

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

England & Wales · Charity number 1168077

Details

Status Registered

Legal form CIO

Registered 2016-07-06

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

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Activities

Objects: THE OBJECTS OF THE CIO ARE FOR THE PUBLIC BENEFIT: (1) TO PROVIDE RELIEF OF THOSE IN NEED IN SHEFFIELD AND NEIGHBOURING DISTRICTS BY REASON OF AGE, ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE BY THE PROVISION OF GOODS AND SERVICES, IN PARTICULAR BUT NOT EXCLUSIVELY BY PROVIDING: (A) ASSISTANCE AND AFTER CARE FOR PATIENTS FOLLOWING ADMISSION TO OR DISCHARGE FROM HOSPITAL OR OTHER CARE FACILITY; (B) PRACTICAL AND EMOTIONAL SUPPORT FOR THOSE IN NEED TO IMPROVE THE QUALITY OF LIFE OF THOSE WHO ARE RESIDING IN THEIR OWN HOMES; (C) DELIVERY OF EMERGENCY GOODS AND MEDICAL RELATED EQUIPMENT TO ASSIST PEOPLE IN NEED IN THEIR HOMES; AND (D) ASSISTANCE AND SUPPORT TO PREVENT ADMISSION OR READMISSION TO HOSPITAL OR OTHER AFTER CARE FACILITY.

Activities: Sheffield Churches' Council for Community Care works with statutory and other voluntary agencies to provide packages of care for vulnerable people: specifically to relieve poor, sick, elderly or disabled persons in Sheffield by providing or assisting in the provision of services calculated to reduce the need, hardship or distress of such persons.

Classification

- **How:** Provides Services
- **What:** Disability
- **Who:** Elderly/old People, People With Disabilities

Geography

- Barnsley
- Doncaster
- Rotherham
- Sheffield City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,318,961	£976,024	£1,060,947	39
2024-03-31	£937,027	£852,356	£718,010	31
2023-03-31	£535,908	£660,329	£633,339	24
2022-03-31	£762,865	£536,556	£757,760	22
2021-03-31	£716,580	£468,883	£531,451	21

Trustees

Name	Role	Appointed
Claire Elizabeth Revitt		2023-01-26
Dr Om Prakash Purohit		2024-04-25
Grace Mary Stead		2025-01-07
Irene Mabbott		2025-07-18
JAVED KHAN		2023-07-27
JOHN MOTHERSOLE		2020-01-23
SIMON JOHN FRANCIS LAMB		2018-02-20
Terezia Rostas		2025-05-19

Accounts

Annual Report | January 2026

with financial statements for 2024/25



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Chair's Introduction

It is an honour to introduce this annual report as the newly appointed Chair of SCCCC.

Taking up this role at the close of a strategic cycle has given me a unique vantage point – one where I can look back on the extraordinary progress of recent years, and also look forward to a future of even greater ambition. I have been struck by the scale of SCCCC's impact, the clarity of its purpose, and the dedication of its people.

Over the past three years, the organisation has expanded its reach, embedded itself within the health and social care system, and built a foundation for sustainable, long-term impact. That work, reflected throughout this report, demonstrates not just delivery – but leadership. SCCCC is not simply responding to need; it is shaping how support for older people is understood, prioritised and delivered across the region.

As we move into a new phase, my focus as Chair will be on ensuring that our governance continues to evolve in line with the complexity of our work and the scale of our ambition. We are entering a period of strategic renewal, and with that comes opportunity – to deepen our commitment to equity, to sharpen our focus on evidence, and to ensure we are resourced and resilient for whatever lies ahead.

I want to thank my fellow trustees for their stewardship, the executive team for their clarity and energy, and the volunteers and staff whose compassion and commitment remain the beating heart of SCCCC. I also offer my gratitude to Tim Plant, my predecessor, for his wise leadership and generous handover. It is a privilege to follow in his footsteps.

Together, we will continue to work towards a future in which no older person feels forgotten, and every older life is valued.



Dr Kash Purohit
Chair of the Board of Trustees



Chief Executive's Introduction

This year has been one of momentum – not only in terms of service delivery, but also in how we've positioned ourselves for the future.

As you'll read in this report, SCCCC supported more people than ever before in 2024/25. We embedded new services, expanded into new geographies, strengthened our partnerships, and deepened our learning. But more than that, we demonstrated what it means to be adaptive, values-led and community-driven in a time of continued complexity.

This was also the final year of our Grow, Embed and Sustain strategy. It gave us a framework – but more importantly, it gave us focus. From our frontline work in the Discharge Lounge to our volunteer recruitment across South Yorkshire, from data sharing with hospital teams to our first co-designed calendar, every achievement this year can be traced back to that shared sense of purpose.

As we look ahead, we do so with clarity. Our next strategic plan will be shaped by what we've learned – that people need to be seen, services need to be responsive, and systems work best when the voluntary sector is at the table, not just on the ground.

I want to acknowledge our staff, whose professionalism and heart define the organisation. I also extend my thanks to our growing family of volunteers, trustees, partners and donors – the people who bring our mission to life.

There is more to do – and we are ready to do it. Our vision remains the same: a city and region where older people are connected, supported, and never left behind.



Mark Storey
Chief Executive Officer



Strategic Report

Overview

This year marked the final phase of SCCCC's 2022–2025 Strategic Development Plan – a framework structured around three interdependent pillars: **Grow, Embed, and Sustain**. These pillars have helped guide our decisions, shape our services, and align our efforts across teams and partners.

The plan also commits us to embedding Equality, Diversity and Inclusion (EDI) as a cross-cutting theme, recognising that the best support is not only effective, but equitable and inclusive.

Our focus throughout has remained clear: to reduce loneliness and isolation among older people, while maintaining dignity, promoting independence, and improving wellbeing in later life.

This final year of delivery has seen us consolidate learning, expand our service offer, and deepen the partnerships that underpin our long-term impact. At the same time, we have maintained the flexibility to adapt to system pressures and local need – ensuring we remain relevant and responsive.

As we reach the end of our current strategy, we now enter a period of reflection and planning. The months ahead will see us co-design a new strategic plan that builds on our progress to date while responding to emerging challenges and opportunities across health and social care. We will do this with our values at the centre – and with older people's voices guiding the way.

Grow:

Expanding our reach and impact through new projects, enhancing our volunteer base, and increasing our geographical and cultural presence.

Embed:

Becoming an integral part of the hospital discharge system and the trusted partner of choice for health and social care organisations.

Sustain:

Ensuring operational excellence, financial resilience, and reducing loneliness through a well-managed and adaptive organisation.

Strategic Report – Achievements and Performance

Strategic Overview

At the heart of our strategy is a commitment to reduce loneliness and isolation among older people – but also to protect dignity, support independence, and promote wellbeing in later life. This year, as we conclude this strategy cycle, we've reflected not only on what we've delivered, but also on what we've learned – and how this learning will shape the future of our services.

The final year of the strategy has been marked by service expansion, deeper community integration, and renewed energy across our staff, volunteer and partner networks. While many challenges remain, we step into the next phase of our journey with confidence, clarity, and a strong foundation for continued growth and innovation.

Strategic Pillar One: GROW

Expanding reach, innovating services, and increasing our impact.

The Grow pillar reflects our commitment to scale with purpose – to reach more people, in more places, with services that respond to real, evolving needs. It is also about ensuring our services remain dynamic, relevant, and informed by those we support.

This year we delivered services to more people than ever before. SCCCC handled 9,026 referrals – a 19.7% year-on-year increase – reflecting both our growing reputation and rising need. Each referral represented someone in need of timely, compassionate support: a person returning home from hospital, a carer overwhelmed, an older neighbour unseen for weeks.

The number of two-person jobs rose from 1,251 to 1,817 – a 45% increase – highlighting the growing complexity of cases we are asked to support. These referrals often involve more intensive, hands-on help, reflecting the increasing needs of the older people we serve.

Hospital to Home and Discharge Lounge Support

One of our most successful developments was the embedding of our Hospital to Home team in the Discharge Lounge at Northern General Hospital. Initially a pilot, this service became a weekday fixture, enabling us to assist vulnerable patients at the very moment they leave hospital.

This matters. A poorly managed discharge can unravel everything – medications missed, no food in the house, hazards unchecked. By placing our team in the lounge, we ensure each journey home is safer, calmer, and better supported.

In illustrative terms:

- Nearly 470 older people were supported via the Discharge Lounge
- Delays reduced by up to 2.5 hours per patient improving both patient experience and hospital flow
- Our wider discharge services contributed to system-wide efficiency, with staff regularly called upon to support complex, high-need cases across hospital wards

Team members are now Trusted Assessor trained, enabling them to assess for and provide basic equipment – speeding up recovery and reducing avoidable readmissions.

“He arrived like an angel from heaven after I had been sat in a corner with people coughing and spluttering all over me. The service was absolutely exceptional, and I never thought that this could be happening in a hospital; it was so wonderful. He even helped my husband who had just had a pacemaker fitted. This is a man who is quite simply perfect for the job!”

Service user feedback



Placement Support Scheme

The emotional labour of supporting an older person into supported living is often invisible. The Placement Support Scheme steps into this gap – offering a steady hand during one of the most difficult transitions an older person can face.

This year the service supported 101 individuals (up from 53 the previous year) – a 90% increase. The work is intensive. Our Navigators liaise with housing teams, family members, medical professionals and older people themselves. Success is not just about securing a placement – it's about ensuring a positive, person-centred move.

“Without you, I would have been lost. I was scared, confused and grieving. You gave me strength.”

Beneficiary of the Placement Support Scheme

Tackling Transport Inequality

Transport is more than logistics; it's access to care, social contact, and community life. This year, we secured £69,000 to purchase a community minibus for a partnership project with St Luke's Hospice Sheffield. The project was launched in the 2025/26 financial year and provide regular, reliable transport for older people attending day centres and wellbeing hubs.

This investment responds to a gap highlighted by service users and partners alike: older people with mobility challenges or no family transport options often miss out on preventative care, rehabilitation, and social connection. The new service aims to close that gap.

The Good Neighbour Scheme – Scaling Volunteer Impact

The Good Neighbour Scheme (GNS) remains at the heart of our mission – providing befriending and community connection through trained, supported volunteers. In August 2024, we reached 177 active volunteers, our highest level since before the pandemic. However, demand continued to grow, with the service user waiting list expanding over the year, underlining the ongoing urgency of volunteer recruitment. Since then our volunteer pool has continued to fluctuate and the current number of active volunteers sits at 166.

Volunteers delivered over 7,000 visits and calls over the year – a 14% increase from 2023/24. These moments of connection range from weekly coffee chats to letter writing and telephone support.



Case Study:

Jean & Stephen

From Loneliness to Friendship

When Jean, a spirited 87-year-old widow from the S9 area of Sheffield, was referred to the Good Neighbour Scheme by Active Recovery – a partnership between Sheffield Teaching Hospitals and Sheffield City Council – in early 2023, she was living alone with only her cat for company. Her husband had passed away, her children were largely absent, and support from friends or neighbours was limited. Like many others, Jean joined our waiting list – and though we checked in every few months, what she really longed for was regular companionship.

That changed in September 2024, when Stephen joined SCCCC as a volunteer. A former HGV driver with a background in social care, Stephen was eager to give back in a way that felt personal and impactful. His partner, Louise, was already volunteering and had spoken warmly about her experiences – so he signed up too.

From their very first visit, Jean and Stephen clicked. They shared humour, old songs, football memories and warmth. Jean called Stephen “a dream,” telling us, *“He makes me laugh, brings me sticky buns, and even sings to me. I’m not lonely anymore.”*

As their friendship grew, so did Stephen’s commitment. He helped Jean with everything from setting up her television to referring her to financial advice services. When Jean received a cancer diagnosis in December – with no treatment options due to other health issues – Stephen and Louise stepped up even more.

Despite SCCCC’s standard weekly commitment of one hour, Stephen visited up to 20 times over a few months, especially during Jean’s hospital stays. He’d pop round for a coffee, help with small tasks, and – most importantly – make her feel seen, heard, and cared for. During one of Jean’s toughest times, Stephen even called her every day just to check in.

Their friendship has become a powerful example of what befriending is truly about: consistency, kindness, and connection. As Stephen put it, *“It’s amazing that we are so close as friends – I feel like someone put us together.”*

He even set “Tie a Yellow Ribbon” as Jean’s custom ringtone – a small gesture that carries deep meaning. When that song plays, Jean knows a friend is thinking of her.

We have:

- Strengthened university partnerships (Sheffield and Hallam)
 - Attended over a dozen community recruitment events (e.g. Zest Fun Day, SOAR, Norton Festival)
- Piloted new drop-in sessions and digital application options
- Expanded into Doncaster, launching GNS support beyond Sheffield city limits

Training has been a key focus, with staff and volunteers completing Dementia Stars training this year, with additional modules on safeguarding, cuckooing and mental health rolled out to improve confidence and risk awareness. In parallel, we began a volunteer process review in collaboration with the University of Sheffield's Knowledge Exchange Project. This aims to enhance volunteer-service user matching and improve volunteer experience from onboarding to impact.

We also increased staff numbers across the GNS team - including two new GNS Coordinators, a Volunteer Coordinator, a Placement Support Navigator, and an additional bank staff member.

We also built stronger links with minority communities through attendance at networking events with organisations such as Shipshape, and via our involvement in the South Yorkshire Menopause Project. These efforts helped raise awareness of SCCCC in more diverse communities across our wider footprint.

Volunteer and Beneficiary Impact

Doug and Diane

Doug, living with dementia and skin cancer, was referred to us by a dementia advisor. He craved connection beyond his immediate family and wanted someone he could simply chat to. Diane, a seasoned volunteer, was matched with him in early 2024.

Their weekly visits are filled with conversation, football trivia, and laughter. Doug's wife, Caren, says:

"It's not just a 10 out of 10 – it's a woohoo!"

"I just love spending time with Doug. He's warm, cheeky and remembers all the old football teams. It's a privilege to be part of his week."

Volunteer Diane

The Pen Pal Scheme – 15,000+ Messages of Connection

Initially launched during COVID-19, the Pen Pal Scheme has now delivered **over 15,000 items** to isolated older people. Letters, cards, and drawings continue to arrive from individuals, schools and community groups, and are matched with recipients across the city.

The scheme continues to grow, offering connection and comfort to those who may otherwise feel forgotten. A recent letter from a service user reads:

"Because I'm housebound, receiving the post is like receiving little jewels."

And the difference is also felt by professionals working closely with older people. One occupational therapist from Primary care recently shared:

"I saw a patient this morning who receives letters from your Pen Pal Scheme. I wanted to feed back how valuable and meaningful this service is for him. He says it 'makes all the difference' and 'I feel like someone cares'. As always, I was professionally struck by what a difference SCCCC makes to older people's lives. The patient and I wanted to say 'thanks'. All the best."

These voices – from professionals and service users alike – remind us that human connection remains one of the most powerful interventions we can offer.



Strategic Pillar Two: EMBED

Integrating SCCCC services into wider systems and communities

To truly embed SCCCC within Sheffield's health and social care ecosystem means more than delivering high-quality services – it means becoming a trusted, indispensable presence within the structures that surround

and support older people. Embedding, for us, is about more than being known – it's about being relied upon. It's about being part of the conversation when services are designed, when pathways are restructured, and when decisions are made that affect vulnerable individuals.



In 2024/25, we made deliberate and sustained efforts to strengthen our presence across the system. This included deepening our partnerships with statutory and voluntary sector colleagues, enhancing how we share data and insight, and ensuring that we are visible and active at key decision-making tables. From engaging with local Integrated Care Boards to contributing to strategic forums like the Sheffield Adult Partnership Board, we positioned ourselves not only as a service provider – but as a sector partner. Our presence is increasingly being felt not just at the point of discharge or crisis, but at the strategic level where long-term change is shaped.

Our aim is to be the partner of choice – trusted by clinicians, social workers, local authorities and community leaders alike. That ambition has shaped how we build relationships, how we design services, and how we respond to emerging need.

System-Level Engagement and Influence

Throughout the year, we deepened our engagement with system partners and policy leaders across Sheffield and the wider South Yorkshire footprint. Our Chief Executive and senior team contributed to Sheffield City Council's strategic planning through active participation in the Sheffield Adult Partnership Board, alongside continued engagement via the GSK Alumni Network.

Alongside this, we developed new relationships at regional and national level, including:

- Initial dialogue with the South Yorkshire Mayoral Combined Authority (SYMCA)
- Early engagement with the Centre for Social Justice
- Strengthened working relationships with Integrated Care Boards (ICBs) in Doncaster and across South Yorkshire

These relationships are vital. They provide us with the insight, influence and alliances needed to shape better outcomes for older people – not just at the point of discharge or crisis, but across the continuum of care. They also offer a deeper understanding of system pressures, enable collaboration at pace, and ensure that both the voluntary sector voice and the lived experience of older people are present where decisions are made.

As a result of this sustained engagement, SCCCC is now:

- An invited stakeholder in discharge pathway reviews
- Consulted during policy discussions on delayed discharges and patient flow
- Named in care plans as a trusted aftercare provider

By attending regular multi-agency meetings and fostering strong working relationships with hospital teams, we have moved from being viewed as a helpful add-on to being recognised as an integral part of patient discharge and recovery.

Our Hospital to Home team now works closely with occupational therapists and ward staff, sharing insight and jointly supporting complex discharges. One referrer reflected:

"Your CEO made a real impression on me. I now refer to SCCCC whenever I can."

Embedding in the Patient Journey

Our Hospital to Home and Discharge Lounge services have been central to embedding SCCCC within the patient journey. By working alongside operational teams at Northern General Hospital, we have demonstrated how voluntary sector support can reduce delays, release hospital capacity and provide compassionate, person-centred discharge support that extends beyond clinical need.

Case Study:

"I can't face it alone"

Di's Journey Home

Di, an 81-year-old woman with no close friends or family nearby, was admitted to hospital after a fall. While receiving care, her husband — her lifelong companion — passed away. She was too unwell to attend his funeral, and never got to say goodbye. Returning home would mean walking into that silence for the first time. She was overwhelmed with grief, fear, and anxiety.

Recognising the severity of her situation, hospital social workers contacted SCCCC to request a meet-and-greet. Our team immediately saw that this required more than a standard discharge. We arranged for Di to go via the Discharge Lounge, where our colleague Julie sat with her, offered comfort, and simply listened. As soon as her medication was ready, Gavin — another member of our Hospital to Home team — transported her home.

But his work didn't stop there.

Gavin sensed how emotionally fragile Di was. Rather than leave her to face an empty house, he stayed — making her a cup of tea, preparing lunch from shopping our team had bought in advance, and checking the home for trip hazards. He facilitated the fitting of a personal alarm, liaised with Adult Social Care to complete a risk assessment, and calmly waited with Di until Active Recovery staff — delayed on another job — arrived nearly three hours later.

By the time he left, Di had not only been safely discharged, but emotionally supported through one of the hardest moments of her life.

This wasn't just a hospital discharge — it was dignity in action. And it's why services like ours matter.



Case Study:

Bridging Cultures, Building Trust

Khalsoom, a 72-year-old Arabic-speaking woman with no next of kin or local support, was discharged after a stroke that left her anxious, disoriented, and unsure how she would cope at home. Her limited English, lack of visitors, and unfamiliarity with discharge procedures meant she faced returning alone to an empty house, after four weeks in hospital and rehabilitation.

Our Hospital to Home team stepped in with cultural sensitivity, compassion, and practical support.

Using translation apps, they carefully communicated with Khalsoom to ensure she understood the process and felt reassured. They transported her home using a wheelchair-accessible vehicle and fitted essential equipment – a raised toilet seat,

a shower chair, and mobility aids – before thoroughly checking for hazards. The fridge was emptied of spoiled food, surfaces cleaned, and the heating and hot water made ready.

Khalsoom had no food in, so the team created a shopping list together using Google Translate, fetched groceries, and helped her settle in with a warm drink and a smile. They even contacted her housing warden to alert them to her return, ensuring someone nearby was aware of her needs.

Khalsoom's story is one of many that shows why SCCCC's work matters – because going home should never mean facing fear and confusion alone.

Through this work, SCCCC has become a trusted presence within the hospital-to-home pathway. We continue to advocate for deeper integration at both ward and strategic level, ensuring that voluntary sector expertise is embedded early – not added late.

In parallel, we are progressing steadily toward CQC registration. This is a significant organisational commitment and a key enabler of future growth, formalising our standing as a regulated provider and supporting our ability to respond to more complex need.



Knowledge Sharing and Co-production

Embedding also means learning alongside others. This year, we strengthened our relationship with the University of Sheffield through their Knowledge Exchange Project. This collaboration is reviewing and redesigning our volunteer induction and training pathway, with the aim of:

- Improving volunteer satisfaction and retention
- Creating a scalable, replicable model for other organisations
- Contributing to a research paper, with SCCCC named as co-author

This pro bono partnership has brought academic rigour and fresh perspectives into our practice, while creating meaningful opportunities for volunteers, staff and service users to shape future service design.

Embedding Volunteer Excellence

Training is no longer simply a compliance requirement – it is a cultural commitment. In 2024/25, we expanded our volunteer learning offer to include:

- Dementia awareness
- Suicide awareness
- Cuckooing and safeguarding
- Health inequalities and EDI principles

Volunteer voices are also embedded within service development. Feedback and focus groups held this year directly influenced:

- The introduction of digital application options
- The re-design of our volunteer welcome pack
- The rollout of Volunteer Spotlight features across communications

Community Connection and Reputation Building

Our visibility across the city has continued to grow. This year we:

- Took part in Zest's Community Fair and SOAR Wellbeing Event
- Hosted volunteer walks and social events at Endcliffe Park
- Were shortlisted as Charity of the Year at the Doncaster Business Awards
- Became a finalist for Workplace of the Year, Innovation Award, Best Not for Profit, and Entrepreneur of the Year with UnLTD Magazine

These activities have strengthened our reputation and helped fuel a steady increase in referrals, volunteer sign-ups, and digital reach across the year.

Creative Campaigns and Public Engagement

We launched our first ever SCCCC calendar, co-created with service users who selected photographs submitted by supporters. More than a fundraising product, the calendar became a celebration of place, connection and belonging. Hundreds of copies were distributed as festive gifts, made possible through sponsor support.

Our 12 Days of Christmas campaign, now in its third year, also continued to grow. Donations from organisations including See It Be It, Mason Thomas Law, Sheffield College students, and Live & Learn Consultancy enabled us to provide emergency food parcels to older people returning home from hospital with no immediate support.

Case Study:

One Last Goodbye — JB and Titch

JB was a quiet, kind-hearted older man who had been supported through our Back Home Scheme following a hospital admission. Living alone, his closest companion was his rescue dog, Titch — a small terrier with an enormous presence in his life.

When JB was sadly readmitted to hospital later in the year, it became clear that he was approaching the end of his life. His final wish was simple, but profound: to see Titch one last time.

Within 24 hours, the SCCCC Hospital to Home team coordinated everything. A crate was arranged to ensure safe transport for Titch, and compassionate staff made the journey to bring Titch to the hospital for a final visit. The reunion was deeply moving. JB and Titch sat together quietly — a man and his dog, saying goodbye in the only way they knew how.

Many tears were shed, but the team were honoured to make it happen. For JB, that moment of connection offered peace. For Titch, it was a chance to be with her person — to comfort and to say farewell.

This was not part of a formal referral. It was a request. And it was met with dignity, speed and compassion — the SCCCC way.



Feedback Loops and Service Development

This year, we strengthened how we listen and respond. Formal feedback mechanisms were expanded to include:

- An annual service user survey across all programmes
- More service user focus groups, attended by 12 people
- Short feedback conversations embedded at the end of discharge support

Service users told us what works – and what could be improved. One participant noted:

“You bring sunshine to our lives. But more weekend cover would help people who leave hospital late on Fridays.”

As a result, we’re exploring bank worker availability for weekend discharge cover and developing new volunteer support models for Friday discharges.

Service Agility and Responsiveness

Our approach to embedding is rooted in agility. By analysing referral data and engaging directly with practitioners, we continue to identify gaps and act swiftly to fill them.

This year we:

- Developed a Trusted Assessor pathway, reducing delays by sourcing and fitting equipment directly
- Partnered with St Luke's Hospice on a new transport initiative supporting access to day centres
- Piloted group support sessions in S5, addressing isolation through peer connection
- Continued to grow the Placement Support Scheme, offering person centred transitions into supported accommodation

Each development stems from frontline insight – and reinforces why SCCCC is increasingly seen as a partner that delivers practical solutions where others cannot.

Building Influence Through People

We know that embedding isn't just about systems or services – it's also about people. The champions who refer older people to us, the volunteers who represent us in the community, and the partners who advocate for our work all help us deepen our roots across the system.

This year, we made headway in developing volunteer fundraising ambassadors, a step toward a wider network of reserves. Our growing pool of referrers – now more than 200 individuals across acute, primary and social care – are becoming natural ambassadors in their own right, encouraging more frequent, earlier referrals and highlighting the difference SCCCC makes.

We also strengthened engagement with minority communities.

These connections support our commitment to being a culturally competent and geographically inclusive organisation, in line with our charitable governance document.

Foundations for Wider Replication

Looking ahead, we continued to review our delivery models to assess their suitability for expansion beyond Sheffield.

In Doncaster, we now have an established Good Neighbour Scheme team and a presence within local voluntary and health networks. We have also maintained exploratory conversations in Rotherham and Barnsley, ensuring we remain alert to opportunities that align with our mission and capacity.

Together, these foundations – strong partnerships, policy engagement and proven service models – place SCCCC in a strong position to replicate high-impact services in new areas, when the time is right.



Strategic Pillar Three: SUSTAIN

Strengthening the foundation for long-term impact

Sustaining SCCCC means more than keeping the lights on. It's about ensuring we remain adaptive, values-led, and financially resilient – able to navigate change while delivering excellence every day. This year, our focus has been on investing in people, modernising our infrastructure, and diversifying income so that our mission can thrive well into the future.

Building a High-Performing, Values-Driven Team

At the heart of sustainability is our team. In 2024/25, we prioritised people development across all levels – recognising that a well-trained, well-supported team is the engine behind everything we do.

We began implementing a 'People Strategy' that invests in staff learning and wellbeing. We introduced an internal training portal and are actively exploring external development routes, including accredited care certificates for staff and volunteers. Several team leaders also undertook formal qualifications this year, and members of our leadership team

completed management training as part of our commitment to growing internal capacity.

We've continued embedding the EOS (Entrepreneurial Operating System) framework, helping us to clarify responsibilities, align teams around shared goals, and build a stronger feedback culture. In recognition of our evolving work environment and positive internal culture, we were proud to be shortlisted for 'Workplace of the Year' in the UnLTD Business Awards – a reflection of our progress and ambition.

Embedding Staff Support and Retention

Recognising the pressures of frontline work, we also began reviewing our staff retention and reward strategy. This included an internal benchmarking exercise to assess salary competitiveness and the creation of a salary review framework to ensure we continue paying fair, market-aligned rates.

As our services grow, so do the demands on our people. Our ability to retain and attract committed staff is essential to our sustainability, and our ongoing strategy reflects that reality.

Diversifying Income and Building Financial Resilience



This year, we made significant strides in broadening our income base. A clear fundraising strategy is now in place, underpinned by an action plan that spans grant funding, community fundraising, individual giving, and legacies.

Highlights included:

- A hugely successful Gala Dinner to mark our 60th anniversary, attracting new donors and corporate supporters
- Expansion of our regular donor programme
- Continued momentum behind legacy giving, with new campaign materials and stories to inspire pledges

We also developed bespoke sponsorship proposals, helping us secure funding from businesses for events and campaigns such as the Christmas Calendar and the Big Give. Relationships are key here – our focus on relationship-building and account management ensures our sponsors feel part of the SCCCC mission, not just supporters from afar.

A new contingency and risk framework is in development, to help us anticipate financial shocks and build buffers where possible – a sign of our growing maturity and readiness for the future.



Tackling Loneliness Through Innovation

Sustainability also means staying responsive to what older people need. Our latest annual service reviews for both the Good Neighbour Scheme and Placement Support Scheme highlighted areas where we could go further – and we've begun doing just that.

We are currently exploring a Peer Mentor model within the GNS, enabling service users to evolve into volunteer supporters themselves, where appropriate. This taps into lived experience and helps build confidence and community in equal measure.

Additionally, we're exploring new cross-sector partnerships – including early-stage conversations with Blue Cross about potential joint projects that combine animal companionship with older people's support.

Volunteer Recruitment: A Strategic Focus

Volunteers remain the lifeblood of SCCCC. In 2024/25, we launched a volunteer recruitment strategy aimed at widening our reach, modernising our processes and increasing role diversity.

This included:

- Tailored outreach through NHS and Royal Voluntary Service (RVS) volunteer portals
- Updated listings on all South Yorkshire Voluntary and Community Sector (VCS) platforms
- Presentations, media campaigns and community events across Sheffield, Doncaster, Barnsley and Rotherham

Though natural churn continues, we now have a steadier stream of incoming volunteers from a wider range of channels. We're also diversifying roles beyond befriending, with plans for fundraising ambassadors, admin support volunteers, and potential peer mentors under development.

As we look ahead, sustainability for us means continuing to deliver vital services – but doing so in a way that is financially, culturally and operationally robust. It means building strong systems, strong people, and strong partnerships.

Strengthening Our Identity for the Future

This year also marked two important milestones in the life of SCCCC. First, we undertook a major rebrand – refreshing our visual identity and introducing a new, modernised logo featuring the 'S Frame'. This distinctive shape, composed of interlocking arcs, represents support, connection and care – core values that define our work. The rebrand is more than aesthetic; it reflects our evolution as a charity and strengthens how we communicate with volunteers, donors and partners.

Secondly, we proudly celebrated our 60th anniversary – a rare achievement in the voluntary sector. While celebrations have been modest so far, this anniversary represents six decades of service, trust and community connection. It also sets the stage for a year of storytelling and reflection in 2026, where we'll look back on our legacy and forward to our ambitions for the future.

Both of these developments reinforce our commitment to sustainability – not only operational and financial, but reputational and relational too.



Our Plans – Looking Ahead with Purpose

This year marks the conclusion of our 2022–2025 Strategic Development Plan, built on the pillars of **Grow**, **Embed** and **Sustain**. Over the past three years, these pillars have guided our progress, helping us reach more older people, strengthen our systems partnerships, and lay the groundwork for long-term resilience.

As we move beyond this strategy cycle, we are entering a transitional planning period – one that offers space for reflection, consultation, and bold thinking. Our priorities now are to:

- Consolidate what works – embedding successful projects like Discharge Lounge support and the Placement Support Scheme as core services
- Build on learning – using insights from feedback, referral data, and frontline delivery to guide where we go next
- Engage widely – involving our staff, volunteers, partners and service users in shaping a future strategy that is inclusive, relevant and ambitious
- Stay responsive – continuing to meet urgent needs while preparing for broader transformation

In the year ahead, we will begin designing our next strategic plan, drawing on everything we've achieved – and everything we still aim to do. We know the world has changed since 2022. Our next strategy must reflect that – shaped by lived experience, equity, and the realities of health and social care today.

Until then, we remain focused on:

- Reducing loneliness and isolation
- Supporting safe, supported hospital discharge
- Strengthening our volunteer network
- Exploring regional growth where there is need and opportunity

As always, older people are at the heart of our vision: a future where no one feels forgotten, unseen, or alone.



Governance structure and management

The Charity is a Charitable Incorporated Organisation (CIO) governed according to a Charity Commission Foundation Model Constitution dated 6th July 2016 and is therefore detailed and fit for purpose and protects the continuation of the charity.

Objectives and Aims

The objects of the CIO are for the public benefit:

1. To provide relief for those in need in Sheffield and neighbouring districts by reason of age, ill-health, disability, financial hardship or other disadvantage by the provision of goods and services, in particular but not exclusively by providing:
 - a) Assistance and aftercare for patients following admission to or discharge from hospital or other care facility;
 - b) Practical and emotional support for those in need to improve the quality of life of those who are residing in their own homes;
 - c) Delivery of emergency goods and medical related equipment to assist people in need in their homes; and
 - d) Assistance and support to prevent admission or re-admission to hospital or other after care facility.

The charity works with statutory and other voluntary agencies to provide packages of care for vulnerable people: specifically to relieve poor, sick, older or disabled persons in South Yorkshire by providing or assisting in the provision of services calculated to reduce the need, hardship or distress of such persons.

Public Benefit

In planning the charity's activities, the trustees consider the specific objectives of the charity, along with its vision, mission and values. We review our aims, objectives and activities annually. As part of that process, we consider the outputs of our activities, assess the benefit of those outputs on the lives of older people and develop future objectives to make sure that our work continues to deliver the most benefit against our charitable objectives.

This report contains more information on the way our work has benefited older people and their families over the last 22 months, measured against objectives set at the beginning of 2022. (April 2024 to January 2026)

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

Activities

We want to place SCCCC at the heart of the community it serves. To do this effectively we continually monitor and evaluate the services and activities we provide to ensure they meet the needs of our service users and their carers. The current services delivered by SCCCC are:

Good Neighbour Scheme

Friendly Visiting
Placement Support Scheme
Pen Pal Scheme
Telephone Support

Hospital to Home Scheme

Hospital After Care Scheme
A&E to Home Scheme
Winter Pressures Service
Back Home Service
Discharge Lounge Support
Trusted Assessors



The schemes are co-ordinated by a team of staff and a large amount of the work is carried out by volunteers currently numbering around 166 who not only live in Sheffield but other areas of the UK too.

Our volunteers come from a wide range of backgrounds and vary in age from 19 to 92.

The people who benefit from our services are mainly much older people. Some might be quite frail or described as “vulnerable”. This might be because of their physical or mental health, or long-term conditions such as coronary heart disease, diabetes or the impact of a stroke. Many of those we now help have a combination of these conditions and may have lost their partners and many of their friends and may be socially isolated.

A significant number do not have any family living in the area. Frequently the help we provide for the patient also helps relatives and friends who devote themselves to caring for a loved one.

SCCCC strives to work in collaboration with its partners in both the statutory and independent sector to provide a flexible and responsive service for all its stakeholders. Referrals are taken from teams of health and social care professionals based in GP practices and community teams, as well as the Royal Hallamshire Hospital, Weston Park Hospital and the Northern General Hospital. Referrals are also made by family carers and by the service users themselves.

