

STAINES SHOPMOBILITY.

England & Wales · Charity number 1157628

Details

Status Registered

Legal form CIO

Registered 2014-06-27

Register [View on the Charity Commission register](#)

Contact

Address Staines Shopmobility
Two Rivers Retail Park
Mustard Mill Road
Staines-upon-Thames
TW18 4BL

Phone 01784 459416

Email stainesshopmo@gmail.com

Website www.stainesshopmobility.com

Activities

Objects: THE RELIEF OF PEOPLE EITHER LIVING IN OR VISITING STAINES AND THE SURROUNDING AREA WITH RESTRICTED MOBILITY RESULTING FROM AGE, SICKNESS, DISABILITY OR OTHER CAUSES (WHETHER OF A TEMPORARY OR PERMANENT NATURE), BY SUCH MEANS AS THE TRUSTEES SEE FIT, WITH THE AIM TO IMPROVE THEIR MOBILITY AND CONDITIONS OF LIFE

Activities: Staines Shopmobility provides mobility equipment such as wheelchairs to enable people with limited mobility to fully access shops and facilities in Staines town centre. The charity also hires travel scooters and wheelchairs to enable people to visit family or go on holiday. An information service is available to provide information on services and products relevant to older or disabled people.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Disability, Recreation
- **Who:** Children/young People, Elderly/old People, People With Disabilities

Geography

- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£48,330	£46,728	-	-
2024-03-31	£42,572	£46,114	-	-
2023-03-31	£40,581	£43,040	-	-
2022-03-31	£56,965	£48,392	-	-
2021-03-31	£64,763	£54,049	-	-

Trustees

Name	Role	Appointed
CHRISTINE ANNE BANNISTER	Chair	2018-02-25
GARY LITTLE		2013-09-28
KEITH GOLDSON		2001-07-12
MARIAN ROUGH		2011-09-28
SIMON BHADYE		2009-09-29
TERENCE COLLIER		2009-09-27

STAINES SHOPMOBILITY.

England & Wales - Charity number 1157628

Accounts

Staines Shopmobility

Registered Charity 1157628

REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS

For the year ended 31st March 2025

Staines Shopmobility

making staines accessible



Two Rivers
Staines-upon-Thames
01784 459416
stainesshopmo@gmail.com
www.stainesshopmobility.com





ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2025

Contents	Page
Chair's Message / Declaration	3
Board of Trustees	3
Reference & Administrative Details	4
Structure, Governance & Management	4
Objects & Activities	5
Achievements & Performance	5
Public Benefit	7
The Year Ahead 2025/26	8
Annual Report of the Treasurer	9
Financial Statement 2024/2025	11
Balance Sheet	12
Notes to the 2024/25 Accounts	13
Thank You!	16

Message from the Chair / Declaration

I wish to place on record my thanks to all our volunteers, helpers and sponsors for their support over the year. I also express my appreciation of the help and advice of my fellow Trustees and the ever present, dedicated staff team who run the service.

We are glad to be able to offer an uninterrupted service once again, albeit with slightly reduced opening times. This allows us to continue providing a reliable service with the resources and staff team available to us. It also helps to minimise costs to further safeguard the future of your service. The Trustees aim remains, as always, to make Staines' shops and businesses accessible to all our residents regardless of their mobility and to enable them to share in the experiences that Staines has to offer.

On behalf of the Board of Trustees of Staines Shopmobility, I am pleased to present the Report of the Trustees and Financial Statements for the year ending March 31st 2025. The board declares that there have been no serious incidents during the period covered by the report and the charity has complied with its statutory requirements under the Charities Act 2011.

Signed on behalf of the Board of Trustees of Staines Shopmobility



Full Name: Christine Anne Bannister

Position: Chair

Date: 12th December 2025

Board Of Trustees

Dates Acted As Trustee

Christine Bannister – Chair	1 st April 2024 to 31 st March 2025
Terry Collier – Treasurer	1 st April 2024 to 31 st March 2025
Simon Bhadye	1 st April 2024 to 31 st March 2025
Keith Goldson	1 st April 2024 to 31 st March 2025
Marian Rough	1 st April 2024 to 31 st March 2025
Gary Little	1 st April 2024 to 31 st March 2025

External Appointment – Runnymede Borough Council

Margaret Harnden	1 st April 2024 to 31 st March 2025
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Reference And Administrative Details

Staines Shopmobility was registered as a Charitable Incorporated Organisation, charity number 1157628, on the 27th of June 2014.

The registered address is:

Two Rivers
Mustard Mill Road
Staines-upon-Thames
TW18 4BL

Structure, Governance & Management

Charity Structure

Staines Shopmobility is a Charitable Incorporated Organisation (CIO) with a foundation model constitution. This provides limited liability to the members and trustees of Staines Shopmobility whilst allowing the charity to carry out business in its own name. The charity is governed by its constitution adopted on the 1st of June 2014.

Board of Trustees:

Staines Shopmobility is governed by a Board of Trustees enlisted for their skills, knowledge, and personal experiences of disability, to effectively govern the CIO. Trustees must number between 4 and 12 members, serving an initial term of 1 year in office.

Staff Team

Manager

David Bisiker

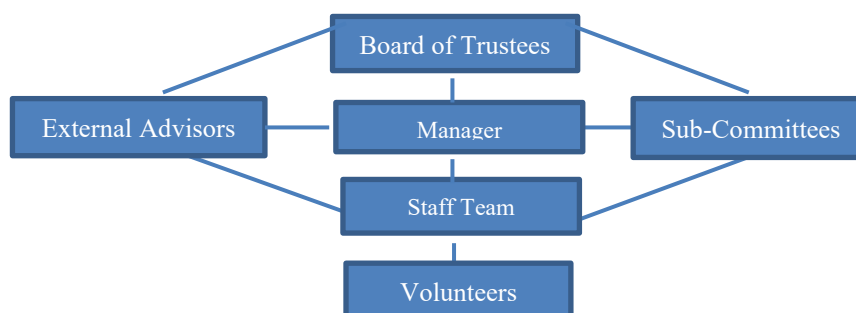
Scheme Assistant

Kathryn Rundle

The manager is responsible for the day-to-day management of the charity and is assisted by a part-time scheme assistant who also provides cover for leave and additional events.

Honorary Auditor

Les Ford



Objectives and Activities

Objectives

The objectives of the charity, as stated in its governing document are:

The relief of people either living in or visiting Staines and the surrounding area with restricted mobility resulting from age, sickness, disability or other causes (whether of a temporary or permanent nature), by such means as the trustees see fit, with the aim to improve their mobility and conditions of life.

Financial Year 2024/2025

The main objectives this financial year were to raise awareness of our services, maintain current opening times, increase fundraising streams and to secure long-term funding for the service.

Our Work

Regarding the Charity Commission's public benefit guidance, the main activities of the charity this year were:

- The provision of mobility equipment to enable access to the town centre.
- Providing information and advice on services and products relevant to Shopmobility service users.

Achievements and Performance

Publicity

An open day was held in July for local businesses, councillors and other dignitaries to visit our scheme and see the work we do. This was well attended and demonstrated our value to the local economy and visitors to Staines.

Posters and service leaflets were maintained at locations throughout the local area, such as libraries, hotels and doctor's surgeries. Adverts and articles were placed with local organisations and press throughout the year. Full details of Staines Shopmobility were listed on the Shopmobility UK website.

The Staines Shopmobility website is complimented by a Facebook page and a Google Business listing. The website is www.stainesshopmobility.com and the Facebook page is www.facebook.com/stainesshopmobility

The charity linked with local organisations to further promote the services available via leaflets, posters and their websites. Service information was held by the Ashford Hospital hub and home from hospital scheme. Posters are also on display in the Elmsleigh Centre. The service was also advertised on the digital screens located on the Two Rivers, Staines High Street and in the Elmsleigh centre.

Fundraising / Donations

Fundraising and donations are vital in keeping the service open and available to use. Activities included selling RADAR keys and donated books plus commission and referral schemes with Acorn Stairlifts, Easyfundraising, Give as You Live and Mobility for You.

Grant applications were submitted securing the following grants: £6,000 from Community Foundation of Surrey, made up of £5,000 from Shepperton Studios and £1,000 from Spelthorne Community Foundation towards our running costs; £1,148.02 from Heathrow Communities Together enabling us to purchase 2 travel scooters and 2 wheelchairs.

Local organisations continued to support our work by way of donations. These included the United Church of Egham who donated £750 from their monthly book fairs, £200 from Cllr. Button of Spelthorne Borough Council, £500 from the Staines 10K runners and £750 from the Staines Parochial Charity.

£500 was raised from our annual collection with the Rotary Club of Staines Santa Float. A further £1,685 was raised from the Elmsleigh Centre's Xmas wrapping service, climbing wall and Santa Grotto donations.

We would like to thank the organisations, volunteers and individuals that supported us throughout this year. Your support is invaluable, and we look forward to working with you all through the next financial year to ensure that Staines remains accessible to all.

Strategic / Operational

Despite numerous named storms, cold spells and the cost-of-living squeeze, our members continued to use our services in great numbers. The staff team maintained opening times of Tuesday through to Saturday with the service open 250 days of the year.

Mobility equipment was loaned on 2,241 occasions for a total of 8,037 hours. The service has now been used 91,286 times since opening. Total registrations to date totalled 5,955 with 187 new members registered and trained to safely use mobility equipment. The holiday hire scheme loaned equipment for a combined total of 720 days, bringing revenue of £3,880; this was an increase of 40% on the previous year.

The charity once again met the criteria of best practice for affiliation to Shopmobility UK and was accredited with a 5-star rating, the highest available. This enables the service to use the Shopmobility trademark, recognising the charity meets all the requirements of a Shopmobility scheme including fully accessible premises. Shopmobility UK is governed by Driving Mobility, a national charity that accredits a network of driving and mobility assessment centres. All affiliated Shopmobility schemes adhere to the Driving Mobility code of practice. They also operate Mobility Advice Hubs across the country, providing information on alternative accessible transport options for those without a car or cannot drive.

The lease on the Shopmobility premises was due for renewal in 2024 and this process was started during the period of this report, completing in April of 2025 with a further 10-year lease on a peppercorn rent. However, the new landlord has indicated that utility costs will be transferred to the charity and the impact of this is yet to be assessed fully.

Reserves

The charity aims to hold free reserves equivalent to at least six months running costs, to guard against future uncertainties such as a decline in income and to meet any financial obligations to staff and creditors. The reserve is currently held in a Monmouthshire Building Society deposit account.

Public Benefit

The charity enables people with limited mobility to independently access shops, banks, opticians, libraries and social / recreational facilities within the town of Staines. This promotes an equality of opportunity and community involvement amongst the beneficiary group. The service also improves confidence, health and mental welfare amongst service users who would otherwise be left isolated from the community and dependent on others to shop and access services for them.

Staines town centre has developed over a large area from its original size, which centred on the High Street, increasing the distances between shops, banks and other services. The High Street is now pedestrianised with the car parks located on the periphery of the town, making the town inaccessible to many disabled people. People can access the town by car, public transport or accessible transport schemes but are unable to access the town further without access to mobility equipment. The Shopmobility service compliments local accessible transport schemes by providing beneficiaries with outdoor mobility aids upon their arrival in Staines. This fills the gap in service originally identified by SCAN and in several reports since.

Staines Shopmobility supports the Spelthorne Corporate Plan 2024-2028 along with many of their expressed values and priorities. The charity's work supports many of the issues identified, including bringing more visitors to the Borough and to provide a place where people want to spend their leisure time. Additionally, the charity supports the local authority's commitment to tackling social exclusion and compliments accessible transport schemes.

The charity:

- ❖ Assists disabled people to participate independently in shopping, leisure and other activities in Staines.
- ❖ Promotes an environment that is healthy, safe and inclusive.
- ❖ Improves respite for parent / carers.
- ❖ Enables access to social and recreational facilities for disabled people.
- ❖ Provides outdoor aids for people with restricted mobility.
- ❖ Reduces isolation and loneliness, a contributing factor to ill health.
- ❖ Enables independence, well-being and choice.
- ❖ Promotes equality and diversity.

Staines Shopmobility supports the public sector Equality Duty and the Equality Act 2010 by providing an equality of opportunity for disabled people visiting Staines.

Having a Shopmobility service in Staines ensures the town is accessible to all visitors, making it more appealing to those with limited mobility. This helps maintain Staines as a destination of choice for residents of Spelthorne and many surrounding boroughs, where there are no similar schemes. Without Shopmobility, many people with limited mobility would be unable to carry out everyday tasks such as shopping and would have to visit another town with a Shopmobility scheme, where possible. The charity provides the last link in the transport chain and offers people with limited mobility the only viable access to the town.

Staines Shopmobility links with many local and national organisations with the shared aim of improving the quality of life for older and disabled people.

The Year Ahead - 2025 / 2026

Funding

Staines Shopmobility held cash reserves of £40,187.42 at the end of the financial year 2023/24, meeting the desired reserve level of 6-months running costs plus any statutory financial obligation to the staff team and creditors in the event of the charity being dissolved. This also provides a safety net against unforeseen costs and gives us the time to source additional revenue streams. We will continue to seek grant funding to support our work and will be closely monitoring the changes to the councils in Surrey to a Unitary Authority framework. Shopmobility is currently the beneficiary of an annual grant from Spelthorne Borough Council so the changes could have a greatly affect our future. A detailed overview of the charity's finances can be found in the Treasurer's report beginning on pg. 9.

Service

The main goal is to maintain current opening times, but reduced staffing levels may necessitate some additional closures on occasion. Where possible, any change in opening times or planned closures will be advertised in the shop and via our website so please check these for the latest news. We will strive to continue providing a quality service that meets the needs of its beneficiaries. The charity will be seeking funding to renew older mobility equipment as well as replacing some office equipment to maintain efficiency with our admin. It is hoped to begin a repair service offering an affordable solution for those unable to afford the costs of many repair shops.

Fundraising

Staines Shopmobility will continue working with organisations such as the Staines Business Improvement District to promote its services and fundraising. Staines Shopmobility hopes to participate again in the Elmsleigh Xmas Wrapping Service, Purple Tuesday and the Rotary Santa Float collection as well as a range of other events! Additional fundraising schemes include referral partnerships along with sale items such as books and Radar keys. Easyfundraising is another way to support Staines Shopmobility; simply register at www.easyfundraising.org.uk and choose Staines Shopmobility as your chosen cause. Increased demands on people's finances will make fundraising difficult as it impacts people's disposable income.

Publicity

Staines Shopmobility recognises the importance of publicity in raising awareness of its services, so we help as many people as possible. The charity will continue to distribute leaflets and posters around the local area; the website will be kept up to date with all the latest news and information; links with other organisations will be maintained and new working partnerships set up.

A social media presence will be maintained and we hope to recruit a volunteer to oversee and grow our profile online. Roller banners will be used to promote the service at outside events. A static display will be held in the Elmsleigh Centre periodically along with seasonal posters being displayed. Adverts will continue to be displayed on the digital screens at Shopmobility and other sites throughout the town centre.

A national awareness day will be held at Shopmobility schemes throughout the UK to promote the service.

Please let us know if you can promote our service via your website or by holding our literature.

Annual Report Of The Treasurer

I have pleasure in presenting the audited accounts to you for the year ending 31st March 2025. The accounts have been audited by Les Ford and we are grateful to him. We are also grateful to Arun Sood for having done the detailed work of preparing the accounts statements.

The Income and Expenditure Account summarises the total income received, and expenditure incurred in the last financial year by Staines Shopmobility. From the statement you can see that total income for the year was £48,330.45 which represented an increase of £5,758.06 on the previous year. This was mainly due to an increase in sponsorship and donations income, rising from £3,013.77 in previous year to £10,849.22 last year.

It will be noted from the income details that we received a £10,000 grant from Spelthorne Borough Council, the leaseholder of the Elmsleigh Centre. Moving forwards the Council has committed to maintaining this grant on a long-term basis, which helps provide some additional financial certainty for the Charity, whilst West Surrey Council as the successor Council from April 2027 continues to own the Elmsleigh Centre we would expect it to honour that funding support. The annual grant from Spelthorne Borough Council was reduced from £15,000 to £12,500. It is important to remember, as note 4 of the accounts mentions, that Shopmobility receives from the owners of Two Rivers its premises on a peppercorn rent and pays no service charges, which makes an important contribution towards our viability.

Expenditure for last year totalled £46,728.38, an increase of £614.86 on the previous year's total of £46,113.52. Overall, as income was more than expenditure for the year, the net outturn was a surplus of £1,602.07, This is an improvement compared to the previous year's deficit, however, the Charity needs to remain very focused on protecting its ongoing financial viability.

The cash balances at the year-end totalled £ 40,187.42 (or 86% of annual expenditure). This means that we, as of 31 March 2025, were achieving the objective of the Trustees of having reserves equivalent to at least 50% of annual running costs.

The Pancake race was held again, and we appreciate the efforts of Staines Rotary and Staines Business Improvement District in helping organise the event.

Total income from membership fell 5%, we will monitor this carefully moving forwards. This may be due to additional closures then the reduced opening of 5 days a week from our original 6 days a week opening. Additionally, our clients, like other households, are being impacted by the ongoing "Cost of Living Crisis" and this may have an impact on membership income, which has now fallen in three successive years. We are seeking to understand what the longer-term impact on our membership activity will be.

The need therefore remains to obtain long-term financial commitment from both the local Councils and the business community and to diversify our range of income streams.

Many Runnymede residents use the Staines scheme as there is no Shopmobility scheme in Runnymede, so we will continue to look for a funding contribution from Runnymede Borough Council.

