



## **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**

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### **Trustees' Report for the Year Ending 31 March 2025**

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#### **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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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. Layle  
Treasurer

# **Basingstoke NeighbourCare**

## **Registered Charity Number 1154382**

### **Independent Examiner's Report**

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#### **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 £
<b>Receipts</b>				
<b>Donations and Grants</b>				
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
<b>Charitable Activities</b>				
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
<b>Investment income and interest</b>				
Bank Interest	595		595	633
<b>Total Receipts</b>	<b>149,887</b>	<b>41,660</b>	<b>191,547</b>	<b>122,210</b>
<b>Payments</b>				
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
<b>Asset Purchases</b>				
Office chairs	262		262	-
Wheelchairs	-	100	100	-
IT Equipment	-		-	816
Card Payment Machines	-		-	527
	262	100	362	1,343
<b>Total Payments</b>	<b>140,765</b>	<b>13,190</b>	<b>153,955</b>	<b>142,725</b>
<b>Net receipts less payments</b>	<b>9,122</b>	<b>28,470</b>	<b>37,592</b>	<b>(20,515)</b>

**Basingstoke NeighbourCare**  
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**Assets and Liabilities for the Year Ending 31 March 2025**

	Year Ending 31 March 2025			2024
	Unrestricted Funds £	Restricted Funds £	Total Funds £	Total Funds £
<b>Movements in Funds</b>				
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	-	-	-	-
<b>Closing Funds at 31st March 2025</b>	<b>102,962</b>	<b>36,679</b>	<b>139,641</b>	<b>102,049</b>
<b>Cash Funds</b>				
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
<b>Total Cash Funds</b>	<b>102,962</b>	<b>36,679</b>	<b>139,641</b>	<b>102,049</b>
<b>Reserves</b>				
<b>Restricted Reserves</b>				
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>
<b>Designated Reserves</b>				
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>
<b>Free Reserves</b>			<u><b>89,277</b></u>	<u><b>82,500</b></u>
<b>Liabilities in the Ordinary Course of Business</b>				
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**

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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