SCCCC operates from 8am – 6pm Monday to Friday and also has an out of hours service that operates in the evenings and at weekends.

In the 22 months covered by this report, the schemes have taken over 15,668 referrals and helped 5,916 older people and their families.

Governance and Management

The overall management and control of the charity rests with the individual members of the Board of Trustees who give their time freely and receive no remuneration or other financial benefits. The charity’s Trustees meet in accordance with the Constitution which requires the presence of at least two or, if greater, a third of its members to form a quorum. The Board may appoint a Chairperson and revoke such appointment at any time. All business is decided by a simple majority, each Trustee having one vote. In the event of an equality of votes, the Chairperson of the meeting has a second or casting vote. The Trustees are responsible for decisions taken in relation to the strategic running of the charity but the day-to-day running of the charity is delegated to staff.

Trustee Committees

The Trustees delegate responsibility for more detailed consideration of the Charity’s affairs to four sub-groups, each including at least two trustee members, chaired by a trustee and reporting to the Board of Trustees. These sub-groups are:

- Finance
- HR and Policies
- Service Development and Quality Improvement
- Fundraising and Marketing

During the reporting period, only the Finance sub-group met regularly. The remaining sub-groups were paused due to transitional arrangements following the retirement and appointment of new trustees. As part of a wider governance review, the Board is currently revising the structure, remit and membership of sub-groups to ensure they are aligned with strategic priorities and offer meaningful oversight and support going forward.

Recruitment and appointment of new trustees

The existing Trustees are responsible for the recruitment of new Trustees. The Trustees having undertaken a skills audit have identified specific skills needed to enhance the existing board. In selecting individuals for appointment as appointed charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO. In addition, individuals who apply to become trustees must demonstrate a personal or professional interest in the care and well-being of older people.

Every appointed trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. Trustees retiring at the end of their term are eligible for reappointment. A charity trustee who has served for three consecutive terms of three years may not be reappointed for a fourth consecutive term but may be reappointed after an interval of at least one year.

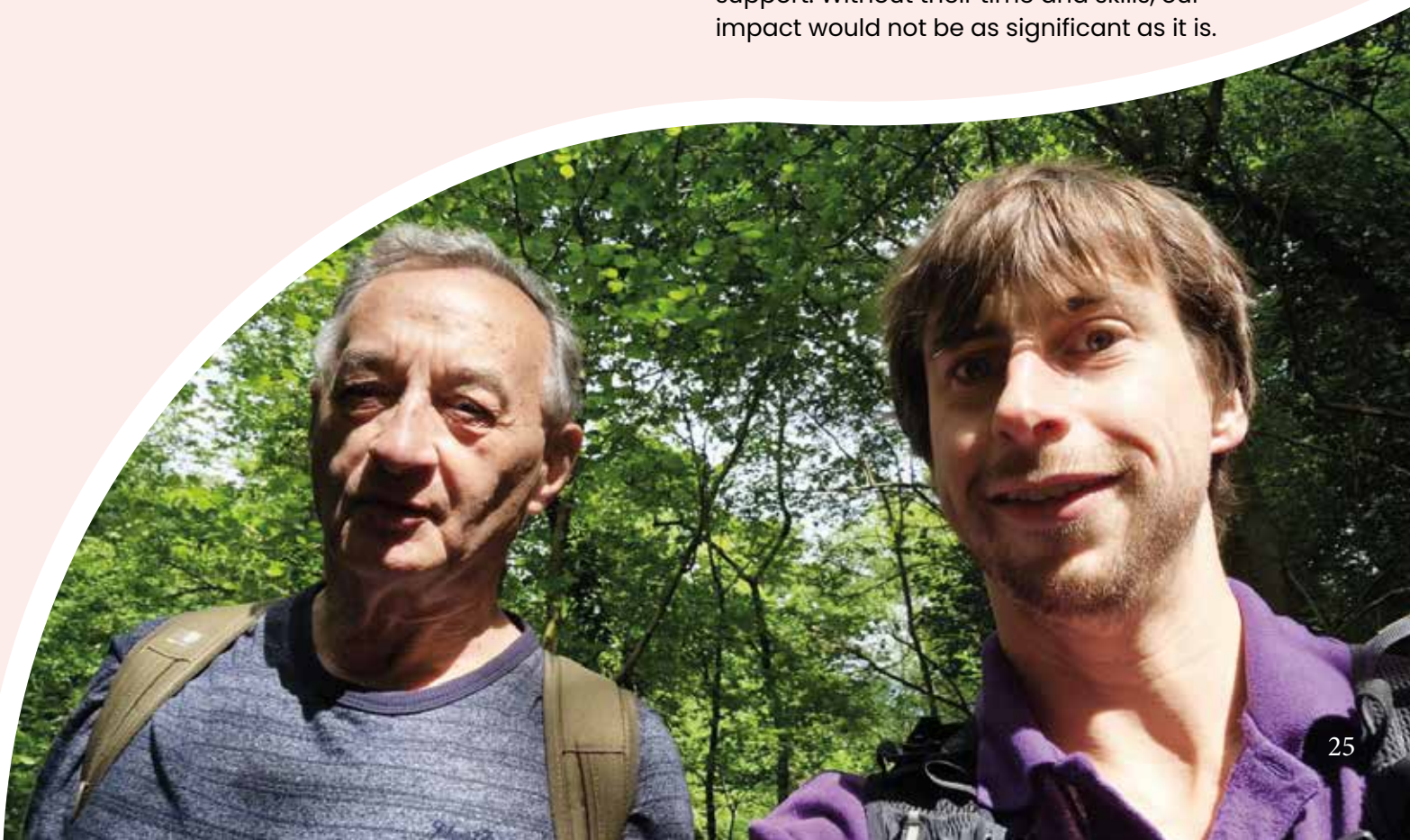
There shall be a minimum of 5 trustees and a maximum of 12. At the end of the reporting period there were 8 trustees.

Following appointment, new trustees are introduced to their new roles and given a trustee's handbook that covers all aspects of the role. This includes a copy of the Charity Commission's guide 'The Essential Trustee' and copies of the charity's Governing Document, financial statements and a guide to the policies and procedures adopted by the charity. An induction checklist to ensure everything is covered and signed off is included. All trustees are DBS checked and references obtained.

Voluntary support

Whilst voluntary help is not valued for the purposes of the financial statements, the charity benefits immensely from the services provided by volunteers. In the 22 months covered by this report the charity had an average of 171 volunteers, completing around 14,500 volunteer hours between them. This volunteer contribution was mainly to support our Good Neighbour Scheme, but volunteers also helped out in many other ways such as through fundraising, office administrative support, or by helping the Hospital to Home Team.

The trustees would like to take this opportunity to thank all our volunteers for their continued support. Without their time and skills, our impact would not be as significant as it is.



Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Strategic risk management is regularly overseen by the Board of Trustees. There is an overarching Risk Management policy which involves a regular review of key risks faced by the charity, and setting up systems and procedures to address those potential risks and to minimise any impact on the charity if the risks materialise. An annual review of the risk register also takes place. The trustees also have in place policies addressing the main operational risk areas and they aim to use best practice. The trustees consider the following to be the key risks facing the organisation:

- Similar to many charities, the main risks facing SCCCC are financial, relating to the loss of contracts, a reduction in grant income or a reduction in public donations, thus impacting on income targets. Because of the reliance identified above we need to take account of changing economic, policy and social conditions that may affect individual supporters, corporate donors, and statutory and trust funders. These risks are managed proactively through the assessment of new opportunities and existing contracts, planned appeals and a continuous review of organisational costs. An appropriate level of funds will be maintained to help mitigate the main financial risks.
- Additionally, trustees monitor results quarterly and consider the longer-term impact of emerging trends. They also oversee compliance with fundraising regulation and ensure that fundraising is carried out to high ethical standards. Investment continues in income diversification projects to mitigate the risk where possible.
- We recognise the importance of safeguarding vulnerable people in all areas of our work. The charity has a safeguarding policy which applies to all staff and volunteers who have regular contact with older people. This policy is supported by safer recruitment practice and training programmes for staff and volunteers. Although we believe the operational procedures have strong safeguards embedded in them, it remains a key risk on our risk register.
- We recognise the risks associated with information security and the importance of protecting our IT systems from malicious attack and unauthorised access and misuse. Security measures are in place to protect from unauthorised access to IT systems and to test vulnerabilities in the network. We hold a limited amount of personal information about our service users and supporters in order to understand their needs and offer an improved service. We have a data protection policy in place which ensures only authorised access to personal details and continues to enhance the security of the data in line with best practice.
- We deliver services where they are needed. In all situations the health and safety of our staff, service users and others working with us is a prime concern. A significant proportion of staff volunteers are lone workers, making visits to a range of locations. The charity has appropriate policies, guidance and training, and a health and safety summary is reported to the trustees at quarterly meetings.



Financial Review

Major changes continue to be made across adult social care nationally. At the same time there are also constant changes in how the NHS operates and commissions services and the impact of a number of national priorities. Added to this are the constant cuts to local authority budgets, which in recent times have seen a number of councils issuing section 114 notices, effectively declaring themselves bankrupt.

As a voluntary sector provider, SCCCC has made the most of every opportunity to understand and adapt to the changing environment in health and social care. However, the trustees acknowledge that SCCCC is facing further pressures on its income as well as competition from other agencies.

In spite of this year's considerable achievements, the trustees are clear that SCCCC has to ensure its services remain relevant, fit for purpose and value for money in order to respond to these new demands. They further acknowledge the need to undertake further work in a number of strategic and operational areas if SCCCC is to maintain its growth in the next few years.



Overview

The financial statements in this report are for the year ended 31 March 2025. Total income in the year was £1,318,961, of which £873,963 was restricted funds. Income from donations, fundraising and grants was £433,063. Charitable expenditure was £976,024.

Income exceeded expenditure for the year by £342,937, reflecting a stronger-than-anticipated year-end position. Total funds (reserves) at the financial year end were £1,060,947. Further detail is provided in the financial statements and the notes that accompany them.



Reserves policy

The trustees have established a reserves policy in accordance with Charity Commission guidance and the Charities SORP (FRS 102). The policy explains the purpose of holding reserves, the level considered appropriate, and how the position is monitored and reviewed.

Reserves are defined as unrestricted funds that are freely available for the general purposes of the charity. This excludes restricted funds held for specific purposes and unrestricted funds designated by trustees for future or specific use. Only unrestricted and undesignated funds are treated as free reserves.



Restricted funds comprise income received for particular services, projects, or client groups and cannot be applied for other purposes. Designated funds represent unrestricted funds that trustees have formally set aside for known future requirements, including premises obligations, asset replacement, and strategic development. Neither restricted nor designated funds are included within free reserves.

The trustees consider the holding of free reserves to be necessary to manage financial risk and support the ongoing operation of the charity. Free reserves provide working capital, protect service continuity during periods of income uncertainty, enable the charity to meet legal and contractual obligations, and allow for an orderly closure of services should this ever be required. They also support investment in strategic development where appropriate.

The trustees have set a target level of free reserves of £569,049, which is reviewed annually. This level has been determined following assessment of statutory and contractual liabilities, estimated redundancy and closure costs, the cost of maintaining operations for a four-month period to allow for managed transition or closure, and working capital requirements to manage cash-flow timing. The target reflects the charity's size, complexity, funding profile, and exposure to short-term grant funding and external economic conditions, rather than a fixed percentage of income.

At 31 March 2025, free reserves totalled £469,968, which is £99,081 below the target level set by trustees. The trustees do not consider this position to pose a material risk to the charity's ability to continue as a going concern. The shortfall reflects planned and approved investment during the year in staffing, infrastructure, and service development to strengthen long-term capacity and resilience.

At the year end, free reserves were held primarily to cover estimated closure-related obligations, four months of salary costs, and working capital to manage cash-flow timing. These assumptions are reviewed regularly by trustees as part of ongoing financial monitoring.

In addition to free reserves, the charity held designated funds totalling £150,852 at 31 March 2025, relating to premises obligations, asset replacement, and strategic development. Restricted funds totalled £440,127 and relate to income received for specific purposes. These funds are excluded from free reserves and are monitored to support appropriate use and compliance with funder conditions.

Where free reserves fall below the agreed target, the trustees plan to rebuild them over an 18-month period through a combination of income growth and cost management. Where free reserves exceed the target for a sustained period, trustees will consider reinvestment in services or organisational infrastructure, subject to future income projections and ongoing liabilities.

The level of reserves is reviewed quarterly by the Chief Executive Officer and the Finance Sub-Group and formally reviewed annually by the Board of Trustees as part of the charity's financial governance arrangements.

Principal sources of funds

Although there has been significant progress in obtaining additional income from a wider group of funders this year, the trustees agree that it is vital to make a further case for an increase in funding for SCCCC in the longer term.

In addition, the trustees recognise the importance of monitoring national trends and changes in funding streams that might affect the organisation.

The principal sources of funding for SCCCC are from South Yorkshire ICB (Sheffield Place), Sheffield City Council and The City of Doncaster Council with whom SCCCC has service level agreement and contracts. These are currently renewed on an annual basis.



This core funding does not cover a number of essential organisational costs, such as staff training, publicity, IT and expenditure relating to volunteers.

The activities covered by the core funding are:

- Good Neighbours Scheme
- The A&E to Home Scheme
- The Hospital Aftercare Scheme
- Home from Hospital
- Trusted Assessor
- Discharge Lounge
- Placement Support Scheme

SCCCC also receives a number of grants from local charitable trusts and foundations, which help meet the costs of supporting SCCC volunteers and developing new activities.

Donations are received from a small number of local churches and an increasing number of individual donors, particularly those who take part in sponsored activities or attend the events that we hold.

While the organisation is no longer operating in a pandemic recovery phase, it continues to face a period of economic uncertainty. Ongoing global instability, including the war in Ukraine, the conflict between Israel and Hamas in Gaza, and sustained cost-of-living pressures, continue to affect household finances and the funding environment. Trustees remain mindful that these factors may constrain fundraising performance in the medium term.

From time to time a number of private sector organisations make 'in kind' donations, mainly through the offer of services and free room hire and we would like to acknowledge these supporters in this report. SCCC is also assisted by a number of professionals who give their expertise and time.

We would also like to thank everyone who supported the work of SCCC during 2024/25, including all the individuals and companies who have fundraised for us. Each donation makes a big difference and supports us to continue to have a significant impact on the wellbeing of older people in South Yorkshire.

Whilst the Annual Accounts that form part of this report are confined to the financial year 2024/2025, the Trustees Annual Report reflects a longer period up to January 2026. It is therefore important that mention is made of anything that has significant financial impact on the charity in the intervening period. Therefore, whilst the ongoing economic crisis has impacted upon our ability to fundraise, SCCC has seen increased income from additional grants, contracts and donations. Contracts and grants with an approximate value of £700,000 are anticipated from South Yorkshire Integrated Care Board for a range of existing and new projects and this will be carried forward into the 2026/27 financial year.



Statement of trustees' responsibilities

in respect of the trustees' annual report and the financial statements

The trustees are responsible for preparing the Trustees' Report and Accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position

of the charity and enable them to ensure that the accounts comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that to the best of their knowledge there is no information relevant to the independent auditor of which the auditor is unaware. The trustees also confirm that they have taken all necessary steps to ensure that they themselves are aware of all relevant information and that this information has been communicated to the auditor.

The auditors, French Ludlam & Co Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company trustees, on **30th January 2026** and signed on the board's behalf by:



Dr O P Purohit – Trustee

Report of the Independent Auditors to the Members of Sheffield Churches' Council For Community Care

Opinion

We have audited the financial statements of Sheffield Churches' Council For Community Care (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Report of the Independent Auditors to the Members of Sheffield Churches' Council For Community Care

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Report of the Independent Auditors to the Members of Sheffield Churches' Council For Community Care

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (ie. gives a true and fair view).

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Report of the Independent Auditors to the Members of Sheffield Churches' Council For Community Care

Other matters

The prior year comparative figures have not been audited.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

John Richard Fullman FCCA (Senior Statutory Auditor)
for and on behalf of French Ludlam & Co Limited
Statutory Auditors and Accountants
Mountfield House
661 High Street
Kingswinford
West Midlands
DY6 8AL

Date:

Statement of Financial Activities for the year ended 31 March 2025

	Notes	Unrestricted funds £	Restricted fund £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	433,063	873,963	1,307,026	925,682
Investment income	3	11,935	-	11,935	11,345
Total		<u>444,998</u>	<u>873,963</u>	<u>1,318,961</u>	<u>937,027</u>
EXPENDITURE ON					
Charitable activities	4				
Charitable		<u>240,492</u>	<u>735,532</u>	<u>976,024</u>	<u>852,356</u>
NET INCOME		204,506	138,431	342,937	84,671
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>416,314</u>	<u>301,696</u>	<u>718,010</u>	<u>633,339</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>620,820</u></u>	<u><u>440,127</u></u>	<u><u>1,060,947</u></u>	<u><u>718,010</u></u>

Balance Sheet 31st March 2025

	Notes	Unrestricted funds £	Restricted fund £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	10	65,125	29,231	94,356	60,076
CURRENT ASSETS					
Debtors	11	98,638	-	98,638	58,928
Cash at bank and in hand		<u>599,818</u>	<u>410,896</u>	<u>1,010,714</u>	<u>754,547</u>
		698,456	410,896	1,109,352	813,475
CREDITORS					
Amounts falling due within one year	12	(142,761)	-	(142,761)	(155,541)
NET CURRENT ASSETS		<u>555,695</u>	<u>410,896</u>	<u>966,591</u>	<u>657,934</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>620,820</u>	<u>440,127</u>	<u>1,060,947</u>	<u>718,010</u>
NET ASSETS		<u>620,820</u>	<u>440,127</u>	<u>1,060,947</u>	<u>718,010</u>
FUNDS	14				
Unrestricted funds:					
General fund				469,968	225,044
Designated funds				<u>150,852</u>	<u>191,270</u>
				<u>620,820</u>	<u>416,314</u>
Restricted funds:					
RESTRICTED				<u>440,127</u>	<u>301,696</u>
TOTAL FUNDS				<u>1,060,947</u>	<u>718,010</u>

The financial statements were approved by the Board of Trustees and authorised for issue on and were signed on its behalf by:

.....
S Lamb - Trustee

Cash Flow Statement for the year ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	<u>302,952</u>	<u>(168,618)</u>
Net cash provided by/(used in) operating activities		<u>302,952</u>	<u>(168,618)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(65,202)	(4,128)
Sale of tangible fixed assets		6,482	-
Interest received		<u>11,935</u>	<u>11,345</u>
Net cash (used in)/provided by investing activities		<u>(46,785)</u>	<u>7,217</u>
Change in cash and cash equivalents in the reporting period		256,167	(161,401)
Cash and cash equivalents at the beginning of the reporting period		<u>754,547</u>	<u>915,948</u>
Cash and cash equivalents at the end of the reporting period		<u><u>1,010,714</u></u>	<u><u>754,547</u></u>

Notes to the Cash Flow Statement for the year ended 31 March 2025

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025 £	2024 £
Net income for the reporting period (as per the Statement of Financial Activities)	342,937	84,671
Adjustments for:		
Depreciation charges	26,631	20,237
Profit on disposal of fixed assets	(2,191)	-
Interest received	(11,935)	(11,345)
Increase in debtors	(39,710)	(4,856)
Decrease in creditors	<u>(12,780)</u>	<u>(257,325)</u>
Net cash provided by/(used in) operations	<u>302,952</u>	<u>(168,618)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	<u>754,547</u>	<u>256,167</u>	<u>1,010,714</u>
	<u>754,547</u>	<u>256,167</u>	<u>1,010,714</u>
Total	<u>754,547</u>	<u>256,167</u>	<u>1,010,714</u>

Notes to the Financial Statements for the year ended 31 March 2025

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Income is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures, fittings & equipment	20% reducing balance or 33% straight line
Motor vehicles	25% reducing balance

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

Notes to the Financial Statements – continued for the year ended 31 March 2025

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/(expenditure) for the year, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the Report of the Trustees.

Notes to the Financial Statements – continued for the year ended 31 March 2025

1. ACCOUNTING POLICIES - continued

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Allocation and apportionment of costs

Where it is possible, costs are allocated directly to the main expenditure categories of the SOFA. Where this is not possible, costs are allocated on the basis of the number of direct and support employees.

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Charitable activities	331,069	50,000	381,069	366,427
Donations and gifts	94,103	-	94,103	138,466
Grants	7,891	823,963	831,854	420,789
	<u>433,063</u>	<u>873,963</u>	<u>1,307,026</u>	<u>925,682</u>

Grants received, included in the above, are as follows:

	2025 £	2024 £
grant received	<u>831,854</u>	<u>420,789</u>

Notes to the Financial Statements – continued for the year ended 31 March 2025

3. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Deposit account interest	<u>11,935</u>	<u>-</u>	<u>11,935</u>	<u>11,345</u>

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 5) £	Totals £
Charitable	<u>948,439</u>	<u>27,585</u>	<u>976,024</u>

5. SUPPORT COSTS

	Finance £	Governance costs £	Totals £
Charitable	<u>1,099</u>	<u>26,486</u>	<u>27,585</u>

6. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2025 £	2024 £
Share of governance costs	3,518	1,650
Depreciation - owned assets	26,631	20,238
Hire of plant and machinery	12,425	11,611
Other operating leases	28,984	31,076
Surplus on disposal of fixed assets	<u>(2,191)</u>	<u>-</u>

7. TRUSTEES' REMUNERATION AND BENEFITS

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Notes to the Financial Statements – continued for the year ended 31 March 2025

8. VOLUNTEER EXPENSES

	2025 £	2024 £
Wages and salaries	689,259	588,706
Social security costs	31,391	40,945
Other pension costs	17,523	14,951
	<u>738,173</u>	<u>644,602</u>

The average monthly number of employees during the year was as follows:

	2025	2024
Co-ordinators	30	22
Administration and Management	7	7
Fundraising	<u>2</u>	<u>2</u>
	<u>39</u>	<u>31</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025	2024
£60,001 - £70,000	-	1
£70,001 - £80,000	<u>1</u>	<u>-</u>
	<u>1</u>	<u>1</u>

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	519,910	405,772	925,682
Investment income	<u>11,345</u>	<u>-</u>	<u>11,345</u>
Total	<u>531,255</u>	<u>405,772</u>	<u>937,027</u>
EXPENDITURE ON			
Charitable activities			
Charitable	<u>838,940</u>	<u>13,416</u>	<u>852,356</u>
NET INCOME/(EXPENDITURE)	(307,685)	392,356	84,671
Transfers between funds	<u>164,954</u>	<u>(164,954)</u>	<u>-</u>
Net movement in funds	(142,731)	227,402	84,671

Notes to the Financial Statements – continued for the year ended 31 March 2025

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted fund £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	559,045	74,294	633,339
TOTAL FUNDS CARRIED FORWARD	<u>416,314</u>	<u>301,696</u>	<u>718,010</u>

10. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Motor vehicles £	Totals £
COST			
At 1 April 2024	38,374	92,387	130,761
Additions	7,027	58,175	65,202
Disposals	<u>(2,450)</u>	<u>(13,795)</u>	<u>(16,245)</u>
At 31 March 2025	<u>42,951</u>	<u>136,767</u>	<u>179,718</u>
DEPRECIATION			
At 1 April 2024	22,944	47,741	70,685
Charge for year	6,839	19,792	26,631
Eliminated on disposal	<u>(837)</u>	<u>(11,117)</u>	<u>(11,954)</u>
At 31 March 2025	<u>28,946</u>	<u>56,416</u>	<u>85,362</u>
NET BOOK VALUE			
At 31 March 2025	<u>14,005</u>	<u>80,351</u>	<u>94,356</u>
At 31 March 2024	<u>15,430</u>	<u>44,646</u>	<u>60,076</u>

All of the above assets are used in the furtherance of charitable activities.

Notes to the Financial Statements – continued for the year ended 31 March 2025

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade debtors	52,723	33,622
Other debtors	370	3,541
Prepayments and accrued income	<u>45,545</u>	<u>21,765</u>
	<u>98,638</u>	<u>58,928</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade creditors	28,430	5,275
Social security and other taxes	8,513	-
Other creditors	2,746	2,426
Accruals and deferred income	<u>103,072</u>	<u>147,840</u>
	<u>142,761</u>	<u>155,541</u>

13. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025 £	2024 £
Within one year	45,990	34,400
Between one and five years	<u>123,575</u>	<u>129,000</u>
	<u>169,565</u>	<u>163,400</u>

14. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	225,044	244,924	469,968
Designated funds	<u>191,270</u>	<u>(40,418)</u>	<u>150,852</u>
	416,314	204,506	620,820
Restricted funds			
RESTRICTED	<u>301,696</u>	<u>138,431</u>	<u>440,127</u>
TOTAL FUNDS	<u>718,010</u>	<u>342,937</u>	<u>1,060,947</u>

Notes to the Financial Statements – continued for the year ended 31 March 2025

14. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	444,998	(200,074)	244,924
Designated funds	-	(40,418)	(40,418)
	444,998	(240,492)	204,506
Restricted funds			
RESTRICTED	873,963	(735,532)	138,431
TOTAL FUNDS	<u>1,318,961</u>	<u>(976,024)</u>	<u>342,937</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	509,541	(307,685)	23,188	225,044
Designated funds	49,504	-	141,766	191,270
	559,045	(307,685)	164,954	416,314
Restricted funds				
RESTRICTED	74,294	392,356	(164,954)	301,696
TOTAL FUNDS	<u>633,339</u>	<u>84,671</u>	<u>-</u>	<u>718,010</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	531,255	(838,940)	(307,685)
Restricted funds			
RESTRICTED	405,772	(13,416)	392,356
TOTAL FUNDS	<u>937,027</u>	<u>(852,356)</u>	<u>84,671</u>

Notes to the Financial Statements – continued for the year ended 31 March 2025

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	509,541	(62,761)	23,188	469,968
Designated funds	<u>49,504</u>	<u>(40,418)</u>	<u>141,766</u>	<u>150,852</u>
	559,045	(103,179)	164,954	620,820
Restricted funds				
RESTRICTED	74,294	530,787	(164,954)	440,127
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u><u>633,339</u></u>	<u><u>427,608</u></u>	<u><u>-</u></u>	<u><u>1,060,947</u></u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	976,253	(1,039,014)	(62,761)
Designated funds	<u>-</u>	<u>(40,418)</u>	<u>(40,418)</u>
	976,253	(1,079,432)	(103,179)
Restricted funds			
RESTRICTED	1,279,735	(748,948)	530,787
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u><u>2,255,988</u></u>	<u><u>(1,828,380)</u></u>	<u><u>427,608</u></u>

Notes to the Financial Statements – continued for the year ended 31 March 2025

15. RELATED PARTY DISCLOSURES

The trustees review payments made to employees in equivalent managerial positions in similar organisations when considering the levels of pay for key managers. The trustees also take in to consideration the ability of the charitable company to be able to pay such salaries.

16. RESTRICTED FUNDS

The funds received for the Hospital Sunday and Volunteer funds are mainly used to reimburse costs incurred by the volunteers such as mileage and travel costs, DBS checks and relevant administrative costs.

The Vehicle funds were received from the ICB for the Winter Pressures Service and are primarily used to purchase and adapt a 4x4 Utility Vehicle to support the discharge of patients from hospital and to give assistance to health and social care workers to reach patients who are cut off due to terrain or inclement weather.

The Device Loan Scheme provides funds to help people who are digitally excluded to get online. It does not pay for the devices themselves but does pay for costs related to internet connections etc.

The Marjorie Coote Older People's Charity, Zachary Merton and George Woofindin Convalescent Trust, Diocese of Sheffield, Stadium Trust, and Arnold Clark funding were all received to partly fund employees wages.

Funds received from the ICB were to support hospital discharge and for hospital admission prevention services.

The funds from Charles and Elsie Sykes Trust and the Hospital Saturday Fund are to support the project between SCCCC and St. Luke's Hospice Sheffield.

Funds received from St. James' Place Charitable Foundation, South Yorkshire Community Foundation, Doncaster Culture and Leisure Trust, and Doncaster Council were all used for the establishment and running costs of the Doncaster Good Neighbour Scheme.

Income received from Skipton Building Society is for emergency food parcels for those SCCCC supports through hospital discharge.

The funding received from Westfield is to support the work of SCCCC in the discharge lounge at Sheffield Teaching Hospitals

All restricted funds are considered to have sufficient resources held in an appropriate form to enable them to be applied in accordance with the restrictions.

Detailed Statement of Financial Activities for the year ended 31 March 2025

	2025 £	2024 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Charitable activities	381,069	366,427
Donations and gifts	94,103	138,466
Grants	831,854	420,789
	1,307,026	925,682
Investment income		
Deposit account interest	11,935	11,345
Total incoming resources	1,318,961	937,027
EXPENDITURE		
Charitable activities		
Wages	689,259	588,706
Social security	31,391	40,945
Pensions	17,523	14,951
Travelling	12,425	11,611
Rent, rates and car parking	28,984	31,076
Insurance	8,255	7,478
Light and heat	5,059	7,703
Telephone	12,743	12,601
Postage and stationery	13,493	12,077
Advertising	2,873	2,998
Sundries	11,583	4,942
Repairs and computer maint	11,088	9,469
Vehicle expenses	25,594	16,431
Training	11,048	15,245
Recruitment	-	6,164
Project expenses	8,096	6,676
Computer / IT expenses	22,681	18,190
Subscriptions	9,553	8,670
Volunteer expenses	2,345	2,938
Fixtures and fittings	6,844	5,355
Motor vehicles	19,793	14,882
Loss on sale of tangible fixed assets	(2,191)	-
	948,439	839,108

Detailed Statement of Financial Activities for the year ended 31 March 2025

	2025 £	2024 £
Support costs		
Finance		
Bank charges	1,099	954
Governance costs		
Share of governance costs	3,518	1,650
Accountancy fees	15,768	10,644
Auditor fees	7,200	-
	<u>26,486</u>	<u>12,294</u>
Total resources expended	<u>976,024</u>	<u>852,356</u>
Net income	<u><u>342,937</u></u>	<u><u>84,671</u></u>

Corporate Information

Sheffield Churches' Council for Community Care

(A charitable incorporated organisation).
Also known as SCCCC.

Principal address

Unit 19 President Buildings
Savile Street East
Sheffield
South Yorkshire
S4 7UQ

Telephone 0114 250 5293
Website www.scccc.co.uk

Registered charity number
1168077

Trustees

The charity trustees are appointed as and when appropriate by the body of trustees in office. The trustees who served during the period and those currently in office are:

Dr Kash Purohit (Chair) (Appointed May 2024)
Anne Jennings (Deceased March 2025)
Claire Revitt
Grace Stead (Appointed January 2025)
Irene Mabbott (Appointed July 2025)
Javed Khan
John Mothersole
Linda Browell (Resigned May 2025)
Paul Teasdale (Resigned June 2024)
Russell McSweeney (Resigned July 2025)
Simon Lamb
Terezia Rostas (Appointed May 2025)
Tim Plant (Resigned January 2025)

Chief Executive Officer
Mark Storey

Accountants
Royston Parkin, Unit 2 President Buildings,
Savile Street East, Sheffield, S4 7UQ

Solicitors
Counterculture Partnership LLP, Unit 115 Ducie
House, Ducie Street, Manchester, M1 2JW

Bankers
Unity Trust Bank plc, 9 Brindley Place,
Birmingham, B1 2HB.

Triodos Bank, Deanery Rd, Bristol BS1 5AS.

National Westminster Bank plc, 42 High Street,
Sheffield, S1 2GE

Auditors
French Ludlam & Co Limited Statutory Auditors
and Accountants, Mountfield House, 661 High
Street, Kingswinford, West Midlands, DY6 8AL

Thank you to our supporters

We would like to thank everyone who supported the work of SCCCC during 2024/25 and since the end of the financial year, including all the individuals and companies who have fundraised for us. Each donation makes a big difference and supports us to continue to have a significant impact on the wellbeing of older people in Sheffield.

We give particular thanks for the financial support given by:

Andrew Rogers Wealth Management

Benchmark Recruitment

Betteryou Ltd

Church of St Columbus

Doncaster Culture and Leisure Trust

Dore and Totley United Reform Church

FluidOne Sheffield

Hassra Sheffield

Inner Strengths

Island Charity

Lavang

Mason Thomas Law

Medequip

NHS South Yorkshire ICB

Rosalind Watchorn Solicitors

Royston Parkin Ltd

St Andrew's URC

St Mark's Church

Sheffcare

Sheffield City Council

Skipton Building Society

South Yorkshire Community Foundation

STA15

Steelmekker Magazine

Stocksbridge Regeneration Company

The Big Give Trust

The Estate of Grayson Fieldhouse

The family of David Jowett

The Marjorie Coote Old People's Charity Fund

The Hospital Saturday Fund

The Zachary Merton and George Woofindin
Convalescent Trust

Totley Rise Methodist Church

Twelve Trees Care

Unite

Westfield

World of Superheros

Woskow Brown



The Trustees would like to thank everyone who has supported us financially or through volunteering their valuable time and skills.

Because of your generosity we've been able to achieve much more than we normally would, helping many more people out of hospital and preventing loneliness and isolation for many more older people who sometimes don't see anyone from one week to the next. Thanks to your support we can continue to give the kind of help that older people sometimes need.

We remain committed to supporting older people where and when they need us, in hospital, on discharge from hospital or in their own homes. We will do this by working in partnership and by using our resources effectively.



SCCCC is the trading name of Sheffield Churches' Council for Community Care. A Charitable Organisation registered in England and Wales (1168077). Company number CE007777.

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CIO Registration No. 1168077.

Accounts



Sheffield Churches' Council for Community Care

Annual Report – January 2025

with financial statements for
2023/2024

CIO Registration Number 1168077



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Chair's Introduction



Next year marks the 60th anniversary of SCCCC. This significant milestone speaks volumes about our enduring commitment to serving older and vulnerable people in Sheffield and, more recently, Doncaster. Reflecting on our history, I am conscious of the countless lives we have touched and the strong community we have built together. We shall take the opportunity over the next twelve months to acknowledge the contributions of all those who, over the years, have helped make SCCCC what it is today.

Our mission has always been to provide compassionate, credible, and caring support, and this remains our guiding principle. We are committed to combatting loneliness, improving well-being, and ensuring that older and vulnerable members of our community receive the care and respect they deserve.

