

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**

CONTENTS

Trustees' Report	3-7
Independent Examiner's Report	8
Receipts and Payments Accounts	9-10

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:

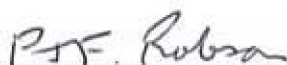
The Charity held reserves at the end of the year of £138,358 but this included restricted reserves of £26,000 for the Community Project. In addition the trustees have designated funds for the Hampshire County Council over 60s Drivers Assessment scheme, assistance with transport for volunteers who become 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)

PJR. Robson

Date: 15/8/2022

Trustee

Michael Ridge (Treasurer)

[Signature]

Date: 15/8/22