year, one of our trustees who has served the charity for over ten years was not able to attend meetings due to a long-term illness. She has, however, been informed of and commented on all developments and decisions and therefore it was agreed at a meeting in February 2023 that she should continue as a trustee. The trustees who served during the year and up to the date this report was approved were:

Geoffrey Belsham – Chair
Peter Robson - Secretary
Carol Laight – Treasurer
Hazel Tilbury
Clive Mountford
Stuart Frost – Appointed 31 January 2024
Ian Josey – Appointed 31 January 2024
Steve Vaux – Appointed 31 January 2024
Chris Mann – Resigned 3 February 2024
Mick Ridge – Resigned 26 February 2024

Structure and History

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Activities of the Charity

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Transport: Clients are taken to appointments which they would not normally be able to attend unaided. The majority of these are medical-related but also include social events & shopping. Volunteer drivers, using their own transport, will normally escort the client to the requested location and stay with them throughout the appointment, returning them home safely.

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Befriending: Befrienders are volunteers who will regularly visit or phone clients who need company in their own homes due to not having close family in the area and not being able to go out unaided. Befrienders are matched carefully with a client who has common interests.

Community Cafés and Social Group: These were set up with funding from Hampshire County Council (HCC) under the "Get Going Again" initiative to support residents to overcome the barriers to full recovery from Covid-19 created issues such as reducing social isolation and helping people who had lost their confidence in going out. The two morning cafés and one afternoon social group each open once a week in three different locations around the borough and are now well-established. Clients can drop in for light refreshments and a chat, and a programme of other activities such as quizzes, bingo, and 'new age kurling', all run by volunteers under the management of a member of staff. The funding period ended in December 2023, and the cafés/social groups are now self-sustaining.

Handyperson and Gardening Services: These services were established during 2023 with the aim of helping older people with those small jobs around the home and garden that they can no longer do for themselves due to age or disability, and thus enabling them to stay in and enjoy their homes for longer. Our reliable and versatile part-time handyperson and up to three seasonal part-time gardeners provide a "social" element to their visits as well as completing the tasks required, as the clients are often lonely. The initial funding for this came from HCC's "Local Solutions" initiative, covering the period up to June 2024.

Public Benefit Requirement (Charities Act 2011)

The trustees consider that the charity satisfies the requirements of the Charities Act 2011 in providing a public benefit through the services described in the previous section. They are made available within the Basingstoke area by means of a telephone helpline, which is attended to by the charity's own staff during normal business hours. The charity will respond where need is clearly established. The availability of the charity's services is publicised via leaflets distributed to key locations around the borough, via the charity's own website and social media, via regular articles in the local press and by talks given to local groups.

Main Achievements During the Year

Transport: The number of trips completed during the year was 11% more than the previous year at 3,007 (2023: 2,701) and is effectively back at pre-pandemic levels. In total, transport was arranged for 416 clients, 92 of whom were newly registered this year. During the year we had 58 active volunteer drivers. Demand for the service continues to increase, but our capacity to meet that demand is limited by the availability of volunteer drivers. We are continuing our efforts to recruit more drivers.

Befriending: Over the year we helped 63 (2023: 56) befriending clients with an age range of between 54 and 99. Befriending volunteers made contact with our clients on 1,532 occasions (2023: 1,309).

During the year the number of volunteer befrienders remained static, and we ended the year with 46 (2023: 47) volunteers registered for this activity. However, despite new volunteers being recruited since the year end, the number of client referrals has increased, and we have a short waiting list of 9 clients awaiting a volunteer and 13 awaiting a home assessment. To help manage this we updated our referral criteria in early 2024 to ensure that we will continue to be able to support the most vulnerable and isolated older people in our community. We now only accept

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referrals for people who live alone and are housebound, unless there are exceptional circumstances.

Community Cafés and Social Group: On average each week about 40 people attend the Church Cottage café, 20 at Brighton Hill and 12 at Tadley. About 80% are “regulars”.

During the year we put on several special events at the cafés: a coronation party at Church Cottage (funded by a Basingstoke and Deane Borough Council grant) and three “older persons’ awareness” mornings (funded by Basingstoke and Deane Borough Council) where organisations offering different kinds of support to older people in the borough had stalls to signpost their offerings to the café customers.

Handyperson and Gardening Services: The handyperson service started in January 2023 and quickly became established. During this year it has undertaken 223 jobs taking 360 hours for 159 different clients. The gardening service started providing regular garden maintenance visits in July 2023, and the 3 gardeners made a total of 153 visits totalling 393 hours to 35 clients. Demand for both services remains high in 2024.

Financial Review

The financial statements are prepared on the receipts and payments basis, as is permitted for a CIO with a gross income for the year of £250,000 or less. The statements consist of a receipts and payments account, and a statement of assets and liabilities including movements in overall funds, cash balances, reserves, and a list of assets retained for the charity’s own use.

Income and expenditure related to restricted funds have been shown in a separate column this year as the amounts are significant in relation to the totals for the charity as a whole. Although there were 7 separate restricted funds operating at different points during the year, most of them were for short-term discrete projects and individually not material. Most of the expenditure relates to the 2 HCC grants, for which the funding period ends in June 2024, so there is a relatively small balance on the restricted funds carried forward at the end of the year.

The trustees have not assigned any value to the assets retained for the charity’s own use as most would have a negligible resale value.

No guarantees have been given by the CIO.

The CIO has no debts that have been secured by an express charge on the assets of the CIO.

No payment was made to any Trustee during the year, other than reimbursement of out-of-pocket expenses properly incurred on behalf of the charity.

The charity benefits from time freely given by volunteers in fulfilling its charitable objectives in transport, befriending and the community cafés. The value to the charity of volunteer time during the year is estimated to be approximately 10,500 hours, which if valued at the current National Living Wage would cost more than £120,000. Driving volunteers have also donated to the charity a total of £2,900 by waiving their mileage reimbursement. We are very grateful to our volunteers for all the work they do for the charity.

The Independent Examiner receives no remuneration.

Basingstoke NeighbourCare

Registered Charity Number 1154382

Trustees' Report for the Year Ending 31 March 2024

Banking Arrangements

The charity maintains a current account with Barclays Bank plc for its everyday transactions and a prepaid debit card account with Soldo Financial Services Ltd (authorised and regulated by the Financial Conduct Authority under the Electronic Money Regulations 2011), to enable authorised employees of the charity to purchase goods up to a maximum amount, in accordance with its Financial Control Policy. The charity also holds a savings account with Virgin Money, which generates a small amount of interest income.

Reserves

The charity's policy is to maintain free reserves at between six and nine months' budgeted expenditure. The trustees consider that this provides sufficient funds to keep the charity operating amid the normal daily fluctuations in cash flow, and to respond to emergency needs which may arise. The free reserves at the end of the year were £82,499 (2023: £93,228) which represents 6.5 months' operating expenditure based on the budget for the forthcoming financial year.