Over the past year, as we began to leave the challenges of COVID and the lockdown behind us, we have navigated through new challenges and celebrated numerous achievements. Our dedicated team of staff, volunteers, and trustees have shown unparalleled resilience and compassion. This year has seen us expand our services, innovate in our approach, and deepen our impact in the community. Our projects, such as the Hospital Aftercare, Hospital to Home, and Good Neighbour schemes, continue to provide essential support and companionship to those who need it most. We have built up a powerful and effective working relationship with the NHS and Sheffield City Council and City of Doncaster Council we work closely with the rest of the voluntary and charitable sector in Sheffield and beyond.

At each of the Board meetings I have chaired, over the years, there has always been a moment that made me sit up and realise either the importance of the work we do, or the significance of the effect we are having in the community. I am continually humbled by the unselfish dedication of our staff and our volunteers, who always do that bit more than can reasonably be expected. We of course rely on the kindness and generosity of our partners, donors, fundraisers and supporters, without whom we would not be able to do what we do.

This year I retire as Chair. I shall be succeeded by Dr Kash Purohit, whose vision and leadership will undoubtedly guide SCCCC to new heights. He is an immensely experienced clinician who has a track record of success in fundraising and building community organisations. I have every confidence that under his leadership, the charity will continue to thrive; expanding our reach and deepening our impact. He will be supported by a board of trustees of very considerable experience and expertise, representing all aspects of the wider community.

I am very grateful to have had the opportunity to be part of SCCCC, making a contribution to Sheffield's health and wellbeing. I am sure that the team that makes SCCCC what it is, will continue to be a vital and productive part of the City's spirit.

A blue ink signature of Tim Plant, consisting of a stylized 'T' and 'P' followed by a horizontal line.

Tim Plant
Chair of the Board of Trustees

A message from our Chief Executive



As we approach our 60th anniversary, I find myself reflecting not only on SCCCC's incredible legacy but also on the unique privilege of being part of its unfolding story. While our past is rich with achievements, it is the present moment - and the opportunities it holds - that fills me with the most optimism.

At SCCCC, our work is about more than providing practical help. It's about creating connections, offering reassurance, and delivering care that transforms lives. Every day, our team of staff and volunteers bring kindness and compassion into the homes of older people who may feel invisible in a bustling world. It's these small, meaningful acts that remind us of the profound impact a charity like ours can have.



This year has seen us continue to build and adapt, driven by the needs of the people we serve. Our innovative projects, like the Good Neighbour Scheme and our Hospital to Home service, are thriving, and we're constantly exploring new ways to deliver care and companionship. But we know our work is far from done. As society evolves, so too must we, to ensure we remain a trusted and vital source of support in Sheffield and Doncaster.

As I look forward, I am energised by the opportunities that lie ahead. Dr Kash Purohit will be taking the helm as Chair, and his dedication to our mission is clear. Together, we will continue expanding our reach, deepening our impact, and ensuring that SCCCC remains a lifeline for those in need.

But to achieve this, we need your support. I urge you to think about the role you can play in shaping the next chapter of our journey. Whether it's by volunteering your time, donating to fund our services, or simply spreading awareness of our work, your contribution matters. Join us in ensuring that no older person in our community feels isolated or overlooked.

Thank you to everyone who supports our mission - our volunteers, donors, partners, and advocates. Your belief in what we do allows us to continue changing lives, and I am endlessly grateful for your commitment.

As we celebrate 60 years of care and compassion, let's also look to the future. Together, we can do more, reach further, and ensure that SCCCC remains a beacon of hope in Sheffield and Doncaster.

Warm regards,

Mark Storey, DL
Chief Executive Officer

Vision, Mission and Values

SCCCC is inspired by and bases itself on its Vision, Mission and Values to set up the guiding principles of how we operate. We understand that our performance and behaviour are guided as much by the spirit of the mission, vision and values as by the definition of them.

VISION

Where lives are positively transformed, needs are met and loneliness eradicated.

MISSION

Working through our strong team of volunteers, staff and partners to increase the number of free of charge and responsive, innovative services provided to those who need our help.

VALUES

We are committed, credible, compassionate and caring.



Strategic Report – Overview

In 2022, we launched a new three-year strategic plan designed to propel SCCCC forward. This plan centres on three strategic pillars - Grow, Embed, and Sustain. These pillars are unified by a cross-cutting commitment to Equality, Diversity, and Inclusion, which serves as a golden thread woven throughout our work.

At its heart, the framework is designed to support older people, ensuring they can maintain a dignified quality of life for as long as possible. The strategic framework provides a structured approach, defining clear objectives, operational guidelines, and performance metrics, while also allowing for adaptability. This enables SCCCC to remain agile in the face of change, optimising services and addressing the evolving needs of our service users.

By operating within these parameters, we strike a balance between structure and innovation. This dual focus ensures alignment with our mission while fostering creativity and continuous improvement. Through this approach, we can deliver impactful, high-quality services tailored to the needs of those we serve, always guided by our overarching strategic goals.

Our approach

Our strategic pillars are explained further below:

Grow:

Expanding our reach and impact through new projects, enhancing our volunteer base, and increasing our geographical and cultural presence.

Embed:

Becoming an integral part of the hospital discharge system and the trusted partner of choice for health and social care organisations.

Sustain:

Ensuring operational excellence, financial resilience, and reducing loneliness through a well-managed and adaptive organisation.

This structured yet flexible strategy positions SCCCC to navigate the complexities of modern charitable work while staying true to our mission of supporting older people.





Strategic Report – Achievements and Performance

Our goals for 2023/24 were centred on the three key aims of our strategic plan: growing, embedding, and sustaining the organisation.

Growing

We committed to developing a portfolio of projects that are regularly refreshed and innovated. During the reporting period, we developed or became involved in a number of new initiatives including the Doncaster Good Neighbour Scheme; Placement Support; Trusted Assessor; Discharge Lounge; and STIL Flats. In addition we delivered two development projects within SCCCC – the implementation of both Beacon and Assemble.

The Good Neighbour Scheme (GNS) launched in Doncaster in the latter part of the reporting period, providing essential support to older people in the community. This initiative began modestly due to limited funding, with referrals initially accepted from three main sources: the Home From Hospital Team, Doncaster Royal Infirmary wards, and SSAFA, the armed forces charity. While the Doncaster Primary Care Network is also under consideration as a referral source, this will be approached cautiously to ensure manageable numbers during the scheme's early stages.

The service adopted trusted processes already established in Sheffield, allowing for a smooth setup and efficient operations. The wider GNS team provide support to the Doncaster Co-ordinator, ensuring that all aspects of the service align with SCCCC's existing high standards.

This considered approach combines proven processes with local adaptations, ensuring the new service is well-positioned to meet community needs. By starting modestly and leveraging the experience of the Sheffield team, the Doncaster Good Neighbour Scheme aims to establish a strong foundation for future growth while maintaining its commitment to delivering compassionate, reliable, and high-quality support.

The Placement Support Scheme began in August 2023 to assist older people in finding new accommodation. The primary goals are to facilitate timely discharge from hospital and intermediate care into supported living or residential care, while ensuring service users can, where possible, have input and choice in their placement. The scheme supports individuals moving to more manageable spaces, such as level access accommodation, sheltered or supported living, or 24-hour residential care, due to health and mobility challenges. This helps individuals find suitable care, or in some cases, reduces their care needs while boosting confidence and independence.

Moving to a suitable home can also lower the risk of falls and offers the added benefit of improved social connections and having more people around for companionship and support.



The service tailors its support to individual needs. This can range from an informal visit or call to provide information, to practical help with moving. This includes completing registrations, signposting, and assisting with finding appropriate support. For individuals with impaired mobility or health issues, the service enables visits to up to three potential care homes or properties, with

access to a Wheelchair Accessible Vehicle when required. In some cases, when no other help is available, the service has even provided light packing assistance and packaging materials. Many individuals, especially those with sensory impairments, face challenges such as lengthy calls, complex registrations, and digital exclusion, making one-to-one support essential for navigating these processes.

Referrals came from a variety of sources in Health and Social Care, our own SCCCC operational teams and from family and friends of older people directly. The highest three referrers were friends and family, Sheffield City Council (Adult Social Care) and the Older Adults Community Treatment and Mental Health Teams.



In the first year of the Placement Support Scheme the service took 90 referrals, supported 2 people to move into residential care, 2 people to move into assisted living and supported 2 people to access respite. People were taken to view accommodation 20 times and 21 people were actively supported to bid on potential properties on the Sheffield Property Shop. Calls to statutory services were made on someone's behalf (where they were unable to do themselves) 16 times and 9 people were signposted to other services. On average, the service had 14 open cases at any one time.

Feedback for this service done in the latter part of this reporting period has been extremely positive. 100% of referrers who responded found the referral process easy to use, had a positive experience, found the scheme helpful and had no comments for improvement.

Referrer comments included:

"The service has been so useful; they are kind and considerate professionals. They have helped many of our elderly patients find new and appropriate accommodation. They are also prompt and quick communicators."

"Able to offer practical support quickly and provide friendly support with the SCCCC expertise supporting older people."

Helen was so helpful with everything - I would have never managed to have done it by myself. Helen was really kind and nothing was too much trouble.

"Prompt. Very helpful. Contact family to help understand needs and support required. Families find the service very helpful with the process of administration and organisation."

Feedback was just as positive from service users. 28 people responded and 100% had a positive experience with the service and said it met their expectations. Comments included:

"Helen was very good, helpful, kind and patient. Transport was good and suitable for a person in a wheelchair. Helen made all the arrangements for these visits and these all worked out very well. The service was excellent!"

"Helen was supportive, efficient, knowledgeable and kindly. She made what potentially would have been a challenging process into a trouble-free experience on all levels. And many thanks are due to her."

When asked how we could improve, service users said more help with packing would be good if possible and service users felt the service needed more promotion and advertisement.

We also committed to obtaining annual feedback for all our services. It is often difficult to do this type of survey work within an organisation such as SCCCC as the organisation is complex. However, we have once again captured some robust data from our service users on the Good Neighbour Scheme and from our volunteers.

The feedback review for the Good Neighbour Scheme was completed in the latter stages of the extended reporting period. The review collected feedback from 128 service users, offering valuable insights into the needs and experiences of older people supported by the programme. The key findings from the review are highlighted below:

Service Users' Health and Daily Challenges

- Most respondents rated their health as poor (59.8%), with a minority reporting good health (7.47%).
- A significant majority (82.2%) struggled with daily tasks, underscoring the physical challenges faced by many participants.

Needs and Suggestions for Support

Responses highlighted diverse needs, ranging from practical assistance to emotional support:

- Requests for help included cleaning, transportation to appointments, home adaptations, and gardening.
- Many sought more social engagement through events, day trips, or simply companionship.
- Several noted financial and logistical challenges, such as accessing cash or managing paperwork.



Impact of the Scheme on Loneliness

- 92 of 110 respondents felt the scheme regularly reduced their loneliness, with many expressing gratitude for the social and emotional connections provided.
- Participants emphasised the importance of friendliness and consistent contact.

Satisfaction with the Scheme

- Nearly all respondents (111 out of 112) were satisfied with the scheme, praising volunteers for their kindness, reliability, and meaningful conversations.
- Testimonials revealed the deep emotional bonds formed between service users and volunteers, with many describing their volunteers as friends or even family.

Suggestions for Improvement

Participants suggested:

- Reducing waiting times for volunteers.
- Offering more practical support, such as help with appointments, shopping, and household tasks.
- Organising more social events and providing transportation assistance.

Engagement and Loneliness Metrics

- 104 respondents completed the UCLA loneliness Measure, with results confirming the significant isolation faced by many service users.
- Despite this, qualitative feedback highlighted how the scheme makes a meaningful difference, even if visits are brief.

Final Reflections

Service users shared heartfelt messages of appreciation:

- The scheme was described as a lifeline, providing joy, consistency, and critical support.
- Volunteers were frequently celebrated for their kindness and the meaningful impact they have on users' lives.

The feedback underscores the vital role of the Good Neighbour Scheme in addressing isolation, fostering connections, and supporting older people with dignity and compassion.

Some of the comments made include:

"I love Jane and it's been transformable to me. SCCCC have really worked hard to look after me and have always been consistent. I know I can rely on you all and am so grateful for everything you do."

We also conducted a survey amongst volunteers with just over 40% of volunteers responding. The survey revealed generally positive feedback, with most volunteers rating their experience highly, though a few challenges were highlighted.

Many volunteers expressed deep satisfaction with their roles, describing meaningful connections with service users and a sense of personal fulfillment. Comments included stories of building strong friendships, sharing life experiences, and feeling that their efforts were appreciated. Several praised the organisation's structure, the support of coordinators, and the resources provided. However, some volunteers mentioned difficulties balancing commitments or feeling overwhelmed when their service users had greater needs than anticipated.

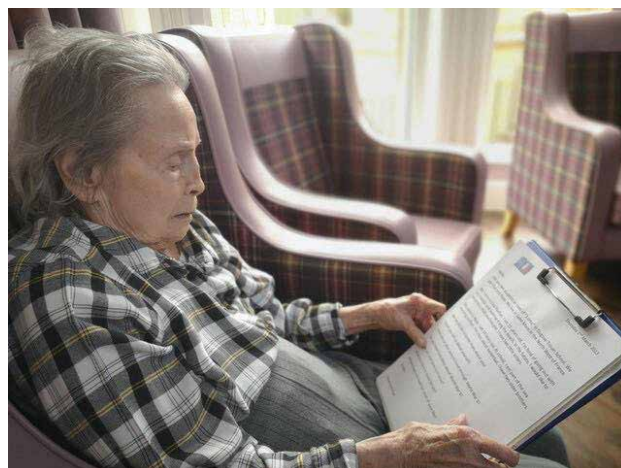
"I feel that the friendship and trust between us has been established between us. We have a lot in common on the road we have travelled through life in family, travel. We laugh lots in our chats."

"It's been a time well spent building a relationship and adding value to a life."

"I have enjoyed visiting my two elderly gentlemen and that they love me visiting them, I feel like I make a difference to their lives."

"It's been an awesome experience and no regrets."

While most respondents rated their experience with the organisation highly, a few reported concerns. Some newer volunteers noted a lack of follow-up after their induction, and others expressed a desire for more feedback or recognition, particularly those in penpal roles.



Despite this, many volunteers shared positive experiences of regular communication through emails, WhatsApp, and in-person meetings, with coordinators frequently commended for their professionalism and approachability. It is however something that we will be looking to improve on in the next few months.

Suggestions for improvement included increasing feedback mechanisms, particularly for penpal volunteers, and addressing gaps in early communication for new volunteers. Volunteers also requested more accessible meeting locations, suggesting central Sheffield venues to accommodate those with mobility or transport challenges.

Overall, the survey underscored the program's positive impact on both volunteers and service users. Many volunteers encouraged others to join, describing the experience as life-affirming, flexible, and highly rewarding. One comment that really touched the team at SCCCC was:

"The beauty of life is the friendships we build and the conversations we have with others. As an international student, I feel like my visits are reciprocal, she's like my family away from home."

Moving forward, SCCCC plans to implement key improvements, such as regular updates for all volunteers, follow-ups with new recruits, and centralised volunteer meetups. These actions aim to strengthen the volunteer experience and ensure continued engagement with this valuable initiative.

**SCCCC has
people who give
me a feeling of
joy and raise
my spirits**

Recent feedback from referrers highlights the exceptional work of SCCCC and the positive impact it has on individuals and healthcare systems across Sheffield. Across various programs, SCCCC is praised for its dedication, responsiveness, and the vital role it plays in supporting vulnerable people.

The *Good Neighbour* scheme receives significant recognition for its ability to address social isolation. Volunteers are described as bringing joy and connection to older residents, making a profound difference in their lives. Healthcare professionals particularly commend SCCCC's ability to respond quickly and effectively, even in areas with limited volunteer availability.

A recurring theme in the feedback is SCCCC's invaluable support in facilitating hospital discharges. By providing essential equipment and practical help, SCCCC ensures patients can safely and swiftly transition home. Many healthcare professionals express deep appreciation for the charity's efficient and friendly approach, which often fills gaps in NHS services. Occupational Therapists and hospital staff note that SCCCC has become an integral part of discharge planning, ensuring patient safety and well-being.

The emotional well-being of care home residents is also supported through initiatives like the Pen Pal Scheme, which is highlighted as a source of joy. Additionally, the charity's reputation for professionalism and its trusted relationships with healthcare professionals have solidified its position as a cornerstone of support in the community. While the feedback overwhelmingly celebrates SCCCC's work, it also acknowledges the potential for the charity to grow. Some referrers point out that with additional resources and support, SCCCC could reach even more individuals who would benefit from its services.

Overall, the feedback reflects the immense value of SCCCC's work in Sheffield. Its volunteers and staff are recognised for their dedication, friendliness, and ability to go above and beyond to support vulnerable people. Sheffield would undoubtedly struggle without the vital services that SCCCC provides, making the charity an essential part of the city's health and social care landscape.

Some of the comments received include:

"SCCCC do all they can to support the hospital in discharging patients, they respond positively to requests and act as quickly as they can to help. STH could not manage without them!"

"Brilliant services, very helpful and friendly staff!"

"SCCCC has been amazing in supporting our vulnerable and elderly when they need it most. I am an Occupational Therapist and have used SCCCC many, many times when equipment needed to be delivered to support discharge from hospital .



"At times patients had no one to help them get the necessary equipment and SCCCC always accepted to do the job (very quickly :) I am very pleased with the services you provide and a big thank you to the Team. :)"

"This is an excellent service, that would be greatly missed if it was not in place. It supports vulnerable people when they most need support."

"S4C's are such a valuable service, we use them almost daily in care of the elderly inpatients. Without them, we would really struggle. Thank you so much!"

"SCCCC's are amazing, providing fantastic services to the people in Sheffield that are lonely, coming out of hospital. Helping smooth transitions and being a lifeline."

"I do not know how the people of Sheffield would manage without SCCCC - knowing that there is a service there which will try and help our patients in any way they can is such a reassurance as they are able to fill some of the gaps that the NHS cannot."

"SCCCC is an excellent charity that allows patients to be safely and quickly discharged from hospital. They go above and beyond to make sure that their clients are well supported and they are always friendly and helpful. I am very grateful for their service and they are an essential part of discharge planning and patient safety."



Although the feedback we collect is substantial we still need to do more to capture feedback from other services. We also need to ensure that a planned programme of feedback is conducted annually.

We said that we would undertake an analysis of current data to determine the demand for services, and identify areas we could expand into.

This is something that we do constantly. The team at SCCCC monitor referral numbers and determine what services are used most, where referrals come from, what they are for, what areas of the city are supported, and what demographic the service users are.

Information for the 2023/24 financial year is shown below:

Top 5 Referrals by Age Group		
75-84	1,097	34.5%
85-90	712	22.4%
65-74	554	17.4%
91-99	362	11.4%
55-64	265	8.3%

Fig 1. Top Referrals by Age Group

Top 5 Referrals by Postcode Area		
S5	316	4.2%
S6	280	3.7%
S8	276	3.6%
S35	268	3.5%
S10	266	3.5%

Fig 2. Top Referrals by Ethnicity

Top 5 Referrals by Ethnicity	
White - British	6,679
White - Other European	86
Black / African / Caribbean / Black British - Caribbean	73
Asian or Asian British - Other Asian Backgrounds	67
Asian or Asian British - Pakistani	58

Fig 3. Top Referrals by Referrer

Top 5 Referrals by Electoral Ward		
Firth Park	316	4.2%
West Ecclesfield	280	3.7%
Walkley	276	3.6%
Beachief and Greenhill	268	3.5%
Burngreave	266	3.5%

Fig 4. Top Referrals by Postcode

Top 5 Referrals by Referrer		
Northern General Hospital	1,427	18.9%
Doncaster Royal Infirmary (DRI)	893	11.8%
Self Referral	609	8.0%
Royal Hallamshire Hospital	360	4.8%
Community Nurse	356	4.7%

Fig 5. Top Referrals by Electoral Ward

Top 5 Referrals by Constituency		
Sheffield Brightside and Hillsborough	1,217	16.1%
Sheffield Heeley	1,114	14.7%
Sheffield Hallam	1,008	13.3%
Sheffield Central	998	13.2%
Sheffield South East	853	11.3%

Fig 6. Top Referrals by Parliamentary Constituency



We also collected and analysed data on declined jobs to help shape projects for inclusion in the rolling plan. This ensured our planning was evidence-based and focused on addressing unmet needs.

Since the end of the financial year, and throughout this extended reporting period, we have closely monitored trends and peaks in service requests that fall outside our current offerings. This information is systematically fed back through the senior leadership team to trustees and commissioners, enabling informed decision-making at all levels.

Our commitment to developing a rolling plan of projects focuses on identifying and addressing service gaps while responding to emerging needs. After a thorough review of service data and the declined jobs list, we carefully assessed which projects should be prioritised. As a result, we decided to include the following projects in the rolling plan:

Trusted Assessor

The Trusted Assessor (TA) model allows SCCCC to assess, prescribe, and fit equipment like Free-Standing Frames, Mowbray's, Bed Levers, and Kitchen Trolleys, similar to an Occupational Therapy (OT) role but limited to less complex issues. This service will address long waits for minor adaptations, as observed in Sheffield Equipment Services meetings.

The Hospital to Home team often encountered delays fitting equipment, as they could not make on-the-spot decisions about alternatives, necessitating OT intervention and causing discharge delays, especially if issues arose late in the week. The TA model streamlines this process, reducing these delays.

This service has been particularly of help to the Short-Term Intervention Team allowing them to spend less time measuring for and assessing suitability of equipment, allowing them to concentrate on the regulated services that they deliver.

Discharge Lounge

Working closely with the discharge team, SCCCC team members identify patients whose needs were not fully addressed during their admission or in A&E. The team transport them home and settle them in, providing the same support as for any Hospital to Home referral.

Spending time conversing with patients in transit has proven crucial; many older individuals, eager to leave hospital quickly, may initially withhold concerns. By engaging them during the journey, they often open up, enabling us to offer assistance. Some identified patients have subsequently been referred to our Back Home, Placement Support, and Trusted Assessor services for ongoing help.

SCCCC are working closely with STIT and Active Recovery who will contact us if they have a patient coming through the lounge who they need to be home for a specific time for their assessment so the team can transport them to make sure assessment slots are not being wasted.

STIL Flats

We are working in partnership with Sheffield City Council, South Yorkshire Housing, Crucible Homes, Sheffield Teaching Hospitals and Community Care partners, to support service users in the Kelham Island (Short Term Independent Living) STIL flats.

STIL flats are available to a service user who is medically fit and with no care needs but who is unable to return home at point of discharge. This may be because they need equipment such as a stair-rail fitting or there is damage to their property that needs repairing before they can safely go home.

Whilst staying in a STIL flat service users will be supported by the Hospital to Home, Back Home and Placement Support teams.

We said that we would increase the social impact that we deliver. By expanding our services, growing our capacity, and building stronger connections, we have made measurable progress in key areas. We continued to evolve our services to better meet the needs of older people. This included identifying gaps, introducing new support options, and enhancing existing provisions to ensure our work has a greater, more meaningful impact.

We committed to increasing the number of referrals for each service area. Through outreach and strengthened partnerships with local health and community organisations, we successfully achieved an overall growth in referrals but experienced a small decrease of around 6.5% in one service area (Hospital Aftercare). However, our analysis shows that there was a 10.3% rise in more complex jobs requiring the attendance of two staff members. Fig 7. below represents the number of referrals received by SCCCC in the last six years leading up to the production of this annual report. It is fair to say that by raising awareness of the support we provide, more individuals and families have been able to access our help.

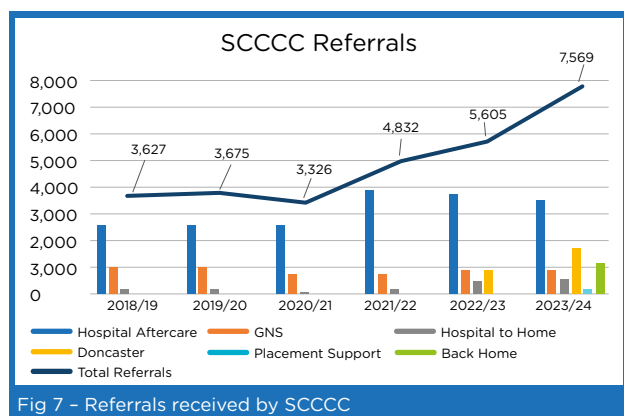


Fig 7 - Referrals received by SCCCC

To meet growing demand and deliver on our commitments, we expanded our staff team. We recruited an additional six members of staff to the team but lost another three due to natural churn during the year. This resulted in a net increase of three. However, since the end of the financial year and during this extended reporting period we have recruited an additional six team members whilst also losing two due to resignations. This leaves us with a current staff base of thirty-three. In addition, we have a small number of sessional or bank workers to support us during busier periods. This has allowed us to strengthen our operational capacity, improve service delivery, and invest in the long-term sustainability of our work.

Through these efforts, we are proud to report measurable progress in increasing our social impact and supporting older people in our community. Looking ahead, we remain committed to building on this foundation to reach even more individuals in need.

The third objective in this strategic pillar was to create a sufficient and sustainable volunteer base. Volunteers are at the heart of what we do. This year, we focused on increasing volunteer recruitment, resulting in more people joining the SCCCC team. We also introduced a wider variety of roles, allowing volunteers to bring their unique skills and interests to support older people in meaningful ways.



As part of our volunteer recruitment strategy we have reviewed our processes, policies, and training. During the reporting period we decided to implement a new Volunteer Management System (Assemble). This SaaS provides us with cloud based tools to help us

streamline our recruitment processes and provide access to volunteers to manage their visits. It is envisaged that this platform will help with the recruitment, management, and retention of volunteers.

Whilst building and implementing the system, we have used the opportunity to review and improve our process. The system is intuitive, and it has many useful features to support recruitment, rotas, expenses and it has robust reporting structures. Volunteers can engage with the system directly via a portal to access training, documents, news and opportunities and they can update the system to show tasks and activities they have completed.

With direct messaging, calendar reminders and tools for volunteer appreciation and recognition we hope that it will allow us to offer volunteers a better, more efficient and engaging experience with us. We trialled the system through the summer, using the recruitment, application and on-boarding aspects and then the ongoing management and activity tools supported by their Volunteer Coordinators comfortably. In the latter stages of the reporting period, we imported our existing volunteers across to start using the system and are pleased to report that the system appears to be functioning as desired.

We have started developing an e-learning package designed specifically for volunteers. This package will provide accessible, engaging, and practical training that volunteers can complete at their own pace.

The content will cover key areas such as:

- **Roles and responsibilities:**
Outlining expectations and duties to ensure clarity.
- **Safeguarding and confidentiality:**
Emphasising the importance of protecting those we work with.
- **Effective communication:**
Skills for working with service users and team members.
- **Health and safety:**
Basic protocols to promote a safe working environment.
- **Organisation-specific policies and procedures:**
Ensuring alignment with our values and operational standards.

By offering this e-learning option, we aim to make training more inclusive, especially for those with busy schedules or who may struggle to attend in-person sessions. It also allows for consistent delivery of key information, ensuring all volunteers have the same foundation of knowledge and skills.

Our volunteer numbers have been steady for a number of years now and we maintain a volunteer base of around 167. However, at the end of this extended reporting period our volunteer base had risen to 182. Fig 8. below represents the volunteer numbers within SCCCC since April 2021.

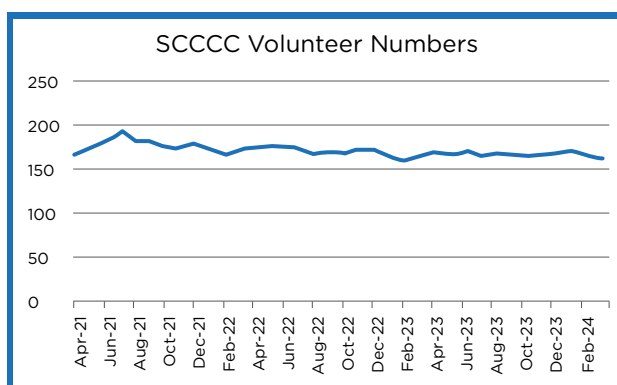


Fig 8 - SCCCC Volunteer Numbers

Recruitment of volunteers is an ongoing struggle and unfortunately we can never have enough volunteers to meet demand. Data shows that the number of leavers and starters follow a broad pattern. It is crucial therefore that we continue to engage with the wider community and invest in our recruitment activity so as to overcome this issue. Fig 9. opposite, top, represents the number of starters and leavers on a monthly basis since 2021.

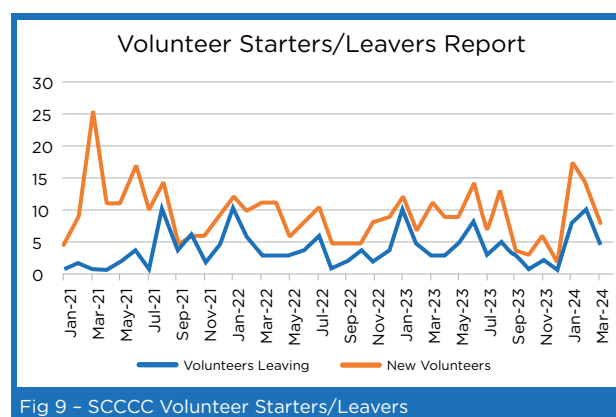


Fig 9 - SCCCC Volunteer Starters/Leavers

The final objective within this strategic pillar is to increase our geographic and cultural presence in line with our charity governance document. With this in mind we committed to adopting a proactive approach in Sheffield and reactive elsewhere within our footprint.

During the financial year we developed the Sheffield Back Home Scheme. We took lessons learned from our approach in Doncaster and amended the Sheffield programme accordingly. As part of this programme we deliver a 4 week intervention of practical support after a Hospital discharge. This project has seen us help 240 individuals on discharge from hospital by completing 1,093 visits. The ASCOF 2B1 result is that 92.88% of service-users were still at home 91 days after discharge from hospital.

Additionally, in the closing part of the 2023/24 financial year we were informed that the contract for the Doncaster Home from Hospital was being re-tendered. A decision was taken for SCCCC to submit an expression of interest and full tender. This was completed and a new award was made, contracting with SCCCC for a further period of three years with potential to extend this to a further two years subject to performance.

We committed to delivering webinars, attending networking, and collaborating with other organisations in areas with ethnic minority communities. To this end we have made significant strides in expanding our network and collaborating with a wide range of organisations across the city and South Yorkshire. Building on our previous work, in May 2023 we hosted our third BAME Older People's Webinar, this time in partnership with ACT and Firvale Hub. The event featured guest speakers Dr. Abdul Galil Shaif and Gulnaz Hussain, who shared insights on the challenges faced by older people in the communities they serve.

We also held our first Festival of Debate event in May 2023, focusing on the topic of “Intersectional Ageing.” This event brought together speakers from ISRAAC (the Somali community centre), UWA (supporting the sub-Saharan African community), Professor Sharron Hinchliff (Chair of the Older People’s Sexual Rights Charter), SOAR, and our own SCCCC staff. The discussions explored how race, religion, sexuality, gender, and disability intersect to shape the experience of ageing.

Our work on menopause awareness gained momentum as we trained Menopause Advocates and organised a Menopause Awareness and Wellbeing Day in July 2023. This effort earned us Henpicked Menopause Friendly Accreditation. As part of the South Yorkshire ICB cohort, we were also honoured with the HPMa NHS Employers Award for Wellbeing 2023. To further amplify this work, we partnered with SOAR to host a BAME-focused World Menopause Day event. This gathering highlighted menopause awareness within minoritised ethnic communities and was well-attended by partners such as Roshni and Life After Crisis.

Throughout the year, we actively participated in conferences to deepen our understanding of the diverse needs of the communities we serve, ensuring that our initiatives remain informed and impactful. These included:

- It’s Our Community - a disability and accessibility conference;
- Break the Hate Conference by SayIT; looking at LGBT+ hate crime;
- Let’s Talk About Race conference Part 1 and 2;
- BAME Online; and
- the Roma Women’s Gathering.

We’ve built stronger connections with Sheffield’s religious communities, including visits to the Pakistani Muslim Centre and the Shri Guru Gobind Singh Ji Sikh Temple. We’ve also engaged with the Social Justice Collective, the Racial Justice Network, and the Sheffield University Centre for Equity and Inclusion.

During the 2023/24 financial year we signed the Age Friendly Employer Pledge, reflecting our commitment to ageing well as a core value. SCCCC was also shortlisted for Equality, Diversity, and Inclusion Champion at the 2023 Sheffield Business Awards. In August 2023, we received the Investors in Diversity Award for Small Charities from the National Centre for Diversity. By December 2023, we were recognised as one of the top 100 most inclusive workplaces in the UK by the same organisation.



We committed to community work and projects addressing both loneliness and isolation. To explore this, we conducted a scoping exercise and a pilot project in Buchanan Green (S5), an area with many isolated individuals waiting for support. The pilot involved group sessions aimed at engaging those most affected by isolation. However, due to low participation, we decided not to continue the project.

To align with our objective of expanding our geographic and cultural presence as outlined in our strategic planning document, we are actively identifying opportunities across South Yorkshire to provide services and build connections. We’ve strengthened our relationships with TCES, Medequip, and the ICBs covering Sheffield and Doncaster.

Our Chief Executive represents SCCCC and the wider voluntary sector on key committees, including the Sheffield Teaching Hospitals Quality Committee, the South Yorkshire ICB People and Culture System Delivery Group, and the South Yorkshire ICB People and Culture Programme Board. He has also contributed to the South Yorkshire ICB Workforce Wellbeing Task and Finish Group and engaged with the VCSE Alliance to ensure the voluntary sector’s voice is heard.





Embedding

The second strategic pillar of our latest strategic plan is that of 'embedding'. To achieve this pillar we need to be the partner of choice for health and social care organisations across the city; and to be embedded in the patient journey system of hospital discharge.

To achieve the first objective we said that we would undertake a concentrated campaign of networking and promotion – making good links and keeping them. To support our mission, we have actively engaged in regular networking events across the health, social care, and VCSE sectors. Our strong relationships with key statutory services - including Yorkshire Ambulance Service, Sheffield City Council, City of Doncaster Council, and South Yorkshire ICB - have been maintained and strengthened during the reporting period. Additionally, we have collaborated closely with organisations such as Healthwatch and Voluntary Action Sheffield.

