

Staines Shopmobility

Registered Charity 1157628

REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS

For the year ended 31st March 2025



Two Rivers
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ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2025

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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.

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

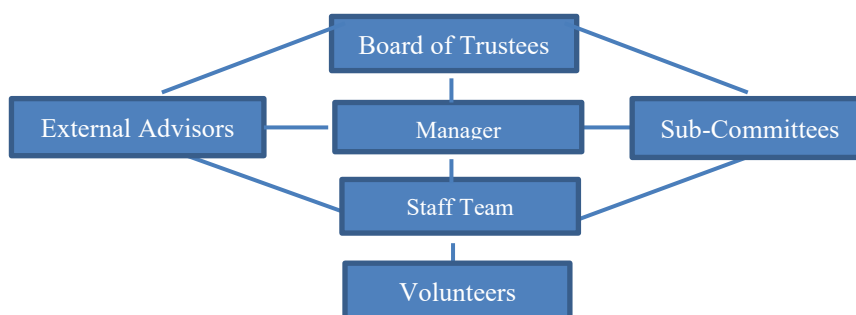
Scheme Assistant

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	<u>1,503.98</u>	<u>759.98</u>
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		<u>44,408.96</u>	<u>43,550.89</u>
CURRENT LIABILITIES			
Creditors			
Net Assets		<u><u>45,912.94</u></u>	<u><u>44,310.87</u></u>
Represented by:			
Wheelchair Reserve Account	3	(11,940.22)	(12,461.44)
General Reserve Account	2	<u>57,853.16</u>	<u>56,772.31</u>
Total		<u><u>45,912.94</u></u>	<u><u>44,310.87</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 £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

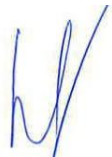
Notes to the Accounts

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



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
Registered Charity 1157628