Looking Ahead

As we have come out of the Pandemic and are now in a Cost-of-Living Crisis we are operating in exceptionally challenging financial times for all organisations, including charities and their potential funding partners. Trustees are continuing to work on strategies to ensure the ongoing financial sustainability of Staines Shopmobility.

As I have commented on previous occasions, the users of the Staines Shopmobility scheme bring important additional revenue to the retail sector of Staines. It is important that we continue to explore, with bodies such as the Staines-upon-Thames BID, as to how retail businesses in Staines can best help support Shopmobility moving forward.

We have certainty up to 31st March 2027 with respect to the £10k annual grant previously made by Clerical Medical that will be honoured by Spelthorne Borough Council on an ongoing basis. However, Surrey Local Government restructuring with the replacement of Spelthorne by West Surrey creates some uncertainty for the charity.



Terry Collier

Treasurer

Financial Statement 2024-2025

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2025

	Note	General Fund £	Wheelchair Fund £	Total 2024/25 £	Total 2023/24 £
Income & Expenditure					
INCOME					
Spelthorne Borough Council Grant	4	12,500.00		12,500.00	15,000.00
Support Grant - Elmsleigh Centre	4	10,000.00		10,000.00	10,000.00
Membership		5,090.00		5,090.00	5,358.00
Donations & Sponsorship	10	9,816.00	1,033.22	10,849.22	3,013.17
Fundraising	11	8,941.11		8,941.11	8,192.58
Interest		950.12		950.12	1,008.64
Total Income		47,297.23	1,033.22	48,330.45	42,572.39
EXPENDITURE					
Mobility Vehicle Maintenance & Depreciation	7	1,285.69	512.00	1,797.69	2,281.01
Support Costs	8	44,680.69		44,680.69	43,582.51
Costs of Administration and Management	9	250.00		250.00	250.00
Total Expenditure		46,216.38	512.00	46,728.38	46,113.52
Operational Surplus/(Deficit) for the Year		1,080.85	521.22	1,602.07	(3,541.13)
Transfers		0	0	0	0
Net Income/Expenditure for the Year		1,080.85	521.22	1,602.07	(3,541.13)
Balances Brought Forward 1 April 2024		56,772.31	(12,461.44)	44,310.87	50,310.77
Balances Carried Forward 31 March 2025		57,853.16	(11,940.22)	45,912.94	47,852.00

BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2025

		Total 2024/25 £	Total 2023/24 £
FIXED ASSETS			
Mobility Vehicles Purchases (1998- March2025)		68,579.85	67,323.85
Accumulated Depreciation (1998- March2025)		(67,075.87)	(66,563.87)
Net Book Value of Fixed Assets currently Held	12	<hr/> 1,503.98	<hr/> 759.98
 CURRENT ASSETS			
Current Account		4,746.00	7,881.53
Monmouthshire Building Society		35,363.27	36,413.15
Petty Cash Balance		78.15	16.59
VAT Control Account		(422.03)	(403.95)
Creditors not to be paid		(356.43)	(356.43)
Debtor - Support Grant - Elmsleigh Centre		5,000.00	
Total		<hr/> 44,408.96	<hr/> 43,550.89
 CURRENT LIABILITIES			
Creditors			
Net Assets		<hr/> <u>45,912.94</u>	<hr/> <u>44,310.87</u>
 Represented by:			
Wheelchair Reserve Account	3	(11,940.22)	(12,461.44)
General Reserve Account	2	57,853.16	56,772.31
Total		<hr/> <u>45,912.94</u>	<hr/> <u>44,310.87</u>

Notes to the Accounts

1 Accounting Policies

Basis for the preparation of the accounts

The accounts have been prepared in accordance with:

- a) Relevant accounting standards
- b) the Charities Act 2011
- c) the historic cost basis of accounting

Income

Grants, sponsorships and donations are accounted for in the year they are receivable

Fixed Assets

Wheelchairs, scooters, power chairs and ancillary equipment are depreciated on a straight-line basis over their estimated life

2 General Fund

The General Fund is an unrestricted fund which represents the balance of unused revenue funds.

3 Wheelchair Fund

The Wheelchair Fund is a restricted fund established to enable the purchase of mobility and ancillary equipment.

4 Grants

Staines Shopmobility was awarded grant aid of £12,500 (2023/24 - £15,000) by Spelthorne Borough Council
Staines Shopmobility Support Grant- Elmsleigh Centre (Amas Ltd.) of £10,000 (2023/24 - £10,000)
The premises are provided rent free by the Two Rivers, and this was valued at £10000 per annum

5 Independent Examiner's Costs

An Independent Examination is carried out by Hunt Ford & Co. (Accountants) Ltd for a consideration of £nil

6 Trustee Remuneration

No Trustee receives any remuneration in respect of their duties

7 Wheelchair Running Costs

Repairs and maintenance to the mobility equipment is charged to the General Fund
Depreciation of the mobility equipment is charged to the Wheelchair Fund

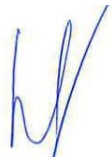
Notes to the Accounts

8 Support Costs	2024/25	2023/24
	£	£
Salaries	40781.12	39358.82
National Insurance	- 986.60	17.75
Income Tax	99.30	-71.4
Insurance	2,289.34	2008.27
Telephone	419.39	419.4
Travel & Subsistence	80.99	60.17
Printing, Stationery & Postage	950.18	722.03
Other Supplies and Services	1,010.98	970.05
Maintenance	35.99	97.42
	<u>44,680.69</u>	<u>43,582.51</u>
9 Administration and Management	2024/25	2023/24
	£	£
SBC Admin payments	250.00	250.00
	<u>250.00</u>	<u>250.00</u>
10 Donations and Sponsorship	2024/25	2023/24
	£	£
Elmsleigh Centre Donations		270.81
Community Foundation Grant - Restricted Income	6,000.00	
Heathrow Community Trust Grant - Restricted Income	1,033.22	
Better Neighbourhoods Grant - Cllr. Button	200.00	
United Church of Egham	750.00	1,000.00
Office Donation Box and other private donations	50.00	63.83
Marian Rough - Fundraising Costs Donation		250.00
Staines Parochial Charity	750.00	750.00
Staines 10k donations	500.00	
L Windle Donations	155.00	
Elmsleigh Centre Wrapping Service/Santa Grotto Donation	1,411.00	678.53
	<u>10,849.22</u>	<u>3,013.17</u>
11 Fundraising	2024/25	2023/24
	£	£
Easy Fundraising	30.39	77.22
RADAR keys	95.00	65.00
Sum Up	8,141.18	6,968.69
X Mas Wrap		730.97
Amazon Smile		25.70
Rotary Float Collection	500.00	325.00
Elmsleigh Climbing Wall Donations - Coins	174.54	
	<u>8,941.11</u>	<u>8,192.58</u>

Notes to the Accounts

12 Fixed Assets

	Scooters	Power Chairs	Wheelchairs	Total
Assets Opening Balance	47,517.98	14,700.99	5,104.88	67,323.85
Additions/ (Deletion)	898.00	-	358.00	1,256.00
Assets Closing Balance	48,415.98	14,700.99	5,462.88	68,579.85
Accumulated Depreciation Opening Balance	47,157.99	14,421.00	4,984.88	66,563.87
Charge for the Year	300.00	40.00	172.00	512.00
Accumulated Depreciation Closing Balance	47,457.99	14,461.00	5,156.88	67,075.87
Net Book Value	957.99	239.99	306.00	1,503.98


Les Ford
 Hon. Auditor


Terry Collier
 Treasurer

Thank You!

Staines Shopmobility would like to acknowledge the invaluable support it receives from the following individuals and organisations:



Funded by



**Community
Foundation**
for Surrey



HEATHROW
COMMUNITY
TRUST



ShopMobility UK



United Church of Egham



Staines Parochial Charity

Les Ford (Honorary Auditor)

Spelthorne Committee for Access Now (SCAN)

Cllr. Jon Button – Spelthorne Borough Council

Staines Shopmobility would like to thank everyone that donated or gave their time and other resources over the period of this report.

Staines Shopmobility

making staines accessible



Staines Shopmobility

Registered Charity 1157628

STAINES SHOPMOBILITY.

England & Wales - Charity number 1157628

Accounts

Staines Shopmobility

Registered Charity 1157628

REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS

For the year ended 31st March 2024

Staines Shopmobility

making staines accessible



Two Rivers
Staines-upon-Thames
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Contents	Page
Chair's Message / Declaration	3
Board of Trustees	3
Reference & Administrative Details	4
Structure, Governance & Management	4
Objects & Activities	5
Achievements & Performance	5
Public Benefit	7
The Year Ahead 2024/25	8
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Message from the Chair / Declaration

I wish to place on record my thanks to all our volunteers, helpers and sponsors for their support over the year. I also express my appreciation of the help and advice of my fellow Trustees and the ever present, dedicated staff team who run the service. I would also like to thank my fellow trustees, Colin Barnard and Tony Harman, who stepped down at the end of the period covered by this report. I wish them both well for the future.

We are glad to be able to offer an uninterrupted service once again, albeit with slightly reduced opening times. This decision was taken to allow us to continue providing a reliable service with the resources and staff team available to us. This also helped to maintain costs at a minimum to further safeguard the future of your service. The Trustees aim remains, as always, to make Staines' shops and businesses accessible to all our residents regardless of their mobility and to enable them to share in the experiences that Staines has to offer.

On behalf of the Board of Trustees of Staines Shopmobility, I am pleased to present the Report of the Trustees and Financial Statements for the year ending March 31st 2024. The board declares that there have been no serious incidents during the period covered by the report and the charity has complied with its statutory requirements under the Charities Act 2011.

Signed on behalf of the Board of Trustees of Staines Shopmobility



Full Name: Christine Anne Bannister

Position: Chair

Date: 5th December 2024

Board Of Trustees

Dates Acted As Trustee

Christine Bannister – Chair	1 st April 2023 to 31 st March 2024
Terry Collier – Treasurer	1 st April 2023 to 31 st March 2024
Simon Bhadye	1 st April 2023 to 31 st March 2024
Keith Goldson	1 st April 2023 to 31 st March 2024
Marian Rough	1 st April 2023 to 31 st March 2024
Gary Little	1 st April 2023 to 31 st March 2024
Colin Barnard	1 st April 2023 to 31 st March 2024
Tony Harman	1 st April 2023 to 31 st March 2024

External Appointment – Runnymede Borough Council

Margaret Harnden	1 st April 2023 to 31 st March 2024
------------------	---

Reference And Administrative Details

Staines Shopmobility was registered as a Charitable Incorporated Organisation, charity number 1157628, on the 27th of June 2014.

The registered address is:

Two Rivers
Mustard Mill Road
Staines-upon-Thames
TW18 4BL

Staff Team

Manager

David Bisiker

Scheme Assistant

Kathryn Rundle

Honorary Auditor

Les Ford

Structure, Governance & Management

Charity Structure

Staines Shopmobility is a Charitable Incorporated Organisation (CIO) with a foundation model constitution. This provides limited liability to the members and trustees of Staines Shopmobility whilst allowing the charity to carry out business in its own name, rather than in the name of the trustees. The charity is governed by its constitution adopted on the 1st of June 2014.

Board of Trustees:

Staines Shopmobility is governed by a Board of Trustees enlisted for their skills, knowledge, and personal experiences of disability, to effectively govern the CIO. Trustees must number between 4 and 12 members, serving an initial term of 1 year in office.

Objectives and Activities

Objectives

The objectives of the charity, as stated in its governing document are:

The relief of people either living in or visiting Staines and the surrounding area with restricted mobility resulting from age, sickness, disability or other causes (whether of a temporary or permanent nature), by such means as the trustees see fit, with the aim to improve their mobility and conditions of life.

Financial Year 2023/2024

The main objectives this financial year were to raise awareness of our services, maintain current opening times, increase fundraising streams and to secure long-term funding for the service.

Our Work

Regarding the Charity Commission's public benefit guidance, the main activities of the charity this year were:

- The provision of mobility equipment to enable access to the town centre.
- Providing information and advice on services and products relevant to Shopmobility service users.

Achievements and Performance

Publicity

Posters and service leaflets were maintained at locations throughout the local area, such as libraries, hotels and doctor's surgeries. Adverts and articles were placed with local organisations and press throughout the year. Full details of Staines Shopmobility were listed on the Shopmobility UK website.

The Staines Shopmobility website is complimented by a Facebook page and a Google Business listing. The website is www.stainesshopmobility.com and the Facebook page is www.facebook.com/stainesshopmobility

The charity linked with local organisations to further promote the services available via leaflets, posters and their websites. Service information was held by the Ashford Hospital hub and home from hospital scheme. Posters are also on display in the Elmsleigh Centre. The service was also advertised on the digital screens located on the Two Rivers, Staines High Street and the Elmsleigh centre.

Fundraising / Donations

Fundraising and donations are vital in keeping the service open and available to use. Activities included selling RADAR keys, books and other small, donated items; commission referral schemes with Acorn Stairlifts, Easyfundraising, Give as You Live and Mobility for You.

Many local organisations continued to support our work by way of donations. These included the United Church of Egham who donated £1,000 from their monthly book fairs, £678.53 from the Elmsleigh Centre from their Santa Grotto donations, and the Staines Parochial Charity who gave £750 towards our work. Additionally, we received a donation of £250 from Marian Rough in memory of her late husband.

We raised a fantastic £730.97 from our Xmas wrapping service and received £325 from the Rotary club of Staines from their Santa float collections.

We would like to thank all the organisations, volunteers and individuals that supported us throughout this year. Your support is invaluable, and we look forward to working with you all through the next financial year to ensure that Staines remains accessible to all.

Strategic / Operational

This year saw the cost-of-living crisis adding to our costs with our expenditure increasing by around 6%. Our users had to navigate nine named storms, several cold spells including snow and road resurfacing in the town, in order to access the service. All in all, it was a difficult year and these obstacles impacted greatly on our services and demand for them. The staff team managed to maintain the current opening times of Tuesday through to Saturday despite very limited manpower.

The service was open on 248 days of the year and equipment was loaned on 2,415 occasions. This was slightly down on the previous year due to reduced opening but was comparable on daily hires. The service has now been used 90,046 times since opening. Total registrations to date totalled 5,768 with 167 new members registered and trained to safely use mobility equipment. The holiday hire scheme loaned equipment for a combined total of 894 days, bringing revenue of £2,766; this was a slight increase on the previous years.

The charity once again met the criteria of best practice for affiliation to Shopmobility UK and was accredited with a 5-star rating, the highest available. This enables the service to use the Shopmobility trademark, recognising the charity meets all the requirements of a Shopmobility scheme including fully accessible premises. Shopmobility UK is governed by Driving Mobility, a national charity that accredits a network of driving and mobility assessment centres. All affiliated Shopmobility schemes adhere to the Driving Mobility code of practice. They also operate Mobility Advice Hubs across the country, providing information on alternative accessible transport options for those without a car or do not drive.

Reserves

The charity aims to hold free reserves equivalent to at least six months running costs. This is necessary to guard against future uncertainties such as a decline in income and to meet any financial obligations to staff and creditors. The reserve is currently held in a Monmouthshire Building Society deposit account.

Public Benefit

The charity enables people with limited mobility to independently access shops, banks, opticians, libraries and social / recreational facilities within the town of Staines. This promotes an equality of opportunity and community involvement amongst the beneficiary group. The service also improves confidence, health and mental welfare amongst service users who would otherwise be left isolated from the community and dependent on others to shop and access services for them.

Staines town centre has developed over a large area from its original size, which centred on the High Street, increasing the distances between shops, banks and other services. The High Street is now pedestrianised and the car parks are located on the periphery of the town, making the town inaccessible to many disabled people. People with limited mobility can access the town by car, public transport or accessible transport schemes but are unable to access the town further without access to mobility equipment. The Shopmobility service compliments local accessible transport schemes by providing beneficiaries with outdoor mobility aids upon their arrival in Staines. This fills the gap in service originally identified by SCAN and in several reports since.

Staines Shopmobility supports the Spelthorne Corporate Plan 2024-2028 along with many of their expressed values and priorities. The charity's work supports many of the issues identified, including bringing more visitors to the Borough and to provide a place where people want to spend their leisure time. Additionally, the charity supports the local authority's commitment to tackling social exclusion and compliments accessible transport schemes.

The charity:

- ❖ Assists disabled people to participate independently in shopping, leisure and other activities in Staines.
- ❖ Promotes an environment that is healthy, safe and inclusive.
- ❖ Improves respite for parent / carers.
- ❖ Enables access to social and recreational facilities for disabled people.
- ❖ Provides outdoor aids for people with restricted mobility.
- ❖ Reduces isolation and loneliness, a contributing factor to ill health.
- ❖ Enables independence, well-being and choice.
- ❖ Promotes equality and diversity.

Staines Shopmobility supports the public sector Equality Duty and the Equality Act 2010 by providing an equality of opportunity for disabled people visiting Staines.

Having a Shopmobility service in Staines ensures the town is accessible to all visitors, making it more appealing to those with limited mobility. This helps maintain Staines as a destination of choice for residents of Spelthorne and many surrounding boroughs, where there are no similar schemes. Without Shopmobility, many people with limited mobility would be unable to carry out everyday tasks such as shopping and would have to visit another town with a Shopmobility scheme, where possible. The charity provides the last link in the transport chain and offers people with limited mobility the only viable access to the town.

Staines Shopmobility links with many local and national organisations with the shared aim of improving the quality of life for older and disabled people.