SCCCC has played an active role in shaping regional strategies through its representation on the South Yorkshire Integrated Care Board (SY ICB) People and Culture System Delivery Group and the People and Culture System Programme Board, contributing to initiatives that improve outcomes for communities across the region. During the reporting period, we also participated in the VCSE Leaders Forum in Sheffield, strengthening our collaboration with voluntary, community, and social enterprise organisations. Additionally, our Chief Executive Officer represented SCCCC on the Sheffield Chamber of Commerce Council, ensuring that the voices of the charity sector and the challenges third sector organisations face were included in broader discussions about the city's economic and social development.

Other members of the SCCCC team attend a variety of networking events and forums across both Sheffield and Doncaster to ensure that the organisation is represented and that the voices of older people are heard.

Our engagement also extends to regular contact with hospital wards, where we attend team meetings to ensure staff are well-informed about our services. We also maintain robust connections with community organisations across Sheffield, particularly those managing the People Keeping Well contracts, and we continue to establish meaningful partnerships within the Primary Care Networks.

We said that we would develop a network of ambassadors. It is clear that we already have such a network through our volunteers and supporters. Our existing volunteers are an invaluable network of ambassadors for SCCCC, embodying the organisation's mission and values through their daily actions. With their firsthand experience of supporting older people and witnessing the impact of our work, volunteers naturally advocate for SCCCC in their own communities. By sharing their experiences with friends, family, and local groups, they raise awareness of our services and often inspire others to get involved, whether as additional volunteers, donors, or supporters.

Volunteers also serve as the public face of SCCCC, informally representing the charity at events, fairs, and community gatherings, where their passion and authenticity help to build trust and strengthen relationships with individuals and partner organisations.

Many volunteers use social media to highlight their experiences and promote SCCCC's initiatives, expanding our reach to wider audiences. Their role as ambassadors extends beyond advocacy, as they also bring valuable insights and feedback from their direct interactions with older people, helping us refine and adapt our services to meet the evolving needs of the community.

By supporting and celebrating our volunteers as ambassadors, we empower them to extend SCCCC's mission further. Their dedication not only helps to raise our profile but also fosters a sense of connection and shared purpose within Sheffield and beyond, creating a more compassionate and inclusive community.

We committed to remaining agile and adaptable and the launch of our projects such as those supporting the STIL Flats and hospital discharge lounge, as well as our agreement to hold 'Box of Trix' demonstrates this. This approach ensures that we are able to spot gaps and fill them where needed – particularly where others may not be able to, or may be resistant to.

We remain some distance away from gaining CQC registration at this moment, but it is hoped that the foundations that we are building now will enable us to achieve this in the next strategic planning period.

The second objective in this strategic pillar is to be embedded in the patient journey system of hospital discharge. In achieving this we needed to ensure we were at the right level for conversations to take place, and we therefore needed to engage with policy makers and senior leaders in organisations.

This requires a strategic and collaborative approach. To ensure that we were at the right level for conversations to take place, we actively engaged with policy makers and senior leaders in various healthcare organisations including NHS England, Sheffield Teaching Hospitals NHS Foundation Trust, South Yorkshire ICB, Sheffield City Council and The City of Doncaster Council.

During the reporting period we have also engaged with The Centre for Social Justice Foundation and The King's Fund and fed into policy discussions.

The Senior Leadership Team at SCCCC have been involved in scenario planning with both the ICB and Sheffield Teaching Hospitals, and which have involved being in the room and at the table with other senior leaders. This has helped strengthen the reputation of SCCCC and embed us within the system.

By staying informed about the latest healthcare policies and priorities, we have positioned our charity as a valuable partner in addressing the challenges associated with hospital discharge. This has become even more evident during the reporting period where we have been actively involved in the discussions around Strengths Based Discharge.

We said that we would develop relationships with key decision-makers and influencers. In addition to the above we have also been actively involved with Sheffield Chamber of Commerce and as previously noted have been represented on the Chamber Council by our Chief Executive.

We also consider approaches to SCCCC which meet our vision, mission and values and which help us achieve our objectives under the strategic pillars.

We committed to conducting a review of our provision in Doncaster and Sheffield and present to other areas. To date this has not been done.

Sustaining

The third pillar of our strategic plan, *Sustaining*, focuses on ensuring that SCCCC is a well-managed, adaptable, and agile organisation capable of thriving in a dynamic environment.

To achieve our first objective of *Building a Well-Run Business*, we prioritised management training. During the 2023/24 financial year, both Operational Leads completed their Management and Leadership Apprenticeship, successfully earning a CMI Level 5 Diploma in Management and Leadership with Distinction. Additionally, they attained Chartered Manager status, reflecting their enhanced expertise and leadership capabilities.

Inspired by the success of this training and its positive organisational impact, we extended this opportunity to two other team members. In early 2023, they enrolled in Level 3 Team Leader or Supervisor Apprenticeships, which culminated in a CMI Level 3 Diploma in Principles of Management and Leadership. These efforts reflect our ongoing commitment to nurturing talent within SCCCC.

In addition, the CEO continues to benefit from ongoing professional development and peer support through Vistage, a leading executive coaching and mentoring organisation. This membership provides a valuable platform for the CEO to engage with a network of experienced leaders, gain fresh perspectives, and access expert advice on strategic challenges. The structured support and collaborative environment offered by Vistage have contributed to enhanced

decision-making, innovative thinking, and a clearer strategic focus. This ongoing engagement ensures that SCCCC's leadership remains agile, informed, and equipped to navigate the complexities of the charity sector, driving sustainable growth and impactful service delivery.

We committed to implementing a 'People Strategy' that focuses on investing in people – their training and development. During the reporting period we continued to prioritise the training, development, and overall wellbeing of our staff team. Our strategy focuses on equipping our team with the skills, resources, and support they need to thrive in their roles while fostering a positive and engaging work environment.

We have significantly expanded our investment in training by offering a variety of opportunities for professional growth. Our management training initiatives (mentioned earlier) have built on the success of previous programmes, ensuring that leadership capabilities are continuously enhanced across the organisation. All staff now have access to an e-learning platform, providing a flexible and comprehensive resource that covers a wide range of topics relevant to their roles. In addition, staff can access high-quality, sector-specific development opportunities through the NHS training platform. To meet specific organisational needs, we have also introduced bespoke training options tailored to the challenges our team faces in their roles.

Leadership development remains a priority, with two members of our leadership team actively participating in regular training through the prestigious GSK | The King's Fund Alumni Network. This programme offers a platform for senior leaders to exchange knowledge, explore innovative ideas, and enhance their leadership skills through expert-led sessions and peer learning. Their involvement ensures that SCCCC stays at the forefront of best practices within the charity sector and beyond.

In line with our commitment to fostering an inclusive and supportive workplace culture, we have partnered with *Mission Menopause South Yorkshire*. As part of this initiative, seven team members, including most of the management team, have been trained as Menopause Advocates. This training ensures our team can support staff through critical life transitions, promoting awareness and fostering understanding across the organisation.

We said that we would review our staff retention strategy and if necessary, produce new strategy and action plan.

We have benchmarked where we are and have identified that our employee turnover for the financial year was 7.8%. This is notably lower than our previous year at 14%, and is significantly lower than both the UK national average generally and the average for the charity and not-for-profit sector. According to recent data from the CIPD, the average employee turnover rate across all UK industries is approximately 34%. In the charity and not-for-profit sector, turnover rates are slightly lower, with figures around 19%. The turnover rate for SCCCC of 7.8% is significantly below these averages, indicating effective employee retention strategies and a stable workforce.

To further enhance employee engagement and wellbeing, we have implemented a fully managed Employee Benefits Portal. This service provides easy access to a comprehensive benefits package, including Lifestyle Discounts that help employees save on everyday essentials and make leisure and luxury activities more affordable. The portal also offers access to financial education resources, covering topics such as pensions and mortgages, addressing financial concerns that can significantly impact health and wellbeing.

Additionally, we have invested in a Westfield Health Cash Plan for all staff. This initiative allows employees to claim back costs for essential healthcare services and access valuable health and wellbeing support. By addressing both physical and mental health needs, this plan contributes to a healthier and more productive workforce.

We pledged to review our salary packages to ensure that all roles at SCCCC are paid at least market rates, aligning with ethical employment practices. While a full salary review has yet to be completed, we have ensured compliance with the Real Living Wage standards, positioning SCCCC as a socially responsible employer. This step underscores our commitment to supporting our team and maintaining a fair, ethical workplace.

Through these initiatives, SCCCC demonstrates its unwavering commitment to investing in its people. By providing robust training opportunities, fostering leadership development, and supporting staff wellbeing, we are steadily building a resilient, sustainable organisation that values its people and operates with agility through a thriving, motivated, and capable team, ready to meet the challenges of our mission and ensuring long-term success and impactful service delivery.

Our second objective within this strategic pillar focuses on building a financially resilient organisation capable of achieving its goals. To this end, we have developed a comprehensive fundraising strategy and action plan to establish diverse and sustainable income streams, encompassing fundraising initiatives and grant acquisition.

As part of this comprehensive fundraising strategy, we are committed to building strong, mutually beneficial partnerships with local and national businesses. Developing tailored corporate sponsorship proposals allows us to offer organisations an opportunity to align with our charity while fulfilling their corporate social responsibility objectives. These partnerships not only enable businesses to give back to their communities but also help them enhance their brand profile through meaningful, high-impact marketing collaborations.

Our sponsors play a vital role in supporting our mission, and we are deeply grateful for their contributions. Corporate sponsorships provide essential funding for our work while enabling companies to associate their brand with initiatives that resonate with their values. These partnerships often include sponsorship of our signature events, such as World of Superheroes for our Bog Commander challenge event; the thrilling Murder Mystery Evening supported by Medequip; or the exhilarating Fire Walk sponsored by Whyy Change?. Each event offers sponsors a chance to showcase their commitment to the community while engaging with diverse audiences in creative and memorable ways.

We are always exploring new opportunities to work with businesses that share our passion for making a difference. By partnering with us, sponsors not only support life-changing programs but also gain unique exposure and engagement opportunities, creating a lasting impact for their brand and the communities we serve.

This year, we made a significant improvement to how we manage information and relationships about our supporters and donors by introducing Beacon, a cloud based customer relationship management system, which is a market leading system designed to keep all our donation records in one place. This change helps us stay even more organised and ensures we can easily access the information we need to maintain strong connections with everyone who supports our work.

While the spreadsheets we used previously worked well for us, Beacon makes it much easier to spot patterns and understand how people engage with us over time. This allows us to plan better, focus our efforts, and continue to grow the vital relationships that make our work possible.

The third and final objective under this strategic pillar remains focused on reducing loneliness among older people. Central to this effort is our reliance on volunteers, underscoring the importance of a robust volunteer recruitment plan. During this reporting period we have developed and implemented our new volunteer strategy and associated action plan.

Volunteers are at the heart of SCCCC, playing a pivotal role in delivering our services and extending our reach to support older people in need. In 2023, volunteers provided crucial support through the Good Neighbour Scheme, Hospital to Home, and various administrative, fundraising, and community engagement roles.

Despite challenges in recruitment and retention, including a national decline in volunteerism post-pandemic, we inducted 48 new volunteers during the financial year. We remain committed to reversing the negative trend with ambitious plans to recruit 200 new volunteers over the next 18 months to address the needs of over 280 individuals currently on the Good Neighbour Scheme waiting list.



To strengthen our volunteer programme, we have introduced a new Volunteer Management System (Assemble), launched in April 2024, to improve the recruitment, training, and retention experience. Training pathways, including e-learning modules and in-person sessions on topics like dementia awareness, are also in development to better support volunteers in their roles.

Our volunteers not only deliver life-enhancing services but also act as ambassadors for SCCCC, increasing our visibility and impact within their networks. As we look forward to 2025, we will continue to expand volunteer roles to include opportunities in fundraising, marketing, and additional services, ensuring that every volunteer feels valued and empowered to make a difference.

Volunteers remain the driving force behind our vision, and their dedication enables us to continue transforming lives, meeting needs, and eradicating loneliness across Sheffield.

We said we would review and revise our engagement plan in order to increase referrals from different sources focusing on building stronger relationships with key stakeholders, exploring underutilised referral pathways, and improving our communication strategies. We identified gaps in our approach, sought feedback from partners, and implemented targeted outreach campaigns. As a result, we diversified our referral sources and built a more collaborative network, enabling us to reach a wider audience and better support those who need our services. We committed to undertaking

a review of service provision and exploring new projects to tackle existing problems. In the 2023/24 financial year, data from our Hospital to Home and Good Neighbour services was thoroughly analysed. While most services met demand levels, the Good Neighbour Scheme (GNS) remained oversubscribed, with volunteer recruitment dictating the transition of service users from waiting lists to having a friendly visitor. The team managed this effectively, ensuring those on the waiting list received regular phone support, often through collaboration with Occupational Therapy and Medical students.

During the reporting period, we have maintained a proactive approach to service delivery by conducting monthly reviews of service data and adjusting our provisions accordingly. Regular analysis of declined job requests has allowed us to identify gaps in service and shape the development of new initiatives within our rolling plan. While the Good Neighbour Scheme (GNS) remains our only oversubscribed service, we have enhanced its capacity through a valuable partnership with Sheffield College. By hosting placements for social care students, we have significantly expanded our phone support capabilities, ensuring that everyone on the waiting list receives consistent and meaningful engagement.

These efforts underline our unwavering commitment to reducing loneliness and adapting our services to meet the changing needs of the community.



The Impact We Have

From hospital to home – a lifeline for Derek

Derek, a 72-year-old man from S14, faced significant hurdles after a fall left him hospitalised. With no next of kin and a friend who struggled with her own health issues, Derek's return home seemed uncertain. However, the Hospital to Home team stepped in to provide critical support and ensure a smooth transition back to his flat.

After spending time at the Northern General Hospital and then moving to Pexton Grange for rehabilitation, Derek's independence hung in the balance. His medical history - which included cerebral palsy, a stroke, hypertension, and angina - compounded the challenges. While Derek was able to walk indoors with a quad stick, his flat's stairs posed a new obstacle. The Hospital to Home team became a lifeline.

Our Input

Our involvement began when Derek needed clothes and personal items from his flat. With his friend unable to assist due to mobility issues, a team member and a college student collected Derek's belongings. They also installed a key safe at his flat, with his permission, ensuring easy access for future support.

The team's role expanded a few weeks later when they received further referrals. Derek's flat needed significant adjustments to accommodate his changing needs:

- A hospital bed and commode required the double bed to be moved to a spare room, along with rearranging furniture to create space.
- Furniture was raised for accessibility.
- Potential hazards like trailing wires and rugs were removed.
- Hygiene issues were addressed, including clearing expired food from the fridge and emptying a smelly bin.

Once the hospital bed was delivered, transportation arrangements were made for Derek's return home. The operation required a two-person team and a ramp to navigate the stairs. Upon his arrival, the team ensured Derek was settled in comfortably, providing him with food and a drink. They even made up his hospital bed with donated bedding, as Derek's double bedding was unsuitable.

The support didn't stop there. Recognising the need for ongoing care, the team coordinated with the Back Home program and informed the Good Neighbour Scheme (GNS) to establish a broader safety net.

Outcome

Derek's return home marked the culmination of meticulous planning and compassionate care:

- His flat was transformed into a safer, more accessible space.
- Hygiene concerns were resolved.
- He was linked with community resources for continued support.

The Hospital to Home team's efforts underscore the profound impact of personalised, collaborative care in helping individuals like Derek regain stability and dignity in their own homes.



Compassionate care for Dottie

Dottie, an 81-year-old woman from Sheffield, found herself navigating a deeply challenging period. Following a fall that resulted in hospitalisation, her already difficult situation worsened when her husband passed away during her hospital stay.

Without family or close friends in the city, Dottie's return home was fraught with anxiety. This would be her first time back home since her husband's death, and she worried about facing the loneliness of her home. Recognising the potential for her discharge to fail, Adult Social Care at Northern General Hospital reached out to the Hospital to Home (H2H) team to support Dottie through this emotionally taxing transition.

Our Input

When Adult Social Care flagged Dottie's concerns, the H2H team quickly devised a plan to make her discharge as smooth as possible. They suggested a meet-and-greet arrangement in the hospital's discharge lounge. Julie, an H2H team member, spent time with Dottie, keeping her company while waiting for her medication to be processed. This small act of companionship provided immediate comfort to Dottie during a stressful moment.

Once the medication was ready, Gavin, another team member, was called in to transport Dottie home. The team co-ordinated the timing to align with scheduled visits from City Wide Alarms and Active Recovery, ensuring Dottie wouldn't be left alone.

On arriving home, Dottie became visibly upset, overwhelmed by returning to the home she had shared with her late husband. Sensing her distress, Gavin stayed with her until Active Recovery could take over. During his time at the house, he took practical and compassionate steps to ease her transition:

- He facilitated the fitting of a City Wide Alarm, ensuring Dottie's safety.
- Conducted a thorough check of the house to confirm utilities were functioning and identified no trip hazards.
- Prepared tea and lunch using groceries purchased earlier in preparation for her discharge.

A delay in the arrival of Active Recovery tested the team's ability to adapt. Gavin stayed with Dottie until they arrived, making sure she was never left alone during this vulnerable time. During this waiting period, Adult Social Care contacted the H2H team with additional questions regarding Dottie's risk assessment.

Gavin efficiently provided the necessary details, bridging the gap in communication and ensuring continuity of care.

By 3 p.m., Active Recovery arrived, and Gavin handed over Dottie's care, confident that she was now in safe hands.

Outcome

The collaboration and dedication of the H2H team ensured that Dottie's transition back home was handled with care and empathy. Key achievements included:

- **Emotional Comfort:** Dottie was supported throughout the process, helping her cope with the emotional strain of returning home alone.
- **A Safe Environment:** The H2H team's efforts ensured her home was secure, functional, and free from hazards.
- **Effective Collaboration:** Coordination with City Wide Alarms, Active Recovery, and Adult Social Care guaranteed seamless continuity of care.

This case illustrates how tailored, compassionate interventions can make a critical difference for individuals facing not just physical recovery but significant emotional challenges.



Vulnerable and alone: Alan's journey home

Alan, a 75-year-old gentleman from S2, faced an uncertain future when he was admitted to hospital after being found wandering the streets, confused and unable to recall his own address.

Diagnosed with dementia just months earlier, his world had changed drastically. Until three months prior, Alan was in full-time employment. With no family, his former manager had stepped in to act as his next of kin. Alan's discharge from hospital revealed the depth of his vulnerability and the critical role of the SCCCC team in safeguarding his well-being.

Our Input

When SCCCC team members observed Alan in the hospital's discharge lounge, they noticed troubling signs. Alan was refusing assistance from staff, insisting he was waiting for a taxi. However, he made no effort to arrange one or watch for its arrival. After discussions with the discharge lounge team, SCCCC stepped in to offer transport, recognising Alan's apparent confusion.

The journey home seemed uneventful, but upon arrival, Alan's disorientation became clear. He struggled to locate his keys and became agitated when asked to search his bag. Once inside, his behaviour raised further concerns. Alan spoke about going to work the next day, oblivious to his retirement, and repeatedly attempted to leave for the launderette despite having no laundry. He even tried offering cash to the team member assisting him. SCCCC immediately escalated these concerns to their Operational Lead.

Recognising the need for urgent intervention, the SCCCC team contacted the Home First team, who confirmed that a STIT assessor was scheduled to visit. The SCCCC team member stayed with Alan until the assessor arrived to ensure he wasn't left alone. Later that day, the assessor identified several pressing issues:

- Alan might not hear visitors knocking due to the layout of his HMO.
- The property's lights were non-functional.
- There was no food in the home.

SCCCC acted swiftly. That evening, they returned to fit a key safe, deliver a food parcel, and fix the lighting. They also arranged a follow-up visit to check on Alan and have spare keys cut.

The following day, SCCCC found Alan in a distressing state. He was covered in paint, having seemingly attempted to redecorate his kitchen before accidentally spilling paint on himself, the floor, and the cabinets. The team helped him clean up, provided fresh clothes, and uncovered further concerns:

- Mould was growing on the walls.
- Alan had no clean bedding.
- Buckets of water filled with mouldy laundry were scattered around the home.

A referral was made to the SCCCC Back Home team, who provided intensive support over the next four weeks. They assisted Alan with cleaning, laundry, shopping, and food preparation. During this time, Alan shared a troubling letter from his landlord, which revealed plans to move him to a new room in the property at an increased cost. Such a move would have further disoriented Alan. The Back Home team referred him to the SCCCC Placement Support Officer, tasked with finding suitable housing for vulnerable adults.

Outcome

SCCCC's intervention ensured Alan's immediate safety and addressed his critical needs:

- Basic necessities, including food, hygiene, and a functional living environment, were restored.
- Alan received emotional support to navigate the overwhelming changes in his life.
- Efforts to secure long-term, dementia-appropriate accommodation are ongoing.

Without the SCCCC team's vigilance and coordination, Alan faced significant risks of harm, readmission to hospital, or further decline. This case underscores the vital importance of having skilled support available during hospital discharges to protect and advocate for vulnerable individuals.

Bringing sunshine: Michael's befriending journey

Michael was referred to SCCCC in August 2023 by a Dementia Advisor from our local Dementia charity. Living with a dementia diagnosis and undergoing treatment for skin cancer, Michael faced challenges with his mood and memory.

His wife Claire, his main carer, provided unwavering support, but Michael longed for companionship beyond his family. While awaiting a volunteer befriender, the team kept in touch with regular calls to both Michael and Claire, fostering warm conversations that helped bridge the gap.

Our Input

In March 2024, SCCCC matched Michael with Jane, an experienced volunteer who had been with the organisation since 2021. Jane was ready for a new match after her previous case concluded.

After their first meeting, Jane shared her enthusiasm:

"Michael is a lovely man. We didn't stop talking for two hours, after which I bowed out so as not to wear him out! He's so interesting, and I was able to fill in the 'missing' words from the context of the conversation. Claire has booked me again for a fortnight's time, so I guess it went well from their point of view as well. I'm sure you'll be checking with Claire. I think you made the perfect match here!"

Michael and Jane's visits flourished. By mid-April, Claire called with an update:

"It's not just a 10 out of 10 with Jane. It's a woo-hoo!! All fine with visiting."

Jane's visits became a highlight for both Michael and Claire. As Jane described:

"They are a delightful couple, and Claire and I get on like a house on fire. Michael is really lovely - warm, friendly, and with an impish sense of humour. His memory struggles mostly with names, so we have an ongoing game of 'Name That Town,' which we play with gusto and laughter. I'll have to brush up on football teams from the 50s and 60s! Their positive attitude tells me the match is a success."

Outcome

The relationship continued to grow, and the couple recently sent a heartfelt card:

"Thank you for all you do to offer friendship to those in need. My husband so looks forward to his very special befriender Jane, coming to visit and chat with him. We do so appreciate Jane and those in the office too. You are all breaths of fresh air and bring sunshine to the lives of others. Bless you all!"

Michael's story illustrates the profound impact of SCCCC's befriending service, which supports people with dementia and their carers. Unlike other services, SCCCC assesses individuals on their own merit, offering help where appropriate regardless of living arrangements. This case exemplifies how such visits not only enhance the quality of life for those living with dementia but also provide invaluable social contact and relief for carers like Claire. The ongoing support demonstrates the far-reaching benefits of a program designed with empathy and flexibility at its core.



Our Plans

Our plans for the remainder of the 2024/25 financial year are guided by our three strategic themes: Grow, Embed, and Sustain. These themes frame our efforts to achieve our strategic aims and objectives, which will result in a greater number of older people being supported. Cutting across all these themes are the cross-cutting principles of Equality, Diversity, and Inclusion (EDI), ensuring that our work is accessible, inclusive, and impactful for all.

As we reflect on the past year's achievements and challenges, we remain committed to enhancing our services and adapting to meet the evolving needs of older people in Sheffield and Doncaster. While our new strategic framework is still under development, our direction continues to be shaped by the principles that have defined SCCCC's work for over five decades: compassion, innovation, and a steadfast dedication to improving the lives of those we serve.

Priorities for the Coming Year

1. Expanding Our Reach and Services

- Continuing to support older people through our existing initiatives such as the Hospital to Home Programme and Good Neighbour Scheme.
- Exploring opportunities to extend our services to new geographic areas, including further integration into the wider South Yorkshire region.
- Developing innovative projects to meet emerging needs, ensuring our services remain responsive and impactful.

2. Strengthening Our Volunteer Network

- Recruiting and training more volunteers to meet the growing demand for our services.
- Ensuring that volunteers feel valued and supported, with opportunities for skill development and meaningful engagement.

3. Championing Diversity and Inclusion

- Embedding equality, diversity, and inclusion in all aspects of our work, ensuring our services are accessible to all older people regardless of background.
- Building stronger connections with underrepresented communities to broaden our reach and understanding.

4. Enhancing Organisational Resilience

- Investing in staff development to maintain high standards of service delivery.
- Reviewing and strengthening our fundraising strategies to ensure financial sustainability.
- Embracing innovation to improve operational efficiency and service quality.

5. Fostering Collaboration and Partnerships

- Strengthening our relationships with health and social care organisations to enhance care pathways for older people.
- Leveraging partnerships to explore new funding opportunities and amplify our collective impact.



Our Ongoing Mission

At the heart of our efforts is a clear and enduring mission: to provide a helping hand to older people when they need it most. Whether addressing loneliness, enhancing well-being, or creating a more connected community, we are committed to making a meaningful difference. With the continued support of our partners, donors, and volunteers, we are confident in our ability to meet the challenges ahead and build a brighter future for the people we serve.

Governance Structure and Management

The Charity is a Charitable Incorporated Organisation (CIO) governed according to a Charity Commission Foundation Model Constitution dated 6th July 2016 and is therefore detailed and fit for purpose and protects the continuation of the charity.

Objectives and Aims

The objects of the CIO are for the public benefit:

1. To provide relief for those in need in Sheffield and neighbouring districts by reason of age, ill-health, disability, financial hardship or other disadvantage by the provision of goods and services, in particular but not exclusively by providing:

- a) Assistance and aftercare for patients following admission to or discharge from hospital or other care facility;
- b) Practical and emotional support for those in need to improve the quality of life of those who are residing in their own homes;
- c) Delivery of emergency goods and medical related equipment to assist people in need in their homes; and
- d) Assistance and support to prevent admission or re-admission to hospital or other after care facility.

The charity works with statutory and other voluntary agencies to provide packages of care for vulnerable people: specifically to relieve poor, sick, elderly or disabled persons in South Yorkshire by providing or assisting in the provision of services calculated to reduce the need, hardship or distress of such persons.





Public Benefit

In planning the Charity's activities, the trustees consider the specific objectives of the charity, along with its vision, mission and values. We review our aims, objectives and activities annually. As part of that process, we consider the outputs of our activities, assess the benefit of those outputs on the lives of older people and develop future objectives to make sure that our work continues to deliver the most benefit against our charitable objectives.

This report contains more information on the way our work has benefited older people and their families over the last 22 months, measured against objectives set at the beginning of 2022.

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

Activities

We want to place SCCCC at the heart of the community it serves. To do this effectively we continually monitor and evaluate the services and activities we provide to ensure they meet the needs of our service users and their carers. The current services delivered by SCCCC are:

- **Good Neighbour Scheme**

- Friendly Visiting
- Care Home Placement
- Pen Pal Scheme
- Telephone Support

- **Hospital to Home Scheme**

- Hospital After Care Scheme
- A&E to Home Scheme
- Winter Pressures Service
- Back Home Service

The schemes are co-ordinated by a team of staff and a large amount of the work is carried out by volunteers currently numbering around 182 who not only live in Sheffield but also other areas of the UK and overseas too.

Our volunteers come from a wide range of backgrounds and vary in age from 18 to 93.

The people who benefit from our services are mainly much older people. Some might be quite frail or described as "vulnerable". This might be because of their physical or mental health, or long-term conditions such as coronary heart disease, diabetes or the impact of a stroke. Many of those we now help have a combination of these conditions and may have lost their partners and many of their friends and may be socially isolated.

A significant number do not have any family living in Doncaster or Sheffield, or even the wider South Yorkshire area, and frequently the help we provide for the service user also helps relatives and friends who devote themselves to caring for a loved one too.

SCCCC strives to work in collaboration with its partners in both the statutory and independent sector to provide a flexible and responsive service for all its stakeholders. Referrals are taken from teams of health and social care professionals based in GP practices and community teams, as well as the Royal Hallamshire Hospital, Weston Park Hospital, the Northern General Hospital, Doncaster Royal Infirmary, Mexborough Montagu Hospital and Tickhill Road Hospital. Referrals are also made by family carers and by the service users themselves.

SCCCC operates from 8am - 6pm Monday to Friday and also has an out of hours service that operates in the evenings and at weekends.

In the 22 months covered by this report, the schemes have taken **14,221** referrals and helped **5,482** older people and their families.

Governance and Management

The overall management and control of the charity rests with the individual members of the Board of Trustees who give their time freely and receive no remuneration or other financial benefits. The charity's Trustees meet in accordance with the Constitution which requires the presence of at least two or, if greater, a third of its members to form a quorum. The Board may appoint a Chairperson and revoke such appointment at any time. All business is decided by a simple majority, each Trustee having one vote. In the event of an equality of votes, the Chairperson of the meeting has a second or casting vote. The Trustees are responsible for decisions taken in relation to the strategic running of the charity but the day to day running of the charity is delegated to staff.

Trustee committees

The Trustees delegate responsibility for more detailed consideration of the Charity's affairs to four sub-groups, each including at least two places for trustee members, chaired by a trustee and reporting to the Board of Trustees. These sub-groups are:

- Finance
- HR and Policies
- Strategy and Service Development (Revised to Service Development and Quality Improvement in October 2023)
- Fundraising and Marketing

Recruitment and appointment of new trustees

The existing Trustees are responsible for the recruitment of new Trustees. The Trustees having undertaken a skills audit have identified specific skills needed to enhance the existing board. In selecting individuals for appointment as appointed charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO. In addition, individuals who apply to become trustees must demonstrate a personal or professional interest in the care and well-being of older people.

Every appointed trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. Trustees retiring at the end of their term are eligible for reappointment. A charity trustee who has served for three consecutive terms of three years may not be reappointed for a fourth consecutive term but may be reappointed after an interval of at least one year.

There shall be a minimum of 5 trustees and a maximum of 12. At the end of the reporting period there were 9 trustees.

Following appointment, new trustees are introduced to their new roles and given a trustee's handbook that covers all aspects of the role. This includes a copy of the Charity Commission's guide 'The Essential Trustee' and copies of the charity's Governing Document, financial statements and a guide to the policies and procedures adopted by the charity. An induction checklist to ensure everything is covered and signed off is included. All trustees are DBS checked and references obtained.

Voluntary support

Whilst voluntary help is not valued for the purposes of the financial statements, the charity benefits immensely from the services provided by volunteers. In the 22 months covered by this report the charity had an average of 180 volunteers, completing more than 16,000 volunteer hours between them. This volunteer contribution was mainly to support our Good Neighbour Scheme, but volunteers also helped out in many other ways such as through fundraising, office administrative support, or by helping the Hospital to Home Team.

The trustees would like to take this opportunity to thank all our volunteers for their continued support. Without their time and skills, our impact would not be as significant as it is.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Strategic risk management is regularly overseen by the Board of Trustees. There is an overarching Risk Management policy which involves a regular review of key risks faced by the charity, and setting up systems and procedures to address those potential risks and to minimise any impact on the charity if the risks materialise. An annual review of the risk register also takes place.

The trustees also have in place policies addressing the main operational risk areas and they aim to use best practice. The trustees consider the following to be the key risks facing the organisation:

- Similar to many charities, the main risks facing SCCCC are financial, relating to the loss of contracts, a reduction in grant income or a reduction in public donations, thus impacting on income targets. Because of the reliance identified above we need to take account of changing economic, policy and social conditions that may affect individual supporters, corporate donors, and statutory and trust funders. These risks are managed proactively through the assessment of new opportunities and existing contracts, planned appeals and a continuous review of organisational costs. An appropriate level of funds will be maintained to help mitigate the main financial risks. Additionally, trustees monitor results quarterly and consider the longer-term impact of emerging trends. They also oversee compliance with fundraising regulation and ensure that fundraising is carried out to high ethical standards. Investment continues in income diversification projects to mitigate the risk where possible.
- We recognise the importance of safeguarding vulnerable people in all areas of our work. The charity has a safeguarding policy which applies to all staff and volunteers who have regular contact with older people. This policy is supported by safer recruitment practice and training programmes for staff and volunteers.

Although we believe the operational procedures have strong safeguards embedded in them, it remains a key risk on our risk register.

- We recognise the risks associated with information security and the importance of protecting our IT systems from malicious attack and unauthorised access and misuse. Security measures are in place to protect from unauthorised access to IT systems and to test vulnerabilities in the network. We hold a limited amount of personal information about our service users and supporters in order to understand their needs and offer an improved service. We have a data protection policy in place which ensures only authorised access to personal details and continues to enhance the security of the data in line with best practice.
- We deliver services where they are needed. In all situations the health and safety of our staff, volunteers, service users and others working with us is a prime concern. A significant proportion of staff and volunteers are lone workers, making visits to a range of locations. The charity has appropriate policies, guidance and training, and a health and safety summary is reported to the trustees at quarterly meetings.



Financial Review

Since April 2023, the UK's health and social care systems have continued to face significant challenges and transformations, driven by increasing demand, funding pressures, and national policy shifts. Major changes across adult social care have sought to address long-standing issues of capacity, integration, and accessibility. At the same time, the NHS has faced continual operational and commissioning changes, driven by a focus on efficiency and aligning with national priorities. This evolving landscape demands adaptability from all stakeholders, including voluntary sector organisations like SCCCC.

In the NHS, initiatives to improve hospital discharge processes, such as the introduction of the "Discharge Ready Date" and the £600 million Adult Social Care Discharge Fund, have been pivotal in reducing delays and improving patient flow. However, these measures have not alleviated the broader challenges the NHS faces, including an unsustainable financial deficit of £1.4 billion, widespread staff shortages, and aging infrastructure. Plans to modernise the NHS, including expanding surgical hubs and diagnostic centres, aim to improve service delivery and reduce waiting lists, but their success depends on long-term investment and effective workforce strategies. Furthermore, national priorities, such as reducing waiting times and improving integration between health and social care, continue to reshape how services are commissioned and delivered.

