



SERV Wessex

AGM Meeting Minutes

8th April 2021 - 20:00hrs

Video call via Teams

Present

Ross Allen
Ashley Baker
Mike Ball
Tim Bennett (Treasurer & Trustee)
Richard Buchan
Stuart Clark
John Davies (Secretary)
Julie Davies
Chris Devrell
Jon Dunster
Tony Emans
Martin Farrelly
Kevin Graves
Rob Harris
Chris Hobson
Clare Hyde

Steven Hyde (Trustee)
Tony Johnson
Roger Jones
Mike Leaming
James Liness
Dee Linnell-Cook
Steve Luckett
Richard Morgan
Dave Morton
Steve Nicholson
Martin Orrell
Steve Parker
Caroline Smith (Trustee)
Robert Smith (Chair)
Sarah Trinick
Norman Wareing

Apologies

Julia Barham-Cook
Paul Turle
Peter McAlpine

David Manchester
Gary Clark

Minutes of last AGM meeting - 24/8/20

The previous minutes were accepted as a true reflection of the discussions

Proposed - Norman Waring
Seconded - Richard Buchan



Trustees Report

Steven Hyde gave a brief overview of the situation from the perspective of the trustees.

Trustees Report - 2021

SERV Wessex Trustees operate to the charities commission guidelines and this annual report is based on the recommendations from the UK Governments [website](#).

SERV Wessex is a registered charity (No.1156383) that provides a free transportation service for NHS Hospitals in Hampshire, Dorset and South Wiltshire.

The registered address is Ruby Lodge
5 Wallis Road
Waterlooville
PO7 7RX

The current trustees are Steven Hyde
Caroline Smith
Tim Bennett

A Trustees Recruitment Policy is going to be created, when completed it will be available for all members to read.

SERV Wessex activities and objectives in the previous period have included

- Increasing capacity in line with NHS demands
- Expanded service offering to the NHS, medication etc
- Raised monies to replace one of the bikes
- Allocated monies to contribute to volunteers fuel costs
- Second Duster – HIOWAA
- Replaced Two bikes
- Disposed of old vehicles
- Development of an Emergency plan in response to the Covid 19 pandemic
- Development of risk assessments associated with the Covid 19 emergency plan

The benefit to the NHS in 2020 has been estimated at £431,299.00

The charity doesn't have any debts and has increased its financial reserves holding of holding (one years running costs) from £35 to £40k.

The Executive committee and committee run the charity, as trustees we have had a few issues to deal with in the last 12 months, none have proved insurmountable. Our meetings are held separately from the committee meetings, but we do like to have representation at each committee meeting.

The trustees thank you for your ongoing support for this amazing charity which would be nothing without you all.

Steven Hyde
Chair SERV Wessex Trustees



Chairman's Report

Robert Smith gave a general overview of his take on the organisation, its challenges over the last year. He was keen to thank all involved.

Chairman's Report – 2021

Welcome to this report for the forthcoming SERV Wessex AGM. We are all still living through extraordinary times, which has seen our service adapt and perform outstandingly. Hopefully we are now heading towards returning to something like normality, whatever that will look like.

It has only been 7 months since the last AGM which was delayed from April 2020. Since September we have gone through another two lock downs. SERV Wessex has continued to go from strength to strength and performed admirably, receiving many accolades, thanks and admiration from the NHS and the Community we serve. We continue to have an active and well supported committee which has continued to help the charity to evolve to meet the different landscape and challenges laid before us. I would like to give Tim Bennett a mention for all his tireless efforts carrying out his roles of Treasurer, Rota Manager and Trustee, he has provided guidance and continuity for the charity and myself as the new Committee have found their feet.

We rely on the support of the public and corporate sponsors to enable us to provide our service. Fundraising has been quite successful during 2020. We have had donations from various groups, such as the Lions, Round Table, Masons and Tesco to name a few. We have also been actively chasing grants from councils and large organisations such as the National Lottery. Financially we are in reasonable shape for the remainder of the year. We do however now need to start to attend events to kick start our fundraising activities, as grants have all but dried up. Organisations who provide them are now focusing on different areas in the community.