Funding

Staines Shopmobility held cash reserves of £44,311.27 at the end of the financial year 2023/24, meeting the desired reserve level of 6-months running costs plus any statutory financial obligation to the staff team and creditors in the event of the charity being dissolved. This also provides a safety net against unforeseen costs and gives us the time to source additional revenue streams. We are slowly growing our fundraising, donations and other income back to pre-Covid levels. A detailed overview of the charity's finances can be found in the Treasurer's report beginning on pg. 9.

Service

The main goal is to maintain current opening times but reduced staffing levels may necessitate some additional closures. Where possible, any change in opening times or planned closures will be advertised in the shop and via our website so please check these for the latest news. We will strive to continue providing a quality service that meets the needs of its beneficiaries. The charity will be seeking funding to renew older mobility equipment as well as some additional travel scooters for our holiday hire scheme. It is also planned to replace a laptop and printer to further increase efficiency in administering the scheme.

Fundraising

Staines Shopmobility will continue working with organisations such as the Staines Business Improvement District to promote its services and fundraising. Staines Shopmobility hopes to participate again in the Elmsleigh Xmas Wrapping Service, Purple Tuesday and the Rotary Santa Float collection as well as a range of other events! Additional fundraising schemes include referral partnerships along with sale items such as books and Radar keys. Easyfundraising is another way to support Staines Shopmobility; simply register at www.easyfundraising.org.uk and choose Staines Shopmobility as your chosen cause. Increased demands on people's finances will make fundraising difficult as it impacts people's disposable income.

Publicity

Staines Shopmobility recognises the importance of publicity in raising awareness of its services so that it is available to as many people as possible. The charity will continue to distribute leaflets and posters around the local area; the website will be kept up to date with all the latest news and information; links with other organisations will be maintained and new working partnerships set up.

A social media presence will be continued to engage with new supporters. It is planned to recruit a volunteer to oversee and grow our presence on social media. Roller banners will be used to promote the service at outside events. A static display will be held in the Elmsleigh Centre periodically along with seasonal posters being displayed. Adverts will continue to be displayed on the digital screens at Shopmobility and other sites throughout the town centre.

A national awareness day will be held at Shopmobility schemes throughout the UK to promote the service.

Please let us know if you can promote our service via your website or by holding our literature.

Annual Report Of The Treasurer

I have pleasure in presenting the audited accounts to you for the year ending 31st March 2024. The accounts have been audited by Les Ford and we are grateful to him. We are also grateful to Arun Sood for having done the detailed work of preparing the accounts statements.

The Income and Expenditure Account summarises the total income received, and expenditure incurred in the last financial year by Staines Shopmobility. From the statement you can see that total income for the year was £42,572.39 which represented an increase of £1,990.90 on the previous year. This increase was mainly due to an increase in income raised from fundraising with fundraising income rising from £6,611.29 in previous year to £8,192.58 last year.

It will be noted from the income details that we received a £10,000 grant from Spelthorne Borough Council, the leaseholder of the Elmsleigh Centre. Moving forwards the Council has committed to maintaining this grant on a long-term basis, which helps provide some additional financial certainty for the Charity. The annual grant from Spelthorne Borough Council was maintained at £15,000. It is important to remember, as note 4 of the accounts mentions, that Shopmobility receives from the owners of Two Rivers its premises on a peppercorn rent and pays no service charges, which makes an important contribution towards our viability.

Expenditure for last year totalled £46,113.52, an increase of £3,073.26 on the previous year's total of £43,040.26. Overall, as income was less than expenditure for the year, the net outturn was a deficit of £3,541.13, This is a deterioration compared to the previous year's surplus, and means the Charity needs to remain very focused on protecting its ongoing financial viability.

The cash balances at the year-end totalled £ 44,311.27 (or 96% of annual expenditure). This means that we, as of 31 March 2024, were achieving the objective of the Trustees of having reserves equivalent to at least 50% of annual running costs.

The Pancake race I am delighted to say re-commenced, after a few years absence, and we appreciate the efforts of Staines Rotary and Staines Business Improvement District in helping organise the event.

Total income from membership fell 4.6%, we will monitor this carefully moving forwards. This may be due to additional closures then the reduced opening of 5 days a week from our original 6 days a week opening. Additionally, our clients, like other households, are being impacted by the ongoing "Cost of Living Crisis" and this may have an impact on membership income, which has now fallen in two successive years. We do not yet understand what the longer-term impact on our membership activity will be.

The need therefore remains to obtain long-term financial commitment from both the local Councils and the business community and to diversify our range of income streams.

Many Runnymede residents use the Staines scheme as there is no Shopmobility scheme in Runnymede, so we will continue to look for a funding contribution from Runnymede Borough Council.

Looking Ahead

As we have come out of the Pandemic and are now in a Cost-of-Living Crisis we are operating in exceptionally challenging financial times for all organisations, including charities and their potential funding partners. Trustees are continuing to work on strategies to ensure the ongoing financial sustainability of Staines Shopmobility.

As I have commented on previous occasions, the users of the Staines Shopmobility scheme bring important additional revenue to the retail sector of Staines. It is important that we continue to explore, with bodies such as the Staines-upon-Thames BID, as to how retail businesses in Staines can best help support Shopmobility moving forward.

We have certainty with respect to the £10k annual grant previously made by Clerical Medical that will be honoured by Spelthorne Borough Council on an ongoing basis.



Terry Collier

Treasurer

Financial Statement 2023-2024

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024

	Note	General Fund £	Wheelchair Fund £	Total 2023/24 £	Total 2022/23 £
Income & Expenditure					
INCOME					
Spelthorne Borough Council Grant	4	15,000.00		15,000.00	15,000.00
Support Grant - Elmsleigh Centre	4	10,000.00		10,000.00	10,000.00
Membership		5,358.00		5,358.00	5,616.00
Donations & Sponsorship	10	3,013.17		3,013.17	3,006.00
Fundraising	11	8,192.58		8,192.58	6,611.29
Interest		1,008.64		1,008.64	348.20
Total Income		<u>42,572.39</u>	<u>.00</u>	<u>42,572.39</u>	<u>40,581.49</u>
EXPENDITURE					
Mobility Vehicle Maintenance & Depreciation	7	1,877.01	404.00	2,281.01	2,002.55
Support Costs	8	43,582.51		43,582.51	42,795.98
Costs of Administration and Management	9	250.00		250.00	250.00
Payments made in advance (Insurance 23/24)				.00	(2,008.27)
Total Expenditure		<u>45,709.52</u>	<u>404.00</u>	<u>46,113.52</u>	<u>43,040.26</u>
Operational Surplus/(Deficit) for the Year		<u>(3,137.13)</u>	<u>(404.00)</u>	<u>(3,541.13)</u>	<u>(2,458.77)</u>
Transfers		0	0	0	0
Net Income/Expenditure for the Year		<u>(3,137.13)</u>	<u>(404.00)</u>	<u>(3,541.13)</u>	<u>(2,458.77)</u>
Balances Brought Forward 1 April 2023		59,909.44	(12,057.44)	47,852.00	50,310.77
Balances Carried Forward 31 March 2024		56,772.31	(12,461.44)	44,310.87	47,852.00

Balance Sheet 2023/2024

BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2024

		Total 2023/24 £	Total 2022/23 £
FIXED ASSETS			
Mobility Vehicles Purchases (1998- March2024)		67,323.85	67,323.85
Accumulated Depreciation (1998- March2024)		(66,563.87)	(66,159.87)
Net Book Value of Fixed Assets currently Held	12	759.98	1,163.98
 CURRENT ASSETS			
Current Account		7,881.53	5,069.84
Monmouthshire Building Society		36,413.15	30,404.51
Petty Cash Balance		16.59	(70.56)
VAT Control Account		(403.95)	(367.61)
Creditors not to be paid		(356.43)	(356.43)
Payments made in advance (Insurance 23-24)			2,008.27
Debtor - Support Grant - Elmsleigh Centre			10,000.00
Total		43,550.89	46,688.02
 CURRENT LIABILITIES			
Creditors			
Net Assets		44,310.87	47,852.00
 Represented by:			
Wheelchair Reserve Account	3	(12,461.44)	(12,057.44)
General Reserve Account	2	56,772.31	59,909.44
Total		44,310.87	47,852.00

Notes to the Accounts

1 Accounting Policies

Basis for the preparation of the accounts

The accounts have been prepared in accordance with:

- a) Relevant accounting standards
- b) the Charities Act 2011
- c) the historic cost basis of accounting

Income

Grants, sponsorships and donations are accounted for in the year they are receivable.

Fixed Assets

Wheelchairs, scooters, power chairs and ancillary equipment are depreciated on a straight line basis over their estimated life.

2 General Fund

The General Fund is an unrestricted fund which represents the balance of unused revenue Funds.

3 Wheelchair Fund

The Wheelchair Fund is a restricted fund established to enable the purchase of mobility and ancillary equipment.

4 Grants

Staines Shopmobility was awarded grant aid of £15,000 by Spelthorne Borough Council.
(2022/23 - £15,000)

Staines Shopmobility Support Grant- Elmsleigh Centre (Amas Ltd.) of £10,000.
(2022/23 - £10,000)

The premises are provided rent free by the owners of the Two Rivers. This was recently valued at £10000 per annum.

5 Independent Examiner's Costs

An Independent Examination is carried out by Hunt Ford & Co. (Accountants) Ltd for a consideration of £nil.

6 Trustee Remuneration

No Trustee receives any remuneration in respect of their duties.

7 Wheelchair Running Costs

Repairs and maintenance to the mobility equipment is charged to the General Fund.
Depreciation of the mobility equipment is charged to the Wheelchair Fund.


Notes to the Accounts cont.

8 Support Costs	2023/24	2022/23
	£	£
Salaries	£39,358.82	37006.08
National Insurance	17.75	14.48
Income Tax	- 71.40	-25.8
Insurance	2,008.27	3799.04
Telephone	419.40	668.57
Travel & Subsistence	60.17	12.41
Printing, Stationery & Postage	722.03	631.22
Other Supplies and Services	970.05	612.97
Maintenance	97.42	77.01
	<u>43,582.51</u>	<u>42,795.98</u>
9 Administration and Management	2023/24	2022/23
	£	£
SBC Admin payments	250.00	250.00
	<u>250.00</u>	<u>250.00</u>
10 Donations and Sponsorship	2023/24	2022/23
	£	£
Elmsleigh Centre Donations	270.81	
United Church of Egham	1,000.00	500.00
Bid Parking Scheme		175.00
Office Donation Box and other private donations	63.83	2.00
Marian Rough - Fundraising Costs Donation	250.00	
Staines Parochial Charity	750.00	500.00
Staines 10k donations		500.00
Acorn Sales Commission		1,269.00
L Windle		60.00
Santa Grotto Donations	678.53	
	<u>3,013.17</u>	<u>3,006.00</u>
11 Fundraising	2023/24	2022/23
	£	£
Easy Fundraising	77.22	100.71
RADAR keys	65.00	95.00
Sum Up	6,968.69	5,905.12
Xmas Wrap	730.97	65.00
Amazon Smile	25.70	14.46
Rotary Float Collection	325.00	431.00
	<u>8,192.58</u>	<u>6,611.29</u>

Notes to the Accounts cont.

12 Fixed Assets

	Scooters	Power Chairs	Wheelchairs	Total
Assets Opening Balance	47,517.98	14,700.99	5,104.88	67,323.85
Additions/ (Deletion)	-	-	-	-
Assets Closing Balance	47,517.98	14,700.99	5,104.88	67,323.85
Accumulated Depreciation Opening Balance	46,793.99	14,381.00	4,984.88	66,159.87
Charge for the Year	364.00	40.00	-	404.00
Accumulated Depreciation Closing Balance	47,157.99	14,421.00	4,984.88	66,563.87
Net Book Value	359.99	279.99	120.00	759.98


Les Ford
Hon. Auditor


Terry Collier
Treasurer

Thank You!

Staines Shopmobility would like to acknowledge the invaluable support it receives and wishes to take this opportunity to thank the following:



ShopMobility UK



United Church of Egham



Staines Parochial Charity

Les Ford (Honorary Auditor)

Spelthorne Committee for Access Now (SCAN)

Staines Shopmobility would also like to thank everyone that donated or gave their time and other resources over the period of this report.

Staines Shopmobility

making staines accessible



Staines Shopmobility

Registered Charity 1157628

STAINES SHOPMOBILITY.

England & Wales - Charity number 1157628

Accounts

Staines Shopmobility

Registered Charity 1157628

REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS

For the year ended 31st March 2023

Staines Shopmobility

making staines accessible



Two Rivers
Staines-upon-Thames
01784 459416
stainesshopmo@gmail.com
www.stainesshopmobility.com





ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2023

Contents	Page
Chair's Message / Declaration	3
Board of Trustees	3
Reference & Administrative Details	4
Structure, Governance & Management	4
Objects & Activities	5
Achievements & Performance	5
Public Benefit	7
The Year Ahead 2023/24	8
Annual Report of the Treasurer	9
Financial Statement 2022/2023	11
Balance Sheet	12
Notes to the 2022/23 Accounts	13
Thank You!	16

Message from the Chair / Declaration

I wish to place on record my thanks to all our volunteers, helpers and sponsors for their support over the year. I also express my appreciation of the help and advice of my fellow Trustees and the ever present, dedicated staff team who run the service. I would also like to thank Simon McGuigan, our vice-chair, who stepped down at the end of the last financial year before the period covered by this report.

We are glad to be able to offer an uninterrupted service once again, after the challenge of operating within the Covid pandemic. This is particularly pleasing, as a number of similar organisations sadly had to close during this difficult time. The Trustees aim remains, as always, to make Staines shops and businesses accessible to all our residents regardless of their mobility and to enable them to share in the experiences that Staines has to offer.

On behalf of the Board of Trustees of Staines Shopmobility, I am pleased to present the Report of the Trustees and Financial Statements for the year ending March 31st 2023. The board declares that there have been no serious incidents during the period covered by the report and the charity has complied with its statutory requirements under the Charities Act 2011.

Signed on behalf of the Board of Trustees of Staines Shopmobility



Full Name: Christine Anne Bannister

Position: Chair

Date: 15th December 2023

Board Of Trustees

Dates Acted As Trustee

Christine Bannister – Chair	1 st April 2022 to 31 st March 2023
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Staines-upon-Thames
TW18 4BL

Staff Team

Manager

David Bisiker

Scheme Assistant

Kathryn Rundle

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Structure, Governance & Management

Charity Structure

Staines Shopmobility is a Charitable Incorporated Organisation (CIO) with a foundation model constitution. This provides limited liability to the members and trustees of Staines Shopmobility whilst allowing the charity to carry out business in its own name, rather than in the name of the trustees. The charity is governed by its constitution adopted on the 1st of June 2014.

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Staines Shopmobility is governed by a Board of Trustees enlisted for their skills, knowledge, and personal experiences of disability, to effectively govern the CIO. Trustees must number between 4 and 12 members, serving an initial term of 3 years in office.

Objectives and Activities

Objectives

The objectives of the charity, as stated in its governing document are:

The relief of people either living in or visiting Staines and the surrounding area with restricted mobility resulting from age, sickness, disability or other causes (whether of a temporary or permanent nature), by such means as the trustees see fit, with the aim to improve their mobility and conditions of life.

Financial Year 2022/2023

The main objectives this financial year were to replace older mobility equipment, increase revenue streams and to secure long-term funding for the service.

Our Work

Regarding the Charity Commission's public benefit guidance, the main activities of the charity this year were:

- The provision of mobility equipment to enable access to the town centre.
- Providing information and advice on services and products relevant to Shopmobility service users.

Achievements and Performance

Publicity

Posters and service leaflets were maintained at locations throughout the local area, such as libraries, hotels and doctor's surgeries. Adverts and articles were placed with local organisations and press throughout the year. Full details of Staines Shopmobility were listed on the Shopmobility UK website.

The Staines Shopmobility website is complimented by a Facebook page and a Google Business listing. The website is www.stainesshopmobility.com and the Facebook page is www.facebook.com/stainesshopmobility

The charity linked with local organisations to further promote the services available via leaflets, posters and their websites. Posters are also on display in the Elmsleigh Centre. A digital screen is sited in the Shopmobility unit facing the car park exit, this promotes the service to the many cars exiting the West car park each month. The service was also advertised on the digital screens located on the Two Rivers, Staines High Street and the Elmsleigh centre.

Fundraising / Donations

Fundraising and donations are vital in keeping the service open and available to use. Activities included selling RADAR keys, books and other small, donated items; commission referral schemes with Acorn Stairlifts, Easyfundraising, Amazon Smile and Mobility for You.

Many local organisations continued to support our work by way of donations. These included the United Church of Egham who donated £500 from one of their monthly book fairs, £175 from the Staines Business Improvement District, £500 from the Staines 10K runners and the Staines Parochial Charity who gave £500 towards our work.

We would like to thank all the organisations, volunteers and individuals that supported us throughout this year. Your support is invaluable, and we look forward to working with you all through the next financial year to ensure that Staines remains accessible to all.

Strategic / Operational

This year saw the continuation of the war in Ukraine, which fed into the current cost of living crisis. We also had the Platinum Jubilee celebrations, the July heatwave, the sad passing of HRH Queen Elizabeth II and subsequent state funeral. A number of strikes along with freezing weather and more works to the Iron bridge impacting traffic flow, were some of the additional obstacles for our members wishing to access the service.

All in all, it was a difficult year for many people and this impacted greatly on our services and demand for them. The staff team managed to offer a normal service through to Christmas when it was decided to close on Mondays from January 2023. This was due to having a smaller number of staff and Mondays being very quiet. The service will now be available Tuesday through to Saturday going forward.