The Trustees considered the need for the designated reserves as they have now been held for several years without any spend being recorded against them. The decision was that it would be prudent to continue to hold the potential charity closure cost as a designated reserve. Costs have been incurred from time to time in providing our volunteers with assistance with transport, but these have been included in the normal operating expenditure rather than being deducted from the reserve, and as the yearly level is not material this practice will continue without holding a specific reserve. The Trustees are currently considering the policy on and funding of driver assessments, so this reserve remains for the time being at the same level as last year.

The charity held total reserves at the end of the year of £102,048, (2023: £122,564). £8,209 of these reserves are restricted for use and relate to grants received for specific projects whose timeframe crosses the year end (2023: £18,836). One of the donors of these restricted grants requested no publicity and so is not named in the report and accounts, but is known to the Trustees.

Funding and Income

Total client donations for the year of £35,928 (2023: £29,008) were primarily from transport clients. The increase since 2022-23 reflects the increase in the number of driving jobs undertaken. We do not ask for donations from befriending clients although some clients or their relatives do show their appreciation of the benefits of our services in this way, for which we are extremely grateful.

The income from the cafés, handyperson and gardening services reflects the first full year of operation of these services, so last year's figures are not comparable.

We do receive a small number of other personal donations from supporters of the charity. Most of these people are known to us or have given small amounts through giving platforms. In this category we would like to offer a special "thank you" to the staff of De La Rue, who made us their "charity of the year" in July 2023 and had raised a total of £768 by the end of the financial year.

We have been very fortunate to receive funding from Hampshire County Council, Basingstoke & Deane Borough Council, and several charitable trusts. We gratefully acknowledge the support from the following organisations (and others who requested no publicity):

Childwick Trust
De La Rue Foundation

Basingstoke NeighbourCare
Registered Charity Number 1154382
Trustees' Report for the Year Ending 31 March 2024

Greenham Trust (Peter Baker Grants)
Henry Smith Charity
Schroder Charity Trust
Basingstoke Over 55's Forum

Acknowledgements

The charity wishes to recognise and thank the Countess of Portsmouth for her invaluable support. We also wholeheartedly thank our team of volunteers who donate their time willingly and without whom the charity would not be able to provide such a beneficial service to the community. The trustees gratefully acknowledge the time and effort given by Les Bone, the Independent Examiner of the Accounts.

Signed on behalf of the Board of Trustees:

.....
G. C. Belsham

Chairman

.....
C. L. Layth

Treasurer

Basingstoke NeighbourCare

Registered Charity Number 1154382

Independent Examiner's Report

Independent Examiner's Report to the Trustees of Basingstoke NeighbourCare

I report on the accounts of the Trust for the period ended 31 March 2024 which are set out on pages 9 and 10.

Respective responsibilities of trustees and examiner

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

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's statement

My examination was carried out in accordance with 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 the Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent Examiner's statement

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

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave 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.



Les Bone ACIB

Date: 19th August 2024.

Basingstoke NeighbourCare
Registered Charity Number 1154382
Receipts and Payments Account for the Year Ending 31 March 2024

	Year Ending 31 March 2024			2023
	Unrestricted Funds	Restricted Funds	Total Funds	
	£	£	£	£
Receipts				
Donations and Grants				
Trusts and Commerce	25,888	5,000	30,888	25,525
Basingstoke & Deane Borough Council - Grants	7,500	13,182	20,682	-
Basingstoke & Deane Borough Councillors	-	500	500	-
Hampshire County Council - Local Solutions Grant	-	10,131	10,131	10,131
Personal Donations	4,962	-	4,962	6,160
Gift Aid	888	-	888	-
Charitable Activities				
Donations Received from Clients	35,928	-	35,928	29,008
Café Income	4,718	-	4,718	1,467
Gardening Income	4,503	-	4,503	-
Handyperson Income	8,377	-	8,377	1,040
Investment income and interest				
Bank Interest	633	-	633	167
Total Receipts	93,397	28,813	122,210	73,498
Payments				
Wages & Salaries	60,307	27,770	88,077	58,919
Furlough Recovery	-	-	-	(3,959)
Staff and Volunteers' Expenses	18,248	1,718	19,966	14,859
Staff and Volunteer Recruitment	103	154	257	-
Staff Training	54	-	54	183
Volunteer Welfare	316	-	316	297
Café Supplies	2,664	647	3,311	1,320
Handyperson and Gardening Supplies	1,581	-	1,581	199
Rent & Service Charge	7,506	4,917	12,423	8,544
Telephone, Internet & IT	5,270	4,623	9,893	2,620
Equipment & Maintenance	793	136	929	1,977
Publicity and Marketing Materials	640	1,246	1,886	2,234
Stationery and Printing	1,214	-	1,214	336
Payroll Processing	449	-	449	394
Insurance	112	-	112	242
Fundraising Expense	180	-	180	180
Sundry	734	-	734	947
	100,171	41,211	141,382	89,292
Asset Purchases				
IT Equipment	816	-	816	
Card Payment Machines	-	527	527	
	816	527	1,343	-
Total Payments	100,987	41,738	142,725	89,292
Net receipts less payments	(7,590)	(12,925)	(20,515)	(15,794)

Basingstoke NeighbourCare

Registered Charity Number 1154382

Assets and Liabilities for the Year Ending 31 March 2024

	Year Ending 31 March 2024			2023
	Unrestricted Funds £	Restricted Funds £	Total Funds £	£
Movements in Funds				
Opening Funds at 1st April 2023	103,727	18,837	122,564	138,358
Net receipts less payments	(7,590)	(12,925)	(20,515)	(15,794)
Transfers Between Funds	(2,297)	2,297	-	
Closing Funds at 31st March 2024	93,840	8,209	102,049	122,564
Cash Funds				
Barclays Bank plc Community Account	29,438	8,209	37,647	58,731
Virgin Charity Deposit Account Issue 2	64,236	-	64,236	63,602
Soldo Stored Value Payment Cards	131	-	131	201
Cash Float	35	-	35	30
Total Cash Funds	93,840	8,209	102,049	122,564
Reserves				
Restricted Reserves				
BDBC Database Replacement Grant			1,407	
Trusts and Commerce Grant (no publicity requested)			2,770	
BDBC Older Person Awareness Mornings Grant			1,302	
HCC Local Solutions Grant			2,730	5,718
HCC Community Grant			-	13,010
BDBC Volunteer Recruitment Grant			-	108
			<u>8,209</u>	<u>18,836</u>
Designated Reserves				
Potential closure costs			9,340	7,500
HCC Over 60's Driver Assessment			2,000	2,000
Volunteer Assistance with Transport			-	1,000
			<u>11,340</u>	<u>10,500</u>
Free Reserves				
			<u>82,500</u>	<u>93,228</u>
Liabilities in the Ordinary Course of Business				
HMRC - Income Tax and National Insurance Contributions (due and paid by 19 April 2024)			£1,550	
Assets Retained for the Charity's Own Use				
Office furniture				IT equipment
4 desks				5 HP2400 Tower computers
5 swivel chairs				8 stand-alone computer screens
1 4-drawers filing cabinet				4 keyboards and pointing devices
3 pedestal units				2 laptop computers
2 roll-front cupboards				1 printer
1 file trolley				Publicity materials
Café equipment				4 free-standing display boards
1 Bingo machine				3 pop-up banners
1 Kurling machine				1 flip chart frame
1 toaster				Other equipment
1 coffee pod machine				1 fridge/freezer
Sundry storage boxes				1 free-standing fan
Miscellaneous kitchen equipment				1 safe
				5 "Square" card readers