The majority of our events are at weekends. We expect you as volunteers not only to support us on the rota, but also come along and support our fundraising efforts. If anyone has any ideas or contacts that could help with fundraising please let us know. We can support your efforts or take on the task ourselves. Marked vehicles provide us with the professional image and presence out on the road and are a big draw when it comes to fund raising, they are also our biggest cost. For continuity I am still fulfilling the roles of Events and Fundraising Manager, so if anyone would like to help with those activities, please let me know.

Since the last AGM we have managed to launch our new web site, which will continue to evolve, thanks to everyone who helped with that project. We have also updated various operational documents and have been carrying out a rationalisation and update of the file store on 3Rs. We now have a new location to garage for one of our bikes, which is Romsey Fire Station we will also look at other locations. Romsey will complement the Andover Fire Station garage, which we have had to temporarily vacate, but intend to be back as soon as possible.

Our keep the wheels turning campaign is still running although we have updated its focus, but we are still able to pay a small amount towards volunteers mileage whilst on duty. This will continue until the pot runs out.



Chairman's Report - Cont'd

Chair Report – April AGM 2021 - Cont'd

You will all be aware of the difficulties of getting onto the rota. Recruitment of new riders and drivers has been reduced, but we will maintain an agreed level to support our operational requirements. We will also continue to review our offering in respect of the service we provide. Day time support has increased significantly from our pre-Covid service. As restrictions ease, we can hopefully expect the Pharmacies reliance on our help to ease. Subsequently as the NHS starts to return to normal, I would expect our night time requests to increase to pre covid levels.

The Queens Award for Voluntary Service. You will have possibly noticed some Blood Bike Groups proudly display the fact they were awarded this accolade. We submitted an application in 2017 but were not successful. This precluded us from applying again for 3 years and then only if something had changed with our service from the last application. A team consisting of Caroline (Trustee), Tim and myself, dusted off our previous application and set about updating it to cover our new daytime offerings. Applications have to be supported by two sponsors, who write supporting letters which is an important and key enabler. Pharmacy departments at both Portsmouth Hospital and Hampshire Hospitals agreed to support our application, which we submitted in September 2020. We have so far progressed through the various stages of the application and I would like to say a particular thank you to Caroline who worked with both QA and Hampshire Hospital Chief Pharmacists and Chief Executives to deliver a very strong bid for SERV Wessex. I would also like to thank Lillian Hobbs and Kenny Lister who were interviewed along with Tim and myself by the representative of the Lord Lieutenant of Hampshire as part of the selection progress. Thanks to all those that also volunteered but were not required. Everyone did a sterling job and we received great feedback from the Deputy Lord Lieutenant following the interviews. We should hear towards the end of May if we are successful in our application.

Finally, I would like to thank you all for your support over the past year and especially the hard-working fellow members of the Committee and the Trustees for their continued and enthusiastic support, who work tirelessly in the background to keep the great charity that is SERV Wessex operating.

Robert Smith
Chairperson.



Treasurer's Report

Tim Bennett gave an overview of financial standing of the organisation.

Section 6 - Treasurer's Report.

Attached is the Profit & Loss for April 1st 2020 -31 March 2021. These figures are provisional and are currently with the book keepers for final confirmation and verification. Any changes made should be very low and most likely will be on the deprecation of the vehicles. The 'signed off' figures will be released as soon as they have been verified & checked.

If anyone would like anymore details or has any questions please let me know and I will answer them later.

As we know the last year has been very different and our fund raising has changed significantly with no supermarket tin shakes at all. However as you can see our donations have still been coming from various sources, which makes our income look very good. The grant from the HLOWAA has now been paid as well as grants from the Lottery Fund & from Tesco. Robert has excelled, being busy applying for any source of money that we thought could support us. We are expecting grant providers to be more selective and there will be fewer around.

Our 'Keep the wheels turning' campaign we started is still receiving donations from grateful people to whom we have delivered medication for. Currently we have had £9,582.78 donated.

I am fully expecting our income to drop this coming year & this is where our cash reserves will come in. Our fuel costs have been reduced this year due to the support of BP giving our marked vehicles free fuel. We also introduced a mileage allowance for all volunteers and have paid out over £3000 to those that have claimed.

To sum up our income for April 1st 2020 till 31st March 2021 was £ 61,659.89, Expenditure for the same period was £ 34,908.20. This means we added £26,751.69 to our funds. Money held with our bank account is just over £100,000.00.