Local authorities, particularly in Sheffield and Doncaster, have faced acute financial pressures. Years of funding reductions have left councils with significant deficits - Sheffield projects a £61.2 million gap over four years - and rising demand for services. Social care funding has decreased by 29% in Sheffield and 27% in Doncaster since 2010, resulting in reduced capacity to meet the needs of vulnerable populations. The Labour government has proposed a National Care Service to provide free adult social care, but implementation delays until 2028 mean that immediate challenges remain unresolved. Local authorities continue to rely on short-term funding boosts and difficult cost-saving measures to sustain services.

Against this backdrop, SCCCC has worked diligently to adapt to the shifting health and social care environment. As a voluntary sector provider, SCCCC recognises the importance of remaining agile and responsive to these changes. The trustees acknowledge that increasing pressures on income, alongside growing competition from other agencies, pose significant challenges.

Despite these obstacles, SCCCC has made remarkable achievements this year, building on its reputation as a trusted partner in supporting older people.

The trustees are clear, however, that the organisation cannot be complacent. They emphasise the need to ensure that SCCCC's services remain relevant, fit for purpose, and deliver value for money. To achieve this, further work will be undertaken in key strategic and operational areas. This includes exploring innovative service delivery models, strengthening partnerships with health and social care providers, and securing sustainable funding streams. These efforts will enable SCCCC to maintain its growth, meet the evolving needs of its service users, and continue to play a vital role in the health and social care ecosystem.

By proactively addressing these challenges, SCCCC is positioning itself to remain resilient and effective in supporting older people during a time of unprecedented change. The organisation is committed to ensuring its services meet the highest standards, while also contributing to broader efforts to improve the health and social care system for all.

Overview

The financial statements in this report are for the year ended 31 March 2024. Total income in the year was £937,027, of which £405,772 was restricted funds. Income from fundraising was £176,530. Charitable expenditure was £852,356.

Income exceeded expenditure for the year by £84,671. Total reserves at the financial year end are £718,010. More details are provided in the financial statements on the following pages and the notes that accompany them.

Reserves Policy

SCCCC has reviewed and updated its reserves policy during the reporting period. Every aspect of financial activity is carefully monitored, and every effort is made to control all expenditure. The trustees have conducted a review of the major risks to which SCCCC is exposed and established systems and procedures to mitigate risks in every area of activity.

The main risk for the organisation is its reliance on one or two statutory sector funders as the main source of its income. The situation is being closely monitored and careful attention is being paid to maintaining the relationship with these funders so that any changes in its financial priorities and related impact on SCCCC can be anticipated. Recognising this risk, SCCCC is actively investigating ways to diversify its funding.

This approach ensures that we can maintain reserves at a level that enables the charity to manage financial risk and sustain services. To this end trustees have set a reserve target of £513,755, held for the following purposes:

- Statutory obligations (including redundancy costs).
- Provide a 4-month commitment to our vulnerable service users to wind up the affairs of the charity in an orderly fashion, in the advent that the trustees cease to be confident in SCCCC's ability to continue.
- A working capital facility.

This target level of reserves represents a decrease of £19,683 compared to the previous policy set in March 2023. The adjustment reflects a detailed recalculation of the reserves required, moving away from a standard six-to-nine-month running cost approach. Trustees aim to balance the needs of SCCCC's service users with the organisation's financial risks. Global events, including COVID-19, the war in Ukraine, and ongoing conflicts in Israel, Syria, and across the wider Middle East, highlight the increasing unpredictability of external factors that can impact financial stability.

At the year-end SCCCC held free reserves of £225,044, being general unrestricted funds excluding designated funds. Whilst we no longer calculate our free reserves in terms of 'x months running costs' it is still a useful metric to know, and therefore for this purpose our free reserves represent 3.2 months of committed expenditure cover. More importantly however, it should be noted that our level of free reserves is below the target level of reserves.

Notwithstanding the above, the charity plans to utilise its reserves in a managed fashion through investment in strategic priorities. The charity has plans to expand its services in 2024/25 with the addition of new workers for both the Good Neighbour Scheme and Hospital to Home Scheme.

Restricted reserves must be applied to the specific purpose(s) intended by the donor so do not form part of the free reserves; funds totalled £301,696 at the year end and are planned to be expended in 2024/25.

Designated funds have been established by the Board and are excluded from free reserves. They are as follows:

- The charity's interest in fixed assets including new vehicle investments and leasehold improvements of premises.
- The dilapidations fund that is for future leasehold dilapidations.
- A strategic fund that is able to fund new posts including for an additional Good Neighbour Scheme Co-ordinator - who will enhance the support we can provide to our service users; and an additional Support Worker - Admission Avoidance and Discharge Support to ensure we can continue to meet the demand for support.



Principal sources of funds

The trustees acknowledge the progress made this year in securing a broader range of funding but recognise the need to make a strong case for increased long-term funding to ensure the sustainability of SCCCC's operations. Changes in government and shifts in national policy present both opportunities and challenges, particularly as they influence funding streams and increase operational costs. Rising employer costs, such as National Insurance contributions and the National Minimum Wage, add financial pressure to an already strained funding landscape. While the economic shock of the COVID-19 pandemic is now in the past, its legacy - combined with ongoing inflation and a volatile economic climate - continues to impact fundraising capacity and the financial health of the charitable sector, and it is situations such as this that highlight the importance of carefully monitoring trends and adapting our financial strategies accordingly.

SCCCC's principal sources of funding come from Sheffield City Council, South Yorkshire Integrated Care Board (Sheffield Place), and the City of Doncaster Council. These funds are secured through service level agreements, contracts, or grant agreements that are renewed annually. This core funding underpins vital services, including A&E to Home, Back Home Sheffield, Care Home Placement, the Good Neighbour Scheme, Home from Hospital (Doncaster), Hospital Aftercare, and Hospital to Home. However, these funds do not cover all essential costs, such as certain staff salaries, staff training, IT infrastructure, publicity, and expenses related to supporting our volunteers. This funding gap necessitates additional income sources to maintain and expand our services. Additional funding is sourced from grants provided by charitable trusts and foundations, which are critical for supporting volunteer activities and developing new initiatives. Donations from local churches and individual donors are steadily growing, particularly from those participating in sponsored activities or attending events. Private sector organisations also contribute through in-kind donations, such as services and free room hire, which help to offset operational costs. We remain deeply appreciative of the professionals who donate their time and expertise, as well as the community of supporters who continue to prioritise our work.

While the direct impacts of the pandemic have largely subsided, the financial environment remains challenging due to broader economic instability and increased operational costs. Despite these pressures, SCCCC achieved notable success in securing additional income. Approximately £548,000 in grants and contracts from the South Yorkshire Integrated Care Board were secured for both existing and new projects, with these funds extending into the 2024/25 financial year. This achievement reflects the determination of our team and the generosity of our supporters. However, we must remain vigilant and proactive, particularly as inflation and changes to public sector funding could further constrain resources.

We extend our sincere gratitude to everyone who supported SCCCC during 2023/24. This includes local churches, individual donors, and companies that fundraised, donated, or provided in-kind support. Each contribution, regardless of size, helps us continue our vital work improving the lives of older people in Sheffield and Doncaster. While the Annual Accounts cover the financial year 2023/24, this report also addresses developments up to January 2025, highlighting financial impacts and achievements during this time. Looking ahead, SCCCC is committed to adapting to ongoing challenges, strengthening its funding base, and delivering essential services that make a lasting impact in the community.



Statement of trustees' responsibilities

in respect of the trustees' annual report and the financial statements

The trustees are responsible for preparing the Trustees' Report and Accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

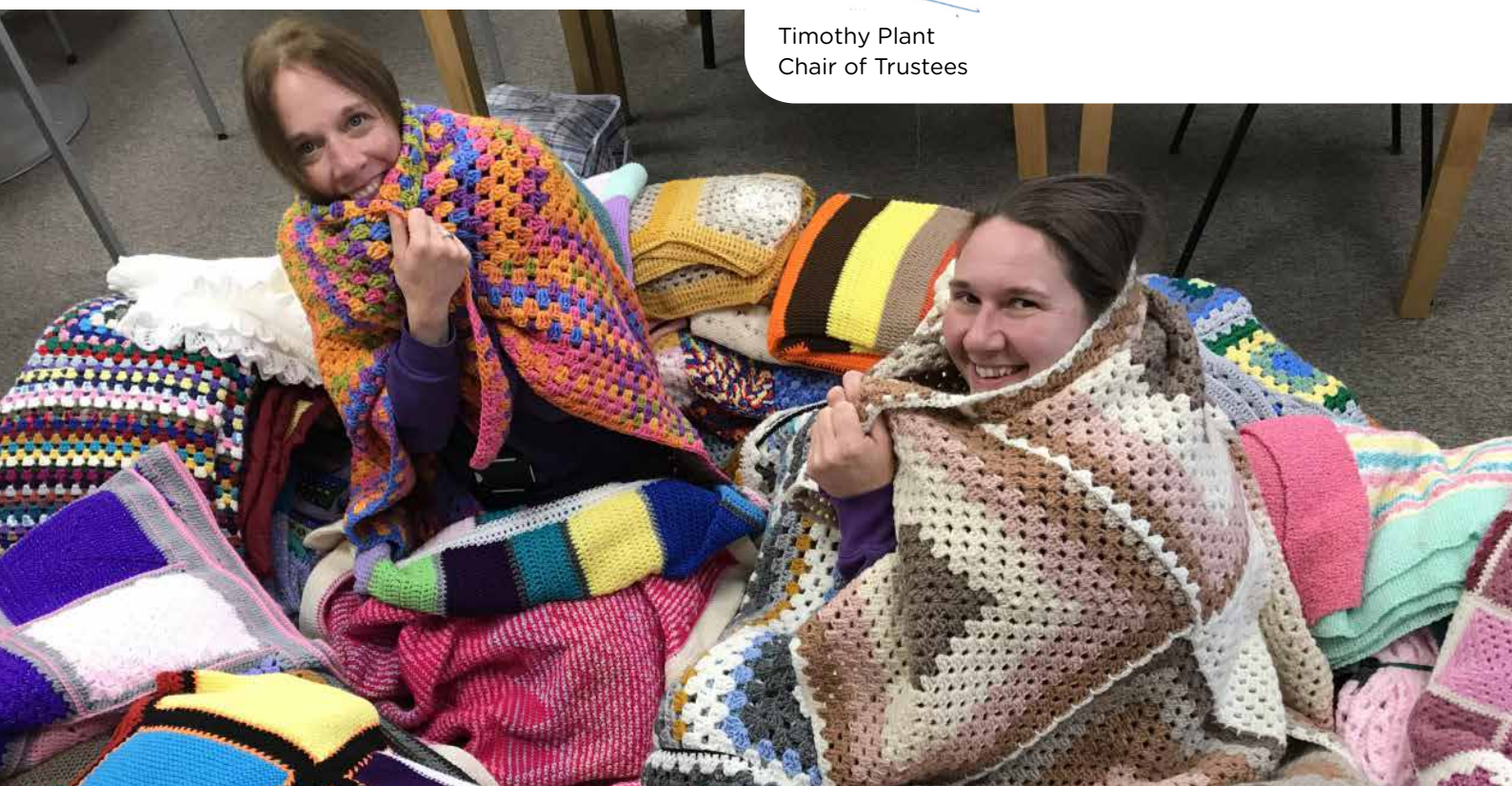
The trustees are responsible for keeping sufficient accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the accounts comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that to the best of their knowledge there is no information relevant to the independent examination of which the examiner is unaware. The trustees also confirm that they have taken all necessary steps to ensure that they themselves are aware of all relevant information and that this information has been communicated to the examiner.

This report was approved by the Board of Trustees, on 23rd January 2025 and signed on their behalf by:



Timothy Plant
Chair of Trustees



Independent Examiners Report

to the trustees of Sheffield Churches' Council for Community Care
(‘the Company’)

Independent examiner's report to the trustees of Sheffield Churches' Council For Community Care (‘the Company’)

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 (‘the 2006 Act’).

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 (‘the 2011 Act’). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Andy E Froggatt, FCCA
Royston Parkin Limited
2 President Buildings, Savile Street East
Sheffield, South Yorkshire, S4 7UQ

23 January 2025

**Sheffield Churches' Council For
Community Care**

**Statement of Financial Activities
for the year ended 31 March 2024**

	Notes	Unrestricted funds £	Restricted fund £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	519,910	405,772	925,682	533,446
Investment income	3	11,345	-	11,345	2,462
Total		531,255	405,772	937,027	535,908
EXPENDITURE ON					
Charitable activities	4				
Charitable		838,940	13,416	852,356	660,329
NET INCOME/(EXPENDITURE)					
Transfers between funds	14	(307,685)	392,356	84,671	(124,421)
		164,954	(164,954)	-	-
Net movement in funds		(142,731)	227,402	84,671	(124,421)
RECONCILIATION OF FUNDS					
Total funds brought forward		559,045	74,294	633,339	757,760
TOTAL FUNDS CARRIED FORWARD		416,314	301,696	718,010	633,339

**Sheffield Churches' Council For
Community Care**

**Balance Sheet
31 March 2024**

	Notes	Unrestricted funds £	Restricted fund £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	10	19,403	40,673	60,076	76,186
CURRENT ASSETS					
Debtors	11	58,928	-	58,928	54,072
Cash at bank and in hand		493,524	261,023	754,547	915,949
		552,452	261,023	813,475	970,021
CREDITORS					
Amounts falling due within one year	12	(155,541)	-	(155,541)	(412,868)
NET CURRENT ASSETS		396,911	261,023	657,934	557,153
TOTAL ASSETS LESS CURRENT LIABILITIES		416,314	301,696	718,010	633,339
NET ASSETS		416,314	301,696	718,010	633,339
FUNDS	14				
Unrestricted funds:					
General fund				225,044	509,541
Designated funds				191,270	49,504
				416,314	559,045
Restricted funds:					
RESTRICTED				301,696	74,294
TOTAL FUNDS				718,010	633,339

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

continued...

**Sheffield Churches' Council For
Community Care**

**Balance Sheet - continued
31 March 2024**

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on 23 January 2025 and were signed on its behalf by:

S Lamb - Trustee

**Sheffield Churches' Council For
Community Care**

**Cash Flow Statement
for the year ended 31 March 2024**

Notes	2024 £	2023 £
Cash flows from operating activities		
Cash generated from operations 1	(168,619)	314,022
Net cash (used in)/provided by operating activities	(168,619)	314,022
Cash flows from investing activities		
Purchase of tangible fixed assets	(4,128)	(74,795)
Interest received	11,345	2,462
Net cash provided by/(used in) investing activities	7,217	(72,333)
Change in cash and cash equivalents in the reporting period	(161,402)	241,689
Cash and cash equivalents at the beginning of the reporting period	915,949	674,260
Cash and cash equivalents at the end of the reporting period	754,547	915,949

**Sheffield Churches' Council For
Community Care**

**Notes to the Cash Flow Statement
for the year ended 31 March 2024**

**1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM
OPERATING ACTIVITIES**

	2024	2023
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	84,671	(124,421)
Adjustments for:		
Depreciation charges	20,237	20,693
Interest received	(11,345)	(2,462)
(Increase)/decrease in debtors	(4,856)	37,779
(Decrease)/increase in creditors	(257,326)	382,433
Net cash (used in)/provided by operations	<u>(168,619)</u>	<u>314,022</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
Net cash			
Cash at bank and in hand	915,949	(161,402)	754,547
	<u>915,949</u>	<u>(161,402)</u>	<u>754,547</u>
Total	<u>915,949</u>	<u>(161,402)</u>	<u>754,547</u>

Sheffield Churches' Council For Community Care

Notes to the Financial Statements for the year ended 31 March 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Income is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures, fittings & equipment	10%/20% reducing balance or 33% straight line
Motor vehicles	25% reducing balance

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/(expenditure) for the year, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

1. ACCOUNTING POLICIES - continued

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Charitable activities	366,427	-	366,427	300,105
Donations and gifts	138,466	-	138,466	50,091
Grants	15,017	405,772	420,789	183,250
	<u>519,910</u>	<u>405,772</u>	<u>925,682</u>	<u>533,446</u>

Grants received, included in the above, are as follows:

	2024 £	2023 £
grant received	<u>420,789</u>	<u>183,250</u>

3. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Deposit account interest	<u>11,345</u>	<u>-</u>	<u>11,345</u>	<u>2,462</u>

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 5) £	Totals £
Charitable	839,108	13,248	852,356

5. SUPPORT COSTS

	Finance £	Governance costs £	Totals £
Charitable	954	12,294	13,248

6. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2024 £	2023 £
Share of governance costs	1,650	2,880
Depreciation - owned assets	20,238	20,692
Hire of plant and machinery	11,611	9,159
Other operating leases	31,076	28,526

7. TRUSTEES' REMUNERATION AND BENEFITS

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

8. VOLUNTEER EXPENSES

	2024	2023
	£	£
Wages and salaries	588,706	429,516
Social security costs	40,945	39,246
Other pension costs	14,951	10,439
	<u>644,602</u>	<u>479,201</u>

The average monthly number of employees during the year was as follows:

	2024	2023
Co-ordinators	22	17
Administration and Management	7	5
Fundraising	2	2
	<u>31</u>	<u>24</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024	2023
£60,001 - £70,000	1	1
	<u>1</u>	<u>1</u>

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	521,696	11,750	533,446
Investment income	2,462	-	2,462
Total	<u>524,158</u>	<u>11,750</u>	<u>535,908</u>
EXPENDITURE ON			
Charitable activities			
Charitable	636,022	24,307	660,329
NET INCOME/(EXPENDITURE)	(111,864)	(12,557)	(124,421)
RECONCILIATION OF FUNDS			
Total funds brought forward	670,909	86,851	757,760

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted fund £	Total funds £
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS CARRIED FORWARD	559,045	74,294	633,339
	<u> </u>	<u> </u>	<u> </u>

10. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Motor vehicles £	Totals £
COST			
At 1 April 2023	34,246	92,387	126,633
Additions	4,128	-	4,128
	<u> </u>	<u> </u>	<u> </u>
At 31 March 2024	38,374	92,387	130,761
	<u> </u>	<u> </u>	<u> </u>
DEPRECIATION			
At 1 April 2023	17,588	32,859	50,447
Charge for year	5,356	14,882	20,238
	<u> </u>	<u> </u>	<u> </u>
At 31 March 2024	22,944	47,741	70,685
	<u> </u>	<u> </u>	<u> </u>
NET BOOK VALUE			
At 31 March 2024	15,430	44,646	60,076
	<u> </u>	<u> </u>	<u> </u>
At 31 March 2023	16,658	59,528	76,186
	<u> </u>	<u> </u>	<u> </u>

All of the above assets are used in the furtherance of charitable activities.

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade debtors	33,622	21,812
Other debtors	3,541	3,541
Prepayments and accrued income	21,765	28,719
	<u> </u>	<u> </u>
	58,928	54,072
	<u> </u>	<u> </u>

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	5,275	12,543
Other creditors	2,426	49
Accruals and deferred income	147,840	400,276
	<u>155,541</u>	<u>412,868</u>

13. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024	2023
	£	£
Within one year	<u>-</u>	<u>12,393</u>

14. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	509,541	(307,685)	23,188	225,044
Designated funds	49,504	-	141,766	191,270
	<u>559,045</u>	<u>(307,685)</u>	<u>164,954</u>	<u>416,314</u>
Restricted funds				
RESTRICTED	74,294	392,356	(164,954)	301,696
	<u>633,339</u>	<u>84,671</u>	<u>-</u>	<u>718,010</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	531,255	(838,940)	(307,685)
Restricted funds			
RESTRICTED	405,772	(13,416)	392,356
	<u>937,027</u>	<u>(852,356)</u>	<u>84,671</u>

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

14. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	550,909	(111,864)	70,496	509,541
Designated funds	120,000	-	(70,496)	49,504
	<u>670,909</u>	<u>(111,864)</u>	<u>-</u>	<u>559,045</u>
Restricted funds				
RESTRICTED	86,851	(12,557)	-	74,294
	<u>86,851</u>	<u>(12,557)</u>	<u>-</u>	<u>74,294</u>
TOTAL FUNDS	<u>757,760</u>	<u>(124,421)</u>	<u>-</u>	<u>633,339</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	524,158	(636,022)	(111,864)
Restricted funds			
RESTRICTED	11,750	(24,307)	(12,557)
	<u>535,908</u>	<u>(660,329)</u>	<u>(124,421)</u>
TOTAL FUNDS	<u>535,908</u>	<u>(660,329)</u>	<u>(124,421)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	550,909	(419,549)	93,684	225,044
Designated funds	120,000	-	71,270	191,270
	<u>670,909</u>	<u>(419,549)</u>	<u>164,954</u>	<u>416,314</u>
Restricted funds				
RESTRICTED	86,851	379,799	(164,954)	301,696
	<u>86,851</u>	<u>379,799</u>	<u>(164,954)</u>	<u>301,696</u>
TOTAL FUNDS	<u>757,760</u>	<u>(39,750)</u>	<u>-</u>	<u>718,010</u>

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,055,413	(1,474,962)	(419,549)
Restricted funds			
RESTRICTED	417,522	(37,723)	379,799
TOTAL FUNDS	<u>1,472,935</u>	<u>(1,512,685)</u>	<u>(39,750)</u>

15. RELATED PARTY DISCLOSURES

The trustees review payments made to employees in equivalent managerial positions in similar organisations when considering the levels of pay for key managers. The trustees also take in to consideration the ability of the charitable company to be able to pay such salaries.

16. TRANSACTIONS WITH RELATED PARTIES

During the year the charity entered into the following transactions with related parties:

Grant received from National Lottery £Nil (2023 - £2,760)

J Mothersole is a trustee of the National Lottery.

17. RESTRICTED FUNDS

The funds received for the Hospital Sunday and Volunteer funds are mainly used to reimburse costs incurred by the volunteers such as mileage and travel costs, DBS checks and relevant administrative costs.

National lottery funding has been received for the Inclusive Community Care project. This project aims to help tackle the problem of loneliness and isolation around Sheffield within the Black, Asian and Minority Ethnic communities.

The Vehicle funds were received from the ICB for the Winter Pressures Service and are primarily used to purchase and adapt a 4x4 Utility Vehicle to support the discharge of patients from hospital and to give assistance to health and social care workers to reach patients who are cut off due to terrain or inclement weather.

The Device Loan Scheme provides funds to help people who are digitally excluded to get online. It does not pay for the devices themselves but does pay for costs related to internet connections etc.

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

17. RESTRICTED FUNDS - continued

The Marjorie Coote Older People's Charity, Westfield, Cutlers Company, Sheffield Town Trust and Arnold Clark funding were all received to partly fund employees wages.

All restricted funds are considered to have sufficient resources held in an appropriate form to enable them to be applied in accordance with the restrictions.

**Sheffield Churches' Council For
Community Care**

**Detailed Statement of Financial Activities
for the year ended 31 March 2024**

	2024 £	2023 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Charitable activities	366,427	300,105
Donations and gifts	138,466	50,091
Grants	420,789	183,250
	925,682	533,446
Investment income		
Deposit account interest	11,345	2,462
	937,027	535,908
Total incoming resources		
	937,027	535,908
EXPENDITURE		
Charitable activities		
Wages	588,706	429,516
Social security	40,945	39,246
Pensions	14,951	10,439
Travelling	11,611	9,159
Rent, rates and car parking	31,076	28,526
Insurance	7,478	5,520
Light and heat	7,703	5,690
Telephone	12,601	16,517
Postage and stationery	12,077	9,120
Advertising	2,998	-
Sundries	4,942	14,482
Repairs and computer maint	9,469	17,115
Vehicle expenses	16,431	15,792
Training	15,245	166
Recruitment	6,164	4,229
Project expenses	6,676	4,708
Computer / IT expenses	18,190	-
Subscriptions	8,670	-
Volunteer expenses	2,938	2,424
Fixtures and fittings	5,355	8,005
Motor vehicles	14,882	12,688
	839,108	633,342
Support costs		

**Sheffield Churches' Council For
Community Care**

**Detailed Statement of Financial Activities
for the year ended 31 March 2024**

	2024 £	2023 £
Support costs		
Finance		
Bank charges	954	877
Governance costs		
Share of governance costs	1,650	2,880
Accountancy fees	10,644	8,136
Legal fees	-	15,094
	<u>12,294</u>	<u>26,110</u>
Total resources expended	<u>852,356</u>	<u>660,329</u>
Net income/(expenditure)	<u>84,671</u>	<u>(124,421)</u>

This page does not form part of the statutory financial statements



Corporate Information

Sheffield Churches' Council for Community Care

(A charitable incorporated organisation).
Also known as SCCCC.

Principal address

Unit 19 President Buildings
Savile Street East
Sheffield
South Yorkshire
S4 7UQ
Telephone 0114 250 5293
Website www.scccc.co.uk

Registered charity number
1168077

Trustees

The charity trustees are appointed as and when appropriate by the body of trustees in office. The trustees who served during the period and those currently in office are:

Tim Plant (Chair)
Anne Jennings
Claire Revitt
Javed Khan
John Mothersole

Linda Browell

Dr Om Prakash Purohit (Appointed on
25th April 2024)

Paul Teasdale (Appointed 7th February 2024 -
Resigned 24th June 2024)

Prof. Peter Skipworth (Resigned 2nd October 2023)

Russell McSweeney

Simon Lamb

Chief Executive Officer

Mark Storey, DL

Independent Examiner

Andy E Froggatt, FCCA, Royston Parkin Limited,
2 President Buildings, Savile Street East,
Sheffield, S4 7UQ

Solicitors

Counterculture Partnership LLP,
Unit 115 Ducie House, Ducie Street,
Manchester, M1 2JW

Bankers

Unity Trust Bank plc, 9 Brindley Place,
Birmingham, B1 2HB.
Triodos Bank, Deanery Rd, Bristol BS1 5AS.
National Westminster Bank plc, 42 High Street,
Sheffield, S1 2GE



Thank you to our supporters

We would like to thank everyone who supported the work of SCCC during 2023/24 and since the end of the financial year, including all the individuals and companies who have fundraised for us. Each donation makes a big difference and supports us to continue to have a significant impact on the wellbeing of older people in Sheffield.

We give particular thanks for the financial support given by:

AESEAL
Airmaster Air Conditioning
Andy Hanselman Consulting
Barratt Developments plc
Benchmark Recruit
BIDBI
Big Yellow Self Storage Bramall Lane
Church of St Columba

DL Storage Handling Company
Doncaster Culture and Leisure Trust
Dore Methodist Tuesday Group
DWP
Ecclesfield Deanery Synod
Elsie Pilkington Charitable Trust
Firth Park Coffee Club
Fox Valley

Gotcha Murder Mysteries
Gripple
GSK
Health Education England
HM Burdall Charity
Lavang
Live and Learn
MAKE YOUR MARK UK
Marjorie Coote Old Peoples Charity Fund



Mason Thomas Law
 Medequip
 Nether Edge Women's Institute
 NHS Sheffield CCG
 NISA Making a Difference Locally
 Norton Lees Care Home and Lodge
 Pexton Grange
 Pricecheck
 St Andrew's Psalter Lane
 St Andrew's United Reform Church
 St James Place Charitable Foundation
 Sheffield Church Burgesses Trust
 Sheffield City Council
 Sheffield General Benevolent Society

Sheffield Mobility
 Sheffield Town Trust
 Sisters of Mercy
 Skipton Building Society
 South Yorkshire Community Foundation
 South Yorkshire Integrated Care Board
 STA15
 Tesco Extra
 The Big Give Trust
 The Charles and Elsie Sykes Trust
 The Cutlers Company
 The Hospital Saturday Fund
 The Mark Benevolent Fund
 The Sheffield College
 The Together Fund

The Zachary Merton and George Woofindin Convalescent Trust
 Totley Rise Methodist Church
 Trinity United Reform Church
 Twelve Trees Ltd
 UK Firewalk
 Unite the Union
 Westbourne House
 Westfield Health Giving Back Committee
 Why? Change?
 Woodlands Primary School
 World of Super Heroes
 Woskow Brown
 Yorkshire Building Society
 Individual donors and fundraisers



The Trustees would like to thank everyone who has supported us financially or through volunteering their valuable time and skills.

Because of your generosity we've been able to achieve much more than we normally would, helping many more people out of hospital and preventing loneliness and isolation for many more older people who sometimes don't see anyone from one week to the next. Thanks to your support we can continue to give the kind of help that older people sometimes need.

We remain committed to supporting older people where and when they need us, in hospital, on discharge from hospital or in their own homes. We will do this by working in partnership and by using our resources effectively.

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CIO Registration No. 1168077.

Accounts

Sheffield Churches' Council
for Community Care

Annual Report – January 2024

with financial statements for 2022/2023

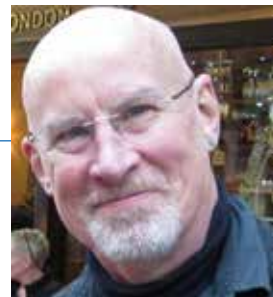
CIO Registration Number 1168077



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Chair's Introduction



As Chairman of Sheffield Churches' Council for Community Care (SCCCC), I am pleased on behalf of the Trustees to present their report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Constitution, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016).

Sheffield Churches' Council for Community Care (SCCCC) is registered with the Charity Commission as a Charitable Incorporated Organisation (CIO).

Since 1965 SCCCC has been helping the community of Sheffield by providing a range of services to older people - services that help older people wherever they are. Whether it's in their own homes, if they are admitted to or discharged from hospital, or living in a residential home, SCCCC fits comfortably into the wide and complex range of services that support older people in Sheffield today.

This report covers a 22-month period and looking back over that time I recognise that not only has it been a very challenging year for SCCCC, but also for the charity sector as a whole. Whilst 2022 saw a greater loosening of restrictions, the COVID-19 Pandemic continued to have an effect and when coupled with the ongoing war in Ukraine, and the cost of living crisis - brought about through a fall in disposable income, rising fuel and energy costs, and mass workforce strikes - we became very concerned about our ability to generate income through fundraising. We therefore reforecast our budget to account for the difficult times ahead and committed to using some of our reserves to steady the organisation.

Despite our concerns surrounding fundraising we were able to secure two new projects. The first being the introduction of a winter pressures service to help tackle the increased demand placed on health and social care services caused by the cold weather and resultant exacerbation of many health conditions; the second was our expansion into Doncaster. Both these projects were achievable due to the 'commissioned' nature of the funding and at the end of this reporting period both projects were still being successfully delivered.

Our priority as a charity is to provide a helping hand to older people when they need it most and our team has continued to work hard to provide much-needed services, often going above and beyond to ensure that we were able to continue delivering. Throughout this report, you will witness the tangible outcomes of our work across various initiatives, underscoring our dedication to serving those in need and championing a cause that resonates deeply within our communities.

The generosity of our donors, the tireless efforts of our volunteers, and the steadfast support of our partners have been instrumental in propelling our mission forward. We have reached milestones, implemented impactful programs, and touched countless lives, all made possible by the synergy of our collective efforts.

As we delve into the achievements and challenges faced, I invite you to join us in celebrating the successes and acknowledging the lessons learned. Your unwavering support and belief in our cause have been the cornerstone of our achievements, and we remain deeply grateful for your continued trust.

Thank you for being an integral part of our journey towards a better, more compassionate world. Together, we have made a difference, and together, we will continue to shape a brighter future for those we serve.

Tim Plant
Chair of the Board of Trustees

A message from our Chief Executive

As I pen down this introduction to our annual report, I am filled with a profound sense of gratitude and optimism. It is with great pleasure that I extend a warm welcome to each one of you, our valued supporters, partners, and friends, who have been the pillars of strength for SCCCC in the past twenty-two months.

The 2022/23 financial year has been one of both challenges and triumphs. In the face of unprecedented global events and unforeseen obstacles, the resilience and unity demonstrated by our SCCCC community has been nothing short of inspiring. Together, we have weathered storms, navigated uncharted territories, and emerged stronger and more determined in our shared mission to make a meaningful impact on the lives of those in need.

One of the defining features of SCCCC has always been our unwavering commitment to our core values. Guided by compassion, integrity, and a deep sense of social responsibility, we have continued to work tirelessly to address the pressing issues that affect our communities. Our initiatives, aimed at supporting vulnerable populations, have touched the lives of countless individuals, creating ripples of positive change that extend far beyond the immediate beneficiaries.

This year, our flagship programs, such as the Good Neighbours Scheme and the Hospital to Home Programme have achieved remarkable milestones. Through the Good Neighbours Scheme we've provided crucial support to older people, preventing loneliness and fostering a sense of community that significantly contributes to their overall well-being. Simultaneously, our Hospital to Home Programme has played a pivotal role in hospital discharge planning, improving patient flow, and ensuring a seamless transition for older people back to their homes.

These accomplishments are a testament to the dedication of our team, the passion of our volunteers, and the generosity of our donors. Your commitment to SCCCC has been the driving force behind every success story, every alleviated case of loneliness, every transformed life, and every positive change we've been able to bring about.

As we reflect on the achievements of the past year, we look toward the future with optimism and ambition. The challenges we face in addressing loneliness among older people and enhancing hospital discharge processes are complex, but with your continued support, I am confident that SCCCC will continue to make a lasting impact, not only enduring but thriving. Our commitment to innovation, collaboration, and adaptability will remain steadfast as we explore new avenues to maximise our impact and reach greater heights.

In the pages that follow, you will find a detailed account of our financial performance, project highlights, and stories that showcase the real impact of our collective efforts. I encourage you to delve into the report, celebrate our successes, and appreciate the challenges we've overcome together.



Thank you for being an integral part of the SCCCC family. Your belief in our mission and your dedication to making a difference inspire us every day. Together, let us continue to build a world where compassion knows no bounds, where every older person gets the support they need, where loneliness is defeated, and where lives are positively transformed.

With heartfelt gratitude,

A handwritten signature in black ink, appearing to read 'M. Storey'.

Mark Storey DL
Chief Executive Officer



Vision, Mission and Values

SCCCC is inspired by and bases itself on its Vision, Mission and Values to set up the guiding principles of how we operate. We understand that our performance and behaviour are guided as much by the spirit of the mission, vision and values as by the definition of them.