These accounts have been approved by the Board of Trustees, and were signed on behalf of all trustees by:

Geoffrey Belsham (Chair)
G. C. Belsham

Date:
18th August 2024

Carol Laight FCA (Treasurer)
C. L. Laight

Date
18/08/2024

BASINGSTOKE NEIGHBOUR CARE

England & Wales - Charity number 1154382

Accounts

Basingstoke NeighbourCare

**Report and Accounts
For the Period Ended 31 March 2023**

Registered Charity No. 1154382

**Basingstoke NeighbourCare
Report and Accounts
For the Period Ended 31 March 2023**

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Basingstoke NeighbourCare

For the Period Ended 31 March 2023

Registered Charity Number 1154382

Trustees' Report

Registered Address:

The Orchard
White Hart Lane
London Road
Basingstoke
RG21 4AF

Patron: The Countess of Portsmouth

Organisation

The Charity is administered by its Trustees. At a trustee meeting in December 2022, it was agreed that the Charity's Chair and Secretary would swap roles and responsibilities. In the same month the Treasurer informed trustees that at the financial year end, he intended to resign from his duties. The Charity have been fortunate in securing the services of new a Trustee who joins with a background in accounting and took over the Treasurer's role formally in March 2023. During the year one of our trustees, who has served the Charity for over ten years, was not able to attend meetings due to a long-term illness. She has, however, been informed of all developments and decisions and therefore it was agreed at a meeting in February 2023 that she should continue as a trustee. In addition, during the year, one Trustee resigned and one new Trustee joined the Charity. The Trustees who served during the year were:

Geoffrey Belsham – Chair (previously Secretary)

Peter Robson - Secretary (previously Chair)

Mick Ridge - Treasurer (Resigned as Treasurer March 23 but remains as a Trustee)

Carol Laight – Treasurer (Appointed February 23)

Hazel Tilbury

Eva Conde-Roberts – (Resigned March 23)

Clive Mountford

Chris Mann – (Appointed February 23)

Introduction

Basingstoke NeighbourCare (Charity Registration number 1067729) was formed in 1997 as an Association which was governed by a constitution adopted on the 30th of September 1997. On the 29th of October 2013 Basingstoke NeighbourCare (Charity Registration number 1154382) was formed as a Charitable Incorporated Organisation (CIO). Subsequently on the 31st of March 2014 all assets and liabilities were transferred from the Association to the CIO for nil consideration. On the same date the Association ceased operations with the CIO commencing operations on the 1st of April 2014.

Basingstoke NeighbourCare

For the Period Ended 31 March 2023

Registered Charity Number 1154382

Trustees' Report

Investments / Banking

The Charity maintains a current account with Barclays Bank plc for its everyday transactions and a prepaid debit card account with Soldo Financial Services Ltd (authorised and regulated by the Financial Conduct Authority under the Electronic Money Regulations 2011), to enable authorised employees of the Charity to purchase goods up to a maximum amount, in accordance with its Financial Control Policy. The Charity also holds a savings account with Virgin Money. Minimal income in terms of interest is generated from this account.

Governance

The Charity is governed by a constitution dated 15 October 2013. The only voting members are the Charity Trustees (Foundation CIO).

Trustee Selection

Apart from the first trustees, every trustee must be appointed by a resolution passed at a properly convened meeting of the Charity Trustees.

Objects of the Charity

The objects of the Charity are to relieve persons in Basingstoke and the surrounding area who are in need by reason of their age, disability, sickness or convalescence by the provision of such voluntary care work as may be charitable.

Activities of the Charity

Basingstoke NeighbourCare (BNC) provides support for anyone in genuine need within the Basingstoke area. The main activities undertaken are transport, befriending and more recently providing community cafes and handyman services. During 2023 the Charity intends to offer gardening and shopping assistance.

Transport: Clients are taken to appointments which they would not normally be able to make unaided. The majority of these are medical related but also include social events & shopping. Volunteer drivers, using their own transport, will normally escort the client to the requested location and stay with them throughout the appointment, returning them home safely.

Befriending: Befrienders are volunteers who will visit or phone clients who are in need of company in their own homes. Befrienders are matched carefully with a client with common interests.

Community: During the year the Charity opened and established Community Cafés in three locations, where clients can drop in for refreshments and a chat as well as other activities. During the second part of the year, the Charity was able to offer clients the services of a handyman to complete small DIY tasks.

Basingstoke NeighbourCare

For the Period Ended 31 March 2023

Registered Charity Number 1154382

Trustees' Report

Public Benefit Requirement (Charities Act 2011)

The trustees consider that the Charity satisfies the requirements of the Charities Act (2011) in that its charitable purpose is the relief of those in need by reason of age, ill-health, disability, financial hardship or other disadvantage. This public benefit is manifest in the main activities mentioned in the previous section. These activities are made available within the Basingstoke area by means of a telephone helpline, which is attended to by the Charity's own staff during normal business hours. The Charity will respond where need is clearly established.

Acknowledgements

The Charity wishes to recognise and thank the Countess of Portsmouth for her invaluable support. We also wholeheartedly thank the team of volunteers who donate their time willingly and without whom the Charity would not be able to provide such a beneficial service to the community. The trustees gratefully acknowledge the time and effort given by Les Bone, the Independent Examiner of the Accounts.

Main Achievements

As the UK continued to recover from the COVID-19 pandemic the Charity managed to maintain a good level of service for those who needed it.

The number of trips completed during the year was 45% up on the previous year at 2,701 (2022: 1857, 2021: 876). In total, transport was arranged for 411 clients, 159 of which were newly registered this year; however, the Charity has struggled to attract as many new volunteer drivers as we would like. Currently we have 52 active volunteer drivers, 6 of whom were "signed up" during the last twelve months.

Over the year we helped 56 (2022: 54, 2021: 46) befriending clients with an age range of between 51 and 98. Befriending volunteers made contact with our clients on 1309 occasions (886 visits, 174 outings & 249 phone calls, Total 2022: 1406, 2021: 1,067).

During the last twelve months we "recruited" 11 new volunteer befrienders and currently have 47 (2022: 39) volunteers registered for this activity.

Following the receipt of a grant from Hampshire County Council (HCC), under their Post Covid "Get Going Again" initiative, we have opened and operated weekly Community Cafés in three locations. These cafés are manned by Charity colleagues and volunteers. In July 2022 the first café at Brighton Hill was opened; the second opened in Central Basingstoke at Church Cottage in September 2022 and in March 2023 the third opened in Tadley as a social group.

274 individuals/clients have attended these venues since they opened (Brighton Hill 96, Church Cottage 158, Tadley 20), completing 944 visits (Brighton Hill 369, Church Cottage 559 and Tadley 16) over the 9 months. The Charity has benefitted from 15 volunteers helping colleagues to run the café/social group project.

