

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.

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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.

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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.

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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.

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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

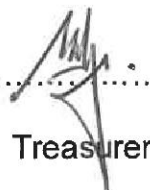
Total client donations for the year of £29,008 (2022: £19,800 2021: £10,148, 2020: £22,092) were primarily from transport clients. We do not ask for donations from befriending clients although some clients or their relatives do show their appreciation of the benefits of our services in this way, for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

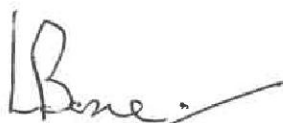
Basis of Independent Examiner's statement

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

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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

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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*