VISION

Where lives are positively transformed, needs are met and loneliness eradicated.

MISSION

Working through our strong team of volunteers, staff and partners to increase the number of free of charge and responsive, innovative services provided to those who need our help.

VALUES

We are committed, credible, compassionate and caring.



Strategic Report – Overview

In 2022 we introduced our new three year strategic plan. This plan focuses on three strategic pillars: Grow; Embed; and Sustain. All of which will have cross-cutting themes of Equality, Diversity and Inclusion running through them as a golden thread that binds them together.

Within the framework we continue to focus our attention on supporting older people so that they are able to maintain a reasonable quality of life for as long as possible.

Delivering our services within the confines of a strategic framework provides SCCCC with a structured approach while allowing for adaptability within predefined boundaries. This strategic framework establishes clear objectives, delineates operational guidelines, and sets key performance indicators, ensuring alignment with our overarching goals. By operating within these parameters, we possess the flexibility to innovate, optimise processes, and cater to evolving service user needs while staying within the strategic scope.

Our approach

The three strategic pillars contained within our plan are expanded further below:

Grow:

- To develop a portfolio of projects that are refreshed and innovated regularly
- Increase the social impact that we deliver
- Create a sufficient and sustainable volunteer base
- Increase our geographic and cultural presence in line with our charity governance document

Embed:

- To be embedded in the patient journey system of hospital discharge
- To be the partner of choice for health and social care organisations across the city

Sustain:

- Running a well-run business that is adaptable and agile enough to thrive
- Build an organisation that has the financial capacity and resilience to achieve our goals
- Further reduce loneliness

Whilst these strategic pillars provide us with a direction, the approach we adopt fosters agility and responsiveness, enabling us to make informed decisions and deliver high-quality services while maintaining consistency and alignment with our strategic direction.





Strategic Report – Achievements and Performance

Our goals for 2022/23 were centred on the three key aims of our strategic plan, namely: growing, embedding and sustaining the organisation.

Growing

We said that we would develop a portfolio of projects that are refreshed and innovated regularly. During the reporting period we developed a number of new initiatives including the Placement Support Service; the Doncaster Home from Hospital; and Sheffield Back Home.

Our Placement Support Service is designed to assist individuals who desire or require (due to physical, mental health, and mobility challenges) a transition into a care home or another suitable residence. Many beneficiaries of this program lack the necessary support to navigate the intricate processes and systems involved. This extends beyond practical assistance, such as providing transportation for those with impaired mobility, to encompass a more comprehensive and emotionally supportive approach during a period of significant change and upheaval.

The service goes beyond logistical support; it aims to guide individuals who may not have anyone else to rely on. This includes facilitating transportation for those with mobility issues and offering emotional support, creating a holistic approach to address the challenges associated with this transitional phase. Ultimately, our goal is to aid those who may find themselves isolated into a new home, helping them reintegrate into the community of a supported living or care home facility, thereby fostering a smoother transition.

The Doncaster Home from Hospital Scheme was launched in October 2022 and saw SCCCC expand its footprint into Doncaster. The scheme is designed to support the prevention of unnecessary acute hospital admissions, support timely discharge from hospital, prevent hospital readmissions, and maximise independent living.

Our service provides a person-centred 4-week plan to help people regain confidence and to empower them to settle back into their home and community after hospital discharge. The service which is delivered by experienced, compassionate staff includes tasks such as emergency food shopping; making the bed; light cleaning duties; taking delivery of mobility aids and equipment; and preparing the home for their return.

Our offer, post-discharge, includes working with the patient to regain their independence by encouraging them to engage with their local community as well as directing them to other agencies that can offer ongoing support.

Within days of the service starting, 78-year-old Brian was greeted at home by one of the SCCCC team. Despite the anxiety and stress he felt leaving the hospital, he said:

“I think it’s absolutely marvellous! I was so worried about going home after my stay in the hospital, but having someone to help has made all the difference.”



During the period covered by this report we have supported 443 people through this project, with over 1,980 visits. The 91-day readmission rate is around 11%.

Following on from the success of the Home from Hospital Service, South Yorkshire ICB (Sheffield Place) was approached with a view to SCCCC offering the same 4-week intervention to Sheffield residents.

Our proposal was commissioned and we commenced delivery of the Sheffield Back Home Scheme shortly after the 2022/23 financial year end, but during the period covered by this report. We took lessons learned from our approach in Doncaster and amended the Sheffield programme accordingly. To date there have been 169 referrals to this programme.

We also committed to obtaining annual feedback for all our services. It is often difficult to do this type of survey work within an organisation such as SCCCC as the organisation is complex. However, we have commenced with capturing some robust data from our service users on the Good Neighbour Scheme and from our volunteers.

In the period from April 2022 to March 2023, we had 58 volunteers respond to our digital survey and the overall rating of how volunteers were feeling about their volunteering was 4.4/5. One of our volunteers commented:

“I’m enjoying giving something back to the community and watching my relationship with my vulnerable person grow.”

The review allows us to collect information to see where improvements could be made. Most issues were related to either volunteer personal pressures or the deterioration of a service users’ health. One volunteer said:

“I sometimes find it hard to fit in a call with my older person but if I can’t spend as long on the telephone then I am honest about it. I just feel a little guilty about sometimes not being able to devote as much time to my volunteering role.”

It is vital for us to ensure we are supporting our volunteers in the right way. When we asked volunteers how they felt they were getting on with their Good Neighbour Scheme Coordinator, the average rating was 4.6/5. Some volunteers gave us ideas on how we could better improve their experience which we have used to give more personalised support.

The review also gave us the opportunity to reach out to the wealth of experience, skills and knowledge held within our diverse group of volunteers. We asked their input on volunteer recruitment and social events, future training and other tasks they could help the charity with (second language skills, volunteering in different areas i.e. fundraising).

In the extended reporting period from April 2023 to January 2024 we undertook reviews from Service Users (May 2023), Referrers (September 2023) and Volunteers (October 2023). In all cases, we reflected on the previous reviews to see how we could improve the process to increase participation and glean as much useful information as possible for ourselves and other partners.

Volunteer
feed back:

“Best step I took was contacting the charity and becoming a befriender.”

The service user review was adapted, we asked questions on the health and physical challenges they face and also included scales to measure loneliness (UCLA-3) and mental wellness (Warwick Edinburgh WEMWBS). We also added questions to gather feedback on local GP and health services, which was shared (anonymised) with Healthwatch Sheffield, allowing the voices of those we support to help improve health services.

99.3% of those we support say they were satisfied with the service, the person not fully satisfied was contacted to discuss and rectify the situation.

We received glowing feedback from our service users, comments included:

"Yes it's been the only service I could put 5 stars on - everyone else has not been able to provide what they promised. - I have even started doing the SCCCC lottery."

"...because any way that has been connected with SCCCC has been lovely. Especially the Xmas presents. Very often they ring at the right time when you are feeling low."

"Every time the volunteer visits - mum's face lights up and spirits are lifted."



The referrer review allowed us to check the ease and efficacy processes, we received good feedback and ideas of where we could improve. Referrers wanted to be kept more informed about their older person's situation post-referral and other comments were around our waiting list and ideas for an improved referral process. We have implemented changes based on this feedback. Referrers gave an average score of 4.6/5 with how happy they were with the service and 4.8 of how helpful they find our team.

Comments from referrers included:

"No improvements needed.... excellent service, thank you."

"Keep doing what you're doing!"

The volunteering survey conducted during this time showed that the average score for how volunteers were feeling about their volunteering was 4.5/5. One volunteer said:

"I think the support given by SCCCC is terrific and they have matched me with someone I have now formed a wonderful friendship over a number of years."

The average rating for how volunteers were feeling about their relationship with the organisation was 4.8/5. This time we asked volunteers what they would say to someone considering volunteering with SCCCC:

"Very worthwhile voluntary work supporting older people and I get a lot of pleasure in visiting my service user who has become a new friend."

"I cannot recommend volunteering through SCCCC highly enough. The organisation is absolutely wonderful, and the hardworking staff and volunteers are dedicated to ensuring you have all the support you need and are always on hand."

We also undertook a survey of hospital-based Occupational Therapists and Physiotherapists to determine how the work of SCCCC impacted on patient flow and the number of excess bed days.



We received 54 responses and concluded that in the 12 month period to March 2022 we helped reduce excess bed days at Sheffield Teaching Hospitals by 5,119 days. This equates to a financial value of over £3.2m

Some of the comments received from referrers are shown below:

"Our patient delays were significant and frequent prior to us having support from SCCCC for discharges. Things have improved tenfold now. I only wish we had a before and after comparison as I know this has helped so much."

"...There's a gap in facilitating discharges and SCCCC regularly play a big part in filling that gap. SCCCC have been relied on for years to aid patients discharge. As an organisation I wish they could be funded to do more so it's a one stop organisation rather than having to seek social services and nobody having a clear overview of discharge needs and execution of them. Wastes so much therapy time having to sort out poorly planned discharges. Whenever SCCCC involved it's always easier."

"I work in intermediate care and we often have patients who have complex needs and social situations. Sometimes patients for example need a hospital bed to get home and don't have family or friends to help. I have used SCCCC multiple times to move furniture out to make room for equipment or deliver equipment using a keysafe or be there to meet Medequip to let them in. These are all things that no other services will do so without SCCCC I don't actually know what we would do without them, it would certainly delay discharge by a considerable amount of time. I can't praise them highly enough!"

"Often family can't be relied on to support and SCCCC seem to be one of the only reliable and timely services we have access to."

"I want to thank you for all the help you do. You are amazing and your service makes such a difference. The staff are all so friendly and approachable. Thank you."

Although the feedback we collect is substantial we still need to do more to capture feedback from other services. We also need to ensure that a planned programme of feedback is conducted annually.

We said that we would undertake an analysis of current data to determine the demand for services, and identify areas we could expand into.

This is something that we do constantly. The team at SCCCC monitor referral numbers and determine what services are used most, where referrals come from, what they are for, what areas of the city are supported, and what demographic the service users are.

Information for the 2022/23 financial year is shown opposite:

Top 5 Referrals by Job Type

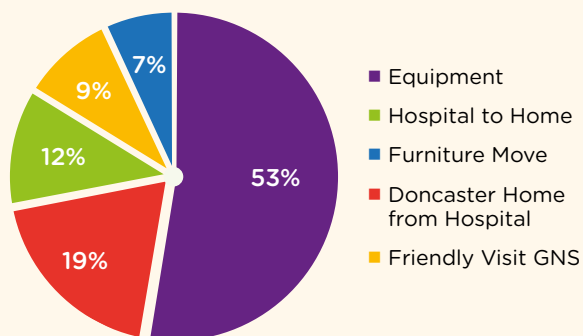


Figure 1 - Top five referrals by job type (April 2022 to March 2023)

Top 5 Referrals by Referral Source

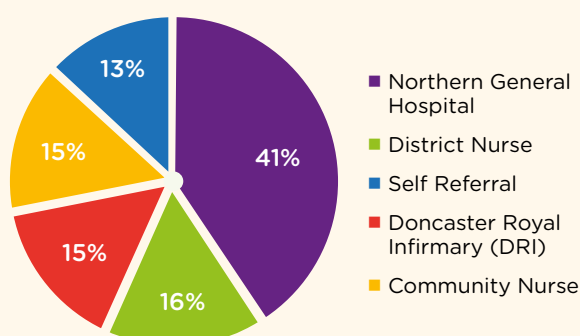


Figure 2 - Top five referrals by referral source (April 2022 to March 2023)

Referrals by Age Group

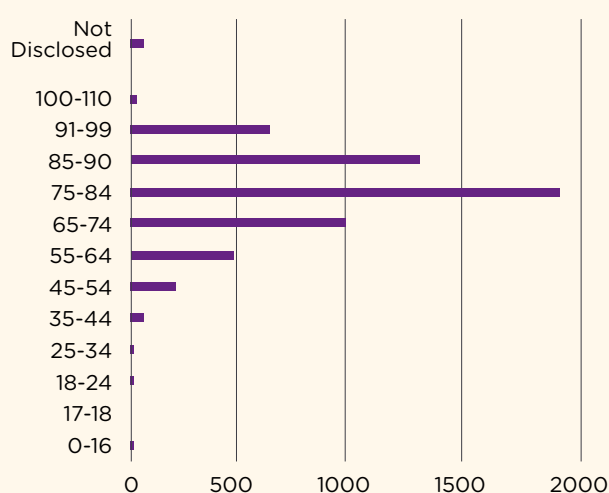


Figure 3 - Referrals by age group (April 2022 to March 2023)

Top 5 Referrals by Age Group

75-84	1892	33.5%
85-90	1269	22.5%
65-74	1006	18.2%
91-99	684	12.1%
55-64	490	8.7%

Figure 4 - Top five referrals by age group (April 2022 to March 2023)

We also collated data regarding declined jobs and this was used to inform the creation of projects for the rolling plan.

Since the end of the financial year and during this extended reporting period, we have noted any peaks in requests for services that are not currently offered and these are fed back via the senior leadership team to trustees and commissioners.

We committed to developing a rolling plan of projects that looks at current need and service gaps. After reviewing service data and the declined jobs list the decision was made as to what projects would be added to the rolling plan. It was decided that we would add:

1. The Back Home Scheme - this is the same service that we have been running in Doncaster - a 4 week intervention of practical support after a Hospital discharge.
2. Placement Support - to help an individual to find suitable accommodation either in a care home or facilitated living, this is to aid swifter hospital discharge and to ease the pressure on community care services.
3. Falls Reablement - an OT led intervention to aid swifter discharge from hospital and to support community services with assessment and confidence building of a patient admitted to hospital with a fall.

The Back Home Scheme began after the financial year end and during this extended reporting period, and the Placement Support Scheme commenced a few months after - in August 2023.

Following a review of the 2022/23 data and the issues surrounding recruitment of an OT, the Falls Reablement project was taken off the rolling plan and an alternative service, which would be led by trusted assessors, was added.

The second objective under the 'Grow' strategic pillar was to increase the social impact that we deliver.

To do this we said that we would develop services that support older people and increase impact for them.

As already alluded to above in the 2022/23 financial year, we developed the Doncaster Home from Hospital Scheme. This helped us increase our impact over and above our usual activity. In this project we helped 330 people on discharge from hospital by completing 1,394 visits. We gave them practical and emotional support to enable them to settle back into life at home and to reintegrate into their community. We reviewed each service-user after 91 days as per ASCOF 2B1, with 89% of patients not readmitted to Hospital.



In this extended reporting period we have developed the Sheffield Back Home Scheme in which we have helped 159 individuals on discharge from hospital by completing 761 visits. The ASCOF 2B1 result is that 93% of service-users have not been readmitted to hospital.

Our Placement Support Scheme has helped 30 individuals to navigate the complex care service. This includes, choosing a care home; bidding on facilitated living places; and how to apply for funding to either pay for or to top up their personal payments. 3 people are now placed in residential care; 2 are in the process of moving in to facilitated living and there are still 16 open cases. This is a complex service that no one has run in Sheffield before in the way that we are. It will therefore take time to embed this service into the discharge pathways of the hospitals, social care, and other community services.

We committed to increasing the referrals for all service areas. As can be seen from the graphs and charts (Figures 1 to 4 on page 10) our services were very much in demand. What the charts don't tell you is that the Hospital to Home Transport referrals increased from 270 in 2021/22 to 408 in 2022/23. This was achieved through establishing and strengthening our reputation with hospital wards and therapy staff.

The Doncaster Home from Hospital scheme saw referrals in the first period of implementation of approximately 13 - 17 a month. With intensive engagement we have seen referrals rise to 20-26 per month.

**We helped
330 people
on discharge
from hospital
by completing
1,394 visits**

Additionally, through engagement with partners across Primary Care, social prescribing, charities and community groups, we've seen Good Neighbour Scheme (GNS) referrals increase. In relation to the befriending element of the GNS Scheme, the previous period of April 2021 to March 2022 saw a total of 277 referrals. During the period of April 2022 to March 2023, this increased to a total of 319 referrals, an average of 26.5 per month. And during the extended reporting period of April to December 2023, the total number of referrals was 365 which is an average of 40.5 referrals per month.

As mentioned previously, Sheffield Back Home launched in April 2023 and Placement Support Scheme launched in Summer 2023 (after the financial year end). To raise awareness of these schemes we've proactively engaged with contacting hospital wards, as well as social care staff in the newly reconfigured 'Living and Ageing Well' and 'First Contact' teams. We've presented at meetings of teams across Primary Care, the charity sector and social prescribing teams across the City, ensuring that all relevant services are aware of how SCCCC can help.

As we move to Trusted Assessor status, we're creating referral pathways, prior to the implementation of this service.

We said that we would increase volunteer numbers in SCCCC and create a variety of roles within the organisation.

In the 2022/23 financial year, our volunteer recruitment team, working alongside our Engagement Officer attended events throughout Sheffield - from large outdoor community festivals to stalls on The Moor and visiting local supermarkets - to promote the volunteering with SCCCC.

We have strong links with both Sheffield Universities and regularly engage students for our friendly visiting, telephone support and penpal services. We send posters and information out to local businesses, cafe's, doctor's surgeries, gyms and even asked our volunteers to promote within their own workplaces. We had volunteers working with the Good Neighbour Scheme Team and created a new role for Volunteer Coordination Support, where a volunteer can help to support and manage the growing team of Good Neighbour Scheme Volunteers.

We have also broadened the scope and scale of opportunities for volunteers and those embarking on placement with us to help in other areas including administration and social media and marketing.



During the 2022/23 financial year, a total of 216 volunteers engaged with our service (54 of which joined as new volunteers during this period) and in the extended period between April and December 2023, a total of 176 volunteers have engaged with the service, 36 joining us during this period.

Part of our growth journey necessitates us increasing staff numbers. The financial year 2022/23 saw us increase permanent staff by five. This was in part a response to the launch of the Home from Hospital tender in Doncaster and Back Home in Sheffield. In the extended period covered by this report our permanent staff base increased by a further two. This increase was to staff the Placement Support Scheme and Trusted Assessor Scheme. Three bank workers were also recruited to allow us to be reactive to fluctuations within the organisation when reacting to community needs.

Objective 3 under the 'Grow' strategic pillar was to create a sufficient and sustainable volunteer base. As part of this we said that we would review processes / policies / training to help with attracting volunteers and having an efficient system.

Whilst a number of policies have been reviewed we still need to do more. We also looked at various volunteer management systems and at the end of the 2022/23 financial year we chose the Assemble Volunteer Management System as our preferred option.

In the extended reporting period from April to December 2023, we began the implementation of Assemble and once fully up and running this will allow us to have more efficient volunteer application, management and communication.

This will also allow volunteers to manage their own records, add and access case information and will allow us to collect and keep more accurate and robust data on volunteer input.

We also said that we would create a variety of volunteering opportunities. Despite the fact that we created a new role for Volunteer Coordination Support (as highlighted previously), this remains a task that we need to re-focus on.

The final objective of this strategic pillar is to increase our geographic and cultural presence in line with our charity governance document. To do this we said that we would take a proactive approach in Sheffield and reactive elsewhere within our footprint. We've undertaken a concentrated campaign of networking and promotion across Sheffield and Doncaster attending events such as Doncaster Business Showcase Exhibition. We have also been involved in the Winter Pressures planning events in both Sheffield and Doncaster, as well as taking part in the planning and implementation of Doncaster's Discharge to Assess pilot project.

In March 2023, after hearing about our work, Nether Edge WI chose SCCCC as charity of the year for the forthcoming period.

During the year we became members of the National Befriending Network and have built on our links with the Connection Coalition (part of the Jo Cox Foundation), and in Summer 2023 we took part in their Community of Practice.

Since the end of the financial year and during this extended reporting period The Centre for Social Justice Foundation got in touch and we were able to give them valuable feedback about the challenges our service users are currently facing.

More recently we have been contacted by Nottinghamshire ICB who have heard of our work and would like to engage with us to learn more about our model and how this may be able to work within their discharge and community pathways.

We committed to delivering webinars, networking and collaboration with other organisations in areas with ethnic minority communities, and during the financial year 2022/23 we strengthened our ties with key diverse charity partners working with older people across Sheffield.

We regularly attended SACMHA and SADACCA's joint social cafes and gave a talk about our services to their collective of African and Caribbean older people and created strong links with their teams. In early 2023 this led us to collaborate on a joint event with SACMHA and Compassionate Sheffield, held in the SADACCA building; 'Holding Our Own Stories', which captured older African and Caribbean voices for the Sheffield Covid-19 archive project. We also developed our relationship with the Yemeni community of Sheffield, meeting with Abdul Shaif, CEO of Aspiring Communities Together (ACT) and attending the Hadfield Institute (HI) fundraiser.



We met with the team at ISRAAC and attended events throughout the year hosted by the Somali community and discussed future collaboration on an Intersectional Aging event. We also made links with United Women's Affiliation, which works with the Sub-Saharan African community, and joined Darnall Wellbeing's collaborative community workshops. Furthermore we linked with Roshni - the South Asian women's support charity and expanded our diverse community contact list.

We attended a large South Yorkshire-wide NHS networking event 'Power of Staff Networks', looking at staff equalities groups across health and social care and joined the SY ICB-led cohort of organisations embarking upon Menopause Friendly Accreditation. We later attended the Transforming the Conversation Menopause Conference in March; SOAR's Women's Day; and the SayIT open day as part of our intersectional approach to equality work. To further our understanding of the issues affecting LGBT+ Older people we regularly attend both the LGBT+ Zooms; which are multiagency bi-monthly forums and the in-person LGBT+ over 50s group run by ZEST and SOAR.



Looking at the extended reporting period of April 2023 to the present, we have built substantially on our previous years' work in terms of networking and collaborating with a diverse array of city and South Yorkshire wide organisations. We have hosted our third BAME Older People's Webinar, this time partnering with ACT and Firvale Hub with respective CEOs Dr Abdul Galil Shaif and Gulnaz Hussain as guest speakers on the topic of older people in the communities which they support. We also ran our first Festival of Debate event looking at 'Intersectional Ageing', with speakers from ISRAAC (the Somali community centre), UWA (working with the sub-Saharan African community), Prof. Sharron Hinchliff (the Chair of the Older People's Sexual Rights Charter) SOAR community and SCCCC Staff, touching on the ways that race, religion, sexuality, gender and disability affect ageing.

We have trained Menopause Advocates and run a Menopause Awareness and Wellbeing day as well as achieving Henpicked Menopause Friendly Accreditation. Alongside the rest of the SY ICB Menopause Accredited cohort, we won the HPMa NHS Employers Award for Wellbeing 2023. To spread our Menopause work further, we collaborated with SOAR to put on a BAME-focused World Menopause Day event, looking at Menopause awareness focused on minoritised ethnic communities. This event was attended by many of our BAME-focused community partners, including Roshni and Life After Crisis.

Throughout the year we attended many conferences to expand our knowledge of diverse community needs, including:

- 'It's Our Community' a disability and accessibility conference;
- Break the Hate Conference by SayIT; looking at LGBT+ hate crime;
- Let's Talk About Race conference Part 1 and 2;
- BAME Online;
- and the Roma Women's Gathering.

We have partnered with Project Choice to provide internships for students with special educational needs and disabilities (SEND) and have hosted two interns, for a semester each, during 2023. We have also attended the Disability Sheffield Accessibility toolkit launch and multiple Getting on Board trustee inclusiveness webinars.

Further, we have also collaborated with UWA and given a menopause talk for their women's health education group and partnered with the Verdon Community Centre to do a similar talk.

As part of this work we have strengthened our bonds with religious communities in Sheffield, including visiting the Pakistani Muslim Centre and the Shri Guru Gobind Singh Ji Sikh Temple Sheffield. We have also linked with and attended events by the Social Justice Collective, the Racial Justice Network and the Sheffield University Centre for Equity and Inclusion.

Earlier in the year we signed the Age Friendly Employer Pledge, as ageing well is core to our ethos as a charity. SCCCC were shortlisted for Equality, Diversity and Inclusion Champion at the Sheffield Business Awards 2023.

Finally we were awarded the Investors in Diversity Award for Small Charities in August 2023 by the National Centre for Diversity, and in December 2023 were named as one of the top one hundred most inclusive workplaces by the National Centre for Diversity.

We said that we would undertake community work and develop projects that not only combat loneliness but focus on isolation too. To this end we undertook a scoping exercise and pilot project to see where we could better support those waiting for our services by creating some group sessions in Buchanan Green in S5 with the aim of engaging some of the more isolated people in the area. This area has a high amount of isolated people waiting for support. Due to the low level of take-up on this pilot project we took the decision not to continue running it.

To meet the objective of increasing our geographic and cultural presence in line with our charity governance document, we need to be aware of opportunities in the South Yorkshire area where we can get involved or supply service. We have therefore continued to build links with TCES, Medequip, and ICB's that cover both Sheffield and Doncaster.

Our Chief Executive, Mark Storey DL, represents SCCCC and the wider voluntary sector on the Sheffield Teaching Hospitals Quality Committee (formerly Quality Board) and on the People and Culture System Delivery Group of South Yorkshire ICB.

During the year he was also involved on behalf of SCCCC and the wider voluntary sector on the South Yorkshire ICB Workforce Wellbeing Task and Finish Group and was involved with the VCSE Alliance.



Embedding

The second strategic pillar of our latest strategic plan is that of 'embedding'. To achieve this pillar we need to be the partner of choice for health and social care organisations across the city; and to be embedded in the patient journey system of hospital discharge.

To achieve the first objective we said that we would undertake a concentrated campaign of networking and promotion – making good links and keeping them.

In this regard, in addition to our extensive networking and promotion highlighted above we also committed to attending other regular networking events, across health, social care and the VCSE sector.

We have strong links with statutory services such as Yorkshire Ambulance Service, Sheffield City Council, City of Doncaster Council and South Yorkshire ICB as well as Healthwatch and Voluntary Action Sheffield and have maintained and strengthened those links throughout the reporting period.

We have been in regular contact with hospital wards and we attend team meetings to ensure all relevant staff are aware of our services. We have strong links with community organisations across Sheffield who hold the People Keeping Well contracts, and we are building links throughout the Primary Care Networks.

Finally towards the end of this extended reporting period we are presenting at meetings across the newly re-configured social work teams.

We said that we would develop a network of ambassadors. Whilst we have people who act informally as ambassadors we don't have anything formal. During the latter stages of this extended reporting period we have begun to develop role descriptions for ambassadors and will be establishing an ambassadors network within SCCCC.

As previously mentioned during the 2022/23 financial year, we were successful in our tender for the Home from Hospital service in Doncaster.

We managed to tender for this contract in a very short time period and to start the service within 6 weeks of the acceptance. This demonstrates our capacity and capability to remain agile and adaptable.

We were also able to put proposals together prior to Christmas 2022 for ICB money that would be allocated at that time but with services commencing in April 2023.

Following on from this, since the end of the financial year and during this extended reporting period we have reacted and adapted Sheffield Back Home in light of community needs particularly around our work with STIT. We have also been able to respond positively to a request from Doncaster to uplift our service at short notice.

During 2022-2023 we began our journey towards CQC registration. This commenced with the H2H Operations Manager undertaking a CMI Level 5 Management Apprenticeship.

In this extended reporting period, the Operations Manager completed their apprenticeship and is currently looking for a Level 5 course in Health and Social Care Leadership and Management.

We remain some distance away from gaining CQC registration at this moment, but it is hoped that the foundations that we are building now will enable us to achieve this by the end of the period covered by our current strategic plan.

The second objective in this strategic pillar is to be embedded in the patient journey system of hospital discharge. In achieving this we needed to ensure we were at the right level for conversations to take place, and we therefore needed to engage with policy makers and senior leaders in organisations.

This required a strategic and collaborative approach. To ensure that we were at the right level for conversations to take place, we actively engaged with policy makers and senior leaders in various healthcare organisations including NHS England, Sheffield Teaching Hospitals NHS Foundation Trust, South Yorkshire ICB, Sheffield City Council and The City of Doncaster Council.

During the extended reporting period we have also engaged with The Centre for Social Justice Foundation and The King's Fund and fed into policy discussions.

The Senior Leadership Team at SCCCC have been involved in scenario planning with both the ICB and Sheffield Teaching Hospitals, and which have involved being in the room and at the table with other senior leaders. This has helped strengthen the reputation of SCCCC and embed us within 'the system'.

By staying informed about the latest healthcare policies and priorities, we have positioned our charity as a valuable partner in addressing the challenges associated with hospital discharge.

We said that we would develop relationships with key decision-makers and influencers. In addition to the above we have also been actively involved with Sheffield Chamber of Commerce and have been represented on the Chamber Council by our Chief Executive, Mark Storey DL.

We also consider approaches to SCCCC which meet our vision, mission and values and which help us achieve our objectives under the strategic pillars.

We committed to conducting a review of our provision in Doncaster and Sheffield and present to other areas. To date this has not been done. However, in the extended reporting period we were approached by Nottinghamshire ICB and will be presenting to them in due course.

Sustaining

The third strategic pillar of our strategic plan is that of 'sustaining'. The first objective under this strategic pillar is to be a well-run business that is adaptable and agile enough to thrive.

To achieve the first objective we said that we would invest in management training.

In the 2022/23 financial year both Operational Leads were undertaking a Management and Leadership Apprenticeship resulting in them gaining CMI Level 5 Diploma in Management and Leadership with Distinction. They were also awarded Chartered Manager status.

Due to the success of the training and the positive impact that it had on the organisation, a further two members of the SCCCC team were enrolled onto Team leader or supervisor, Level: 3 apprenticeships in February 2023. As part of their apprenticeship they will each gain a CMI Level 3 Diploma in Principles of Management & Leadership.

We committed to implementing a 'People Strategy' that focuses on investing in people – their training and development. As can be seen from the above investment in management training we have started to roll this out.

We have a draft People Strategy and will continue to work on this throughout the next reporting period.

We said that we would review our staff retention strategy and if necessary, produce new strategy and action plan.

We have benchmarked where we are and have identified that our employee turnover for the financial year was 14%. In the extended reporting period following the end of the financial year to January 2024 the employee turnover rate was sitting at 11.7%.

We now need to progress into the drafting of a strategy and associated action plan.

We committed to reviewing the salary package for all staff and ensuring that as a minimum SCCCC is paying market rates for all roles.

This work was started in the 2022/23 financial year with our pledge to commit to ethical employment practices. Whilst we haven't done a full review we have ensured that we meet the Real Living Wage standards and it is noteworthy that our efforts in this regard have positioned us as a socially responsible employer.

By prioritising fair compensation that aligns with the Real Living Wage, we have not only met a fundamental benchmark for decency but have also fostered a positive work environment that values and respects the well-being of our dedicated workforce. This proactive approach not only reflects our commitment to social responsibility but also serves as a foundation for building a motivated and satisfied team, contributing to the overall success and reputation of our organisation.

The next step on this journey is to benchmark all salaries against the market and consider uplifts in line with market rates for those which we determine as underpaid.

Our second objective under this last strategic pillar is to build an organisation that has the financial capacity and resilience to achieve our goals. To do this need to develop a clear fundraising strategy and action plan with clear income streams in terms of funding/fundraising and grants.

This work has started and a new fundraising strategy is currently in development. However, we have not rested on our laurels and we have created a Head of Fundraising post to drive this forward. In addition we have also created a new part-time Community Fundraiser post to strengthen the team and increase our fundraising capacity.

We also said that we would develop corporate sponsorship proposals and this is something that we have been relatively successful with. We have Charity of the Year links with Woskow Brown, Mason Thomas Law, and Benchmark and whilst these are important from a fundraising perspective, we believe that they should be a partnership, and in us giving something back as part of that partnership. In this regard we provide staff teams with free Dementia Awareness sessions – delivered by our Engagement Officer.

We are continuing to develop our corporate fundraising approach, including creating ‘asks’ as part of our ‘The Big Give’ campaign. In addition other notable successes include our link with Why? Change and the sponsorship they have offered for both the Winter Pressures launch and our recent Halloween Firewalk.

We said that we would develop a contingency strategy based on risk. In doing so, a comprehensive approach was undertaken, encompassing several key considerations. The initial phase involved a meticulous identification of potential risks across various facets, followed by a systematic assessment of their likelihood and impact on project or business objectives.



Proactive risk mitigation measures were then devised, with a focus on reducing the probability or severity of high-priority risks. Contingency planning ensued, delineating specific actions and strategies to be executed should identified risks manifest. Resource allocation, both in terms of finances and human capital, was strategically planned to ensure the feasibility of implementing contingency measures.

A robust communication plan was developed to keep stakeholders abreast of potential risks and the corresponding contingency strategies, emphasizing clear channels for effective communication in times of crisis.

Scenario analysis played a pivotal role in exploring diverse risk scenarios and tailoring strategies to address each one.

Ongoing monitoring and periodic reviews were instituted to adapt the contingency strategy to evolving risk landscapes.

Legal and compliance considerations were woven into the strategy to ensure adherence to regulatory requirements and contractual obligations. Attention was given to insurance coverage, with a review of existing policies and a consideration of additional coverage where necessary.

Finally, we plan to foster cross-functional collaboration, engaging various departments and teams to cultivate a comprehensive understanding of risks and foster collective participation in the contingency planning process.

The culmination of these efforts is aimed at fostering a resilient and adaptable contingency strategy that can withstand the dynamic nature of risk scenarios.

The third and final objective under this strategic pillar is to further reduce loneliness. As part of this we rely heavily on volunteers and as such there is a need to develop a volunteer recruitment plan. A formal plan has not yet been developed but it will form part of our wider Volunteer Strategy which we are currently working on.

We said that we would review and revise our engagement plan. As part of this our Engagement Officer and EDI Lead have focused on reaching communities directly to raise the profile of our services and also work with referral partners to help ensure that they are aware of the range and depth of the services we provide to help older people.

The final part of this objective is to undertake a review of service provision and explore new projects to tackle existing problems. In the 2022/23 financial year data was collated from all services in both the Hospital to Home and Good Neighbours teams. All services were meeting demand levels. The only oversubscribed service was GNS where volunteer recruitment dictated the movement of service users from waiting to having a friendly visitor. This was managed well by the team and all those on the waiting list received regular phone support either from team members or Occupational Therapy and Medical students.

As mentioned earlier in this report the declined jobs list was collated, and this was used to inform the creation of future projects to be added to the rolling plan.