Basingstoke NeighbourCare

For the Period Ended 31 March 2023

Registered Charity Number 1154382

Trustees' Report

Main Achievements (cont.)

In August 2022 we received a grant from HCC for a Local Solutions project to offer handyperson, gardening and shopping services (the shopping will be via the internet) to those in need. The handyperson service has made an encouraging start, launching in January 2023 and by the year end we had registered 43 new clients and completed 38 jobs.

Reserves policy

It is the policy of the Charity to maintain free reserves at a level which equates to at least six months' unrestricted expenditure plus wind-up costs. The trustees consider that this provides sufficient funds to cover management, administration and support costs and to respond to emergency needs which may arise.

Financial Review:

The Charity showed an operating deficit of receipts over payments for the year of £15,794 (2022 surplus £36,931; 2021 surplus £18,825). However, the surplus last year included the grant received from HCC of £26,000 for the Community Café project and our expenditure this year includes some of the costs from this project. It should also be noted that our receipts this year include £10,131 received from HCC for the Local Solutions project.

Total income was £73,498 (including the Local Solutions grant). Excluding the grants received from HCC during the last two years, income generated was slightly down this year (2023: £63,367, 2022: £66,378). In line with the commentary regarding transport and trips undertaken, client donations were up around 45% (2023: £29,008, 2022: £19,800).

As transport activity increased and the two new projects started, our operating costs increased. Total expenses were up 60% on last year at £89,292 (2022: £55,447, 2021: £39,873), but were within the budget set at the beginning of the year (£107,986) due to underspending on salaries, training and marketing. In addition, some of this budget (£6,000) was expected to be spent on improving our IT hardware and replacing our client database, which is dated and no longer provides us with the information we require. However, whilst the IT hardware was replaced just before the year end, the invoice and the project to replace the database have been delayed into the next financial year.

The Independent Examiner receives no remuneration.

Basingstoke NeighbourCare

For the Period Ended 31 March 2023

Registered Charity Number 1154382

Trustees' Report

Reserves:

The Charity held total reserves at the end of the year of £122,564, down from £138,358. Some of these reserves are restricted for use and relate to grants received for projects (£18,836). In addition, the trustees have designated funds of £10,500 (2022: £7,800) for the Hampshire County Council over 60s Drivers Assessment scheme, assistance with transport for volunteers who become ill and require transport themselves, and potential redundancy payments. Therefore, our free reserves are still strong at £93,228 (2022: £98,882) which equates to 10 months operating expenditure based on the budget for the forthcoming financial year.

Funding

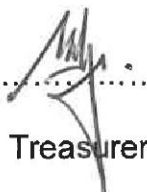
Total client donations for the year of £29,008 (2022: £19,800 2021: £10,148, 2020: £22,092) were primarily from transport clients. We do not ask for donations from befriending clients although some clients or their relatives do show their appreciation of the benefits of our services in this way, for which we are extremely grateful.

We have been very fortunate to receive funding from Hampshire County Council and many charitable trusts. We gratefully acknowledge the support from the following organisations:

Masonic Charitable Foundation
Henry Smith Charity
Arnold Clark Automobiles
The Grocer's Charity
Aladdin's Cave Charity Shop
Newbury Building Society
Rotary Club of Basingstoke & Deane

.....
G. C. Belsham

Chairman

.....


Treasurer

Basingstoke NeighbourCare
For the Period Ended 31 March 2023
Registered Charity Number 1154382
Independent Examiner's Report on the Accounts

Independent Examiner's Report to the Trustees of Basingstoke NeighbourCare

I report on the accounts of the Trust for the period ended 31 March 2023 which are set out on pages 9 and 10.

Respective responsibilities of trustees and examiner

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

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

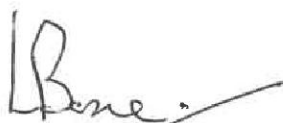
Basis of Independent Examiner's statement

My examination was carried out in accordance with 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 the Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent Examiner's statement

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

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave 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.



Les Bone ACIB

Date : 18th August 2023.

Basingstoke NeighbourCare
For the Period Ended 31 March 2023
Registered Charity Number 1154382
Receipts and Payments

	2023	2022
Receipts	£	£
Activities in furtherance of the charity's objects		
Received from Clients	29,008	19,800
Trusts and Commerce	25,525	25,199
Basingstoke & Deane Borough Council - Grant	-	12,280
Hampshire County Council	10,131	26,000
Hampshire County Councillors	-	750
Other Donations	6,160	7,915
Gift Aid	-	350
Activities Generating Funds		
Café Income	1,467	-
Handyperson Income	1,040	-
Investment income and interest		
Bank Interest	167	84
Total Receipts For the Period	73,498	92,378
Payments		
Payments in furtherance of the charity's objects		
Wages & Salaries	58,919	37,877
Furlough Recovery	(3,959)	(5,300)
Volunteers Expenses	14,623	8,999
	69,583	41,576
Support Costs		
Postage	49	48
Stationery and Publications	336	264
Rent & Service Charge	8,544	7,678
Telephone, Internet & IT	2,620	3,186
Volunteer Wellbeing	297	35
Marketing	2,234	894
Payroll Processing	394	375
Befriending Sundry	236	407
Equipment & Maintenance	1,977	374
Sundry	898	402
Insurance	242	112
Fundraising Expense	180	96
Staff Training	183	-
Café Supplies	1,320	-
Handyperson Supplies	199	-
	19,709	13,871
Total Payments for the Period	89,292	55,447
Surplus / (Deficit) - Receipts over Payments	(15,794)	36,931
Opening Cash Funds Transferred in 1st April 2022	138,358	101,427
Cash Funds at 31 March 2023	122,564	138,358
Barclays Bank plc	58,731	74,922
Virgin Money Charity Deposit	63,602	63,436
Soldo	201	-
Café Cash Float	30	-
Total Cash Funds	122,564	138,358

Basingstoke NeighbourCare
For the Period Ended 31 March 2023
Registered Charity Number 1154382
Statement of Assets and Liabilities at the end of the Period

		2023	2022
		£	£
Cash Funds	Bank Balances	122,564	138,358
Restricted Reserves:			
	BDBC Volunteer Recruitment Grant	108	5,676
	HCC Community Grant	13,010	26,000
	HCC Local Solutions Grant	5,718	-
		18,836	31,676
Designated Reserves :			
	Redundancy	7,500	5,000
	Hampshire County Council Over 60s Drivers Assessment	2,000	1,800
	Volunteer Assistance with Transport	1,000	1,000
		10,500	7,800
Amounts Due:			
	HMRC Recoveries	-	3,956
	Free Reserves	93,228	98,882
Assets retained for the charity's own use			
	4 Free Standing Desks		
	5 Swivel Chairs		
	1 4-Drawers Filing Cabinet		
	2 Rollfront Stationery Cupboards		
	3 Pedestal Units		
	1 File Trolley		
	3 Display Boards		
	5 HP2400 Tower PCs		
	8 Computer Screens (6 Samsung & 2 LG)		
	4 Computer Keyboards		
	1 Stand Alone Display Board		
	1 Fridge Freezer		
	1 Air Cooling Fan		
	2 Laptops		
	1 Printers		
	1 Safe		
	1 Square Card Reader		
	1 Bingo Machine		
	1 Kurling Machine		
	1 Coffee Pod Machine		
	3 Pop up Banners		
	1 Flip Chart		
	1 Toaster		
	12 Storage Boxes (Various sizes)		
	* Miscellaneous Café/Kitchen Equipment		