The service was open on 267 days of the year and equipment was loaned on 2,714 occasions. This was 42% up on the previous year and 3.5% up on the last pre-Covid financial year. The service has now been used 86,594 times since opening. Total registrations to date totalled 5,601 with 164 new members registered and trained to safely use mobility equipment. The holiday hire scheme loaned equipment for a combined total of 1,311 days, bringing an income of £2,750; this was an increase of 35% on the previous years' revenue and above pre-Covid levels. Card payments were available for those wishing to keep their visit contactless.

The charity once again met the criteria of best practice for affiliation to Shopmobility UK and was accredited with a 5-star rating, the highest available. This enables the service to use the Shopmobility trademark, recognising the charity meets all the requirements of a Shopmobility scheme including fully accessible premises. Shopmobility UK is governed by Driving Mobility, a national charity that accredits a network of driving and mobility assessment centres. All affiliated Shopmobility schemes adhere to the Driving Mobility code of practice.

Reserves

The charity aims to hold free reserves equivalent to at least six months running costs. This is necessary to guard against future uncertainties such as a decline in income and to meet any financial obligations to staff and creditors. The reserve is currently held in a Monmouthshire Building Society deposit account.

Public Benefit

The charity enables people with limited mobility to independently access shops, banks, opticians, libraries and social / recreational facilities within the town of Staines. This promotes an equality of opportunity and community involvement amongst the beneficiary group. The service also improves confidence, health and mental welfare amongst service users who would otherwise be left isolated from the community and dependent on others to shop and access services for them.

Staines town centre has developed over a large area from its original size, which centred on the High Street, increasing the distances between shops, banks and other services. The High Street is now pedestrianised and the car parks are located on the periphery of the town, making the town inaccessible to many disabled people. People with limited mobility can access the town by car, public transport or accessible transport schemes but are unable to access the town further without access to mobility equipment. The Shopmobility service compliments local accessible transport schemes by providing beneficiaries with outdoor mobility aids upon their arrival in Staines. This fills the gap in service originally identified by SCAN and in several reports since.

Staines Shopmobility supports the Spelthorne Corporate Plan 2016-2019 (new plan pending) along with many of their expressed values and priorities. The charity's work supports many of the issues identified, including stimulating more visitors to the Borough and to provide a place where people want to spend their leisure time. Additionally, the charity supports the local authority's commitment to tackling social exclusion and compliments local accessible transport schemes.

The charity:

- ❖ Assists disabled people to participate independently in shopping, leisure and other activities in Staines.
- ❖ Promotes an environment that is healthy, safe and inclusive.
- ❖ Improves respite for parent / carers.
- ❖ Enables access to social and recreational facilities for disabled people.
- ❖ Provides outdoor aids for people with restricted mobility.
- ❖ Reduces isolation and loneliness, a contributing factor to ill health.
- ❖ Enables independence, well-being and choice.
- ❖ Promotes equality and diversity.

Staines Shopmobility supports the public sector Equality Duty and the Equality Act 2010 by providing an equality of opportunity for disabled people visiting Staines.

Having a Shopmobility service in Staines ensures the town is accessible to all visitors, making it more appealing to those with limited mobility. This helps maintain Staines as a destination of choice for residents of Spelthorne and many surrounding boroughs, where there are no similar schemes. Without Shopmobility, many people with limited mobility would be unable to carry out everyday tasks such as shopping and would have to visit another town with a Shopmobility scheme, where possible. The charity provides the last link in the transport chain and offers people with limited mobility the only viable access to the town.

Staines Shopmobility links with many local and national organisations with the shared aim of improving the quality of life for older and disabled people.

The Year Ahead - 2023 / 2024

Funding

Staines Shopmobility held cash reserves of £35,474 at the end of the financial year 2022/23, meeting the desired reserve level of 6-months running costs necessary to safeguard against unforeseen costs and to meet any financial obligations. The reserve was slightly higher than usual mainly due to the surplus income against expenditure from the financial year 2021/22. Our fundraising, donations and other income has dropped dramatically since 2020 and our main goal is to increase this back to pre-Covid levels. A detailed overview of the charity's finances can be found in the Treasurer's report beginning on pg. 9.

Service

The charity will endeavour to provide a normal service 5 days a week but may need to reduce this at times due to reduced staff levels. We will continue to provide a quality service that meets the needs of its beneficiaries. Where possible, any change in opening times or planned closures will be advertised in the shop and via our website so please check these for the latest news. The charity will be seeking funding to renew older mobility equipment.

Fundraising

Staines Shopmobility will continue working with organisations such as the Staines Business Improvement District to promote its services and fundraising. Staines Shopmobility hopes to organise or participate in the Elmsleigh Xmas Wrapping Service, Purple Tuesday and the Rotary Santa Float collection as well as a range of other events! Additional fundraising schemes include sale items such as books and Radar keys. Easyfundraising is another way to support Staines Shopmobility; simply register at www.easyfundraising.org.uk and choose Staines Shopmobility as your chosen cause.

The current cost of living crisis and high inflation will make fundraising difficult as it will impact people's ability to donate to charity, making it difficult to raise revenue from these activities.

Publicity

Staines Shopmobility recognises the importance of publicity in raising awareness of its services so that it is available to as many people as possible. The charity will continue to distribute leaflets and posters around the local area; the website will be kept up to date with all the latest news and information; links with other organisations will be maintained and new working partnerships set up.

A social media presence will be continued to engage with new supporters. Roller banners will be used to promote the service at outside events. A static display will be held in the Elmsleigh Centre periodically along with seasonal posters being displayed. Adverts will continue to be displayed on the digital screens at Shopmobility and other sites throughout the town centre.

Please let us know if you can promote our service via a website or by holding our literature.

Annual Report Of The Treasurer

I have pleasure in presenting the audited accounts to you for the year ending 31st March 2023. The accounts have been audited by Les Ford and we are grateful to him. We are also grateful to Arun Sood for having done the detailed work of preparing the accounts statements.

The Income and Expenditure Account summarises the total income received, and expenditure incurred in the last financial year by Staines Shopmobility. From the statement you can see that total income for the year was £40,581.49 which represented a reduction of £16,383.58 on the previous year. This reduction was mainly due to the Charity receiving in the previous year COVID-19 Job Retention Grant of £10,91.45 to compensate the Charity for continuing to employ staff during lockdown periods when it was required to close, and a £10,000 discretionary COVID-19 grant from Spelthorne Borough Council; these grants dropped out in 2022-23 as we moved out of the Pandemic.

Positively, as we started to come out of the Pandemic, membership income increased by £825 (17%) from the previous year. This is still more than £5k lower than our membership income from three years ago before the pandemic and reflects the challenge of supporting our membership to have the confidence to return to previous levels of activity in the town centre, and possibly also reflects the impact of the Cost-of-Living Crisis.

It will be noted from the income details that we received a £10,000 grant from Spelthorne Borough Council, the leaseholder of the Elmsleigh Centre. Moving forwards the Council has committed to maintaining this grant on a long-term basis, which helps provide some additional financial certainty for the Charity. The annual grant from Spelthorne Borough Council was maintained at £15,000. It is important to remember, as note 4 of the accounts mentions, that Shopmobility receives from the owners of Two Rivers its premises on a peppercorn rent and pays no service charges, which makes an important contribution towards our viability.

Expenditure for last year totalled £43,040.26, a reduction of £5,351.57 on the previous year's total of £48,391.83, which helped to partially offset the impact of the drop in income. This reduction reflected largely a reduction in mobility vehicle maintenance and support costs. Overall, therefore as income was less than expenditure for the year, the net outturn was a deficit of £2,458.77, This is a deterioration compared to the previous year's surplus, and means the Charity needs to remain very focused on protecting its ongoing financial viability.

The cash balances at the year-end totalled £ 35,474.35 (or 82% of annual expenditure). This means that we, as of 31 March 2023, were achieving the objective of the Trustees of having reserves equivalent to at least 50% of annual running costs.

The Pancake race did not take place in 2023 but we are hopefully that Staines Rotary and the Business Improvement District will run one in 2024.

Clearly our clients, like other households are being impacted by the current "Cost of Living Crisis" and this may have an impact on membership income. We do not yet understand what the longer-term impact on our membership activity will be.

The need therefore remains to obtain long-term financial commitment from both the local Councils and the business community and to diversify our range of income streams.

Many Runnymede residents use the Staines scheme as there is no Shopmobility scheme in Runnymede, so we will continue to look for a funding contribution from Runnymede Borough Council.

Looking Ahead

As we have come out of the Pandemic and are now in a Cost-of-Living Crisis we are operating in exceptionally challenging financial times for all organisations, including charities and their potential funding partners. Trustees are continuing to work on strategies to ensure the ongoing financial sustainability of Staines Shopmobility.

As I have commented on previous occasions, the users of the Staines Shopmobility scheme bring important additional revenue to the retail sector of Staines. It is important that we continue to explore, with bodies such as the Staines-upon-Thames BID, as to how retail businesses in Staines can best help support Shopmobility moving forward.

We do now have certainty with respect to the £10k annual grant previously made by Clerical Medical that will be honoured by Spelthorne Borough Council on an ongoing basis.



Terry Collier

Treasurer

Financial Statement 2022-2023

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	Note	General Fund £	Wheelchair Fund £	Total 2022/23 £	Total 2021/22 £
Income & Expenditure					
INCOME					
Spelthorne Borough Council Grant	4	15,000.00		15,000.00	15,000.00
Job Retention Scheme Grant from Central Government	4			.00	10,091.45
Support Grant - Elmsleigh Centre	4	10,000.00		10,000.00	10,000.00
Spelthorne Borough Council Discretionary Covid Grant	4			.00	10,000.00
Membership		5,616.00		5,616.00	4,791.00
Donations & Sponsorship	10	3,006.00		3,006.00	2,490.04
Fundraising	11	6,611.29		6,611.29	4,527.35
Interest		348.20		348.20	65.23
Total Income		40,581.49	.00	40,581.49	56,965.07
EXPENDITURE					
Mobility Vehicle Maintenance & Depreciation	7	1,402.55	600.00	2,002.55	3,110.34
Support Costs	8	42,795.98		42,795.98	45,011.49
Costs of Administration and Management	9	250.00		250.00	270.00
Payments made in advance (Insurance 23/24)		(2,008.27)		(2,008.27)	
Total Expenditure		42,440.26	600.00	43,040.26	48,391.83
Operational Surplus/(Deficit) for the Year		(1,858.77)	(600.00)	(2,458.77)	8,573.24
Transfers		0	0	0	0
Net Income/Expenditure for the Year		(1,858.77)	(600.00)	(2,458.77)	8,573.24
Balances Brought Forward 1 April 2022		61,768.21	(11,457.44)	50,310.77	41,737.53
Balances Carried Forward 31 March 2023		59,909.44	(12,057.44)	47,852.00	50,310.77

BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2023

		Total 2022/23 £	Total 2021/22 £
FIXED ASSETS			
Mobility Vehicles Purchases (1998 - March 2020)		67,323.85	67,323.85
Accumulated Depreciation (1998 - March 2021)		(66,159.87)	(65,559.87)
Net Book Value of Fixed Assets currently Held	12	<u>1,163.98</u>	<u>1,763.98</u>
 CURRENT ASSETS			
Current Account		5,069.84	19,104.05
Monmouthshire Building Society		30,404.51	30,056.31
Petty Cash Balance		(70.56)	71.66
VAT Control Account		(367.61)	(328.80)
Creditors not to be paid		(356.43)	(356.43)
Payments made in advance (Insurance 23-24)		2,008.27	
Debtor - Support Grant - Elmsleigh Centre		10,000.00	
Total		<u>46,688.02</u>	<u>48,546.79</u>
 CURRENT LIABILITIES			
Creditors			
Net Assets		<u>47,852.00</u>	<u>50,310.77</u>
 Represented by:			
Wheelchair Reserve Account	3	(12,057.44)	(11,457.44)
General Reserve Account	2	<u>59,909.44</u>	<u>61,768.21</u>
Total		<u>47,852.00</u>	<u>50,310.77</u>

Notes to the Accounts

1 Accounting Policies

Basis for the preparation of the accounts

The accounts have been prepared in accordance with:

- a) Relevant accounting standards
- b) the Charities Act 2011
- c) the historic cost basis of accounting

Income

Grants, sponsorships and donations are accounted for in the year they are receivable

Fixed Assets

Wheelchairs, scooters, power chairs and ancilliary equipment are depreciated on a straight line basis over their estimated life

2 General Fund

The General Fund is an unrestricted fund which represents the balance of unused revenue funds

3 Wheelchair Fund

The Wheelchair Fund is a restricted fund established to enable the purchase of mobility and ancillary equipment

4 Grants

Staines Shopmobility was awarded grant aid of £15,000 (2021/22 - £15,000) by Spelthorne Borough Council

Staines Shopmobility Support Grant- Elmsleigh Centre (Amas Ltd.) expected to be paid of £10,000 (2021/22 - £10,000)

The premises are provided rent free by the owners of the Two Rivers. This was recently valued at £10000 per annum

5 Independent Examiner's Costs

An Independent Examination is carried out by Hunt Ford & Co. (Accountants) Ltd for a consideration of £nil

6 Trustee Remuneration

No Trustee receives any remuneration in respect of their duties

7 Wheelchair Running Costs

Repairs and maintenance to the mobility equipment is charged to the General Fund
Depreciation of the mobility equipment is charged to the Wheelchair Fund

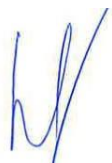
Notes to the Accounts cont.

8	Support Costs	2022/23	2021/22
		£	£
	Salaries	37006.08	41404.32
	National Insurance	14.48	-97.2
	Income Tax	-25.80	195.4
	Insurance	3799.04	1644.17
	Telephone	668.57	396.3
	Travel & Subsistence	12.41	0
	Printing, Stationery & Postage	631.22	643.38
	Other Supplies and Services	612.97	621.75
	Maintenance	77.01	203.37
		<u>42,795.98</u>	<u>45,011.49</u>
9	Administration and Management	2022/23	2021/22
		£	£
	SBC Admin payments	250.00	270.00
		<u>250.00</u>	<u>270.00</u>
10	Donations and Sponsorship	2022/23	2021/22
		£	£
	United Church of Egham	500.00	500.00
	Bid Parking Scheme	175.00	
	Office Donation Box and other private donations	2.00	37.54
	Two Rivers Donation		300.00
	Staines Parochial Charity	500.00	500.00
	Staines 10k donations	500.00	
	Acorn Sales Commission	1,269.00	
	Tesco Bags of Help		1,000.00
	L Windle	60.00	
	Gift Aid Donations		2.50
	Digital Screen Advertisement		150.00
		<u>3,006.00</u>	<u>2,490.04</u>
11	Fundraising	2022/23	2021/22
		£	£
	Easy Fundraising	100.71	132.88
	RADAR keys	95.00	75.00
	Sum Up	5,905.12	4,221.22
	X Mas Wrap	65.00	
	Izettle		74.68
	Amazon Smile	14.46	23.57
	Rotary Float Collection	431.00	
		<u>6,611.29</u>	<u>4,527.35</u>

Notes to the Accounts cont.

12 Fixed Assets

	Scooters	Power Chairs	Wheelchairs	Total
Assets Opening Balance	47,517.98	14,700.99	5,104.88	67,323.85
Additions/ (Deletion)	-	-	-	-
Assets Closing Balance	47,517.98	14,700.99	5,104.88	67,323.85
Accumulated Depreciation Opening Balance	46,233.99	14,341.00	4,984.88	65,559.87
Charge for the Year	560.00	40.00	-	600.00
Accumulated Depreciation Closing Balance	46,793.99	14,381.00	4,984.88	66,159.87
Net Book Value	723.99	319.99	120.00	1,163.98


Les Ford
Hon. Auditor


Terry Collier
Treasurer

Thank You!

Staines Shopmobility would like to acknowledge the invaluable support it receives and wishes to take this opportunity to thank the following:



United Church of Egham



Staines Parochial Charity

Les Ford (Honorary Auditor)

Spelthorne Committee for Access Now (SCAN)

Staines Shopmobility would also like to thank everyone that donated or gave their time and other resources over the period of this report.

Staines Shopmobility

making staines accessible



Staines Shopmobility

Registered Charity 1157628

STAINES SHOPMOBILITY.

England & Wales - Charity number 1157628

Accounts

Staines Shopmobility

Registered Charity 1157628

REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS

For the year ended 31st March 2022

Staines Shopmobility

making staines accessible



Two Rivers
Staines-upon-Thames
01784 459416
stainesshopmo@gmail.com
www.stainesshopmobility.com



Shopmobility



ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2022.

Contents	Page
Chair's Message / Declaration	3
Board of Trustees	3
Reference & Administrative Details	4
Structure, Governance & Management	4
Objects & Activities	5
Achievements & Performance	5
Public Benefit	7
The Year Ahead 2022/23	8
Annual Report of the Treasurer	9
Financial Statement 2021/2022	11
Balance Sheet	12
Notes to the 2021/22 Accounts	13
Thank You!	16

Message from the Chair / Declaration

I wish to place on record my thanks to all our volunteers, helpers and sponsors for their help over the year. I also express my appreciation of the help and advice of my fellow Trustees and the ever present, dedicated staff who run the service.

I would like to thank Margaret McGuigan, our Assistant Manager, who left the service in October 2021 after 22 years; we wish her well for the future. Additional thanks go to my fellow trustee Keith Goldson who completed his 20th year as a trustee in July 2021. Our staff and volunteers are crucial to achieving our aim of keeping Staines accessible to people with limited mobility.

On behalf of the Board of Trustees of Staines Shopmobility, I am pleased to present the Report of the Trustees and Financial Statements for the year ending March 31st 2022. The board declares that there have been no serious incidents during the period covered by the report and the charity has complied with its statutory requirements under the Charities Act 2011.