For the remainder of the reporting period (April 2023 to present) data was continually analysed on a monthly basis and services adjusted if and when the need arose. Declined jobs were reviewed monthly and any peaks in requests for services not currently provided were reported to the senior leadership team.

Again, the only oversubscribed service was GNS. This is still managed well by the team and all those on the waiting list receive regular phone support either from team members or students. We have also been able to increase the capacity of these calls by working closely with Sheffield College to house placements for their social care students.



Our Plans

Our plans for the next reporting period are guided by our three strategic themes of Grow, Embed, and Sustain. Achieving our strategic aims and objectives within these themes will result in a greater number of older people being supported.



Cutting across all strategic themes will be the cross-cutting themes of Equality, Diversity and Inclusion, and to this end we will be investing heavily in this area.

Our Vision

Where lives are positively transformed, needs are met and loneliness eradicated

Our Mission

Working through our strong team of volunteers, staff and partners to increase the number of free of charge and responsive innovative services provided to those who need our help

Grow:

- To develop a portfolio of projects that are refreshed and innovated regularly
- Increase the social impact that we deliver
- Create a sufficient and sustainable volunteer base
- Increase our geographic and cultural presence in line with our charity governance document

Embed:

- To be embedded in the patient journey system of hospital discharge
- To be the partner of choice for health and social care organisations across the city

Sustain:

- Running a well-run business that is adaptable and agile enough to thrive
- Build an organisation that has the financial capacity and resilience to achieve our goals
- Further reduce loneliness

Values

Committed



Credible



Compassionate



Caring



Cross Cutting Themes

Equality - Diversity - Inclusion

Governance Structure and Management

The Charity is a Charitable Incorporated Organisation (CIO) governed according to a Charity Commission Foundation Model Constitution dated 6th July 2016 and is therefore detailed and fit for purpose and protects the continuation of the charity.

Objectives and Aims

The objects of the CIO are for the public benefit:

1. To provide relief for those in need in Sheffield and neighbouring districts by reason of age, ill-health, disability, financial hardship or other disadvantage by the provision of goods and services, in particular but not exclusively by providing:
 - a) Assistance and aftercare for patients following admission to or discharge from hospital or other care facility;
 - b) Practical and emotional support for those in need to improve the quality of life of those who are residing in their own homes;
 - c) Delivery of emergency goods and medical related equipment to assist people in need in their homes; and
 - d) Assistance and support to prevent admission or re-admission to hospital or other after care facility.

The charity works with statutory and other voluntary agencies to provide packages of care for vulnerable people: specifically to relieve poor, sick, elderly or disabled persons in South Yorkshire by providing or assisting in the provision of services calculated to reduce the need, hardship or distress of such persons.





Public Benefit

In planning the Charity's activities, the trustees consider the specific objectives of the charity, along with its vision, mission and values. We review our aims, objectives and activities annually. As part of that process, we consider the outputs of our activities, assess the benefit of those outputs on the lives of older people and develop future objectives to make sure that our work continues to deliver the most benefit against our charitable objectives.

This report contains more information on the way our work has benefited older people and their families over the last 22 months, measured against objectives set at the beginning of 2022.

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

Activities

We want to place SCCCC at the heart of the community it serves. To do this effectively we continually monitor and evaluate the services and activities we provide to ensure they meet the needs of our service users and their carers. The current services delivered by SCCCC are:

- **Good Neighbour Scheme**

- Friendly Visiting
 - Care Home Placement
 - Pen Pal Scheme
 - Telephone Support

- **Hospital to Home Scheme**

- Hospital After Care Scheme
 - A&E to Home Scheme
 - Winter Pressures Service
 - Back Home Service

The schemes are co-ordinated by a team of staff and a large amount of the work is carried out by volunteers currently numbering around 169 who not only live in Sheffield but other areas of the UK too.

Our volunteers come from a wide range of backgrounds and vary in age from 19 to 92.

The people who benefit from our services are mainly much older people. Some might be quite frail or described as "vulnerable". This might be because of their physical or mental health, or long-term conditions such as coronary heart disease, diabetes or the impact of a stroke. Many of those we now help have a combination of these conditions and may have lost their partners and many of their friends and may be socially isolated.

A significant number do not have any family living in Sheffield. Frequently the help we provide for the patient also helps relatives and friends who devote themselves to caring for a loved one.

SCCCC strives to work in collaboration with its partners in both the statutory and independent sector to provide a flexible and responsive service for all its stakeholders. Referrals are taken from teams of health and social care professionals based in GP practices and community teams, as well as the Royal Hallamshire Hospital, Weston Park Hospital and the Northern General Hospital. Referrals are also made by family carers and by the service users themselves.

SCCCC operates from 8am - 6pm Monday to Friday and also has an out of hours service that operates in the evenings and at weekends.

In the 22 months covered by this report, the schemes have taken over 11,400 referrals and helped **5,234** older people and their families.

Governance and Management

The overall management and control of the charity rests with the individual members of the Board of Trustees who give their time freely and receive no remuneration or other financial benefits. The charity's Trustees meet in accordance with the Constitution which requires the presence of at least two or, if greater, a third of its members to form a quorum. The Board may appoint a Chairperson and revoke such appointment at any time. All business is decided by a simple majority, each Trustee having one vote. In the event of an equality of votes, the Chairperson of the meeting has a second or casting vote. The Trustees are responsible for decisions taken in relation to the strategic running of the charity but the day-to-day running of the charity is delegated to staff.

Trustee committees

The Trustees delegate responsibility for more detailed consideration of the Charity's affairs to four sub-groups, each including at least two places for trustee members, chaired by a trustee and reporting to the Board of Trustees. These sub-groups are:

- Finance
- HR and Policies
- Strategy and Service Development (Revised to Service Development and Quality Improvement in October 2023)
- Fundraising and Marketing

Recruitment and appointment of new trustees

The existing Trustees are responsible for the recruitment of new Trustees. The Trustees having undertaken a skills audit have identified specific skills needed to enhance the existing board. In selecting individuals for appointment as appointed charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO. In addition, individuals who apply to become trustees must demonstrate a personal or professional interest in the care and well-being of older people.

Every appointed trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. Trustees retiring at the end of their term are eligible for reappointment. A charity trustee who has served for three consecutive terms of three years may not be reappointed for a fourth consecutive term but may be reappointed after an interval of at least one year.

There shall be a minimum of 5 trustees and a maximum of 12. At the end of the reporting period there were 8 trustees.

Following appointment, new trustees are introduced to their new roles and given a trustee's handbook that covers all aspects of the role. This includes a copy of the Charity Commission's guide 'The Essential Trustee' and copies of the charity's Governing Document, financial statements and a guide to the policies and procedures adopted by the charity. An induction checklist to ensure everything is covered and signed off is included. All trustees are DBS checked and references obtained.

Voluntary support

Whilst voluntary help is not valued for the purposes of the financial statements, the charity benefits immensely from the services provided by volunteers. In the 22 months covered by this report the charity had an average of 171 volunteers, completing around 14,500 volunteer hours between them. This volunteer contribution was mainly to support our Good Neighbour Scheme, but volunteers also helped out in many other ways such as through fundraising, office administrative support, or by helping the Hospital to Home Team.

The trustees would like to take this opportunity to thank all our volunteers for their continued support. Without their time and skills, our impact would not be as significant as it is.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Strategic risk management is regularly overseen by the Board of Trustees. There is an overarching Risk Management policy which involves a regular review of key risks faced by the charity, and setting up systems and procedures to address those potential risks and to minimise any impact on the charity if the risks materialise. An annual review of the risk register also takes place. The trustees also have in place policies addressing the main operational risk areas and they aim to use best practice. The trustees consider the following to be the key risks facing the organisation:

- Similar to many charities, the main risks facing SCCCC are financial, relating to the loss of contracts, a reduction in grant income or a reduction in public donations, thus impacting on income targets. Because of the reliance identified above we need to take account of changing economic, policy and social conditions that may affect individual supporters, corporate donors, and statutory and trust funders. These risks are managed proactively through the assessment of new opportunities and existing contracts, planned appeals and a continuous review of organisational costs. An appropriate level of funds will be maintained to help mitigate the main financial risks. Additionally, trustees monitor results quarterly and consider the longer-term impact of emerging trends. They also oversee compliance with fundraising regulation and ensure that fundraising is carried out to high ethical standards. Investment continues in income diversification projects to mitigate the risk where possible.
- We recognise the importance of safeguarding vulnerable people in all areas of our work. The charity has a safeguarding policy which applies to all staff and volunteers who have regular contact with older people. This policy is supported by safer recruitment practice and training programmes for staff and volunteers.

Although we believe the operational procedures have strong safeguards embedded in them, it remains a key risk on our risk register

- We recognise the risks associated with information security and the importance of protecting our IT systems from malicious attack and unauthorised access and misuse. Security measures are in place to protect from unauthorised access to IT systems and to test vulnerabilities in the network. We hold a limited amount of personal information about our service users and supporters in order to understand their needs and offer an improved service. We have a data protection policy in place which ensures only authorised access to personal details and continues to enhance the security of the data in line with best practice.
- We deliver services where they are needed. In all situations the health and safety of our staff, service users and others working with us is a prime concern. A significant proportion of staff volunteers are lone workers, making visits to a range of locations. The charity has appropriate policies, guidance and training, and a health and safety summary is reported to the trustees at quarterly meetings.



Financial Review

Major changes continue to be made across adult social care nationally. At the same time there are also constant changes in how the NHS operates and commissions services and the impact of a number of national priorities. Added to this are the constant cuts to local authority budgets, which in recent times have seen a number of councils issuing section 114 notices, effectively declaring themselves bankrupt.

As a voluntary sector provider, SCCCC has made the most of every opportunity to understand and adapt to the changing environment in health and social care. However, the trustees acknowledge that SCCCC is facing further pressures on its income as well as competition from other agencies.

In spite of this year's considerable achievements, the trustees are clear that SCCCC has to ensure its services remain relevant, fit for purpose and value for money in order to respond to these new demands. They further acknowledge the need to undertake further work in a number of strategic and operational areas if SCCCC is to maintain its growth in the next few years.

Overview

The financial statements in this report are for the year ended 31 March 2023. Total income in the year was £535,908, of which £11,750 was restricted funds. Income from fundraising was £233,341. Charitable expenditure was £660,329.

Expenditure exceeded income for the year by £124,421. Total reserves at the financial year end are £633,339. More details are provided in the financial statements on the following pages and the notes that accompany them.

Reserves policy

SCCCC has reviewed and updated its reserves policy during the reporting period. Every aspect of financial activity is carefully monitored, and every effort is made to control all expenditure. The trustees have agreed that the organisation should aim to develop and maintain unrestricted reserves at a level, which equates to between six and nine months' core running costs. This would provide sufficient funds to enable the organisation to respond appropriately to situations such as a sudden loss of income or other unforeseen liability. It also matches the notice period for the main contract that SCCCC holds. The trustees have conducted a review of the major risks to

which SCCCC is exposed and established systems and procedures to mitigate risks in every area of activity.

The main risk for the organisation is its reliance on one statutory sector funder as the main source of its income. The situation is being closely monitored and careful attention is being paid to maintaining the relationship with this funder so that any changes in its financial priorities and related impact on SCCCC can be anticipated. Recognising this risk, SCCCC is actively investigating ways to diversify its funding.

The total reserves for the charity as at 31 March 2023 were £633,339. Unrestricted reserves formed £559,045 and restricted reserves £74,294.

General reserves (excluding reserves represented by restricted funds and designated funds) stood at £509,541. This is only marginally outside the upper target reserves level. However, a deficit budget has again been planned for 2024/25 which will result in general reserves being brought down further into the target range whilst continuing to provide a service of quality and value to older people and their families.

Principal sources of funds

Although there has been significant progress in obtaining additional income from a wider group of funders this year, the trustees agree that it is vital to make a further case for an increase in funding for SCCCC in the longer term.

In addition, the trustees recognise the importance of monitoring national trends and changes in funding streams that might affect the organisation.

The principal sources of funding for SCCCC are from South Yorkshire ICB (Sheffield Place), Sheffield City Council and The City of Doncaster Council with whom SCCCC has a service level agreement and contract. This is currently renewed on an annual basis.

This core funding does not cover a number of essential organisational costs, such as staff training, publicity, IT and expenditure relating to volunteers.

The activities covered by the core funding are:

- Good Neighbours Scheme
- The A&E to Home Scheme
- The Hospital Aftercare Scheme
- Home from Hospital

SCCCC also receives a number of grants from local charitable trusts and foundations, which help meet the costs of supporting SCCCC volunteers and developing new activities.

Donations are received from local churches and an increasing number of individual donors, particularly those who take part in sponsored activities or attend the events that we hold. However, we are still struggling to build our fundraising back up since the pandemic and as this report is written we are also mindful of the war in Ukraine, the war between Israel and Hamas in Gaza, and the cost of living crisis that is continuing to impact on many people's lives. This will undoubtedly have an effect on our ability to fundraise in the medium term.

From time to time a number of private sector organisations make 'in kind' donations, mainly through the offer of services and free room hire and we would like to acknowledge these supporters in this report. SCCCC is also assisted by a number of professionals who give their expertise and time.

We would also like to thank everyone who supported the work of SCCCC during 2022/23, including all the individuals and companies who have fundraised for us. Each donation makes a big difference and supports us to continue to have a significant impact on the wellbeing of older people in Sheffield.



Whilst the Annual Accounts that form part of this report are confined to the financial year 2022/2023, the Trustees Annual Report reflects a longer period up to January 2024. It is therefore important that mention is made of anything that has significant financial impact on the charity in the intervening period. Therefore, whilst the ongoing economic crisis has impacted upon our ability to fundraise, SCCCC has seen increased income from additional grants, contracts and donations. Contracts and grants with an approximate value of £564,000 are anticipated from South Yorkshire Integrated Care Board for a range of existing and new projects and this will be carried forward into the 2024/25 financial year.

Statement of trustees' responsibilities

in respect of the trustees' annual report and the financial statements

The trustees are responsible for preparing the Trustees' Report and Accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the accounts comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that to the best of their knowledge there is no information relevant to the independent examination of which the examiner is unaware. The trustees also confirm that they have taken all necessary steps to ensure that they themselves are aware of all relevant information and that this information has been communicated to the examiner.

This report was approved by the Board of Trustees, on 25th January 2024 and signed on their behalf by:



Timothy Plant
Chair



Independent Examiners Report

to the trustees of Sheffield Churches' Council for Community Care

I report to the Trustees on my examination of the financial statements of Sheffield Churches' Council for Community Care (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report

As the Trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

- accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ACCA, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

**M Mealing BSc FCCA
UHY Hacker Young
Chartered Accountants**

Dated: 25 January 2024



SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds general £	Unrestricted funds Designated £	Restricted funds £	Total 2023 £	Unrestricted funds general £	Unrestricted funds Designated £	Restricted funds £	Total 2022 £
<u>Income from:</u>									
Donations and gifts	3	221,591	-	11,750	233,341	62,151	-	58,856	121,007
Charitable activities	4	300,105	-	-	300,105	569,517	-	71,594	641,111
Investments	5	2,462	-	-	2,462	747	-	-	747
Total income		524,158	-	11,750	535,908	632,415	-	130,450	762,865
<u>Expenditure on:</u>									
Charitable activities	6	636,022	-	24,307	660,329	482,536	-	54,020	536,556
Total resources expended		636,022	-	24,307	660,329	482,536	-	54,020	536,556
Net incoming/(outgoing) resources before transfers		(111,864)	-	(12,557)	(124,421)	149,879	-	76,430	226,309

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Net incoming/(outgoing) resources before transfers	(111,864)	-	(12,557)	(124,421)	149,879	-	76,430	226,309
Gross transfers between funds	70,496	(70,496)	-	-	-	-	-	-
Net movement in funds	(41,368)	(70,496)	(12,557)	(124,421)	149,879	-	76,430	226,309
Fund balances at 1 April 2022	550,909	120,000	86,851	757,760	401,030	120,000	10,421	531,451
Fund balances at 31 March 2023	509,541	49,504	74,294	633,339	550,909	120,000	86,851	757,760

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

BALANCE SHEET

AS AT 31 MARCH 2023

		2023		2022	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	11		76,186		22,083
Current assets					
Debtors	13	54,071		91,851	
Cash at bank and in hand		915,949		674,260	
		<u>970,020</u>		<u>766,111</u>	
Creditors: amounts falling due within one year	14	<u>(412,867)</u>		<u>(30,434)</u>	
Net current assets			557,153		735,677
Total assets less current liabilities			<u>633,339</u>		<u>757,760</u>
Income funds					
Restricted funds	15		74,294		86,851
<u>Unrestricted funds</u>					
Designated funds	16	49,504		120,000	
General unrestricted funds		<u>509,541</u>		<u>550,909</u>	
			559,045		670,909
			<u>633,339</u>		<u>757,760</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 25 January 2024 and are signed on its behalf by:



S J F Lamb
Trustee

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

		2023	2022
	Notes	£	£
Cash flows from operating activities			
Cash generated from operations	20	314,023	217,801
Investing activities			
Purchase of tangible fixed assets		(74,796)	(6,136)
Interest received		2,462	747
Net cash used in investing activities		(72,334)	(5,389)
Net cash used in financing activities		-	-
Net increase in cash and cash equivalents		241,689	212,412
Cash and cash equivalents at beginning of year		674,260	461,848
Cash and cash equivalents at end of year		915,949	674,260

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Company information

Sheffield Churches' Council for Community Care is a registered charity. The principal address is Unit 19 President Buildings, Saville Street East, Sheffield, South Yorkshire, S4 7UQ.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's constitution, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

Income is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business.

1.5 Resources expended

The analysis of resources expended in the statement of financial activities is determined by the nature of the expense and is inclusive of VAT as the charity cannot recover the VAT it incurs on expenditure.

Charitable activities comprise those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and the costs linked to the strategic management of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures, fittings & equipment	10%/20% reducing balance or 33% straight line
Motor vehicles	25% reducing balance

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/(expenditure) for the year, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.12 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

3 Donations and gifts

	Unrestricted funds general 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds general 2022 £	Restricted funds 2022 £	Total 2022 £
Donations and gifts	41,591	8,500	50,091	62,151	49,606	111,757
Other grants	180,000	3,250	183,250	-	9,250	9,250
	<u>221,591</u>	<u>11,750</u>	<u>233,341</u>	<u>62,151</u>	<u>58,856</u>	<u>121,007</u>

The total for 2023 includes legacies received of £4,250 (2022 - £35,000).

4 Charitable activities

	2023 £	2022 £
Income within charitable activities	<u>300,105</u>	<u>641,111</u>
Analysis by fund		
Unrestricted funds - general	300,105	569,517
Restricted funds	<u>-</u>	<u>71,594</u>

5 Investments

	2023 £	2022 £
Interest receivable	<u>2,462</u>	<u>747</u>

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

6 Charitable activities

	2023 £	2022 £
Staff costs	479,201	416,811
Depreciation and impairment	20,693	3,849
Travelling	9,158	2,350
Volunteers expenses	2,425	1,365
Vehicle expenses	15,792	11,019
Rent, rates and car parking	28,526	29,155
Light and heat	5,690	3,158
Insurance	5,520	2,795
Printing and stationery	9,120	5,544
Repairs and computer maintenance	17,115	11,328
Postage and telephone	16,517	11,502
Miscellaneous expenses	14,482	9,268
Project expenses	4,708	1,608
Bank charges	877	485
Legal expenses	15,094	14,871
Recruitment	4,229	1,875
Accountancy	8,136	4,795
Training	166	1,550
	<u>657,449</u>	<u>533,328</u>
Share of governance costs (see note 7)	2,880	3,228
	<u>660,329</u>	<u>536,556</u>
Analysis by fund		
Unrestricted funds - general	636,022	482,536
Restricted funds	24,307	54,020
	<u>660,329</u>	<u>536,556</u>

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

7 Support costs

	Support costs £	Governance costs £	2023 £	2022 £
Independent Examination fees	-	2,880	2,880	3,228
	<u>-</u>	<u>2,880</u>	<u>2,880</u>	<u>3,228</u>
	<u>-</u>	<u>2,880</u>	<u>2,880</u>	<u>3,228</u>
Analysed between Charitable activities	-	2,880	2,880	3,228
	<u>-</u>	<u>2,880</u>	<u>2,880</u>	<u>3,228</u>

Governance costs includes payments to the auditors of £2,880 (2022- £3,228) for independent examiners fees and £nil (2022- £nil) for other services.

8 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Co-ordinators	17	17
Administration and Management	5	5
Fundraising	2	-
	<u>24</u>	<u>22</u>

Employment costs

	2023 £	2022 £
Wages and salaries	438,393	384,658
Social security costs	30,369	23,422
Other pension costs	10,439	8,731
	<u>479,201</u>	<u>416,811</u>

No remuneration benefits or expenses have been paid to any of the trustees.

The number of employees whose annual remuneration was £60,000 or more were:

	2023 Number	2022 Number
£60,000- £70,000	<u>1</u>	<u>-</u>

10 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

11 Tangible fixed assets

	Fixtures, fittings & equipment	Motor vehicles	Total
	£	£	£
Cost			
At 1 April 2022	23,838	28,000	51,838
Additions	10,409	64,387	74,796
At 31 March 2023	34,247	92,387	126,634
Depreciation and impairment			
At 1 April 2022	12,677	17,078	29,755
Depreciation charged in the year	4,911	15,782	20,693
At 31 March 2023	17,588	32,860	50,448
Carrying amount			
At 31 March 2023	16,659	59,527	76,186
At 31 March 2022	11,161	10,922	22,083

All of the above assets are used in the furtherance of charitable activities.

12 Financial instruments

	2023	2022
	£	£
Carrying amount of financial assets		
Debt instruments measured at amortised cost	941,301	747,801
Carrying amount of financial liabilities		
Measured at amortised cost	412,867	30,434

13 Debtors

	2023	2022
	£	£
Amounts falling due within one year:		
Trade debtors	21,811	70,000
Other debtors	3,541	3,541
Prepayments and accrued income	28,719	18,310
	54,071	91,851

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

14 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	12,542	7,660
Other creditors	49	242
Accruals and deferred income	400,276	22,532
	<u>412,867</u>	<u>30,434</u>

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

15 Restricted funds

The income funds of the charity include restricted funds comprising the following balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2021 £	Movement in funds		Balance at 1 April 2022 £	Movement in funds		Balance at 31 March 2023 £
		Incoming resources £	Resources expended £		Incoming resources £	Resources expended £	
Hospital Sunday Funds	3,573	2,220	(197)	5,596	-	-	5,596
Volunteer Funds	250	15,858	(15,858)	250	-	-	250
Vehicle Funds SY ICB	-	70,000	-	70,000	-	(14,913)	55,087
National Lottery	6,598	33,122	(37,965)	1,755	-	(1,755)	-
Device Loan Scheme Funds	-	9,250	-	9,250	-	-	9,250
Marjorie Coote Older People's Charity	-	-	-	-	3,000	(3,000)	-
Westfield	-	-	-	-	1,500	(1,486)	14
The Cutlers Company	-	-	-	-	1,000	(1,000)	-
Sheffield Town Trust	-	-	-	-	3,000	(636)	2,364
Sheffield City Council	-	-	-	-	2,250	(517)	1,733
Arnold Clark	-	-	-	-	1,000	(1,000)	-
	10,421	130,450	(54,020)	86,851	11,750	(24,307)	74,294

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

15 Restricted funds

(Continued)

The funds received for the Hospital Sunday and Volunteer funds are mainly used to reimburse costs incurred by the volunteers such as mileage and travel costs, DBS checks and relevant administrative costs.

National lottery funding has been received for the Inclusive Community Care project. This project aims to help tackle the problem of loneliness and isolation around Sheffield within the Black, Asian and Minority Ethnic communities.

The Vehicle funds were received from the ICB for the Winter Pressures Service and are primarily used to purchase and adapt a 4x4 Utility Vehicle to support the discharge of patients from hospital and to give assistance to health and social care workers to reach patients who are cut off due to terrain or inclement weather.

The Device Loan Scheme provides funds to help people who are digitally excluded to get online. It does not pay for the devices themselves but does pay for costs related to internet connections etc.

The Marjorie Coote Older People's Charity, Westfield, Cutlers Company, Sheffield Town Trust and Arnold Clark funding were all received to partly fund employees wages.

The Sheffield City Council funding was towards Queens' jubilee events and an electric mountain trike.

All restricted funds are considered to have sufficient resources held in an appropriate form to enable them to be applied in accordance with the restrictions.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

16 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2021 £	Transfers £	Balance at 1 April 2022 £	Transfers £	Balance at 31 March 2023 £
Dilapidations	10,000	-	10,000	-	10,000
Replacement of assets	40,000	10,000	50,000	(50,000)	-
Installation of air conditioning	10,000	(10,000)	-	-	-
Strategic development	-	60,000	60,000	(20,496)	39,504
Reablement	38,000	(38,000)	-	-	-
Pet fostering	12,000	(12,000)	-	-	-
Software development	10,000	(10,000)	-	-	-
	120,000	-	120,000	(70,496)	49,504

Designated funds represent the amount set aside by the trustees to cover the anticipated future expenditure for specific areas.

Amounts will be released from these funds to general fund to cover any anticipated excess of expenditure over income in these areas. Sufficient resources are held in an appropriate form to enable each fund to be applied in accordance with its designation.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

17 Analysis of net assets between funds	Unrestricted funds		Designated funds		Restricted funds		Total		Unrestricted funds		Designated funds		Restricted funds		Total	
	2023	£	2023	£	2023	£	2023	£	2022	£	2022	£	2022	£	2022	£
Fund balances at 31 March 2023 are represented by:																
Tangible assets	22,097		-		54,089		76,186		22,083		-		-		22,083	
Current assets/(liabilities)	487,444		49,504		20,205		557,153		528,826		120,000		86,851		735,677	
	509,541		49,504		74,294		633,339		550,909		120,000		86,851		757,760	

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

18 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023 £	2022 £
Within one year	12,393	24,787
Between two and five years	-	12,393
	<u>12,393</u>	<u>37,180</u>

19 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2023 £	2022 £
Aggregate compensation	<u>138,670</u>	<u>82,526</u>

The trustees review payments made to employees in equivalent managerial positions in similar organisations when considering the levels of pay for key managers. The trustees also take in to consideration the ability of the charitable company to be able to pay such salaries.

Transactions with related parties

During the year the charity entered into the following transactions with related parties:

	The National Lottery	
	2023 £	2022 £
Grant received	<u>2,760</u>	<u>33,122</u>
	<u>2,760</u>	<u>33,122</u>

J Mothersole is a trustee of the National Lottery.

T Plant is a trustee of Talbot Trust.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

20	Cash generated from operations	2023	2022
		£	£
	(Deficit)/surplus for the year	(124,421)	226,309
	Adjustments for:		
	Investment income recognised in statement of financial activities	(2,462)	(747)
	Depreciation and impairment of tangible fixed assets	20,693	3,849
	Movements in working capital:		
	Decrease/(increase) in debtors	37,780	(25,546)
	Increase in creditors	382,433	13,936
	Cash generated from operations	314,023	217,801
		<u><u> </u></u>	<u><u> </u></u>
21	Analysis of changes in net funds		
	The charity had no debt during the year.		



Corporate Information

Sheffield Churches' Council for Community Care

(A charitable incorporated organisation).
Also known as SCCCC.

Principal address

Unit 19 President Buildings
Savile Street East
Sheffield
South Yorkshire
S4 7UQ
Telephone 0114 250 5293
Website www.scccc.co.uk

Registered charity number

1168077

Trustees

The charity trustees are appointed as and when appropriate by the body of trustees in office. The trustees who served during the period and those currently in office are:

Tim Plant (Chair)
Anne Jennings
Claire Revitt
Javed Khan
John Mothersole
Laurence Heijbroek (Resigned October 2022)
Linda Browell
Prof. Peter Skipworth (Resigned October 2023)
Russell McSweeney
Simon Lamb

Chief Executive Officer

Mark Storey

Independent Examiner

UHY Hacker Young, Chartered Accountants, 6 Broadfield Court, Broadfield Way, Sheffield, S8 0XF

Solicitors

Counterculture Partnership LLP, Unit 115 Ducie House, Ducie Street, Manchester, M1 2JW

Bankers

Unity Trust Bank plc, 9 Brindley Place, Birmingham, B1 2HB.
Triodos Bank, Deanery Rd, Bristol BS1 5AS.
National Westminster Bank plc, 42 High Street, Sheffield, S1 2GE





Thank you to our supporters

We would like to thank everyone who supported the work of SCCCC during 2022/23 and since the end of the financial year, including all the individuals and companies who have fundraised for us. Each donation makes a big difference and supports us to continue to have a significant impact on the wellbeing of older people in Sheffield.

We give particular thanks for the financial support given by:

Airmaster
Affinity IT
Arnold Clark Community Fund
Asda Foundation
Benchmark
Big Yellow Self Storage Bramall Lane
BIDBI

City of Doncaster Council
Dore Methodist Tuesday Group
Elsie Pilkington Charitable Trust
Fox Valley
Greatest Need Fund North LAC
Gripple Foundation
GSK | The King's Fund
H.M. Burdall Charity

Hallam FM
HASSRA DWP
Health Education England
Lavang
Make Your Mark
Marjorie Coote Old People's Charity Fund
Medequip



Metro Bank
 Morrisons
 Netheredge WI
 NHS Sheffield CCG
 Nisa
 Pricecheck International Brand
 Partners
 The Reed Foundation
 St Andrew's Psalter Lane Church
 St Andrews Psalter Lane
 St Andrews United Reform
 Church
 Seven Hills School
 Sheffield Church Burgesses Trust
 Sheffield City Council

Sheffield Town Trust
 Sheffield 500 Together
 Sister's of Mercy
 South Yorkshire Community
 Foundation
 South Yorkshire ICB
 Tesco plc
 The Cutlers Company Charitable
 Trust
 The DL Company
 The Estate of Stella Jockel
 The Sheffield Town Trust
 The Together Fund
 The Works PR

The Zachary Merton and George
 Woofindin Convalescent Trust
 Totley Rise Methodist Church
 Trinity United Reform Church
 Twelve Trees Ltd.
 Unite the Union
 Westbourne House Care Home
 Westfield Health
 Whyy? Change
 Woodlands School
 Woskow Brown
 Yorkshire Building Society
 Charitable Foundation
 Individual donors and fundraisers



The Trustees would like to thank everyone who has supported us financially or through volunteering their valuable time and skills.

Because of your generosity we've been able to achieve much more than we normally would, helping many more people out of hospital and preventing loneliness and isolation for many more older people who sometimes don't see anyone from one week to the next. Thanks to your support we can continue to give the kind of help that older people sometimes need.

We remain committed to supporting older people where and when they need us, in hospital, on discharge from hospital or in their own homes. We will do this by working in partnership and by using our resources effectively.

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CIO Registration No. 1168077.

Accounts

Sheffield Churches' Council
for Community Care

Annual Report – January 2023

with financial statements for 2021/2022

CIO Registration Number 1168077



Chair's Introduction



As Chair of Sheffield Churches' Council for Community Care (SCCCC), I am pleased on behalf of the Trustees to present their report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Constitution, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016).

Sheffield Churches' Council for Community Care (SCCCC) is registered with the Charity Commission as a Charitable Incorporated Organisation (CIO).

For 56 years SCCCC has been helping the community of Sheffield by providing a range of services to older people - services that help older people wherever they are. Whether it's in their own homes, if they are admitted to or discharged from hospital, or living in a residential home, SCCCC fits comfortably into the wide and complex range of services that support older people in Sheffield today.

This report covers a 22-month period and is a report that comes on the back of the COVID-19 pandemic. It covers a period where the world around us has changed more than any of us have ever seen before and will probably not see ever again in our lifetimes. A period where the charity experienced challenging times but where through sheer determination to succeed it excelled, playing a pivotal role in aiding the fight against COVID-19 and supporting the wider efforts of the NHS and their social care counterparts.

Our priority as a charity has always been to provide a helping hand to older people when they need it most and during the reporting period our team worked hard to provide much-needed services, often going above and beyond to ensure that we were able to continue delivering, as we navigated uncharted territory. Against this backdrop, our dedicated team of staff and volunteers have done a truly amazing job in supporting thousands of older people in Sheffield. It is awe-inspiring to see what we achieved as a local charity, along with the skill and care shown by our brilliant team of staff and volunteers led by our Chief Executive, Mark Storey.

As you read this report you will see for yourself what we have achieved. The SCCCC team make a huge difference as they support older people in Sheffield. Data shows that we responded to 4860 referrals for support from older people, their families and carers, and health and social care professionals. This is an increase of 42.39% on the previous financial year.

Whilst our fundraising has undoubtedly taken a hit, we have committed to using some of our reserves to further our mission of providing a helping hand to older people when they need it most, and we will be employing more staff to develop and deliver more services to support the most vulnerable in our community. This was an important decision by trustees and ensures we are using some of our reserves in an appropriate way when demand for our services is high. Where we deem it necessary, we will continue to invest and ensure that older people are at the heart of everything we do.

As I draw my foreword to a close, on behalf of the trustees, I would like to thank all our staff, volunteers and supporters for their continued dedication and contributions to the work of SCCCC throughout this time. We should never underestimate the difference this makes to a significant number of people in Sheffield. Without this commitment, the lives of many older people would be poorer, and I can safely say that with our supporters at our side, we believe there is a bright future ahead.

Once again, thank you.

A blue ink signature of Tim Plant, written in a cursive style.

Tim Plant
Chair of the Board of Trustees

A message from our Chief Executive

In my report of last year I started by saying how 2020/21 was a year like no other. I stand by this, but recognise that 2021/22 also threw up some challenges. I am however extremely pleased to report that SCCCC has continued its record of outstanding service to our community over the year, whilst remaining financially stable, and despite the continuing challenges of COVID-19.

The dedicated team of staff and volunteers have once again gone above and beyond to deliver high-quality services that continue to be valued by our service users – the older people of Sheffield and those who care for them – and which are very much needed as the continuing crisis affecting health and social care services bites even harder than previous years.

As Chief Executive it has been awe-inspiring to witness the dedication of the SCCCC team. Our staff and volunteer team have shown incredible resilience and I am filled with great pride about the important work achieved by SCCCC. This has only been made possible by the team here, and by you – our donors and supporters. My sincere thanks are therefore extended to you all. This report highlights what we have been able to achieve thanks to your donations, your commitment, and your passion and enthusiasm for helping older people when they need it most.

