

SERV Wessex Annual General Meeting

Thursday 13 June 2024 20.00 Hours

SDMC Eastleigh

Present

Anna Lambert

Bob Morrison

Caroline Smith (Chair of Trustees)

Chris Deverell

Chris Hobson

Dave Lynch

Dave Bishop

David Grieves

David Manchester

Dee Linnell Cook

Jon Dunster

Kevin Brittlestone

Mark Bunce

Mike Leaming

Rich Hobson (Membership)

Rick Keith

Richard Morgan

Rob Harris

Robert Smith (Chairman)

Roger Jones (Secretary)

Steve Parker

Steve Syner

Steven Nicholson

Tim Bennett (Treasurer)

Apologies

Anthony Johnson

Ashley Baker

Darren Robinson

David Morton

Fiona Hyde

Justin Eames

Kenny Lister

Peter Van den Broek

Martin Hogg

Stuart Clark

Mary Thorman

Richard Hoile

Steve Luckett

Steve Simmons Jacobs

Norman Wareing

All Members of the Executive Committee and Trustees had agreed to stand for a further year.

On the Committee Dave Lynch is wishing to stand down however has agreed to stay in place until a replacement has been found

The meeting was opened at 20.00hrs and everyone was welcomed to the SERV Wessex AGM for 2024. It was confirmed that all attendees had received the Pre-Meeting Documentation.

Minutes of Last AGM – 29 June 2023

The previous minutes were accepted as a true reflection of the meeting.

Proposed – Bob Morrison

Seconded – Chris Hobson

Trustees Report 2024

Caroline Smith had nothing further to add to the report and there were no comments or questions raised.

Trustees Report for AGM to be held on Thursday 13th June 2024

SERV Wessex Trustees operate to the charities commissions 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 and other medical establishments in Hampshire, Dorset and South Wiltshire.

The registered address of the charity is:

Ruby Lodge
5 Wallis Road
Waterlooville
PO7 7RX

The current Trustees are:

Caroline Smith (Chair)
Tim Bennett
Richard Hoile
Richard Keith

SERV Wessex activities and objectives in the previous year have included:

A new strategy to be produced – Richard Hoile has assembled a small group of volunteers to work on an up-dated strategy for the Charity. The strategy will identify high and low priority recommendations.

New policies implemented and updated – during this year the Social Media policy has been updated in line with recommendations from the Charities commission. In addition, the Charity has produced a financial control policy and a Harassment & Bullying policy, again in line with the requirements of the Charities Commission

New chair of trustees – during this financial year, the previous Chair of Trustees, Steve Hyde resigned having been with SERV Wessex since its inception. We are very grateful to Steve for his dedication and hard work within SERV Wessex and wish him well in the future.

Focus on recruitment of new trustees – this year we have welcomed Richard Keith as a new trustee to the charity.

New building society account opened – following an enquiry from a volunteer at last year's AGM, the Trustees have now opened a new building society account, thus maximising on the interest earned on our charitable funds.

Grant received from HLOWAA for purchase of new car – the charity was invited to put a bid forward to Hampshire & Isle of Wight Air Ambulance Trustees outlining our need for a replacement car. The charity was successful in our bid and were given £23k to replace our oldest fleet car.

The benefit to the NHS in 2023 has been estimated at £184,695.00.

The charity does not have any debts and has a reserve holding of £85,000.

The Trustees continue to work closely with the Executive committee to ensure the smooth and efficient running of the charity. Formal Trustee meetings are held twice yearly and other meetings convened as required. These meetings are separate to the monthly committee meetings.

The Trustees would like to thank all volunteers for their ongoing support to the Charity. The Trustees would also like to recognise the commitment of the members of the Executive and Management committee in their ongoing operational responsibilities.

Chair Report – June AGM 2024

Robert Smith thanked everyone for their continued support to the group.

He confirmed that the recent update from Southampton Blood Bank confirmed no decision have been made.

Report

Welcome to this report for the forthcoming SERV Wessex AGM. We have again had another successful year. The NHSBT Blood Bank is still closed with no resolution on the horizon. We will continue to try and support any daytime urgent runs. We have seen an increase in daytime milk runs and will be trialling supporting mums on the Isle of Wight. The milk service can only be successful if you support the milk team.

Our support for HIOWAA has continued and although we are not supporting crew repatriation as a regular service, we did respond to a crew repatriation request when the helicopter went out of service at Southampton General. HIOWAA have also provided funding for a new car, which is now in service, and we have sold our oldest car. I am expecting our relationship with Hendy Motor Group to finish this year, so we will return to only running two cars.

Fundraising is key to the charities continued survival. Events are also a great way to meet your fellow volunteers and members of the public. I understand that standing outside a supermarket may not be everyone's bag, but if you are uneasy about this, then there are many other ways you can help the charity. Being a volunteer means supporting us with shifts and all the other activities we are involved in.