The Trustees have decided that in line with our strategy plan we will budget to keep £40,000 as a reserve. This means if all revenue were to stop overnight our yearly expenses would still be covered enabling keep us to keep going for a year. Also we consider we can afford to consider upgrading one or two bikes this year.

Tim Bennett
Treasurer.



Treasurer's Report - Cont'd

The accounts as laid out on pages 6 & 7 were accepted.

Proposed by Tim Bennett.
Seconded by John Davies.

Customised Balance Sheet

SERV Wessex

As at 3 April 2021

3 APR 2021

Fixed Assets

Tangible Assets

Vehicles and Trailers	95,668.32
Less Accumulated Depreciation	(32,635.56)
Total Tangible Assets	63,032.76

Total Fixed Assets	63,032.76
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Current Assets

Cash at bank and in hand

Serv Wessex	102,299.73
Total Cash at bank and in hand	102,299.73

VAT refund	127.88
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Total Current Assets	102,427.61
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Creditors: amounts falling due within one year

Accounts Payable	988.83
VAT	(374.60)
Total Creditors: amounts falling due within one year	614.23

Net Current Assets (Liabilities)	101,813.38
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Total Assets less Current Liabilities	164,846.14
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Net Assets	164,846.14
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Capital and Reserves

Current Year Earnings	(4,031.36)
Share capital	24,426.00
Unrestricted net assets	144,451.50
Total Capital and Reserves	164,846.14



Treasurer's Report - Cont'd

Personalised Profit and Loss

SERV Wessex

For the year ended 31 March 2021

2021

Turnover

Campaign income	2,951.18
Collection Tins	562.07
Gifts and Donations	34,909.14
Grants	20,000.00
Jackets, badges, covers	1,062.50
Joining and Membership Fees	2,175.00
Total Turnover	61,659.89

Gross Profit

61,659.89

Administrative Costs

Allstar	292.68
Audit & Accountancy fees	797.98
CAF Bank	66.00
Depreciation Expense	14,185.91
Dues and Subscriptions	272.00
Fuel reimbursement	2,765.40
Miscellaneous Expense	25.00
New Duster	(416.67)
Operational Expense	1,597.74
Profit/loss on disposal of fixed assets	(460.15)
Vehicle Expense	15,782.31
Total Administrative Costs	34,908.20

Operating Profit

26,751.69

Profit on Ordinary Activities Before Taxation

26,751.69

Profit after Taxation

26,751.69



Formal Questions raised

There were no formal questions raised.

End of Formal Business.

The formal session was closed with thanks to all involved.

An informal open session followed that was not part of the AGM, no records of the following discussions were kept.

Personalised Profit and Loss
SERV Wessex
For the year ended 31 March 2021

Account	2021
Turnover	
Campaign income	2951.18
Collection Tins	562.07
Gifts and Donations	37245.37
Grants	20000
Jackets, badges, covers	1082
Joining and Membership Fees	2295
Total Turnover	64135.62
Gross Profit	64135.62
Administrative Costs	
Allstar	292.68
Audit & Accountancy fees	797.98
CAF Bank	74
Depreciation Expense	15831.42
Dues and Subscriptions	272
Fuel reimbursement	2970
Miscellaneous Expense	25
New Duster	-416.67
Operational Expense	909.05
Profit/loss on disposal of fixed assets	-460.15
Telephone & Internet	71.88
Vehicle Expense	14804.68
Total Administrative Costs	35171.87
Operating Profit	28963.75
Profit on Ordinary Activities Before Taxation	28963.75
Profit after Taxation	28963.75

Independent examiner's report to the trustees of 'SERV Wessex' Charity – Reg No. 1156383

I report on the accounts of the Trust for the year ended 31 March 2021, which are set out on page 1.

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(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act
- to follow the procedures laid down in the general Directions given by the commission under section 145(5)(b) of the 2011 Act
- to state whether particular matters have come to my attention

Basis of independent examiner's report

My examination was carried out in accordance with the 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 you as 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 next statement.

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 2011 Act and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 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.

Name: Paula Bramley MAAT AATQB

Organisation: Total Bookkeeping Services

Address: Peregrine House, Ford Lane, Ford, Arundel. BN18 0DF

Date: 11.11.2021