Liabilities
None

These accounts have been prepared on the receipts and payments basis and were signed on behalf of all trustees by:

Geoff Belsham (Chair) *G. C. Belsham*

Date: *23rd August 2023*

Michael Ridge (Treasurer)



Date: *23/08/23*

BASINGSTOKE NEIGHBOUR CARE

England & Wales - Charity number 1154382

Accounts

Basingstoke NeighbourCare

**Report and Accounts
For the Period Ended 31 March 2022**

Registered Charity No. 1154382

**Basingstoke NeighbourCare
Report and Accounts
For the Period Ended 31 March 2022**

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Basingstoke NeighbourCare
For the Period Ended 31 March 2022
Registered Charity Number 1154382
Trustees' Report

Registered Address:

The Orchard
White Hart Lane
London Road
Basingstoke
RG21 4AF

Patron: The Countess of Portsmouth

Organisation

The Charity is administered by its trustees. The Chairman for over ten years has moved out of the area, and although he remained a trustee until August 22, he has now resigned. A new Chair, who has also been a trustee for over ten years, was appointed in October 2021. We have been fortunate in recruiting four new trustees during the year, one taking over the role of Treasurer, to replace a retiring trustee who has also served the charity for over 10 years. The trustees who served during the year were:

Peter Robson - Chair (took over Role Oct 21)

Colin Hunsley - Chairman (Resigned as Chairman Oct 21 and as a Trustee Aug 22)

Geoffrey Belsham - Secretary

Michael Ridge - Treasurer (Appointed July 21 and took over Treasurer Role Oct 21)

Hazel Tilbury

Eva Conde-Roberts - (Appointed Mar 22)

Clive Mountford - (Appointed Mar 22)

Cherry Clayton - (Resigned as Treasurer Oct 21 but remained as Trustee until Mar 22)

Steve Vaux - (Appointed July 21 & Resigned Apr 22)

Introduction

Basingstoke NeighbourCare (Charity Registration number 1067729) was formed in 1997 as an Association which was governed by a constitution adopted on 30 September 1997. On 29 October 2013 Basingstoke NeighbourCare (Charity Registration number 1154382) was formed as a Charitable Incorporated Organization (CIO). On 31 March 2014 all assets and liabilities were transferred from the Association to the CIO for nil consideration. On 31 March 2014 the Association ceased operations and on 1 April 2014 the CIO commenced operations.

Basingstoke NeighbourCare

For the Period Ended 31 March 2022

Registered Charity Number 1154382

Trustees' Report

Investments / Banking

The Charity holds cash accounts with Barclays Bank plc and Virgin Money. Minimal income is generated from these accounts.

Governance

The Charity is governed by a constitution dated 15 October 2013. The only voting members are its charity trustees (Foundation CIO).

Trustee Selection

Apart from the first trustees, every trustee must be appointed by a resolution passed at a properly convened meeting of the Charity trustees.

Objects of the Charity

The objects of the Charity are to relieve persons in Basingstoke and the surrounding area who are in need by reason of their age, disability, sickness or convalescence by the provision of such voluntary care work as may be charitable.

Activities of the Charity

Basingstoke NeighbourCare (BNC) provides support for anyone in genuine need within the Basingstoke area. The two main activities are transport and befriending.

Transport: Clients are taken to appointments which they would not normally be able to make unaided. The majority of these are medical related but also include social events & shopping. Volunteer drivers using their own transport, will normally escort the client to the requested location and stay with them throughout the appointment, returning them home safely.

Befriending: Befrienders are volunteers who will visit or phone clients who are in need of company in their own homes. Befrienders are matched carefully with a client with common interests.

Community: Before the year-end, BNC applied to Hampshire County Council (HCC) under their "Get Going Again" initiative and were successful in obtaining a grant of £26,000 to support a new project. The first strand of this project, will be to establish a Community Café in Brighton Hill, Basingstoke.

Basingstoke NeighbourCare

For the Period Ended 31 March 2022

Registered Charity Number 1154382

Trustees' Report

Public Benefit Requirement (Charities Act 2011)

The trustees consider that the Charity satisfies the requirements of the Charities Act (2011) in that its charitable purpose is the relief of those in need, by reason of, age, ill-health, disability, financial hardship or other disadvantage. This public benefit is manifest in the main activities mentioned in the previous section. These activities are made available within the Basingstoke area by means of a telephone helpline, which is attended to by the Charity's own staff during normal business hours. The Charity will respond where need is clearly established.

Acknowledgements

The Charity wishes to recognize and thank the Countess of Portsmouth for her invaluable support. We also wholeheartedly thank the team of volunteers who donate their time willingly and without whom the Charity would not be able to provide such a beneficial service to the community. The trustees gratefully acknowledge the time and effort given by Les Bone, the Examiner of the Accounts.

Main Achievements

The COVID-19 pandemic continued to provide challenges for BNC, however during the latter part of the year, as the UK Government gradually removed restrictions, demand started to increase. Over the 12 months we have managed to maintain a good level of service for those who have needed it.

The number of trips completed during the year was 1,860 which is over twice that of previous twelve months but still only two thirds of our normal activity level from previous years (2021: 876, 2020: 3,048). Transport was arranged for 361 clients and 141 clients were newly registered this year. We have continued to maintain contact with many transport clients by telephone during lockdown periods to provide social contact and ensure that they were getting essential shopping supplies. We were also able to signpost clients to other organisations providing services.

During the pandemic many volunteer drivers temporarily stepped down due to the requirement to shield or to protect a family member, we are now, however, starting to see drivers feeling more confident to return. There are 66 volunteers currently driving for us, 23 of whom were "signed up" during the last twelve months. During recent months a number of volunteers have mentioned the increasing cost of fuel, however the mileage reimbursement rate that HMRC allow us to pay volunteers, has not increased since 2011. Currently only one driver has advised us that he cannot afford to continue supporting us due to this issue.

Our normal compliment of 5 part-time Transport Coordinators, work either in the office or from home. During the pandemic these colleagues were originally placed on furlough and then on the flexible furlough scheme. All but one have now returned to their originally contracted hours and we also currently have one vacancy.

Basingstoke NeighbourCare

For the Period Ended 31 March 2022

Registered Charity Number 1154382

Trustees' Report

Main Achievements (cont'd)

During the pandemic our Befriending Programme, supported by Basingstoke & Deane Borough Council, moved from being a face-to-face service to be mainly on the telephone. Some befrienders became part of the client's 'bubble' and continued to make home visits but only if it was considered that the circumstances were appropriate and the correct precautions were taken. Over the last twelve months volunteers have started to make more face-to-face visits where appropriate.

