

**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**

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#### **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.

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#### **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**

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#### **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**

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#### **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**

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#### **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:**

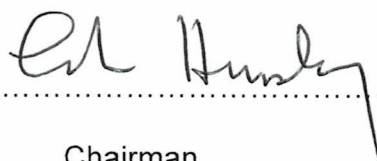
Champion Group which ran a series of fundraising events including, despite the restrictions imposed by COVID-19, a sponsored golf day.

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**

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**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
	£	£
<b>Receipts</b>		
<b>Activities in furtherance of the charity's objects</b>		
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
<b>Sponsored Activities for generating funds</b>		
Income	1,786	-
Expense	(59)	-
<b>Investment income and interest</b>		
Bank Interest	310	470
<b>Total Receipts For the Period</b>	<b>58,158</b>	<b>77,951</b>
<b>Payments</b>		
<b>Payments in furtherance of the charity's objects</b>		
Wages & Salaries	31,960	51,159
Furlough Recovery	(8,395)	-
Volunteers Expenses	4,695	13,452
	<b>28,260</b>	<b>64,611</b>
<b>Support Costs</b>		
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
	<b>11,613</b>	<b>15,155</b>
<b>Total Payments for the Period</b>	<b>39,873</b>	<b>79,766</b>
<b>Surplus / (Deficit) - Receipts over Payments</b>	<b>18,285</b>	<b>(1,815)</b>
<b>Opening Cash Funds Transferred in 1st April 2020</b>	<b>83,142</b>	<b>84,957</b>
<b>Cash Funds at 31 March 2021</b>	<b>101,427</b>	<b>83,142</b>
Barclays Bank plc	38,075	20,101
Virgin Money Charity Deposit	63,352	63,041
<b>Total cash funds</b>	<b>101,427</b>	<b>83,142</b>

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

**Assets retained for the charity's own use**

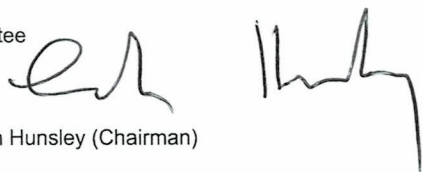
4	Free standing desk
5	Swivel chairs
1	Laminator
2	3-Drawers filing cabinet
1	Paper guillotine
2	Rollfront stationery cupboards
3	Pedestal units
1	File trolley
3	Display boards
4	Dell Vostro 470 PCs , screens & keyboards
1	Stand alone display board
1	Mini fridge
1	Air cooling fan
2	Laptops
1	Printers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

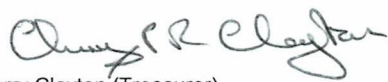
Trustee



Colin Hunsley (Chairman)

Date: 11/08/2021

Trustee



Cherry Clayton (Treasurer)

Date: 11/08/2021