Signed on behalf of the Board of Trustees of Staines Shopmobility



Full Name: Christine Anne Bannister

Position: Chair

Date: 19th December 2022

Board Of Trustees

Dates Acted As Trustee

Christine Bannister – Chair	1 st April 2021 to 31 st March 2022
Simon McGuigan – Vice Chair	1 st April 2021 to 31 st March 2022
Terry Collier – Treasurer	1 st April 2021 to 31 st March 2022
Simon Bhadye	1 st April 2021 to 31 st March 2022
Keith Goldson	1 st April 2021 to 31 st March 2022
Marian Rough	1 st April 2021 to 31 st March 2022
Gary Little	1 st April 2021 to 31 st March 2022
Colin Barnard	1 st April 2021 to 31 st March 2022
Tony Harman	1 st April 2021 to 31 st March 2022

Reference And Administrative Details

Staines Shopmobility was registered as a Charitable Incorporated Organisation, charity number 1157628, on the 27th of June 2014.

The registered address is:

Two Rivers
Mustard Mill Road
Staines-upon-Thames
TW18 4BL

Staff Team

Manager

David Bisiker

Asst. Manager

Margaret McGuigan

Scheme Assistant

Kathryn Rundle

Honorary Auditor

Les Ford

Structure, Governance & Management

Charity Structure

Staines Shopmobility is a Charitable Incorporated Organisation (CIO) with a foundation model constitution. This provides limited liability to the members and trustees of Staines Shopmobility whilst allowing the charity to carry out business in its own name, rather than in the name of the trustees. The charity is governed by its constitution adopted on the 1st of June 2014.

Board of Trustees:

Staines Shopmobility is governed by a Board of Trustees enlisted for their skills, knowledge and experience to effectively govern the CIO. Trustees must number between 4 and 12 members, serving an initial term of 3 years in office.

Objectives and Activities

Objectives

The objectives of the charity, as stated in its governing document are:

The relief of people either living in or visiting Staines and the surrounding area with restricted mobility resulting from age, sickness, disability or other causes (whether of a temporary or permanent nature), by such means as the trustees see fit, with the aim to improve their mobility and conditions of life.

Financial Year 2021/2022

The main objectives this financial year were to replace older mobility equipment, increase revenue streams and to secure long-term funding for the service.

Our Work

Regarding the Charity Commission's public benefit guidance, the main activities of the charity this year were:

- The provision of mobility equipment to enable access to the town centre.
- Providing information and advice on services and products relevant to Shopmobility service users.

Achievements and Performance

Publicity

Posters and service leaflets were maintained at locations throughout the local area, such as libraries, hotels and doctor's surgeries. Adverts and articles were placed with local organisations and press throughout the year. Full details of Staines Shopmobility were listed on the National Federation of Shopmobility (NFSUK) website. The Shopmobility website is now designed to be desktop and mobile friendly. The website is complimented by a Facebook page and a Google Business listing. The website is www.stainesshopmobility.com and the Facebook page is www.facebook.com/stainesshopmobility

The charity linked with local organisations to further promote the services available. Several fundraising events were organised along with static displays being held periodically in the Elmsleigh Centre. The service was further publicised with a recorded script broadcast over the Elmsleigh public address system and information placed on their notice board. Posters are also on display in the Elmsleigh Centre and other premises. A digital screen is sited in the Shopmobility unit facing the car park exit, this highlights the service to the many cars exiting the car park each month.

Staines Shopmobility continued to work with the Economic Development Team at Spelthorne Borough Council and the Business Improvement District. This was particularly useful in widening the reach of any Shopmobility publicity or events being held.

Fundraising / Donations

Fundraising and donations are vital in keeping the service open and available to use. Activities included selling RADAR keys, books and other small, donated items; commission referral schemes with Acorn Stairlifts, Easyfundraising, Amazon Smile and Mobility for You plus an Easter raffle. The pandemic saw fundraising income drop massively due to not being able to hold our usual fundraising events throughout the year.

Many local organisations continued to support our work by way of donations. These included the United Church of Egham who donated £500 from one of their monthly book fairs, Two Rivers who donated £300 from their events and the Staines Parochial Charity gave £500 towards our work.

We would like to thank all the organisations, volunteers and individuals that supported us throughout this difficult year. Your support is invaluable, and we look forward to working with you all through the next financial year to ensure that Staines remains accessible to all.

Strategic / Operational

The year started with a third lockdown in place due to the Covid pandemic. This remained in place until restrictions were lifted in mid-May. Masks were required to be worn in shops again from November until the end of January. A number of storms saw the local area hit by heavy rain and high winds. This caused damage to buildings and closed Thames Street for several weeks, impacting traffic flow throughout the town. This was further impeded by the replacement of the railway bridge at the start of the High Street, which took around 5 weeks to complete. The war in Ukraine also began in February and this kick-started the energy crisis and resulting cost of living hardships. All in all, it was a difficult year for many people and this impacted greatly on our services and demand for them. A normal service was offered throughout the year with the exception of the lockdown when it opened 2 days a week. Our colleague, Margaret McGuigan, left the service after 22-years and we wish her the very best for the future.

The service was open on 259 days of the year and equipment was loaned on 1,914 occasions. This was 146% up on the previous year but still down on pre-Covid levels. The service has now been used 83,880 times since opening. Total registrations to date totalled 5,437 with 143 new members registered and trained to safely use mobility equipment during this pandemic hit year. The holiday hire scheme loaned equipment for a combined total of 647 days, bringing an income of £1,752. Card payments were available for those wishing to keep their visit contactless.

The charity once again met the criteria of best practice for affiliation to the National Federation of Shopmobility, now called Shopmobility UK. This enables the service to use the Shopmobility trademark, recognising the charity meets all the requirements of a Shopmobility scheme including fully accessible premises. Shopmobility UK is governed by Driving Mobility, a national charity that accredits a network of driving and mobility assessment centres. All affiliated Shopmobility schemes adhere to the Driving Mobility code of practice.

Reserves

The charity aims to hold free reserves equivalent to at least six months running costs. This is necessary to guard against future uncertainties such as a decline in income and to meet any financial obligations to staff and creditors. The reserve was switched from a Virgin Money Charity Deposit Account into a Monmouthshire Building Society deposit account in August 2021.

Public Benefit

The charity enables people with limited mobility to independently access shops, banks, opticians, libraries and social / recreational facilities within the town of Staines. This promotes an equality of opportunity and community involvement amongst the beneficiary group. The service also improves confidence, health and mental welfare amongst service users who would otherwise be left isolated from the community and dependent on others to shop and access services for them.

Staines town centre has developed over a large area from its original size, which centred on the High Street, increasing the distances between shops, banks and other services. The High Street is now pedestrianised and the car parks are located on the periphery of the town, making the town inaccessible to many disabled people. People with limited mobility can access the town by car, public transport or accessible transport schemes but are unable to access the town further without access to mobility equipment. The Shopmobility service compliments local accessible transport schemes by providing beneficiaries with outdoor mobility aids upon their arrival in Staines. This fills the gap in service originally identified by SCAN and in several reports since.

Staines Shopmobility supports the current Spelthorne Corporate Plan 2016-2019, along with many of their expressed values and priorities. The charity's work supports many of the issues identified, including stimulating more visitors to the Borough and to provide a place where people want to spend their leisure time. Additionally, the charity supports the local authority's commitment to tackling social exclusion and compliments local accessible transport schemes.

The charity:

- ❖ Assists disabled people to participate independently in shopping, leisure and other activities in Staines.
- ❖ Promotes an environment that is healthy, safe and inclusive.
- ❖ Improves respite for parent / carers.
- ❖ Enables access to social and recreational facilities for disabled people.
- ❖ Provides outdoor aids for people with restricted mobility.
- ❖ Reduces isolation and loneliness, a contributing factor to ill health.
- ❖ Enables independence, well-being and choice.
- ❖ Promotes equality and diversity.

Staines Shopmobility supports the public sector Equality Duty and the Equality Act 2010 by providing an equality of opportunity for disabled people visiting Staines.

Having a Shopmobility service in Staines ensures the town is accessible to all visitors, making it more appealing to those with limited mobility. This helps maintain Staines as a destination of choice for residents of Spelthorne and many surrounding boroughs, where there are no similar schemes. Without Shopmobility, many people with limited mobility would be unable to carry out everyday tasks such as shopping and would have to visit another town with a Shopmobility scheme, where possible. The charity provides the last link in the transport chain and offers people with limited mobility the only viable access to the town.

Staines Shopmobility links with many local and national organisations with the shared aim of improving the quality of life for older and disabled people.

The Year Ahead - 2022 / 2023

Funding

Staines Shopmobility held cash balances of £48,547 at the end of the financial year 2021/22, exceeding the desired reserve level of 6-months running costs necessary to safeguard against unforeseen costs and to meet any financial obligations. This was higher than usual due to the Job Retention Scheme funding and reduced staff costs. Income from fundraising, donations and service charges reduced drastically and our main aim short-term is to increase this back to pre-Covid levels. A detailed overview of the charity's finances can be found in the Treasurer's report beginning on pg. 12.

Service

The charity will continue to provide a normal service but may need to reduce hours at times due to limited staff levels. We will continue to provide a service that will ensure the safety of our staff and customers. Any change in opening times or planned closures will be advertised in the shop and via our website so please check these for the latest news. The charity will seek funding to renew older mobility equipment.

Fundraising

Staines Shopmobility will continue working with organisations such as the Staines Business Improvement District to promote its services and fundraising. Staines Shopmobility hopes to organise or participate in the Elmsleigh Xmas Wrapping Service, Staines upon Thames Day, Purple Tuesday, Xmas Grand Draw and the Rotary Santa Float collection as well as a range of other events! Additional fundraising schemes include sale items such as books and Radar keys. Easyfundraising is another way to support Staines Shopmobility; simply register at www.easyfundraising.org.uk and choose Staines Shopmobility as your chosen cause. The current cost of living crisis and high inflation will make fundraising difficult and will most likely reduce people's ability to donate to charity, further impeding our ability to increase revenue.

Publicity

Staines Shopmobility recognises the importance of publicity in raising awareness of its services so that it is available to as many people as possible. The charity will continue to distribute leaflets and posters around the local area; the website will be kept up to date with all the latest news and information; links with other organisations will be maintained and new working partnerships set up.

A social media presence will be continued to engage with new supporters. Roller banners will be used to promote the service at outside events. Leaflets will be distributed at locations in the town and surrounding area. A static display will be held in the Elmsleigh Centre along with continued promotional messages played on their address system. Seasonal posters will further enhance our presence in the centre. A digital screen in the shop window will further promote the service, whilst hopefully raising revenue through advertisements. The service will also advertise on the new digital screens in the High Street.

Articles and adverts will be placed in local media to further promote the service. Please let us know if you can promote our service via a website or by holding our literature.

Annual Report of the Treasurer

I have pleasure in presenting the audited accounts to you for the year ending 31st March 2022. The accounts have been audited by Les Ford and we are grateful to him. We are also grateful to Arun Sood for having done the detailed work of preparing the accounts statements.

The Income and Expenditure Account summarises the total income received, and expenditure incurred in the last financial year by Staines Shopmobility. From the statement you can see that total income for the year was £56,965.07, which represented a reduction of £7,798.16 on the previous year. This reduction was mainly due to the COVID-19 Job Retention Scheme funding reducing by £13,429.91 compared to the previous year. This grant compensated the Charity for continuing to employ staff during lockdown periods when it was required to close. It is encouraging to note that as we came out from the COVID-19 lockdown restrictions membership income has started to recover rising by £3,057.50 compared to the previous year. This is still £3k lower than our membership income prior to the pandemic, reflecting the challenge of supporting our members to have the confidence to return to previous levels of activity in the town centre.

It will be noted from the income details that we received a £10,000 grant from Spelthorne Borough Council, the leaseholder of the Elmsleigh Centre. Moving forwards the Council has committed to maintaining this grant on a long-term basis which helps provide some additional financial certainty for the Charity. The annual grant from Spelthorne Borough Council was maintained at £15,000. It is important to remember, as note 4 of the accounts mentions, that Shopmobility receives from the owners of Two Rivers its premises on a peppercorn rent and pays no service charges, which makes an important contribution towards our viability.

Expenditure for last year totalled £48,391.83 a reduction of £5,657.65 on the previous year's total of £54,049.48. This reflected largely a reduction in staffing costs within support costs. Overall, therefore as income was more than expenditure for the year, the net outturn was a surplus of £8,573.24 This is slightly less than the previous year's surplus.

The cash balances at the year-end totalled £48,546.79 (or 100% of annual expenditure). This means that we, as of 31 March 2021, were achieving the objective of the Trustees of having reserves equivalent to at least 50% of annual running costs.

Clearly since the first lockdown in March 2020, Shopmobility, like many organisations, has been impacted by the COVID-19 pandemic and was closed for periods because of the lockdowns with staff put on furlough. Following on from the pandemic we have now entered a cost-of-living crisis and a period of increased inflationary pressures which means that it will continue to be a challenging future for Shopmobility, and we will need to work even harder to raise additional funds. We do not yet understand what the longer-term impact on our membership activity will be.

We continue to welcome the assistance the Staines-upon-Thames Business Improvement District has provided with promoting the Pancake Race fundraising event which took place in 2020 before the lockdown but did not take place in 2021. We hope to be able to relaunch the Pancake Race in 2024 with the support of the BID and Rotary Club.

The need therefore remains to obtain long-term financial commitment from both the local Councils and the business community and to diversify our range of income streams. Many Runnymede residents use the Staines scheme as there is no Shopmobility scheme in Runnymede, so we will continue to look for a funding contribution from Runnymede Borough Council.

Looking Ahead

As a result of the COVID-19 pandemic and now the Cost-of-Living Crisis we are operating in exceptionally challenging financial times for all organisations, including charities and their potential funding partners. Trustees are continuing to work on strategies to ensure the ongoing financial sustainability of Staines Shopmobility.

As I have commented on previous occasions, the users of the Staines Shopmobility scheme bring important additional revenue to the retail sector of Staines. It is important that we continue to explore, with bodies such as the Staines-upon-Thames BID, as to how retail businesses in Staines can best help support Shopmobility moving forward.



Terry Collier

Treasurer

Financial Statement 2021-2022

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022

	Note	General Fund £	Wheelchair Fund £	Total 2021/22 £	Total 2020/21 £
Income & Expenditure					
INCOME					
Spelthorne Borough Council Grant	4	15,000.00		15,000.00	15,000.00
Job Retention Scheme Grant from Central Government	4	10,091.45		10,091.45	23,521.36
Support Grant - Elmsleigh Centre	4	10,000.00		10,000.00	10,000.00
Mayor's Charity Fund	4			.00	.00
Spelthorne Borough Council Discretionary Covid Grant	4	10,000.00		10,000.00	10,000.00
Membership		4,791.00		4,791.00	1,234.00
Donations & Sponsorship	10	2,490.04		2,490.04	3,057.50
Fundraising	11	4,527.35		4,527.35	1,916.99
Interest		65.23		65.23	33.38
Total Income		56,965.07	.00	56,965.07	64,763.23
EXPENDITURE					
Mobility Vehicle Maintenance & Depreciation	7	1,408.36	1,701.98	3,110.34	2,013.68
Support Costs	8	45,011.49		45,011.49	51,785.80
Costs of Administration and Management	9	270.00		270.00	250.00
Total Expenditure		46,689.85	1,701.98	48,391.83	54,049.48
Operational Surplus/(Deficit) for the Year		10,275.22	(1,701.98)	8,573.24	10,713.75
Transfers		0	0	0	0
Net Income/Expenditure for the Year		10,275.22	(1,701.98)	8,573.24	10,713.75
Balances Brought Forward 1 April 2021		51,492.99	(9,755.46)	41,737.53	31,023.78
Balances Carried Forward 31 March 2022		61,768.21	(11,457.44)	50,310.77	41,737.53

BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2022

		Total 2021/22 £	Total 2020/21 £
FIXED ASSETS			
Mobility Vehicles Purchases (1998- March2020)		67,323.85	66,323.87
Accumulated Depreciation (1998- March2021)		(65,559.87)	(63,857.89)
Net Book Value of Fixed Assets currently Held	12	<u>1,763.98</u>	<u>2,465.98</u>
 CURRENT ASSETS			
Current Account		19,104.05	18,405.72
Virgin Money Account		.00	11,493.26
Monmouthshire Building Society		30,056.31	
Petty Cash Balance		71.66	49.81
VAT Control Account		(328.80)	(320.81)
Debtor- Support Grant Elmsleigh Centre		.00	10,000.00
Creditors not to be paid		(356.43)	
Total		<u>48,546.79</u>	<u>39,627.98</u>
 CURRENT LIABILITIES			
Creditors			(356.43)
Net Assets		<u><u>50,310.77</u></u>	<u><u>41,737.53</u></u>
 Represented by:			
Wheelchair Reserve Account	3	(11,457.44)	(9,755.46)
General Reserve Account	2	61,768.21	51,492.99
Total		<u><u>50,310.77</u></u>	<u><u>41,737.53</u></u>

Notes to the Accounts

1 Accounting Policies

Basis for the preparation of the accounts

The accounts have been prepared in accordance with:

- a) Relevant accounting standards
- b) the Charities Act 2011
- c) the historic cost basis of accounting

Income

Grants, sponsorships and donations are accounted for in the year they are receivable

Fixed Assets

Wheelchairs, scooters, power chairs and ancillary equipment are depreciated on a straight-line basis over their estimated life

2 General Fund

The General Fund is an unrestricted fund which represents the balance of unused revenue funds

3 Wheelchair Fund

The Wheelchair Fund is a restricted fund established to enable the purchase of mobility and ancillary equipment

4 Grants

Staines Shopmobility was awarded grant aid of £15,000 (2020/21 - £15,000) by Spelthorne Borough Council
Staines Shopmobility Support Grant- Elmsleigh Centre (Amas Ltd.) of £10,000 (2020/21 - £10,000) by Spelthorne Borough Council
Job Retention Scheme Grant of £10,091.45 was received from Central Government due to Covid-19 (2020-21 23,521.36)
Additional 'Discretionary Covid grant' of £10,000 was also provided by Spelthorne Borough Council (2020-21 - £10,000)

The premises are provided rent free by the owners of the Two Rivers. This was recently valued at £10000 per annum

5 Independent Examiner's Costs

An Independent Examination is carried out by Hunt Ford & Co. (Accountants) Ltd for a consideration of £nil

6 Trustee Remuneration

No Trustee receives any remuneration in respect of their duties

7 Wheelchair Running Costs

Repairs and maintenance to the mobility equipment is charged to the General Fund
Depreciation of the mobility equipment is charged to the Wheelchair Fund

Notes to the Accounts cont.