During the last twelve months we took on 13 new volunteer befrienders and currently have 39 volunteers registered for this activity, although 7 of these are "on hold" for personal reasons.

Over the year we helped 54 (2021: 46, 2020: 72) befriending clients with an age range of between 51 and 98. Befriending volunteers contacted 1,406 (776 visits & 630 phone calls) clients during the year (2021: 1,067, 2020: 1,050).

In June 2020 BNC was awarded the Queen's Award for Voluntary Service and this was presented to the charity in June 2021. At the beginning of 2022 two volunteers were invited to the Queen's Royal Garden Party in recognition of the service to the community provided by the charity.

Reserves policy

It is the policy of the Charity to maintain free reserves at a level which equates to at least six months' unrestricted expenditure plus wind-up costs. The trustees consider that this provides sufficient funds to cover management, administration and support costs and to respond to emergency needs which may arise.

Financial Review:

The charity showed an operating surplus of receipts over payments £10,931 for the year (2021: surplus £18,285, 2020: deficit of £1,815). However on the last day of the year we received the HCC Community Grant (mentioned above) of £26,000 and therefore the surplus on the Financial Statement includes this and is £36,931.

Income for the year £92,378 was up by 15% from last year, excluding the grant received from HCC (2021: £58,158, 2020: £77,951). In line with commentary regarding client trips, donations were twice the amount of the previous year, but only 75% of the year ended March 2020.

As COVID restrictions were removed and life began to return to normal, our operating costs increased. Total expenses for the year were up 40% on last year at £55,447 (2021: £39,873) but these are still lower than the previous year (2020: £79,766). Salaries were less than that budgeted for as colleagues were working reduced hours during the first part of the year and we still have a vacancy for a Transport Coordinator. Telephone costs were also less than budget, and the marketing budget was underspent.

The Independent Examiner receives no remuneration.

Basingstoke NeighbourCare
For the Period Ended 31 March 2022
Registered Charity Number 1154382
Trustees' Report

Reserves:

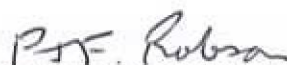
The Charity held reserves at the end of the year of £138,358 but this included restricted reserves of £26,000 for the Community Project. In addition the trustees have designated funds for the Hampshire County Council over 60s Drivers Assessment scheme, assistance with transport for volunteers who become ill and require transport themselves, and potential redundancy payments. These total £7,800 (2021: £6,550). Therefore our free reserves are still strong at £106,682 (2021: £90,607).

Funding

Total client donations for the year of £19,800 (2021: £10,148, 2020: £22,092) were primarily from transport clients. We do not ask for donations from befriending clients although some clients or their relatives do show their appreciation of the benefits our services in this way, for which we are extremely grateful.

We have been very fortunate to receive funding from Hampshire County Council and many charitable trusts. We gratefully acknowledge the support from the following organisations:

Basingstoke & Deane Borough Council (BDBC)
Hampshire County Council – Derek Mellor
Hampshire County Council
Masonic Charitable Foundation
The Sobell Foundation
Barratt Developments
Aldworth School
Old Basing Infants School
Communities First



Chairman



Treasurer

Basingstoke NeighbourCare
For the Period Ended 31 March 2022
Registered Charity Number 1154382
Independent Examiner's Report on the Accounts

Independent Examiner's Report to the Trustees of Basingstoke NeighbourCare

I report on the accounts of the Trust for the period ended 31 March 2022 which are set out on pages 9 and 10.

Respective responsibilities of trustees and examiner

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

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's statement

My examination was carried out in accordance with 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 the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent Examiner's statement

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

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave 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.



Les Bone ACIB

Date: 17 August 2022

Basingstoke NeighbourCare
Registered Charity Number 1154382
Receipts and Payments Account
For the period Ended 31 March 2022

Receipts and Payments

	2022	2021
Receipts	£	£
Activities in furtherance of the charity's objects		
Received from Clients	19,800	10,148
Trusts and Commerce	25,199	20,363
Basingstoke & Deane Borough Council - Grant	12,280	17,886
Hampshire County Council	26,000	-
Hampshire County Councillors	750	2,550
Other Donations	7,915	5,174
Gift Aid	350	-
Sponsored Activities for generating funds		
Income	-	1,786
Expense	-	(59)
Investment income and interest		
Bank Interest	84	310
Total Receipts For the Period	92,378	58,158
Payments		
Payments in furtherance of the charity's objects		
Wages & Salaries	37,877	31,960
Furlough Recovery	(5,300)	(8,395)
Volunteers Expenses	8,999	4,695
	41,576	28,260
Support Costs		
Postage	48	170
Stationery and Publications	264	209
Rent & Service Charge	7,678	7,528
Telephone, Internet & IT	3,186	2,389
Volunteer Recruitment	-	84
Volunteer Wellbeing	35	254
Marketing	894	270
Payroll Processing	375	351
Befriending Sundry	407	49
Equipment & Maintenance	374	10
Sundry	402	91
Insurance	112	112
Fundraising Expense	96	96
	13,871	11,613
Total Payments for the Period	55,447	39,873
Surplus / (Deficit) - Receipts over Payments	36,931	18,285
Opening Cash Funds Transferred in 1st April 2021	101,427	83,142
Cash Funds at 31 March 2022	138,358	101,427
Barclays Bank plc	74,922	38,075
Virgin Money Charity Deposit	63,436	63,352
Total cash funds	138,358	101,427

Basingstoke NeighbourCare
Registered Charity Number 1154382
For the period Ended 31 March 2022

Statement of Assets and Liabilities at the end of the Period

	2022	2021
Cash Funds Bank Balances	138,358	101,427
Restricted Reserves:		
BDBC Befriending Grant	0	3,328
BDBC Volunteer Recruitment Grant	5,676	7,492
HCC Community Grant	26,000	0
	<u>31,676</u>	<u>10,820</u>
Designated Reserves :		
Redundancy	5,000	4,350
Hampshire County Council Over 60s Drivers Assessment	1,800	1,000
Volunteer Assistance with Transport	1,000	1,200
	<u>7,800</u>	<u>6,550</u>
Amounts Due:		
HMRC Recoveries	3,956	900

Assets retained for the charity's own use

- 4 Free standing desk
- 5 Swivel chairs
- 1 Laminator
- 2 3-Drawers filing cabinet
- 2 Rollfront stationery cupboards
- 3 Pedestal units
- 1 File trolley
- 3 Display boards
- 4 Dell Vostro 470 PCs , screens & keyboards
- 1 Stand alone display board
- 1 Mini fridge
- 1 Air cooling fan
- 3 Laptops
- 1 Printers
- 1 Mobile phone
- 1 Safe

Liabilities

None

These accounts have been prepared on the receipts and payments basis and were signed on behalf of all trustees by:

Trustee

Peter Robson (Chair)



Date: 15/8/2022

Trustee

Michael Ridge (Treasurer)