A well supported committee is instrumental in keeping the charity functioning and being able to react to operational changes. We could not operate without the support of the hard-working fellow members of the Committee and the Trustees who tirelessly work to support the goals and aims of the charity, as well as fulfilling their duty commitments and supporting events.

We still have open Committee posts, which means current committee members have to take on extra commitments.

We have created two new management committee roles, one to help manage the rota and one to help support and manage the Dispatchers. These new posts seem to be working well, I would like to thank Dave Grieves and Bob Morrison, for volunteering to join the committee and for you all for engaging and supporting their efforts.

I would like to thank all the past and new members of the Committee and the Trustees for their dedication and support.

Finally, I would like to thank you and your families for your support over the past year and welcome all the new volunteers. I hope everyone continues to get the satisfaction that I still do from being part of a dedicated and enthusiastic group of volunteers.

A question was raised as to whether we should support pre-planned events e.g. the recent Portsmouth request. It was confirmed that all such routine requests are considered on their merits, and we make decision accordingly.

Treasurers Report AGM 2024

Acceptance of the accounts as laid out on Pages 15 & 16 were Proposed by David Grieves and seconded by Kevin Brittlestone.

A question was raised about the level of reserves the Charity could hold. It was confirmed that the Trustees do monitor this, there is no specific legal rule dictating the amount or proportion of a charity's income funds that can be held as reserves

A further question was raised concerning the word 'Profit' used in the profit and loss document in the total in Turnover section. It was agreed that we would check this with our bookkeepers who provided the information.

Attached is the Profit & Loss & Balance Sheet for April 1st 2023 -31 March 2024. These figures have been confirmed and verified by our auditor. If anyone would like any more details or has any questions, please let me know and I will answer them later. Unlike many other charities we have still made a profit on the year. The figures look great which was also due to a grant from HIOWAA. Our new car, a Kia Sportage, was ordered in November for delivery in March. In line with last year's strategy plan the Trustees agreed to invest £85,000 into a high interest building society account, & also earmark £40,000 as a minimum reserve amount to be kept in the current account. This means if all revenue were to stop overnight our yearly expenses would still be covered.

Tim Bennett

Treasurer & Trustee

June 2024

Customised Balance Sheet.

Customised Balance Sheet

SERV Wessex

As at 31 March 2024

31 MAR 2024

Fixed Assets

Tangible Assets

Vehicles and Trailers	73,154.25
Less Accumulated Depreciation on Vehicles and Trailers	(51,444.31)
Clothing	860.00
Less Accumulated Depreciation on Clothing	(464.40)
Total Tangible Assets	22,105.54

Total Fixed Assets	22,105.54
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Current Assets

Cash at bank and in hand

Serv Wessex	166,874.69
Savings Account	85,000.00
Total Cash at bank and in hand	251,874.69

Prepayments	4,508.17
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Accrued Income	694.01
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Total Current Assets	257,076.87
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Creditors: amounts falling due within one year

Accounts Payable	100.31
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Rounding	0.06
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Total Creditors: amounts falling due within one year	100.37
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Net Current Assets (Liabilities)	256,976.50
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Total Assets less Current Liabilities	279,082.04
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Net Assets	279,082.04
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Capital and Reserves

Current Year Earnings	42,654.80
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Share capital	24,426.00
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Unrestricted net assets	212,001.24
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Total Capital and Reserves	279,082.04
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Personalised Profit & Loss.

Profit and Loss

SERV Wessex

For the year ended 31 March 2024

	2024
Turnover	
Collection Tins	941.28
Fund Raising Events	9,573.61
Gifts and Donations Income: Donation	31,425.11
Gifts and Donations Income: Easy Fundraising	188.95
Grants	30,500.00
Interest Income	617.98
Jackets, badges, covers	3,082.78
Joining fees	510.00
Total Turnover	76,839.71
Gross Profit	76,839.71
Administrative Costs	
Audit & Accountancy fees	919.70
Bank Fees	60.00
Depreciation Expense	12,063.30
Dues and Subscriptions	170.00
Fuel reimbursement	417.20
Insurance	1,389.00
Miscellaneous Expense	2,112.76
Operational Expense	3,311.52
Postage and Delivery	87.06
Profit/loss on disposal of fixed assets	(4,025.25)
Telephone & Internet	71.88
Vehicle Expenses	17,607.74
Total Administrative Costs	34,184.91
Operating Profit	42,654.80
Profit on Ordinary Activities Before Taxation	42,654.80
Profit after Taxation	42,654.80

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 2024, 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: Jane Holland

Organisation: Total Bookkeeping Services

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

Date: 08.04.2024

Steve Synyer Question

Other groups currently use an app for allocating jobs as they come in. Will SERV Wessex consider using this in the future or is it something they feel would not be of any benefit.

The Chair explained that we had reviewed the system which is used by 3 other groups however there were several functions which did not fit with the way SERV Wessex operates. As a result, we saw no advantage of introducing it at this stage

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. There were several comments and questions raised and these will be followed up by the committee.

Profit and Loss

SERV Wessex

For the year ended 31 March 2024

2024

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Gross Profit

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