8 Support Costs	2021/22	2020/21
	£	£
Salaries	41404.32	47564.82
National Insurance	-97.20	311.8
Income Tax	195.40	-3.2
Insurance	1644.17	1557.33
Telephone	396.3	408.99
Travel & Subsistence	-	0
Printing, Stationery & Postage	643.38	264.83
Other Supplies and Services	621.75	1388.24
Maintenance	203.37	292.99
	<hr/>	<hr/>
	<u>45,011.49</u>	<u>51,785.80</u>
9 Administration and Management	2021/22	2020/21
	£	£
SBC Admin payments	270.00	250.00
	<hr/>	<hr/>
	<u>270.00</u>	<u>250.00</u>
10 Donations and Sponsorship	2021/22	2020/21
	£	£
United Church of Egham	500.00	500.00
Office Donation Box and other private donations	37.54	
Two Rivers Donation	300.00	
Staines Parochial Charity	500.00	500.00
Staines 10k donations		400.00
Pancake Race		32.50
Tesco Bags of Help	1,000.00	500.00
Elmbridge/Runnymede Talking News		1,000.00
Ken Saunders		100.00
Gift Aid Donations	2.50	25.00
Digital Screen Advertisement	150.00	
	<hr/>	<hr/>
	<u>2,490.04</u>	<u>3,057.50</u>

Notes to the Accounts cont.

11 Fundraising	2021/22	2020/21
	£	£
Easy Fundraising	132.88	77.55
RADAR keys	75.00	32.00
Sum Up Card payments	4,221.22	
Izettle Card payments	74.68	1,782.15
Amazon Smile	23.57	25.29
	<u>4,527.35</u>	<u>1,916.99</u>

12 Fixed Assets

	Scooters	Power Chairs	Wheelchairs	Total
Assets Opening Balance	46,917.99	14,301.00	5,104.88	66,323.87
Additions/ (Deletion)	599.99	399.99	-	999.98
Assets Closing Balance	<u>47,517.98</u>	<u>14,700.99</u>	<u>5,104.88</u>	<u>67,323.85</u>
Accumulated Depreciation Opening Balance	44,664.00	14,301.00	4,892.89	63,857.89
Charge for the Year	1,569.99	40.00	91.99	1,701.98
Accumulated Depreciation Closing Balance	<u>46,233.99</u>	<u>14,341.00</u>	<u>4,984.88</u>	<u>65,559.87</u>
Net Book Value	<u>1,283.99</u>	<u>359.99</u>	<u>120.00</u>	<u>1,763.98</u>


Les Ford
 Hon. Auditor


Terry Collier
 Treasurer

Thank You!

Staines Shopmobility would like to acknowledge the invaluable support it receives and wishes to take this opportunity to thank the following:



Heathrow Community Fund



United Church of Egham



Funded by



MLS Operations



Oasis Estate Agents



Staines Parochial Charity

Les Ford (Honorary Auditor)

Spelthorne Committee for Access Now (SCAN)

Staines 10k Runners

Elmbridge & Runnymede Talking News

Staines Shopmobility would also like to thank everyone that donated or gave their time and other resources over the period of this report.

Staines Shopmobility

making staines accessible



Staines Shopmobility

Registered Charity 1157628

Staines Shopmobility

Registered Charity 1157628

REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS

For the year ended 31st March 2022

Staines Shopmobility

making staines accessible



Two Rivers
Staines-upon-Thames
01784 459416
stainesshopmo@gmail.com
www.stainesshopmobility.com



Shopmobility



ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2022.

Contents	Page
Chair's Message / Declaration	3
Board of Trustees	3
Reference & Administrative Details	4
Structure, Governance & Management	4
Objects & Activities	5
Achievements & Performance	5
Public Benefit	7
The Year Ahead 2022/23	8
Annual Report of the Treasurer	9
Financial Statement 2021/2022	11
Balance Sheet	12
Notes to the 2021/22 Accounts	13
Thank You!	16

Message from the Chair / Declaration

I wish to place on record my thanks to all our volunteers, helpers and sponsors for their help over the year. I also express my appreciation of the help and advice of my fellow Trustees and the ever present, dedicated staff who run the service.

I would like to thank Margaret McGuigan, our Assistant Manager, who left the service in October 2021 after 22 years; we wish her well for the future. Additional thanks go to my fellow trustee Keith Goldson who completed his 20th year as a trustee in July 2021. Our staff and volunteers are crucial to achieving our aim of keeping Staines accessible to people with limited mobility.

On behalf of the Board of Trustees of Staines Shopmobility, I am pleased to present the Report of the Trustees and Financial Statements for the year ending March 31st 2022. The board declares that there have been no serious incidents during the period covered by the report and the charity has complied with its statutory requirements under the Charities Act 2011.

Signed on behalf of the Board of Trustees of Staines Shopmobility



Full Name: Christine Anne Bannister

Position: Chair

Date: 19th December 2022

Board Of Trustees

Dates Acted As Trustee

Christine Bannister – Chair	1 st April 2021 to 31 st March 2022
Simon McGuigan – Vice Chair	1 st April 2021 to 31 st March 2022
Terry Collier – Treasurer	1 st April 2021 to 31 st March 2022
Simon Bhadye	1 st April 2021 to 31 st March 2022
Keith Goldson	1 st April 2021 to 31 st March 2022
Marian Rough	1 st April 2021 to 31 st March 2022
Gary Little	1 st April 2021 to 31 st March 2022
Colin Barnard	1 st April 2021 to 31 st March 2022
Tony Harman	1 st April 2021 to 31 st March 2022

Reference And Administrative Details

Staines Shopmobility was registered as a Charitable Incorporated Organisation, charity number 1157628, on the 27th of June 2014.

The registered address is:
Two Rivers
Mustard Mill Road
Staines-upon-Thames
TW18 4BL

Staff Team

Manager

David Bisiker

Asst. Manager

Margaret McGuigan

Scheme Assistant

Kathryn Rundle

Honorary Auditor

Les Ford

Structure, Governance & Management

Charity Structure

Staines Shopmobility is a Charitable Incorporated Organisation (CIO) with a foundation model constitution. This provides limited liability to the members and trustees of Staines Shopmobility whilst allowing the charity to carry out business in its own name, rather than in the name of the trustees. The charity is governed by its constitution adopted on the 1st of June 2014.

Board of Trustees:

Staines Shopmobility is governed by a Board of Trustees enlisted for their skills, knowledge and experience to effectively govern the CIO. Trustees must number between 4 and 12 members, serving an initial term of 3 years in office.

Objectives and Activities

Objectives

The objectives of the charity, as stated in its governing document are:

The relief of people either living in or visiting Staines and the surrounding area with restricted mobility resulting from age, sickness, disability or other causes (whether of a temporary or permanent nature), by such means as the trustees see fit, with the aim to improve their mobility and conditions of life.

Financial Year 2021/2022

The main objectives this financial year were to replace older mobility equipment, increase revenue streams and to secure long-term funding for the service.

Our Work

Regarding the Charity Commission's public benefit guidance, the main activities of the charity this year were:

- The provision of mobility equipment to enable access to the town centre.
- Providing information and advice on services and products relevant to Shopmobility service users.

Achievements and Performance

Publicity

Posters and service leaflets were maintained at locations throughout the local area, such as libraries, hotels and doctor's surgeries. Adverts and articles were placed with local organisations and press throughout the year. Full details of Staines Shopmobility were listed on the National Federation of Shopmobility (NFSUK) website. The Shopmobility website is now designed to be desktop and mobile friendly. The website is complimented by a Facebook page and a Google Business listing. The website is www.stainesshopmobility.com and the Facebook page is www.facebook.com/stainesshopmobility

The charity linked with local organisations to further promote the services available. Several fundraising events were organised along with static displays being held periodically in the Elmsleigh Centre. The service was further publicised with a recorded script broadcast over the Elmsleigh public address system and information placed on their notice board. Posters are also on display in the Elmsleigh Centre and other premises. A digital screen is sited in the Shopmobility unit facing the car park exit, this highlights the service to the many cars exiting the car park each month.

Staines Shopmobility continued to work with the Economic Development Team at Spelthorne Borough Council and the Business Improvement District. This was particularly useful in widening the reach of any Shopmobility publicity or events being held.

Fundraising / Donations

Fundraising and donations are vital in keeping the service open and available to use. Activities included selling RADAR keys, books and other small, donated items; commission referral schemes with Acorn Stairlifts, Easyfundraising, Amazon Smile and Mobility for You plus an Easter raffle. The pandemic saw fundraising income drop massively due to not being able to hold our usual fundraising events throughout the year.

Many local organisations continued to support our work by way of donations. These included the United Church of Egham who donated £500 from one of their monthly book fairs, Two Rivers who donated £300 from their events and the Staines Parochial Charity gave £500 towards our work.

We would like to thank all the organisations, volunteers and individuals that supported us throughout this difficult year. Your support is invaluable, and we look forward to working with you all through the next financial year to ensure that Staines remains accessible to all.

Strategic / Operational

The year started with a third lockdown in place due to the Covid pandemic. This remained in place until restrictions were lifted in mid-May. Masks were required to be worn in shops again from November until the end of January. A number of storms saw the local area hit by heavy rain and high winds. This caused damage to buildings and closed Thames Street for several weeks, impacting traffic flow throughout the town. This was further impeded by the replacement of the railway bridge at the start of the High Street, which took around 5 weeks to complete. The war in Ukraine also began in February and this kick-started the energy crisis and resulting cost of living hardships. All in all, it was a difficult year for many people and this impacted greatly on our services and demand for them. A normal service was offered throughout the year with the exception of the lockdown when it opened 2 days a week. Our colleague, Margaret McGuigan, left the service after 22-years and we wish her the very best for the future.

The service was open on 259 days of the year and equipment was loaned on 1,914 occasions. This was 146% up on the previous year but still down on pre-Covid levels. The service has now been used 83,880 times since opening. Total registrations to date totalled 5,437 with 143 new members registered and trained to safely use mobility equipment during this pandemic hit year. The holiday hire scheme loaned equipment for a combined total of 647 days, bringing an income of £1,752. Card payments were available for those wishing to keep their visit contactless.

The charity once again met the criteria of best practice for affiliation to the National Federation of Shopmobility, now called Shopmobility UK. This enables the service to use the Shopmobility trademark, recognising the charity meets all the requirements of a Shopmobility scheme including fully accessible premises. Shopmobility UK is governed by Driving Mobility, a national charity that accredits a network of driving and mobility assessment centres. All affiliated Shopmobility schemes adhere to the Driving Mobility code of practice.

Reserves

The charity aims to hold free reserves equivalent to at least six months running costs. This is necessary to guard against future uncertainties such as a decline in income and to meet any financial obligations to staff and creditors. The reserve was switched from a Virgin Money Charity Deposit Account into a Monmouthshire Building Society deposit account in August 2021.

Public Benefit

The charity enables people with limited mobility to independently access shops, banks, opticians, libraries and social / recreational facilities within the town of Staines. This promotes an equality of opportunity and community involvement amongst the beneficiary group. The service also improves confidence, health and mental welfare amongst service users who would otherwise be left isolated from the community and dependent on others to shop and access services for them.

Staines town centre has developed over a large area from its original size, which centred on the High Street, increasing the distances between shops, banks and other services. The High Street is now pedestrianised and the car parks are located on the periphery of the town, making the town inaccessible to many disabled people. People with limited mobility can access the town by car, public transport or accessible transport schemes but are unable to access the town further without access to mobility equipment. The Shopmobility service compliments local accessible transport schemes by providing beneficiaries with outdoor mobility aids upon their arrival in Staines. This fills the gap in service originally identified by SCAN and in several reports since.

Staines Shopmobility supports the current Spelthorne Corporate Plan 2016-2019, along with many of their expressed values and priorities. The charity's work supports many of the issues identified, including stimulating more visitors to the Borough and to provide a place where people want to spend their leisure time. Additionally, the charity supports the local authority's commitment to tackling social exclusion and compliments local accessible transport schemes.

The charity:

- ❖ Assists disabled people to participate independently in shopping, leisure and other activities in Staines.
- ❖ Promotes an environment that is healthy, safe and inclusive.
- ❖ Improves respite for parent / carers.
- ❖ Enables access to social and recreational facilities for disabled people.
- ❖ Provides outdoor aids for people with restricted mobility.
- ❖ Reduces isolation and loneliness, a contributing factor to ill health.
- ❖ Enables independence, well-being and choice.
- ❖ Promotes equality and diversity.

Staines Shopmobility supports the public sector Equality Duty and the Equality Act 2010 by providing an equality of opportunity for disabled people visiting Staines.

Having a Shopmobility service in Staines ensures the town is accessible to all visitors, making it more appealing to those with limited mobility. This helps maintain Staines as a destination of choice for residents of Spelthorne and many surrounding boroughs, where there are no similar schemes. Without Shopmobility, many people with limited mobility would be unable to carry out everyday tasks such as shopping and would have to visit another town with a Shopmobility scheme, where possible. The charity provides the last link in the transport chain and offers people with limited mobility the only viable access to the town.

Staines Shopmobility links with many local and national organisations with the shared aim of improving the quality of life for older and disabled people.

The Year Ahead - 2022 / 2023

Funding

Staines Shopmobility held cash balances of £48,547 at the end of the financial year 2021/22, exceeding the desired reserve level of 6-months running costs necessary to safeguard against unforeseen costs and to meet any financial obligations. This was higher than usual due to the Job Retention Scheme funding and reduced staff costs. Income from fundraising, donations and service charges reduced drastically and our main aim short-term is to increase this back to pre-Covid levels. A detailed overview of the charity's finances can be found in the Treasurer's report beginning on pg. 12.

Service

The charity will continue to provide a normal service but may need to reduce hours at times due to limited staff levels. We will continue to provide a service that will ensure the safety of our staff and customers. Any change in opening times or planned closures will be advertised in the shop and via our website so please check these for the latest news. The charity will seek funding to renew older mobility equipment.

Fundraising

Staines Shopmobility will continue working with organisations such as the Staines Business Improvement District to promote its services and fundraising. Staines Shopmobility hopes to organise or participate in the Elmsleigh Xmas Wrapping Service, Staines upon Thames Day, Purple Tuesday, Xmas Grand Draw and the Rotary Santa Float collection as well as a range of other events! Additional fundraising schemes include sale items such as books and Radar keys. Easyfundraising is another way to support Staines Shopmobility; simply register at www.easyfundraising.org.uk and choose Staines Shopmobility as your chosen cause. The current cost of living crisis and high inflation will make fundraising difficult and will most likely reduce people's ability to donate to charity, further impeding our ability to increase revenue.

Publicity

Staines Shopmobility recognises the importance of publicity in raising awareness of its services so that it is available to as many people as possible. The charity will continue to distribute leaflets and posters around the local area; the website will be kept up to date with all the latest news and information; links with other organisations will be maintained and new working partnerships set up.

A social media presence will be continued to engage with new supporters. Roller banners will be used to promote the service at outside events. Leaflets will be distributed at locations in the town and surrounding area. A static display will be held in the Elmsleigh Centre along with continued promotional messages played on their address system. Seasonal posters will further enhance our presence in the centre. A digital screen in the shop window will further promote the service, whilst hopefully raising revenue through advertisements. The service will also advertise on the new digital screens in the High Street.

Articles and adverts will be placed in local media to further promote the service. Please let us know if you can promote our service via a website or by holding our literature.

Annual Report of the Treasurer

I have pleasure in presenting the audited accounts to you for the year ending 31st March 2022. The accounts have been audited by Les Ford and we are grateful to him. We are also grateful to Arun Sood for having done the detailed work of preparing the accounts statements.

The Income and Expenditure Account summarises the total income received, and expenditure incurred in the last financial year by Staines Shopmobility. From the statement you can see that total income for the year was £56,965.07, which represented a reduction of £7,798.16 on the previous year. This reduction was mainly due to the COVID-19 Job Retention Scheme funding reducing by £13,429.91 compared to the previous year. This grant compensated the Charity for continuing to employ staff during lockdown periods when it was required to close. It is encouraging to note that as we came out from the COVID-19 lockdown restrictions membership income has started to recover rising by £3,057.50 compared to the previous year. This is still £3k lower than our membership income prior to the pandemic, reflecting the challenge of supporting our members to have the confidence to return to previous levels of activity in the town centre.