Date: 15/8/22

BASINGSTOKE NEIGHBOUR CARE

England & Wales - Charity number 1154382

Accounts

Basingstoke NeighbourCare

**Report and Accounts
For the Period Ended 31 March 2021**

Registered Charity No. 1154382

**Basingstoke NeighbourCare
Report and Accounts
For the Period Ended 31 March 2021**

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Basingstoke NeighbourCare

For the Period Ended 31 March 2021

Registered Charity Number 1154382

Trustees' Report

Registered Address:

The Orchard
White Hart Lane
London Road
Basingstoke
RG21 4AF

Patron: The Countess of Portsmouth

Organisation

The Charity is administered by its trustees. The trustees who served during the year were:

Colin Hunsley	Chairman	
Sonia Riches	Secretary	Resigned 11/05/2021
Geoffrey Belsham	Secretary	Appointed 03/06/2021
Cherry Clayton	Treasurer	
Peter Robson		
Hazel Tilbury		
Mick Ridge		Appointed 07/07/2021
Steve Vaux		Appointed 07/07/2021

Introduction

Basingstoke NeighbourCare (Charity Registration number 1067729) was formed in 1997 as an Association which was governed by a constitution adopted on 30 September 1997. On 29 October 2013 Basingstoke NeighbourCare (Charity Registration number 1154382) was formed as a Charitable Incorporated Organization (CIO). On 31 March 2014 all assets and liabilities were transferred from the Association to the CIO for nil consideration. On 31 March 2014 the Association ceased operations and on 1 April 2014 the CIO commenced operations.

Investments / Banking

The Charity holds cash accounts with Barclays Bank plc and Virgin Money. Minimal income is generated from these accounts.

Governance

The Charity is governed by a constitution dated 15 October 2013. The only voting members are its charity trustees (Foundation CIO).

Trustee Selection

Apart from the first trustees, every trustee must be appointed by a resolution passed at a properly convened meeting of the Charity trustees.

Basingstoke NeighbourCare

For the Period Ended 31 March 2021

Registered Charity Number 1154382

Trustees' Report

Objects of the Charity

The objects of the Charity are to relieve persons in Basingstoke and the surrounding area who are in need by reason of their age, disability, sickness or convalescence by the provision of such voluntary care work as may be charitable.

Activities of the Charity

Basingstoke NeighbourCare(BNC) provides support for anyone in genuine need within the Basingstoke area. The two main activities are transport and befriending.

Transport

Clients are taken to appointments which they would not normally be able to make unaided. The majority of these are medical related but also include transport to social events and shopping. Volunteer drivers use their own transport. The volunteer will normally escort the client to the requested location and stay with the client throughout the appointment and return them home safely.

Befriending

Befrienders are volunteers who will visit or phone clients who are in need of company in their own homes. Befrienders are matched carefully with a client with common interests.

Public Benefit Requirement (Charities Act 2011)

The trustees consider that the Charity satisfies the requirements of the Charities Act (2011) in that its charitable purpose is the relief of those in need, by reason of youth, age, ill-health, disability, financial hardship or other disadvantage. This public benefit is manifest in the two main activities mentioned in the previous paragraph. These activities are made available within the Basingstoke area by means of a telephone helpline. This helpline is attended to by the Charity's own staff during normal business hours. The Charity will respond where need is clearly established.

Acknowledgements

The Charity wishes to recognize and thank The Countess of Portsmouth for her invaluable support.

We wholeheartedly thank the team of volunteers who donate their time willingly and without whom the Charity would not be able to provide such a beneficial service to the community. The trustees gratefully acknowledge the time and effort given by Les Bone, the Examiner of the Accounts.

The Queen's Award for Voluntary Service 2020

Basingstoke NeighbourCare was selected as a recipient for The Queen's Award for Voluntary Service 2020. This is a tremendous achievement of our volunteers.

Our citation is for: Providing accompanied driving and befriending services for elderly people to reduce isolation.

The Certificate from the Queen and the Quartz Award were formally presented to us by the Lord Lieutenant of Hampshire in the presence of the Mayor of Basingstoke and Deane and volunteers in July 2021. It is an award we may use in perpetuity.

Basingstoke NeighbourCare

For the Period Ended 31 March 2021

Registered Charity Number 1154382

Trustees' Report

Main Achievements

The COVID-19 pandemic has made this year extremely challenging for Basingstoke NeighbourCare. We have, however, managed to maintain a good service for those who have needed it.

The number of trips completed was 911 (2020: 3048) or approximately one third of our normal activity level. Reduction in face-to-face hospital and doctor appointments, plus closure of clubs were the main reasons. Transport was arranged for 169 clients of whom 52 were newly registered. We have maintained contact with many transport clients by telephone during lockdown periods to provide social contact and ensure that they were getting essential shopping supplies.

We were able to signpost clients to other organizations providing services.

In 2020 many volunteer drivers temporarily stepped down due to the requirement to shield or to protect a family member who was shielding. We are now, however, starting to benefit from the national vaccination programme which has enabled drivers to feel confident enough to return after receiving two vaccinations. There are 26 volunteers currently driving for us out of a total of 78 signed up.

From November 2020 it was agreed to increase the number of days per week that we will make the service available from 5 to 7. This was initially to respond to demand for transport to the Covid-19 vaccination centres and is likely to continue. This will allow us to recruit additional volunteers who work full-time but could offer to drive for us at weekends. Some of our existing volunteers are already volunteering at weekends.

Our normal compliment of Transport Coordinators in the office is 5. However, since requests for transport have been much less than normal and with an adjustment to work pattern, we reduced staffing to 2 Coordinators who were working from home. One coordinator had left and 2 coordinators were placed on furlough and then more recently on the flexible furlough scheme. A newly installed telephone system at our premises has improved the speed with which answer phone messages are actioned. The office is covered remotely 5.5 hours per day rather than the normal 7.

Our Driver Recruitment Programme started in 2018 and supported by Basingstoke and Deane Borough Council (BDBC) was placed on hold and will be resumed as soon as people are allowed to mix freely again. A new Volunteer Recruitment Coordinator will be recruited.

Our Befriending Programme, supported by BDBC, was moved from being a face-to-face service to be mainly on the telephone. Some befrienders became part of the client's 'bubble' and continued to make home visits but only if it was considered that the circumstances were appropriate and the correct precautions were taken. Unfortunately, a few clients were unable to receive calls or visits due to certain health conditions and we will resume contact as soon as possible.

Basingstoke NeighbourCare

For the Period Ended 31 March 2021

Registered Charity Number 1154382

Trustees' Report

Main Achievements (cont'd)

Since the majority of contact is by telephone and no DBS is required, we were able to take on 18 new volunteer befrienders. They will, however, need a DBS check before face-to-face meetings can take place. We also took on 26 (2020: 17) new clients. A risk assessment of these clients will also need to take place before the befriender is allowed to visit.

Over the year we helped 46 (2020: 72) befriending clients. The age range of befriending clients was between 51 and 98. The current number of active befrienders during the year was 39 (2020: 65) who made over 1,067 (2020: 1,050) befriending visits or phone calls.

Funding from Basingstoke and Deane Borough Council supported our Befriending Programme. This year was the final year of a 3 year grant from BDBC. A new one year grant, however, was awarded for 2021/22.

