

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
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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	<u>2,465.98</u>	<u>4,068.98</u>
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		<u>39,627.98</u>	<u>27,311.23</u>
CURRENT LIABILITIES			
Creditors		(356.43)	356.43
Net Assets		<u><u>41,737.53</u></u>	<u><u>31,023.78</u></u>
Represented by:			
Wheelchair Reserve Account	3	(9,755.46)	(8,152.46)
General Reserve Account	2	<u>51,492.99</u>	<u>39,176.24</u>
Total		<u><u>41,737.53</u></u>	<u><u>31,023.78</u></u>

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

- i Staines Shopmobility was awarded grant aid of £15,000 (2019/20 - £15,000) by Spelthorne Borough Council.
- ii Staines Shopmobility Support Grant- Elmsleigh Centre is expected of £10,000 (2019/20 - £10,000) by 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 Spelthorne Borough Council.
- iv The premises are provided rent free by the owners of the Two Rivers. This was recently valued at £10,000 per annum.
- v

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/>
	51,785.80	50,585.70
	<hr/>	<hr/>
9 Administration and Management	2020/21	2019/20
	£	£
SBC Admin payments	250.00	250.00
	<hr/>	<hr/>
	250.00	250.00
	<hr/>	<hr/>
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/>
	3,057.50	6,971.79
	<hr/>	<hr/>

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
	<u>1,916.99</u>	<u>2,757.21</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)	.00	.00	.00	.00
Assets Closing Balance	<u>46,917.99</u>	<u>14,301.00</u>	<u>5,104.88</u>	<u>66,323.87</u>
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	<u>44,664.00</u>	<u>14,301.00</u>	<u>4,892.89</u>	<u>63,857.89</u>
Net Book Value	<u>2,253.99</u>	<u>-</u>	<u>211.99</u>	<u>2,465.98</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



Bags of Help



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