It will be noted from the income details that we received a £10,000 grant from Spelthorne Borough Council, the leaseholder of the Elmsleigh Centre. Moving forwards the Council has committed to maintaining this grant on a long-term basis which helps provide some additional financial certainty for the Charity. The annual grant from Spelthorne Borough Council was maintained at £15,000. It is important to remember, as note 4 of the accounts mentions, that Shopmobility receives from the owners of Two Rivers its premises on a peppercorn rent and pays no service charges, which makes an important contribution towards our viability.

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Clearly since the first lockdown in March 2020, Shopmobility, like many organisations, has been impacted by the COVID-19 pandemic and was closed for periods because of the lockdowns with staff put on furlough. Following on from the pandemic we have now entered a cost-of-living crisis and a period of increased inflationary pressures which means that it will continue to be a challenging future for Shopmobility, and we will need to work even harder to raise additional funds. We do not yet understand what the longer-term impact on our membership activity will be.

We continue to welcome the assistance the Staines-upon-Thames Business Improvement District has provided with promoting the Pancake Race fundraising event which took place in 2020 before the lockdown but did not take place in 2021. We hope to be able to relaunch the Pancake Race in 2024 with the support of the BID and Rotary Club.

The need therefore remains to obtain long-term financial commitment from both the local Councils and the business community and to diversify our range of income streams. Many Runnymede residents use the Staines scheme as there is no Shopmobility scheme in Runnymede, so we will continue to look for a funding contribution from Runnymede Borough Council.

Looking Ahead

As a result of the COVID-19 pandemic and now the Cost-of-Living Crisis we are operating in exceptionally challenging financial times for all organisations, including charities and their potential funding partners. Trustees are continuing to work on strategies to ensure the ongoing financial sustainability of Staines Shopmobility.

As I have commented on previous occasions, the users of the Staines Shopmobility scheme bring important additional revenue to the retail sector of Staines. It is important that we continue to explore, with bodies such as the Staines-upon-Thames BID, as to how retail businesses in Staines can best help support Shopmobility moving forward.



Terry Collier

Treasurer

Financial Statement 2021-2022

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022

	Note	General Fund £	Wheelchair Fund £	Total 2021/22 £	Total 2020/21 £
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INCOME					
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Mayor's Charity Fund	4			.00	.00
Spelthorne Borough Council Discretionary Covid Grant	4	10,000.00		10,000.00	10,000.00
Membership		4,791.00		4,791.00	1,234.00
Donations & Sponsorship	10	2,490.04		2,490.04	3,057.50
Fundraising	11	4,527.35		4,527.35	1,916.99
Interest		65.23		65.23	33.38
Total Income		56,965.07	.00	56,965.07	64,763.23
EXPENDITURE					
Mobility Vehicle Maintenance & Depreciation	7	1,408.36	1,701.98	3,110.34	2,013.68
Support Costs	8	45,011.49		45,011.49	51,785.80
Costs of Administration and Management	9	270.00		270.00	250.00
Total Expenditure		46,689.85	1,701.98	48,391.83	54,049.48
Operational Surplus/(Deficit) for the Year		10,275.22	(1,701.98)	8,573.24	10,713.75
Transfers		0	0	0	0
Net Income/Expenditure for the Year		10,275.22	(1,701.98)	8,573.24	10,713.75
Balances Brought Forward 1 April 2021		51,492.99	(9,755.46)	41,737.53	31,023.78
Balances Carried Forward 31 March 2022		61,768.21	(11,457.44)	50,310.77	41,737.53

BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2022

		Total 2021/22 £	Total 2020/21 £
FIXED ASSETS			
Mobility Vehicles Purchases (1998- March2020)		67,323.85	66,323.87
Accumulated Depreciation (1998- March2021)		(65,559.87)	(63,857.89)
Net Book Value of Fixed Assets currently Held	12	<u>1,763.98</u>	<u>2,465.98</u>
 CURRENT ASSETS			
Current Account		19,104.05	18,405.72
Virgin Money Account		.00	11,493.26
Monmouthshire Building Society		30,056.31	
Petty Cash Balance		71.66	49.81
VAT Control Account		(328.80)	(320.81)
Debtor- Support Grant Elmsleigh Centre		.00	10,000.00
Creditors not to be paid		(356.43)	
Total		<u>48,546.79</u>	<u>39,627.98</u>
 CURRENT LIABILITIES			
Creditors			(356.43)
Net Assets		<u><u>50,310.77</u></u>	<u><u>41,737.53</u></u>
 Represented by:			
Wheelchair Reserve Account	3	(11,457.44)	(9,755.46)
General Reserve Account	2	61,768.21	51,492.99
Total		<u><u>50,310.77</u></u>	<u><u>41,737.53</u></u>

Notes to the Accounts

1 Accounting Policies

Basis for the preparation of the accounts

The accounts have been prepared in accordance with:

- a) Relevant accounting standards
- b) the Charities Act 2011
- c) the historic cost basis of accounting

Income

Grants, sponsorships and donations are accounted for in the year they are receivable

Fixed Assets

Wheelchairs, scooters, power chairs and ancillary equipment are depreciated on a straight-line basis over their estimated life

2 General Fund

The General Fund is an unrestricted fund which represents the balance of unused revenue funds

3 Wheelchair Fund

The Wheelchair Fund is a restricted fund established to enable the purchase of mobility and ancillary equipment

4 Grants

Staines Shopmobility was awarded grant aid of £15,000 (2020/21 - £15,000) by Spelthorne Borough Council
Staines Shopmobility Support Grant- Elmsleigh Centre (Amas Ltd.) of £10,000 (2020/21 - £10,000) by Spelthorne Borough Council

Job Retention Scheme Grant of £10,091.45 was received from Central Government due to Covid-19 (2020-21 23,521.36)

Additional 'Discretionary Covid grant' of £10,000 was also provided by Spelthorne Borough Council (2020-21 - £10,000)

The premises are provided rent free by the owners of the Two Rivers. This was recently valued at £10000 per annum

5 Independent Examiner's Costs

An Independent Examination is carried out by Hunt Ford & Co. (Accountants) Ltd for a consideration of £nil

6 Trustee Remuneration

No Trustee receives any remuneration in respect of their duties

7 Wheelchair Running Costs

Repairs and maintenance to the mobility equipment is charged to the General Fund

Depreciation of the mobility equipment is charged to the Wheelchair Fund

Notes to the Accounts cont.


8 Support Costs	2021/22	2020/21
	£	£
Salaries	41404.32	47564.82
National Insurance	-97.20	311.8
Income Tax	195.40	-3.2
Insurance	1644.17	1557.33
Telephone	396.3	408.99
Travel & Subsistence	-	0
Printing, Stationery & Postage	643.38	264.83
Other Supplies and Services	621.75	1388.24
Maintenance	203.37	292.99
	<hr/>	<hr/>
	<u>45,011.49</u>	<u>51,785.80</u>
9 Administration and Management	2021/22	2020/21
	£	£
SBC Admin payments	270.00	250.00
	<hr/>	<hr/>
	<u>270.00</u>	<u>250.00</u>
10 Donations and Sponsorship	2021/22	2020/21
	£	£
United Church of Egham	500.00	500.00
Office Donation Box and other private donations	37.54	
Two Rivers Donation	300.00	
Staines Parochial Charity	500.00	500.00
Staines 10k donations		400.00
Pancake Race		32.50
Tesco Bags of Help	1,000.00	500.00
Elmbridge/Runnymede Talking News		1,000.00
Ken Saunders		100.00
Gift Aid Donations	2.50	25.00
Digital Screen Advertisement	150.00	
	<hr/>	<hr/>
	<u>2,490.04</u>	<u>3,057.50</u>

Notes to the Accounts cont.

11 Fundraising	2021/22	2020/21
	£	£
Easy Fundraising	132.88	77.55
RADAR keys	75.00	32.00
Sum Up Card payments	4,221.22	
Izettle Card payments	74.68	1,782.15
Amazon Smile	23.57	25.29
	4,527.35	1,916.99

12 Fixed Assets

	Scooters	Power Chairs	Wheelchairs	Total
Assets Opening Balance	46,917.99	14,301.00	5,104.88	66,323.87
Additions/ (Deletion)	599.99	399.99	-	999.98
Assets Closing Balance	47,517.98	14,700.99	5,104.88	67,323.85
Accumulated Depreciation Opening Balance	44,664.00	14,301.00	4,892.89	63,857.89
Charge for the Year	1,569.99	40.00	91.99	1,701.98
Accumulated Depreciation Closing Balance	46,233.99	14,341.00	4,984.88	65,559.87
Net Book Value	1,283.99	359.99	120.00	1,763.98


Les Ford
 Hon. Auditor


Terry Collier
 Treasurer

Thank You!

Staines Shopmobility would like to acknowledge the invaluable support it receives and wishes to take this opportunity to thank the following:



Heathrow Community Fund



United Church of Egham



Funded by



MLS Operations



Oasis Estate Agents



Staines Parochial Charity

Les Ford (Honorary Auditor)

Spelthorne Committee for Access Now (SCAN)

Staines 10k Runners

Elmbridge & Runnymede Talking News

Staines Shopmobility would also like to thank everyone that donated or gave their time and other resources over the period of this report.

Staines Shopmobility

making staines accessible



Staines Shopmobility

Registered Charity 1157628

Private & Confidential

Mr T Collier
Deputy Chief Executive
Council Offices
Spelthorne Borough Council
Knowle Green
Staines-Upon-Thames
Middlesex
TW18 1XB

03 October 2022

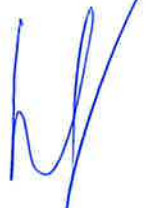
Our Ref: GK/MPL

Dear Terry,

Please find enclosed your Statement of Financial Activities for the year ended 31 March 2022, for Staines Shopmobility.

If you have any queries relating to the Accounts please contact us.

Kind regards,
Yours sincerely,



Hunt Ford & Co.

Osborne House
143-145 Stanwell Road
Ashford
Middlesex
TW15 3QN

Tel: 01784 244404
Fax: 01784 420515
E-mail: mail@huntford.net
Website: www.huntford.net


STAINES SHOPMOBILITY

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022

	Note	General Fund £	Wheelchair Fund £	Total 2021/22 £	Total 2020/21 £
Income & Expenditure					
INCOME					
Spellthorne Borough Council Grant	4	15,000.00		15,000.00	15,000.00
Job Retention Scheme Grant from Central Government	4	10,091.45		10,091.45	23,521.36
Support Grant - Elmsleigh Centre	4	10,000.00		10,000.00	10,000.00
Mayor's Charity Fund	4			.00	.00
Spellthorne Borough Council Discretionary Covid Grant	4	10,000.00		10,000.00	10,000.00
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Transfers		0	0	0	0
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General Reserve Account	2	61,768.21	51,492.99
Total		50,310.77	41,737.53


 L Ford
 Hon.Auditor

Terry Collier
 Hon.Treasurer

10 Donations and Sponsorship

	2021/22 £	2020/21 £
Heathrow Community Grant		
United Church of Egham	500.00	500.00
Compass Angling donations		
Office Donation Box and other private donations	37.54	
Two Rivers Donation	300.00	
Staines Parochial Charity	500.00	500.00
Staines 10k donations		400.00
Mcdonald - Pancake sponsorship		
Pancake Race		32.50
Tesco Bags of Help	1,000.00	500.00
Elmbridge/Runnymede Talking News		1,000.00
Ken Saunders		100.00
Gift Aid Donations	2.50	25.00
Digital Screen Advertisement	150.00	
	<u>2,490.04</u>	<u>3,057.50</u>

11 Fundraising

	2021/22 £	2020/21 £
Easy Fundraising	132.88	77.55
RADAR keys	75.00	32.00
Sum Up	4,221.22	
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Amazon Smile	23.57	25.29
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Net Book Value	<u>1,283.99</u>	<u>359.99</u>	<u>120.00</u>	<u>1,763.98</u>

STAINES SHOPMOBILITY.

England & Wales - Charity number 1157628

Accounts

Staines Shopmobility

Registered Charity 1157628

REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS

For the year ended 31st March 2021

Staines Shopmobility

making staines accessible



Two Rivers
Staines-upon-Thames
01784 459416

stainesshopmo@btconnect.com
www.stainesshopmobility.com



Shopmobility

ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2021.

Contents	Page
Chair's Message / Declaration	3
Board of Trustees	3
Reference & Administrative Details	4
Structure, Governance & Management	4
Objects & Activities	5
Achievements & Performance	5
Public Benefit	7
The Year Ahead 2021/22	8
Annual Report of the Treasurer	9
Financial Statement 2020/2021	11
Balance Sheet	12
Notes to the 2020/21 Accounts	13
Thank You!	16

Message from the Chair / Declaration

I wish to place on record my thanks to all our volunteers, helpers and sponsors for their help over the year. I also express my appreciation of the help and advice of my fellow Trustees and the ever present, dedicated staff who run the service.

During the year of this report little did we know of what lay ahead of us with the COVID Pandemic. It has greatly affected our operations in 2020 but our staff and trustees have been superb in helping our operation to continue, albeit in a modified form.

The Trustees aim remains, as always, to make Staines shops and businesses accessible to all our residents regardless of their ability and to enable them to share in the experiences that Staines has to offer.

On behalf of the Board of Trustees of Staines Shopmobility, I am pleased to present the Report of the Trustees and Financial Statements for the year ending March 31st 2021. The board declares that there have been no serious incidents during the period covered by the report and the charity has complied with its statutory requirements under the Charities Act 2011.

Signed on behalf of the Board of Trustees of Staines Shopmobility



Full Name: Christine Anne Bannister

Position: Chair

Date: 27th January 2022

Board Of Trustees

Dates Acted As Trustee

Christine Bannister – Chair	1 st April 2020 to 31 st March 2021
Simon McGuigan – Vice Chair	1 st April 2020 to 31 st March 2021
Terry Collier – Treasurer	1 st April 2020 to 31 st March 2021
Simon Bhadye	1 st April 2020 to 31 st March 2021
Keith Goldson	1 st April 2020 to 31 st March 2021
Marian Rough	1 st April 2020 to 31 st March 2021
Gary Little	1 st April 2020 to 31 st March 2021
Colin Barnard	1 st April 2020 to 31 st March 2021
Tony Harman	1 st April 2020 to 31 st March 2021

Reference And Administrative Details

Staines Shopmobility was registered as a Charitable Incorporated Organisation, charity number 1157628, on the 27th of June 2014.

The registered address is:

Two Rivers
Mustard Mill Road
Staines-upon-Thames
TW18 4BL

Staff Team

Manager

David Bisiker

Assistant Manager

Margaret McGuigan

Scheme Assistant

Kathryn Rundle

Honorary Auditor

Les Ford

Structure, Governance & Management

Charity Structure

Staines Shopmobility is a Charitable Incorporated Organisation (CIO) with a foundation model constitution. This provides limited liability to the members and trustees of Staines Shopmobility whilst allowing the charity to carry out business in its own name, rather than in the name of the trustees. The charity is governed by its constitution adopted on the 1st of June 2014.

Board of Trustees:

Staines Shopmobility is governed by a Board of Trustees enlisted for their skills, knowledge and experience to effectively govern the CIO. Trustees must number between 4 and 12 members, serving an initial term of 3 years in office.

Objectives and Activities

Objectives

The objectives of the charity, as stated in its governing document are:

The relief of people either living in or visiting Staines and the surrounding area with restricted mobility resulting from age, sickness, disability or other causes (whether of a temporary or permanent nature), by such means as the trustees see fit, with the aim to improve their mobility and conditions of life.

Financial Year 2020/2021

The main objectives this financial year were to replace older mobility equipment, increase revenue streams and to secure long-term funding for the service.

Our Work

Regarding the Charity Commission's public benefit guidance, the main activities of the charity this year were:

- The provision of mobility equipment to enable access to the town centre.
- Providing information and advice on services and products relevant to Shopmobility service users.

Achievements and Performance

Publicity

Posters and service leaflets were maintained at locations throughout the local area, such as libraries, hotels and doctor's surgeries. Adverts and articles were placed with local organisations and press throughout the year. Full details of Staines Shopmobility were listed on the National Federation of Shopmobility (NFSUK) website. The Shopmobility website is now designed to be desktop and mobile friendly. The website is complimented by a Facebook page and a Google Business listing. The website is www.stainesshopmobility.com and the Facebook page is www.facebook.com/stainesshopmobility

The charity linked with local organisations to further promote the services available. Several fundraising events were organised along with static displays being held periodically in the Elmsleigh Centre. The service was further publicised with a recorded script broadcast over the Elmsleigh public address system and information placed on their notice board. Posters are also on display in the Elmsleigh Centre and other premises. A digital screen is sited in the Shopmobility unit facing the car park exit, this highlights the service to the many cars exiting the car park each month.

Staines Shopmobility continued to work with the Economic Development Team at Spelthorne Borough Council and the Business Improvement District. This was particularly useful in widening the reach of any Shopmobility publicity or events being held.

Fundraising / Donations

Fundraising and donations are vital in keeping the service open and available to use. Activities included selling RADAR keys, books and other small, donated items; commission referral schemes with Acorn Stairlifts, EasyFundraising, Amazon Smile and Mobility for You plus an Easter raffle. The pandemic saw fundraising income drop massively due to not being able to hold our usual fundraising events throughout the year.

Many local organisations continued to support our work by way of donations. These included the United Church of Egham who donated £500 from one of their monthly book fairs, the Staines 10k runners gave £400, Elmbridge & Runnymede Talking News donated £1,000 and the Staines Parochial Charity gave £500 towards our work.

We would like to thank all the organisations, volunteers and individuals that supported us throughout this difficult year. Your support is invaluable, and we look forward to working with you all through the next financial year to ensure that Staines remains accessible to all.