Reserves policy

It is the policy of the Charity to maintain free reserves at a level which equates to at least six months' unrestricted expenditure plus wind-up costs. The trustees consider that this provides sufficient funds to cover management, administration and support costs and to respond to emergency needs which may arise.

Financial Review:

The charity showed a surplus of £18,285 for the year (2020: deficit of £1,815).

Our total income of £58,158 (2020: £77,951) was stable with the exception of client donations which were slightly more than one third of normal, in line with the reduction in number of trips.

Our expenses showed a considerable reduction due to the pandemic. Total expenses were £39,873 (2020: £79,766). Volunteer mileage claims were about one third of normal in line with client donations. Salaries were reduced due to there being 2 vacancies and 2 coordinators receiving furlough pay at 80% of normal. The Government Coronavirus Job Retention Scheme grant covered most of the costs of the 2 coordinators on furlough. Telephone costs were lower due to staff working from home, and the purchase of publicity and marketing materials was delayed until the pandemic has subsided sufficiently to make the expenditure effective.

The Independent Examiner receives no remuneration.

Basingstoke NeighbourCare

For the Period Ended 31 March 2021

Registered Charity Number 1154382

Trustees' Report

Reserves:

Our reserves are still strong £101,427 (2020: £83,142).

Restricted reserves of £10,820 are the carry forward surpluses, as agreed with BDBC, for the two projects supported by them, namely Befriending £3,328 and Volunteer Driver Recruitment Programme £7,492.

In addition the trustees have designated funds for the Hampshire County Council Over 60s Drivers Assessment scheme, assistance with transport for volunteers who become ill and require transport themselves, and redundancy. These total £6,550 (2020: £5,185).

Funding

Total client donations for the year of £10,148 (2020: £27,417) were primarily from transport clients. We do not ask for donations from befriending clients although some clients or their relatives do show their appreciation of the benefits of the services in this way, for which we are extremely grateful.

We have been very fortunate to receive funding from Hampshire County Councillors as named below and many charitable trusts.

Events included:

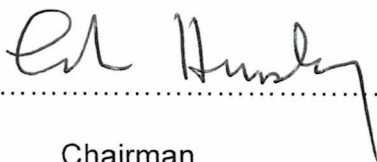
Champion Group which ran a series of fundraising events including, despite the restrictions imposed by COVID-19, a sponsored golf day.

Kevin, an employee from Champion Group ran a sponsored head shave.

Basingstoke Town FC Women ran a FebAWAYry Challenge with the aim of completing a 362 mile run and a 4 mile swim.

We gratefully acknowledge the support from the following individuals and organisations:

Basingstoke & Deane Borough Council (BDBC)
Cllr Rhydian Vaughan Hampshire County Council Grant
Cllr David Mellor Hampshire County Council Grant
Cllr Robert Taylor Hampshire County Council Grant
The Robert McAlpine Foundation
The Sobell Foundation
Champion Group
Kevin's Head Shave
Basingstoke Town FC Women
Persimmon Charitable Trust
Masonic Charitable Foundation
Waitrose



Chairman



Treasurer

Basingstoke NeighbourCare
For the Period Ended 31 March 2021
Registered Charity Number 1154382
Independent Examiner's Report on the Accounts

Independent Examiner's Report to the Trustees of Basingstoke NeighbourCare

I report on the accounts of the Trust for the period ended 31 March 2021 which are set out on pages 9 and 10.

Respective responsibilities of trustees and examiner

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

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's statement

My examination was carried out in accordance with 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 the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent Examiner's statement

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

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave 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.



Les Bone ACIB

Date: 16 August 2021.

Basingstoke NeighbourCare
Registered Charity Number 1154382
Receipts and Payments Account
For the period Ended 31 March 2021

Receipts and Payments

	2021	2020
	£	£
Receipts		
Activities in furtherance of the charity's objects		
Received from Clients	10,148	27,417
Trusts and Commerce	20,363	22,092
Basingstoke & Deane Borough Council - Grant	17,886	20,894
Hampshire County Councillors	2,550	2,200
Other Donations	5,174	4,579
Gift Aid	-	299
Sponsored Activities for generating funds		
Income	1,786	-
Expense	(59)	-
Investment income and interest		
Bank Interest	310	470
Total Receipts For the Period	58,158	77,951
Payments		
Payments in furtherance of the charity's objects		
Wages & Salaries	31,960	51,159
Furlough Recovery	(8,395)	-
Volunteers Expenses	4,695	13,452
	28,260	64,611
Support Costs		
Postage	170	159
Stationery and Publications	209	778
Rent & Service Charge	7,528	7,628
Telephone, Internet & IT	2,389	3,614
Volunteer Recruitment	84	190
Volunteer Wellbeing	254	253
Marketing	270	1,870
Payroll Processing	351	373
Befriending Sundry	49	47
Equipment & Maintenance	10	-
Sundry	91	35
Insurance	112	112
Fundraising Expense	96	96
	11,613	15,155
Total Payments for the Period	39,873	79,766
Surplus / (Deficit) - Receipts over Payments	18,285	(1,815)
Opening Cash Funds Transferred in 1st April 2020	83,142	84,957
Cash Funds at 31 March 2021	101,427	83,142
Barclays Bank plc	38,075	20,101
Virgin Money Charity Deposit	63,352	63,041
Total cash funds	101,427	83,142

Basingstoke NeighbourCare
Registered Charity Number 1154382
For the period Ended 31 March 2021

Statement of Assets and Liabilities at the end of the Period

		2021	2020
Cash Funds	Bank Balances	101,427	83,142
Restricted Reserves:			
	BDBC Befriending Grant	3,328	3,210
	BDBC Volunteer Recruitment Grant	<u>7,492</u>	<u>1,372</u>
		<u>10,820</u>	<u>4,582</u>
Designated Reserves :			
	Redundancy	4,350	2,985
	Hampshire County Council Over 60s Drivers Assessment	1,000	1,000
	Volunteer Assistance with Transport	<u>1,200</u>	<u>1,200</u>
		<u>6,550</u>	<u>5,185</u>
Amounts Due:			
	HMRC March 2021 CJRS Recovery	900	-

Assets retained for the charity's own use

- 4 Free standing desk
- 5 Swivel chairs
- 1 Laminator
- 2 3-Drawers filing cabinet
- 1 Paper guillotine
- 2 Rollfront stationery cupboards
- 3 Pedestal units
- 1 File trolley
- 3 Display boards
- 4 Dell Vostro 470 PCs , screens & keyboards
- 1 Stand alone display board
- 1 Mini fridge
- 1 Air cooling fan
- 2 Laptops
- 1 Printers
- 1 Mobile phone
- 1 Projector (Hitachi)
- 1 Office screen
- 1 Safe

Liabilities

None

These accounts have been prepared on the receipts and payments basis and were signed on behalf of all trustees by:

Trustee

Colin Hunsley (Chairman)

Date: 11/08/2021

Trustee

Cherry Clayton (Treasurer)

Date: 11/08/2021