Strategic / Operational

Service usage was affected greatly by the Covid-19 pandemic and the various lockdowns or restrictions placed on the retail / hospitality sector. The service remained open 3 days a week at the start of the lockdown to enable people to access essential shops and services. Most of our users were shielding as advised and demand was low. The service closed from April until the 15th of July, when it re-opened 3 days a week. The number of days open increased up to the usual 6 in November. Usage was also increasing until the second lockdown in November began, greatly affecting our busiest time of the year. Normal service was resumed in December before another lockdown began in January 2021. Due to various restrictions the service remained shut until March when it re-opened 3 days a week. Service use over the year was down 70% on the previous year.

The service was open on 120 days over the year against the usual 300 days. Mobility equipment was loaned on 779 occasions for a total of 3,440 hours. The service has now been used 81,966 times since opening. Total registrations to date totalled 5,294 with 39 new members registered and trained to safely use mobility equipment during this pandemic hit year. The holiday hire scheme loaned equipment for a combined total of 385 days bringing an income of £515.

The charity once again met the criteria of best practice for affiliation to the National Federation of Shopmobility (NFSUK). This enables the service to use the Shopmobility trademark, recognising the charity meets all the requirements of a Shopmobility scheme including fully accessible premises. The NFSUK is operated by the British Healthcare Traders Association, the UK's oldest and largest healthcare association founded in 1918. In 2021 NFSUK changed its name to Shopmobility UK and governance of this was taken over by Driving Mobility, a national charity that accredits a network of driving and mobility assessment centres.

Reserves

The charity aims to hold free reserves equivalent to at least six months running costs. This is necessary to guard against future uncertainties such as a decline in income and to meet any financial obligations to staff and creditors. The reserve is currently invested in a Virgin Money Charity Deposit Account and is reviewed regularly.

Public Benefit

The charity enables people with limited mobility to independently access shops, banks, opticians, libraries and social / recreational facilities within the town of Staines. This promotes an equality of opportunity and community involvement amongst the beneficiary group. The service also improves confidence, health and mental welfare amongst service users who would otherwise be left isolated from the community and dependent on others to shop and access services for them.

Staines town centre has developed over a large area from its original size, which centred on the High Street, increasing the distances between shops, banks and other services. The High Street is now pedestrianised and the car parks are located on the periphery of the town, making the town inaccessible to many disabled people. People with limited mobility can access the town by car, public transport or accessible transport schemes but are unable to access the town further without access to mobility equipment. The Shopmobility service compliments local accessible transport schemes by providing beneficiaries with outdoor mobility aids upon their arrival in Staines. This fills the gap in service originally identified by SCAN and in several reports since.

Staines Shopmobility supports the current Spelthorne Corporate Plan 2016-2019, along with many of their expressed values and priorities. The charity's work supports many of the issues identified, including stimulating more visitors to the Borough and to provide a place where people want to spend their leisure time. Additionally, the charity supports the local authority's commitment to tackling social exclusion and compliments local accessible transport schemes.

The charity:

- ❖ Assists disabled people to participate independently in shopping, leisure and other activities in Staines.
- ❖ Promotes an environment that is healthy, safe and inclusive.
- ❖ Improves respite for parent / carers.
- ❖ Enables access to social and recreational facilities for disabled people.
- ❖ Provides outdoor aids for people with restricted mobility.
- ❖ Reduces isolation and loneliness, a contributing factor to ill health.
- ❖ Enables independence, well-being and choice.
- ❖ Promotes equality and diversity.

Staines Shopmobility supports the public sector Equality Duty and the Equality Act 2010 by providing an equality of opportunity for disabled people visiting Staines.

Having a Shopmobility service in Staines ensures the town is accessible to all visitors, making it more appealing to those with limited mobility. This helps maintain Staines as a destination of choice for residents of Spelthorne and many surrounding boroughs, where there are no similar schemes. Without Shopmobility, many people with limited mobility would be unable to carry out everyday tasks such as shopping and would have to visit another town with a Shopmobility scheme, where possible. The charity provides the last link in the transport chain and offers people with limited mobility the only viable access to the town.

Staines Shopmobility links with many local and national organisations with the shared aim of improving the quality of life for older and disabled people.

The Year Ahead - 2021 / 2022

Funding

Staines Shopmobility held cash reserves of £39,628 at the end of the financial year 2020/21, meeting the desired reserve level of 6-months running costs necessary to safeguard against unforeseen costs and to meet any financial obligations. Due to the uncertainty caused by the current Covid pandemic our income is forecast to be extremely low over the next financial year. This will quickly deplete our reserves if additional funding is not secured. This could force the charity to close, leaving many people unable to access the town centre. A detailed overview of the charity's finances can be found in the Treasurer's report beginning on pg. 12.

Service

The charity will strive to continue to provide services where possible. We will be adapting working practices to ensure the safety of our staff and customers. New restrictions to combat Covid may well affect our service provision and opening times. We will continue to take cash payments but will also introduce contactless payments for additional customer assurance on safety. The charity will be seeking funding to renew older mobility equipment.

Fundraising

Staines Shopmobility will continue working with the Staines Business Improvement District to promote its services and fundraising. Staines Shopmobility hopes to organise or participate in the Pancake Race, Elmsleigh Xmas Wrapping Service, Staines upon Thames Day, Purple Tuesday, Xmas Grand Draw and the Rotary Santa Float collection as well as a range of other events, Covid permitting! Additional fundraising schemes include sale items such as books and Radar keys. Easyfundraising is another way to support Staines Shopmobility; simply register at www.easyfundraising.org.uk and choose Staines Shopmobility as your chosen cause. You can also register at www.smile.amazon.co.uk to support us through your Amazon shopping.

New ways to fundraise will need to be found if Covid-19 restrictions do not allow us to gather in groups and use our traditional fundraising methods.

Publicity

Staines Shopmobility recognises the importance of publicity in raising awareness of its services so that it is available to as many people as possible. The charity will continue to distribute leaflets and posters around the local area; the website will be kept up to date with all the latest news and information; links with other organisations will be maintained and new working partnerships set up.

A social media presence will be continued to engage with new supporters. Roller banners will be used to promote the service at outside events. Leaflets will be distributed at locations in the town and surrounding area. A static display will be held in the Elmsleigh Centre along with continued promotional messages played on their address system. Seasonal posters will further enhance our presence in the centre. A digital screen in the shop window will further promote the service, whilst hopefully raising revenue through advertisements. The service will also advertise on the new digital screens in the High Street.

Articles and adverts will be placed in local media to further promote the service. Please let us know if you can promote our service via a website or by holding our literature.

Annual Report Of The Treasurer

I have pleasure in presenting the audited accounts to you for the year ending 31st March 2021. The accounts have been audited by Les Ford and we are grateful to him. We are also grateful to Arun Sood for having done the detailed work of preparing the accounts statements.

The Income and Expenditure Account summarises the total income received, and expenditure incurred in the last financial year by Staines Shopmobility. From the statement you can see that total income for the year was £64,763.23 which represented an increase of £7,049.28 on the previous year. This increase is mainly due to the COVID-19 Job Retention Grant of £23,521.36 received to compensate the Charity for continuing to employ staff during lockdown periods when it was required to close. Unsurprisingly membership income dropped again, by £3,914.29 from the previous year. This is more than £6k lower than our membership income from two years ago before the pandemic and reflects the challenge of supporting our membership to have the confidence to return to previous levels of activity in the town centre.

It will be noted from the income details that we received a £10,000 grant from Spelthorne Borough Council the leaseholder of the Elmsleigh Centre. Moving forwards the Council has committed to maintaining this grant on a long-term basis which helps provide some additional financial certainty for the Charity. The annual grant from Spelthorne Borough Council was maintained at £15,000. It is important to remember, as note 4 of the accounts mentions, that Shopmobility receives from the owners of Two Rivers its premises on a peppercorn rent and pays no service charges, which makes an important contribution towards our viability.

Expenditure for last year totalled £54,049.48, a small reduction of £733.04 on the previous year's total of £54,782.52. This reflected largely a reduction in mobility vehicle maintenance reflecting reduced activity during the year. Overall, therefore as income was more than expenditure for the year, the net outturn was a surplus of £10,713.75 This is an improvement on the previous year's surplus.

The cash balances at the year-end totalled £39,627.98 (or 73.3% of annual expenditure). This means that we, as of 31 March 2021, were achieving the objective of the Trustees of having reserves equivalent to at least 50% of annual running costs.

Clearly since the first lock down in March 2020 Shopmobility, like many organisations has been impacted by the COVID-19 pandemic and was closed for periods because of the lockdowns with staff put on furlough. As we move into recovery from the pandemic it will be a challenging future for Shopmobility, and we will need to work even harder to raise additional funds. We do not yet understand what the longer-term impact on our membership activity will be.

We continue to welcome the assistance the Staines-upon-Thames Business Improvement District has provided with promoting the Pancake Race fundraising event which took place in 2020 before the lockdown but did not take place in 2021. We are hoping to be able to resume our fundraising events once more as restrictions begin to lift.

The need therefore remains to obtain long-term financial commitment from both the local Councils and the business community and to diversify our range of income streams. Many Runnymede residents use the Staines scheme as there is no Shopmobility scheme in Runnymede, so we will continue to look for a funding contribution from Runnymede Borough Council.

Looking Ahead

As a result of the COVID-19 pandemic we are operating in exceptionally challenging financial times for all organisations, including charities and their potential funding partners. Trustees are continuing to work on strategies to ensure the ongoing financial sustainability of Staines Shopmobility.

As I have commented on previous occasions, the users of the Staines Shopmobility scheme bring important additional revenue to the retail sector of Staines. It is important that we continue to explore, with bodies such as the Staines-upon-Thames BID, as to how retail businesses in Staines can best help support Shopmobility moving forward.

We do now have certainty with respect to the £10k annual grant previously made by Clerical Medical that will be honoured by Spelthorne Borough Council on an ongoing basis.



Terry Collier

Treasurer

Financial Statement 2020-2021

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021

Income & Expenditure	Note	General Fund £	Wheelchair Fund £	Total 2020/21 £	Total 2019/20 £
INCOME					
Spelthorne Borough Council Grant	4	15,000.00		15,000.00	15,000.00
Job Retention Scheme Grant from Central Government	4	23,521.36		23,521.36	
Support Grant - Elmsleigh Centre	4	10,000.00		10,000.00	10,000.00
Mayor's Charity Fund	4			.00	10,000.00
Spelthorne Borough Council Business Rates Covid Grant	4	10,000.00		10,000.00	
Membership		1,234.00		1,234.00	12,890.00
Donations & Sponsorship	10	3,057.50		3,057.50	6,971.79
Fundraising	11	1,916.99		1,916.99	2,757.21
Interest		33.38		33.38	94.95
Other				.00	.00
Total Income		64,763.23	.00	64,763.23	57,713.95
EXPENDITURE					
Mobility Vehicle Maintenance & Depreciation	7	410.68	1,603.00	2,013.68	3,946.82
Support Costs	8	51,785.80		51,785.80	50,585.70
Costs of Administration and Management	9	250.00		250.00	250.00
Total Expenditure		52,446.48	1,603.00	54,049.48	54,782.52
Operational Surplus/(Deficit) for the Year		12,316.75	(1,603.00)	10,713.75	2,931.43
Transfers		0	0	0	0
Net Income/Expenditure for the Year		12,316.75	(1,603.00)	10,713.75	2,931.43
Balances Brought Forward 1 April 2020		39,176.24	(8,152.46)	31,023.78	28,092.35
Balances Carried Forward 31 March 2021		51,492.99	(9,755.46)	41,737.53	31,023.78

BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2021

		Total 2020/21 £	Total 2019/20 £
FIXED ASSETS			
Mobility Vehicles Purchases (1998- March2020)		66,323.87	66,323.87
Accumulated Depreciation (1998- March2021)		(63,857.89)	(62,254.89)
Net Book Value of Fixed Assets currently Held	12	<hr/> 2,465.98	<hr/> 4,068.98
CURRENT ASSETS			
Current Account		18,405.72	16,001.50
Virgin Money Account		11,493.26	11,459.88
Petty Cash Balance		49.81	96.95
VAT Control Account		(320.81)	(247.10)
Debtor- Support Grant Elmsleigh Centre		10,000.00	
Total		<hr/> 39,627.98	<hr/> 27,311.23
CURRENT LIABILITIES			
Creditors		(356.43)	356.43
Net Assets		<hr/> <hr/> 41,737.53	<hr/> <hr/> 31,023.78
Represented by:			
Wheelchair Reserve Account	3	(9,755.46)	(8,152.46)
General Reserve Account	2	51,492.99	39,176.24
Total		<hr/> <hr/> 41,737.53	<hr/> <hr/> 31,023.78

Notes to the 2020-2021 Accounts

1 Accounting Policies

Basis for the preparation of the accounts

The accounts have been prepared in accordance with:

- a) Relevant accounting standards
- b) the Charities Act 2011
- c) the historic cost basis of accounting

Income

Grants, sponsorships and donations are accounted for in the year they are receivable.

Fixed Assets

Wheelchairs, scooters, power chairs and ancillary equipment are depreciated on a straight-line basis over their estimated life.

2 General Fund

The General Fund is an unrestricted fund which represents the balance of unused revenue funds.

3 Wheelchair Fund

The Wheelchair Fund is a restricted fund established to enable the purchase of mobility and ancillary equipment.

4 Grants

- Staines Shopmobility was awarded grant aid of £15,000 (2019/20 - £15,000) by
- i Spelthorne Borough Council.
 - Staines Shopmobility Support Grant- Elmsleigh Centre is expected of £10,000 (2019/20 - £10,000) by
 - ii Spelthorne Borough Council.
 - iii Job Retention Scheme Grant of £23,521.36 was received from Central Government due to Covid-19. Additional 'Government Business rates Covid grant' of £10,000 was also provided by
 - iv Spelthorne Borough Council.
 - The premises are provided rent free by the owners of the Two Rivers. This was recently valued at
 - v £10000 per annum.

5 Independent Examiner's Costs

An Independent Examination is carried out by Hunt Ford & Co. (Accountants) Ltd for a consideration of £nil.

6 Trustee Remuneration

No Trustee receives any remuneration in respect of their duties.

7 Wheelchair Running Costs

Repairs and maintenance to the mobility equipment is charged to the General Fund. Depreciation of the mobility equipment is charged to the Wheelchair Fund.

Notes to the 2020-2021 Accounts cont.

8 Support Costs	2020/21	2019/20
	£	£
Salaries	47564.82	47012.42
National Insurance	311.80	179.28
Income Tax	-3.20	-407.96
Insurance	1557.33	1517.32
Telephone	408.99	615.72
Travel & Subsistence	-	89.63
Printing, Stationery & Postage	264.83	235.32
Other Supplies and Services	1388.24	1082.22
Maintenance	292.99	261.75
	<hr/>	<hr/>
	<u>51,785.80</u>	<u>50,585.70</u>
9 Administration and Management	2020/21	2019/20
	£	£
SBC Admin payments	250.00	250.00
	<hr/>	<hr/>
	<u>250.00</u>	<u>250.00</u>
10 Donations and Sponsorship	2020/21	2019/20
	£	£
Heathrow Community Grant		
United Church of Egham	500.00	500.00
Compass Angling Donations		2,000.00
Office Donation Box and other private donations		75.27
SCC Member's Allowance - Grant Funding		1,249.00
Staines Parochial Charity	500.00	500.00
Staines 10k Donation	400.00	500.00
McDonald - Pancake Sponsorship		470.00
Pancake Race	32.50	505.13
Tesco Bags of Help	500.00	
Elmbridge/Runnymede Talking News	1,000.00	
Ken Saunders	100.00	
Gift Aid on Donations	25.00	72.39
M McGuigan Donation		1,100.00
	<hr/>	<hr/>
	<u>3,057.50</u>	<u>6,971.79</u>

Notes to the 2020-2021 Accounts

11 Fundraising	2020/21 £	2019/20 £
Open Air Cinema Collection		361.69
Easter Raffle Sales		33.00
Easy Fundraising	77.55	71.88
RADAR Keys	32.00	204.00
Rotary Float Collection		520.00
Sale Items		23.49
Match Funding- Barclays		724.65
Virginmoneygiving- Pancake Race		147.50
Izettle Payments	1,782.15	
Amazon Smile	25.29	
Xmas/ Valentine Draw Sales		671.00
	1,916.99	2,757.21

12 Fixed Assets

	Scooters	Power Chairs	Wheelchairs	Total
Assets Opening Balance	46,917.99	14,301.00	5,104.88	66,323.87
Additions/ (Deletion)	.00	.00	.00	.00
Assets Closing Balance	46,917.99	14,301.00	5,104.88	66,323.87
Accumulated Depreciation Opening Balance	43,211.00	14,301.00	4,742.89	62,254.89
Charge for the Year	1,453.00	-	150.00	1,603.00
Accumulated Depreciation Closing Balance	44,664.00	14,301.00	4,892.89	63,857.89
Net Book Value	2,253.99	-	211.99	2,465.98

Les Ford
Hon. Auditor

Terry Collier
Treasurer

Thank You!

Staines Shopmobility would like to acknowledge the invaluable support it receives and wishes to take this opportunity to thank the following:



Heathrow Community Fund



TESCO
Bags of Help



United Church of Egham



Funded by



MLS Operations



Oasis Estate Agents



Staines Parochial Charity

Les Ford (Honorary Auditor)

Spelthorne Committee for Access Now (SCAN)

Staines 10k Runners

Elmbridge & Runnymede Talking News

Staines Shopmobility would also like to thank everyone that gave donations, time and other resources over the period of this report.

Staines Shopmobility

making staines accessible



Staines Shopmobility

Registered Charity 1157628