As a charity we have adapted well to the ‘new conditions’ that have arisen since the pandemic, and as a flexible and adaptable organisation we have been able to ride the storm and position ourselves effectively in order to seize relevant opportunities that present themselves. This makes us well-placed to support new and emerging requirements as our communities learn to live with Covid.

I know that as we do learn to live with Covid, further challenges will come our way, but I am confident that we will still be there for the older people we serve as life returns to some form of normality. But we need to be there for all older people regardless of race, gender, disability, sexual orientation, social class, religion and belief. We will therefore continue to ensure that equality, diversity and inclusion is embedded in our practice and our individual behaviours, and we will drive change within our own organisation and beyond, whilst ensuring that the older people we support remain at the heart of our thinking and decision making.

If you feel as passionately as we do about changing people’s lives, then please join us in partnership and help us to make a real difference to the lives of older people in Sheffield.



Mark Storey
Chief Executive Officer



Vision, Mission and Values

SCCCC is inspired by and bases itself on its Vision, Mission and Values to set up the guiding principles of how we operate. We understand that our performance and behaviour are guided as much by the spirit of the mission, vision and values as by the definition of them.

VISION

Where lives are positively transformed, needs are met and loneliness eradicated.

MISSION

Working through our strong team of volunteers, staff and partners to increase the number of free of charge and responsive, innovative services provided to those who need our help.

VALUES

We are committed, credible, compassionate and caring.

Committed

we believe in what we do

and give our time and energy to doing it.



Credible

we can be trusted

to deliver on our promises.



Compassionate

we have empathy

with the distress of others & have to relieve it.



Caring

we are concerned

for the welfare and wellbeing of older people.



Strategic Report – Overview

The final year of our current strategy sees us continuing to focus on supporting older people so that they are able to maintain a reasonable quality of life for as long as possible.

Our strategic framework establishes a clear direction and parameters, but allows the freedom for us to try new ways of doing things and to adapt what we do to meet the needs of the people we serve. It is this approach which ultimately charts a course that will allow SCCCC to succeed.

Our approach - Our strategy is underpinned by four strategic choices:

1 Increase the number of people we can help: Continue working within the health, social and wider voluntary sectors to further increase the number of people we can help.	• Continue to deliver excellent services that we are well known and respected for • Increase our scope of services by developing new innovative projects • Increase the number of volunteers and the roles available to volunteers within SCCCC • Engage more widely with the BAME community of Sheffield • Increase the geographical coverage to other areas of South Yorkshire
2 Raise our profile: Promote and publicise our work in order to raise our profile and attract additional funding to enable the charity to grow its services.	• Conduct survey of service users, their families and interested and involved professionals • Undertake community profiling • Review our fundraising strategy and case for support • Develop and implement marketing and communication strategy • Implement new Google Adwords campaign
3 Build our reputation: Maintain our reputation as a committed, credible, compassionate and caring organisation through ensuring that our staff, volunteers and trustees are well trained and capable.	• Implement and process of regular semi-formal audits of operational teams to help with continuous improvement • Actively promote safeguarding and ensure all team members are trained appropriately • Provide training and development opportunities to all team members (staff, trustees and volunteers)
4 Be a well-run and viable organisation: Be a well-run and viable organisation, demonstrating high standards of governance.	• Implement a continuous cycle of review for policies and procedures • Undertake assessment of SCCCC against Charity Governance Code for Small Charities • Develop Customer Charter • Conduct regular reviews of compliments and complaints • Deliver on financial targets • Develop fundraising so that by 2022, no single funding stream represents more than 40% of revenues

Whilst the strategic choices provide us with a direction, there is flexibility for us to adapt so that we are more able to meet the ever changing needs of our service users and the environment within which we operate. As such, our strategic approach is regularly reviewed and revised but with the caveat that everything we do is focused on helping more older people in Sheffield; ensuring the safety of all our staff and volunteers; and creating a more sustainable and financially secure organisation.



Strategic Report – Achievements and Performance

Our goals for 2021/22 were once again centred on the four key aims of our strategic plan, namely: increasing the number of people we can help; raising our profile; building our reputation, and; being a well-run and viable organisation.

Increase the number of people we can help

The 2021/22 financial year was another busy year for SCCCC as we continued to deliver a range of services that improve outcomes for older people and the health and social care practitioners that work with them.

Our city-wide schemes are co-ordinated by a team of staff who work alongside SCCCC's volunteers.

For the 2021/22 financial year we said that we would have **190 volunteers** that provide help to SCCCC. By the end of the financial year we had **227** volunteers within SCCCC. This is **19.5%** above target and an increase of 52% on the previous year.

We said that our volunteers would deliver in excess of **14,800** hours of support to SCCCC. We estimate that in the 2021/22 financial year just over **15,000** hours of support have been provided across all schemes. Some of this can be attributed to the move by UK Government from COVID-19 Plan B measures into Plan A measures and the associated loosening of restrictions. The number of people willing to undertake face-to-face friendly visiting (both volunteers and service users) increased dramatically and almost tripled from what they were at the beginning of the financial year.

The people who benefit from our services are mainly much older people. Some might be quite frail or described as “vulnerable”. This might be because of their physical or mental health, or long-term conditions such as coronary heart disease, diabetes or the impact of a stroke.

Many of those we now help have a combination of these conditions and may have lost their partners and many of their friends and may be socially

isolated. A significant number do not have any family living in Sheffield. Frequently the help we provide for the older person also helps relatives and friends who devote themselves to caring for a loved one.

We said that we would respond to **3,800 referrals** for help. We surpassed this target, delivering **4,860** referrals to help **2,872** unique individuals during the financial year. This was 27.9% above target, and something that the team at SCCCC can be extremely proud of. Since the end of the financial year we have delivered a further **3,944** referrals for **2,313** unique individuals, making the total number of referrals collectively responded to through our schemes during this extended reporting period an incredible **8,804** for **5,185** older people and their families. This is an increase of **10.1%** on the previous financial year and an increase of **22%** on the previous extended reporting period.

The **Hospital Aftercare Scheme (including A&E to Home)** saw **3,893** referrals in 2021/22 financial year and in the current financial year to date there have already been **3,956** referrals. These referrals have been for practical help and support for patients following admission to or discharge from hospital.

- Typical tasks include:
- Delivery and fitting small aids such as commodes, bed levers and chair raisers.
 - Collecting clothes and other personal items from home as requested by the patient.
 - Feeding pets on a short-term basis.
 - Assistance with moving small items of furniture to facilitate a hospital bed delivery or hospital discharge.
 - Collecting basic shopping to be delivered on the day of discharge.

The **Good Neighbour Scheme** mobilises volunteers and uses them in the capacity of friendly visitors, helping to enhance quality of life for older people over the age of 65 and providing the kind of support a ‘Good Neighbour’ might give. Whilst friendly visiting is the mainstay of the scheme volunteers may undertake other tasks including:

- Holiday check - short term for the duration of a relative’s holiday.
- Occasional sitting to give a carer time to attend an appointment.
- Re-arranging furniture to enable greater mobility.
- Escorting to hospital appointments.
- One off emergency shopping
- Telephone support

During the 2021/22 financial year, the Good Neighbours Scheme dealt with **652** new referrals, whilst in the current financial year to date there

have been **558** new referrals. This is in addition to the **248** regular service users that we support.

We said that we would provide a friendly visitor (either in person or virtually) to **250** older people. During the financial year we surpassed this by over **67%** - delivering our service to **418** older people.

The **Hospital to Home Scheme** provides practical support for people aged over 65 to ensure they return home safely. We have two wheelchair accessible vehicles to allow us to support people with varying levels of mobility to get home. We complete practical tasks such as making safe walkways, providing equipment, assisting to clean fridges and shopping. We remain with the patient for up to two hours to provide emotional support whilst waiting for follow on services to arrive. The service is a highly regarded but under-utilised service.

During 2021/22 financial year the scheme received **287** referrals for support – an increase of **58.5%** on the previous year. In the current financial year to date there have already been **329** referrals. This increase in referrals demonstrates the value placed upon the service.

At the end of the 2021/22 financial year as we moved out of lockdown restrictions and into some form of normality we decided to retain some of the services that were introduced during the COVID-19 period. These included the telephone support offer, and the Pen-Pal scheme. We are pleased to report that the Pen-Pal scheme has gone from strength to strength and by the end of the 2021/22 financial year period the team had dealt with **4,556** pieces of ‘happy mail’ and 65 active Pen-Pal relationships had been formed.

In September 2021, SCCCC was delighted to be presented with the Special Recognition Award by the President of Sheffield Chamber of Commerce Matt Jackson for its work during COVID and this was followed in December 2021 by the Social Impact Award at the Sheffield Business Awards. These awards are a testament to the hard work and dedication of trustees, staff and volunteers who make up the SCCCC family and deserved recognition for the way in which they stepped up to help thousands of older people during the most difficult time in the history of SCCCC.

As this report covers an extended period, it would be remiss of us not to mention two key projects that arose after the end of the financial year. The first is the introduction of our winter pressures service. This aims to help tackle the increased demands for health services and help those requiring additional support in their lives: ultimately caused by the cold weather which exacerbates

many health conditions and increases in viruses such as flu.

The cornerstone of the service is an adapted 4x4 utility vehicle that can respond in inclement weather, providing transport home for vulnerable older people to inaccessible locations; transporting mobility aids and independent living aids to inaccessible locations; assisting community health teams and carers to reach vulnerable patients; and assisting carers and community/nursing staff to reach their places of work. All of which can help sustain the ‘system’ and support our statutory services who often struggle to reach isolated and vulnerable individuals so that urgent care, primary care and social care support can be offered.

The service was launched in October 2022 and His Majesty’s Lord Lieutenant of South Yorkshire Dame Hilary Chapman DBE unveiled the vehicle alongside The Lord Mayor of Sheffield Cllr Sioned-Mair Richards.

The second key project was the expansion of SCCCC into Doncaster. Again occurring in 2022, the new project sees us delivering a 4-week intervention for people being discharged from Doncaster hospitals. Whilst we have significant experience of assisting with hospital discharges, this is a new approach for us and we are sure that lessons can be learned and shared with partners across South Yorkshire.

Raise our profile

We were committed to publicising our work in order to raise our profile and attract additional funding to enable the charity to grow.

We continued to review our fundraising strategy and case for support and amended it accordingly, with a greater focus on Charitable Trusts and Foundations and on contracts. This being as a result of the limited scope for community and events fundraising and sponsorship. This led to us securing £649,589 from a combination of these two sources.

We said that we would conduct a survey of service users, their families and interested and involved professionals. We did this throughout the reporting period and 98.75% of service users who responded, reported that they were satisfied with the service. When asked how we could improve, only 7% reported that we needed to improve on something (a reduction of 10.14% on the previous survey). However, all suggested improvements related to being able to see their volunteer more or having someone to take them out/visit places. These are of course things that we will consider as we move forward into our new strategy.

We also attempted to determine how loneliness affected our service users and 39% of respondents reported that they were often lonely, whilst 27% reported that they were occasionally lonely. Almost all respondents (98.75%) reported that their volunteer helps with their feeling of loneliness.

We are however aware that surveys such as this, whilst informative, have no real scientific basis and as such we are exploring other models which could show distance travelled or improvements made. As part of this process we will be considering the Warwick-Edinburgh scale, UCLA Loneliness scale, and LEAF-7.

In relation to feedback from referrers, we were unable to conduct a survey of those who refer to

One service user fed back:

“This service keeps me going. I enjoy it very much.”

our Good Neighbour Scheme during the period. However, we have collected comments received throughout the year and some of these are shown below:

“I’d just like to say thank you for all you do and for always getting back to me to communicate through any issues. We can’t thank you enough for all the help you give our teams.”

“I just want to say thank you! I have also been asked to pass on the thanks from all our teams, we really appreciate all you do.”

“I am a big fan of SCCCC. I have referred to you for years from other organisations where I worked with older people before, and one of my lovely current clients has been one of your volunteers for a while and speaks so highly of you all - he is always treated with care and respect.”

These comments yet again demonstrate the strength of feeling towards SCCCC and the work it does to help both older people and the health and social care workers that support them.

During the reporting period we also conducted a survey of hospital-based occupational therapists and physiotherapists. This was conducted in order to identify whether the services offered continue to be those required; how much impact they had on patient experience; and whether they were of value.

We received 54 responses to the survey with 98.1% of respondents reporting that the involvement of SCCCC in the discharge process positively impacted on the patient's discharge. 87% of respondents also reported that discharge would have been delayed had it not been for the involvement of SCCCC. Some of the comments to support these views were:

"Patients' needs cannot be met with any other services as quickly as SCCCC."

"Our patient delays were significant and frequent prior to us having support from SCCCC's for discharges. Things have improved tenfold now. I only wish we had a before and after comparison as I know this has helped so much."

"They fill gaps other care companies or NHS staff can't."

"... There's a gap in facilitating discharges and SCCCC regularly play a big part in filling that gap. SCCCC have been relied on for years to aid patients discharge. As an organisation I wish they could be funded to do more so it's a one-stop organisation rather than having to seek social services and nobody having a clear overview of discharge needs and execution of them. Wastes so much therapy time having to sort out poorly planned discharges. Whenever SCCCC involved it's always easier."

When asked, in their opinion how long discharge would have been delayed, over 38% commented over 5 days; 14.9% reported 4-5 days; 3 and 4 days delay was suggested by 12.8% of respondents each; and 21.27% commented that discharge would have been delayed by 1 day.

This is the most significant survey we have undertaken for some time and based on the average cost of an excess bed day and the number of patients we have worked with to support discharge, we can make a relatively accurate guess that we saved the NHS over £3.2m during the 2021/22 financial year through our discharge services alone. This impact cannot be underestimated.

Feedback was also sourced from our volunteers, who generally felt very positive about their volunteering. Some of the comments received included:

"I really enjoy volunteering for the charity. Everyone is so lovely. I really enjoyed the dementia stars training too and meeting some other volunteers. I'm excited to hopefully attend some fundraising events soon and see everyone and meet some new people."



"Great job by SCCCC staff at keeping in touch throughout a difficult year... thank you!"

"SCCCC is a terrific charity that offers a lifeline to so many people. I am so grateful to have been introduced to their services and for pairing me with such a wonderful lady through the good neighbourhood scheme. Special thanks to Karen for always checking in to make sure I am doing ok and if there is anything I need."

This shows that SCCCC remains a good organisation to volunteer in.

We know that we need more volunteers and we said that we would implement a Google AdWords campaign for volunteer recruitment. This was started following the end of the financial year and during the extended reporting period. The campaign administration was outsourced to a third party and is an ongoing piece of work.

Build our reputation

We said that we would continue the process of implementing regular semi-formal audits of operational teams to help with continuous improvement. Like many other organisations we continue to suffer with recruitment issues, and this has continued to delay the implementation. However, we continue to undertake informal observations and then feed back as appropriate. It is our intention though, to move this up the priority list and introduce semi-formal audits as quickly as we are able.

We are as committed as ever to safeguarding and trustees consider any safeguarding issues as a standing item on the agenda. In addition, all new members of staff and volunteers are checked via the Disclosure and Barring Service; safeguarding is covered at induction; and safeguarding training is a mandatory requirement for employees. This is updated on a regular basis.

We also said that we would develop our workforce by providing relevant training and development opportunities to all team members within SCCCC as identified through our annual appraisals. Opportunities that employees and volunteers have accessed during the reporting period include Dementia Stars; CMI Operational Management Level 5; Deprivation of Liberty and Mental Capacity Act training; carer training for moving patients for transport; as well as many others. We have also invested in our own e-learning platform with over 2,000 courses and are rolling this out to staff, trustees and volunteers.

Be a well-run and viable organisation

We committed to being a well-run and viable organisation demonstrating high standards of governance. We said we would do this by delivering on financial targets and developing fundraising so that by 2022 no single funding stream represents more than 40% of revenues.

As can be seen from the financial statements, we delivered on our financial targets during 2021/22 and for 2022/23 we are on track to exceed our financial targets. For the financial year 2021/22 no single funding stream represented more than **32.1%**.

We said that we would deliver a minimum of **£1,500,000** of social impact. We estimate that during the 2021/22 financial year we delivered in excess of **£4,500,000** of social impact.

We also said that we would review our assessment against the Charity Governance Code for Small Charities ensuring that the high standards of governance that form part of the principles and recommended practice are met and that how we contribute to the code is either applied or explained. Whilst this was started it wasn't finished and we will look at this during the next reporting period. We did however undertake an assessment under the Charity Excellence Framework and were awarded the Quality Mark which provides demonstrable evidence to stakeholders and funders of our commitment to excellence; reassurance for trustees that the charity is well run and recognition for staff and volunteers for what they are achieving.

We said that we would review policies and procedures regularly and ensure that any compliments and complaints are used to inform the development of new policies and procedures and future practice. As an organisation we have a continuous cycle of review for policies and procedures and this is delegated to the HR and Policies sub group. Whilst no complaints were received this year, if we did have any we would use them to inform any future development. Likewise, comments and compliments are also considered when developing or amending policies and procedures.

We said that we would develop a Customer Charter as a way to improve the customer experience and act as a guide for staff and service users. This Charter currently remains in draft format.



The impact we have

Language skills combat loneliness

Burngreave resident Maqsood Hanif is a 93-year-old Pakistani man who does not speak English. He was referred to us by Adult Social Care in November 2021. Mr. Hanif lives with his son, daughter-in-law and grandchildren. His son Tariq isn't always at home and daughter-in-law Nazia is Mr. Hanif's main carer. They brought him over from Pakistan over 15 years ago.

Mr. Hanif is estranged from his wife. He was referred to SCCCC because his daughter-in-law is ill, requires support herself and needs a break from caring responsibilities. His son Tariq also has his own medical concerns. Darnall Wellbeing and Sheffield Carers Centre are also involved with supporting Mr. Hanif and his family. Other than his family members who live with him, he doesn't have anyone else to talk to.

Our input

When our co-ordinator visited Mr. Hanif and Nazia, she communicated in Urdu throughout the visit. She explained the purpose of her visit directly to Mr. Hanif and also again to Nazia. It took a bit of time for Mr. Hanif to warm up to speaking, but our co-ordinator opened the conversation by asking him direct questions about his background in Pakistan. They chatted about where he is from in Pakistan, where she is from, and when they both last visited Pakistan. He also spoke about the cotton and steel trade and how things have changed a lot. He spoke about how life is so boring and difficult for him now as there is nothing to do. Mr. Hanif specifically said *"I really liked that you have been able to speak to me in Urdu"*.

Words really do change lives

Michael (78) had been referred to us in November 2021 by his mental health worker, who recognised that Michael was very isolated since the death of his wife and the recent suicide of his oldest son. He was at a very low point in his life.

Our co-ordinator spoke to Michael following his referral and explained what the Good Neighbour Scheme could offer: home visiting; phone calls or the Pen Pal Scheme. Michael said that he would prefer phone calls as he was unsure of people visiting his home. Our co-ordinator explained about the Pen Pal scheme and Michael said that he would like to receive letters, although he was not sure about writing back. They had a long chat about his circumstances, about his past: and particularly about how he had met his late wife. We attempted to support Michael by phone but it was not

successful, as he did not answer his phone when the volunteer befriender called.

We received a further referral from Darnall Wellbeing in April 2022, again noting his isolation. During a routine staff check-in call the OAMHT were present and they stated that Michael was willing to have face-to-face visits, but that he was drinking heavily at times.

Our input

During a visit to Michael, he showed our co-ordinator one of his Pen Pal letters and expressed how much it meant to him. His Pen Pal - Kate - wrote to him about gardening, which he loves, and about her trips to Scarborough where he has family links.

Outcome

Mr. Hanif requested a Pakistani Male volunteer. Luckily, we already had a male Urdu-speaking Pakistani volunteer who lives just 8 minutes walk away from Mr. Hanif. The support case was quickly arranged in December 2021 and volunteer Mohammed was more than happy to visit Mr. Hanif.

Mohammed has reported that the visits have been going very well and that Mr. Hanif is really enjoying the visits. Mr. Hanif enjoys talking and sharing stories with Mohammed and he's recently been sharing his grief about his brother who recently passed away. Mr. Hanif would not have been able to benefit from SCCCC's befriending support had SCCCC not already focussed on recruiting volunteers with additional language skills or from various cultural backgrounds.



Outcome

He has written back to Kate twice, which he says gives him hope and a feeling of 'doing something'. He says that he reads the letters when he feels down, and that he can then cope with the rest of the day. He told us how much it meant to him that the letters were handwritten, because he doesn't get them any more. He also expressed how much he likes the drawings that are sent.

He asked if Kate was a real person and wanted to know that he wasn't just writing to an organisation. Our co-ordinator explained how the scheme worked and Michael was tearful as he spoke about the letters - expressing gratitude to Kate that she replied to him and that she cared enough to 'listen' to him. Michael will continue to write to Kate and will have bi-weekly staff visits to help support him.



The impact we have

Person-centred approach prevents delayed discharge

SCCCC received a referral from an Occupational Therapist at Northern General Hospital to help with the discharge of 89-year-old Jane Taylor by fitting a temporary key safe so that carers could access her home and provide a package of care upon discharge.

Our input

This job was completed and then a further referral was made to collect keys from the hospital and get a set cut to put into the key safe. Whilst on the ward our team member spent 30 minutes working with the OT before going to the cashier's office to obtain the key.

The SCCCC team member then took the key to be cut by a local locksmith, who refused to cut it as it was a specialist key that required written permission from the housing association. We spoke to the OT and then liaised with the housing association. Our team then returned to the key cutter with written permission, obtained a copy key and took the key to Mrs. Taylor's home to place it in the key safe.

The following week another referral was made - this time by a hospital social worker who asked if

SCCCC could assist with sitting with Mrs. Taylor to support her whilst a locksmith came to change the locks on her door. The social worker also explained that Mrs. Taylor had not yet been discharged from hospital but she would also need a food shop. We questioned why the locks needed changing given our previous job and were advised that there was a problem with the lock itself.

A third referral was received the same day from the OT - asking for SCCCC to assist with enabling British Red Cross to deliver a hospital bed to Mrs. Taylor's home. We asked if the locks had been changed and were advised that there was no reason for them to have been, as Mrs. Taylor had her keys on the ward.

We spoke with British Red Cross and arranged a delivery time slot so that we could efficiently plan the day and provide the service that was required. We attended the property and discovered that the keys which we had been asked to get cut originally, only allowed access to the main door and not Mrs. Taylor's flat. We then spoke with the OT, the hospital social worker and the British Red Cross to co-ordinate the delivery of the hospital bed. We collected additional keys from the social worker and then attended the property to allow access and facilitate the delivery of the bed.

Outcome

By recognising that all the referrals were for the same patient and then putting the person at the centre of our service, we were able to co-ordinate an effective response to a complicated situation.

Once everything had been put in place, Mrs. Taylor was discharged home. The OT and social worker both phoned to thank us for our input and commented that if we hadn't been involved the discharge would have been delayed by several days.



Action stars turn lives around

Referred to us by her GP in August 2019, 77-year-old Linda Smith was on our most vulnerable list when the COVID-19 pandemic first hit. Linda suffers from Bipolar Disorder and depression. She has a support worker who checks in on her on an occasional basis.

During our first call with Linda, she mentioned that she didn't have enough food, nor enough cash and couldn't get out to get it due to the lockdown restrictions and being required to shield. Linda was feeling quite depressed and also mentioned that she felt suicidal. She rarely used to go out prior to the pandemic, however 'being forced' to stay home was quite frustrating. On top of this, as she couldn't go out shopping, she couldn't stock up on Lucozade, Cadbury's chocolate and jelly babies - something which she said she enjoys a lot and which has been helping her since her partner had passed away five years previously.

Our input

We arranged for a parcel to be sent to Linda which she really appreciated. She also agreed to have regular support calls.



Since the first call in April 2020, our co-ordinator has continued to call Linda regularly. Initial calls with Linda had a lot of silence: she was always feeling very down. Our co-ordinator sometimes didn't know what to say in response to Linda when she said things like "what's the point of living?", "I'm just existing and haven't even been living my life".

However, their rapport gradually built up the more our co-ordinator called Linda. She slowly started to talk more. After several months of calling, our co-ordinator realised that talking about action movies and in particular about the actors Daniel Craig and Jason Statham was something that Linda loved talking about. After this, a lot of their calls were talking about the latest movies she's watched and giggling about Daniel Craig and Jason Statham.

During Christmas our co-ordinator had the opportunity to deliver the SCCCC Christmas presents to Linda. This was the first time they were able to meet at her doorstep. They had a good chat and Linda seemed to appreciate it a lot, became very emotional and started crying.

Outcome

Linda had a complicated life story and a difficult childhood, but we never probed further due to the sensitivity of the matter. After a year of calling Linda regularly our co-ordinator has developed a really strong bond. Linda recently shared very personal stories about her childhood and how she ended up in Sheffield - things she said she has never told anyone before. Our co-ordinator was very touched by this and it helped her to understand Linda a lot better. Linda also receives SCCCC penpal post which she really appreciates.

This shows how the relationship with Linda gradually developed over a period of time and the importance of being persistent with calling regularly, listening with compassion and with a caring attitude. Linda now feels like she has someone to confide in and vent.

we said we would have

190
volunteers



we had
227
volunteers

This is

19.5%
above target

an increase of 52%
on the previous year

we said that our volunteers would deliver in excess of

14,800
hours of support



we estimate
15,000
have been provided

we said that we would respond to

3,800
referrals for help

we said that we would provide a friendly visitor (either in person or virtually) to

250
older people.



during the financial year we surpassed this by over

67%

delivering our service to
418 older people

we surpassed this target, delivering

4,860
referrals to help

since the end of the financial year, we have delivered a further

3,944
referrals for
2,313
unique
individuals



an increase of
10.1%
on the previous
financial year



an increase of
22%
on the previous
extended reporting
period.

Our Plans

Our plans for the next reporting period are guided by our three new strategic themes of Grow, Embed, and Sustain. Achieving our strategic aims and objectives within these themes will result in a greater number of older people being supported.

Grow

- To develop a portfolio of projects that are refreshed and innovated regularly
- Increase the social impact that we deliver
- Create a sufficient and sustainable volunteer base
- Increase our geographic and cultural presence in line with our charity governance document

Embed

- To be embedded in the patient journey system of hospital discharge
- To be the partner of choice for health and social care organisations across the city

Sustain

- Running a well-run organisation that is adaptable and agile enough to thrive
- Further reduce loneliness
- Build an organisation that has the financial capacity and resilience to achieve our goals

Cutting across all strategic themes will be the cross-cutting themes of Equality, Diversity and Inclusion, and to this end we will be investing heavily in this area.

Governance Structure and Management

The Charity is a Charitable Incorporated Organisation (CIO) governed according to a Charity Commission Foundation Model Constitution dated 6th July 2016 and is therefore detailed and fit for purpose and protects the continuation of the charity.

Objectives and Aims

The objects of the CIO are for the public benefit:

1. To provide relief for those in need in Sheffield and neighbouring districts by reason of age, ill-health, disability, financial hardship or other disadvantage by the provision of goods and services, in particular but not exclusively by providing:
 - a) Assistance and aftercare for patients following admission to or discharge from hospital or other care facility;
 - b) Practical and emotional support for those in need to improve the quality of life of those who are residing in their own homes;
 - c) Delivery of emergency goods and medical related equipment to assist people in need in their homes; and
 - d) Assistance and support to prevent admission or re-admission to hospital or other after care facility.

The charity works with statutory and other voluntary agencies to provide packages of care for vulnerable people: specifically to relieve poor, sick, elderly or disabled persons in Sheffield and surrounding areas by providing or assisting in the provision of services calculated to reduce the need, hardship or distress of such persons.

Public Benefit

In planning the Charity’s activities, the trustees consider the specific objectives of the charity, along with its vision, mission and values. We review our aims, objectives and activities annually. As part of that process, we consider the outputs of our activities, assess the benefit of those outputs on the lives of older people and develop future objectives to make sure that our work continues to deliver the most benefit against our charitable objectives.

This report contains more information on the way our work has benefited older people and their families over the last 22 months, measured against objectives set at the beginning of 2019 and reviewed annually since.

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission’s general guidance on public benefit.

Activities

We want to place SCCCC at the heart of the community it serves. To do this effectively we continually monitor and evaluate the services and activities we provide to ensure they meet the needs of our service users and their carers. The current services delivered by SCCCC are:

- Good Neighbour Scheme
- Hospital to Home Scheme
- Hospital After Care Scheme
- A&E to Home Scheme



The schemes are co-ordinated by a team of staff and a large amount of the work is carried out by volunteers currently numbering around 174 who live in all areas of the city.

Our volunteers come from a wide range of backgrounds and vary in age from 18 to 88.

The people who benefit from our services are mainly much older people. Some might be quite frail or described as “vulnerable”. This might be because of their physical or mental health, or long-term conditions such as coronary heart disease, diabetes or the impact of a stroke. Many of those we now help have a combination of these conditions and may have lost their partners and many of their friends and may be socially isolated.

A significant number do not have any family living in Sheffield. Frequently the help we provide for the patient also helps relatives and friends who devote themselves to caring for a loved one.

SCCCC strives to work in collaboration with its partners in both the statutory and independent sector to provide a flexible and responsive service for all its stakeholders. Referrals are taken from teams of health and social care professionals based in GP practices and community teams, as well as the Royal Hallamshire Hospital, Weston Park Hospital and the Northern General Hospital. Referrals are also made by family carers and by the service users themselves.

SCCCC operates from 8am - 6pm Monday to Friday and also has an out of hours service that operates in the evenings and at weekends.

In the 22 months covered by this report, the schemes have helped **5,185** older people and their families.

Governance and Management

The overall management and control of the charity rests with the individual members of the Board of Trustees who give their time freely and receive no remuneration or other financial benefits. The charity’s Trustees meet in accordance with the Constitution which requires the presence of at least two or, if greater, a third of its members to form a quorum. The Board may appoint a Chairperson and revoke such appointment at any time. All business is decided by a simple majority, each Trustee having one vote. In the event of an equality of votes, the Chairperson of the meeting has a second or casting vote. The Trustees are responsible for decisions taken in relation to the strategic running of the charity but the day to day running of the charity is delegated to staff.

Trustee committees

The Trustees delegate responsibility for more detailed consideration of the Charity’s affairs to four sub-groups, each including at least two places for trustee members, chaired by a trustee and reporting to the Board of Trustees. These sub-groups are:

- Finance
- HR and Policies
- Strategy and Service Development
- Fundraising and Marketing

Recruitment and appointment of new trustees

The existing Trustees are responsible for the recruitment of new Trustees. The Trustees having undertaken a skills audit have identified specific skills needed to enhance the existing board. In selecting individuals for appointment as appointed charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO. In addition, individuals who apply to become trustees must demonstrate a personal or professional interest in the care and well-being of older people.

Every appointed trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. Trustees retiring at the end of their term are eligible for reappointment. A charity trustee who has served for three consecutive terms of three years may not be reappointed for a fourth consecutive term but may be reappointed after an interval of at least one year.

There shall be a minimum of 5 trustees and a maximum of 12. At the end of the reporting period there were 7 trustees.

Following appointment, new trustees are introduced to their new roles and given a trustee’s handbook that covers all aspects of the role. This includes a copy of the Charity Commission’s guide ‘The Essential Trustee’ and copies of the charity’s Governing Document, financial statements and a guide to the policies and procedures adopted by the charity. An induction checklist to ensure everything is covered and signed off is included. All trustees are DBS checked and references obtained.

Voluntary support

Whilst voluntary help is not valued for the purposes of the financial statements, the charity benefits immensely from the services provided by volunteers. In the 22 months covered by this report the charity had an average of 188 volunteers, completing more than 15,000 volunteer hours between them. This volunteer contribution was mainly to support

our Good Neighbour Scheme, but volunteers also helped out in many other ways such as through fundraising, office administrative support, or by helping the Hospital Aftercare Team.

The trustees would like to take this opportunity to thank all our volunteers for their continued support. Without their time and skills, our impact would not be as significant as it is.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Strategic risk management is regularly overseen by the Board of Trustees. There is an overarching Risk Management policy which involves a regular review of key risks faced by the charity, and setting up systems and procedures to address those potential risks and to minimise any impact on the charity if the risks materialise. An annual review of the risk register also takes place.

The trustees also have in place policies addressing the main operational risk areas and they aim to use best practice. The trustees consider the following to be the key risks facing the organisation:

- Similar to many charities, the main risks facing SCCCC are financial, relating to the loss of contracts, a reduction in grant income or a reduction in public donations, thus impacting on income targets. Because of the reliance identified above we need to take account of changing economic, policy and social conditions that may affect individual supporters, corporate donors, and statutory and trust funders. These risks are managed proactively through the assessment of new opportunities and existing contracts, planned appeals and a continuous review of organisational costs. An appropriate level of funds will be maintained to help mitigate the main financial risks. Additionally, trustees

monitor results quarterly and consider the longer-term impact of emerging trends. They also oversee compliance with fundraising regulation and ensure that fundraising is carried out to high ethical standards. Investment continues in income diversification projects to mitigate the risk where possible.

- We recognise the importance of safeguarding vulnerable people in all areas of our work. The charity has a safeguarding policy which applies to all staff and volunteers who have regular contact with older people. This policy is supported by safer recruitment practice and training programmes for staff and volunteers. Although we believe the operational procedures have strong safeguards embedded in them, it remains a key risk on our risk register.
- We recognise the risks associated with information security and the importance of protecting our IT systems from malicious attack and unauthorised access and misuse. Security measures are in place to protect from unauthorised access to IT systems and to test vulnerabilities in the network. We hold a limited amount of personal information about our service users and supporters in order to understand their needs and offer an improved service. We have a data protection policy in place which ensures only authorised access to personal details and continues to enhance the security of the data in line with best practice.
- We deliver services where they are needed. In all situations the health and safety of our staff, service users and others working with us is a prime concern. A significant proportion of staff volunteers are lone workers, making visits to a range of locations. The charity has appropriate policies, guidance and training, and a health and safety summary is reported to the trustees at quarterly meetings.



Financial Review

Major changes continue to be made across adult social care nationally. At the same time there are also constant changes in how the NHS operates and commissions services and the impact of a number of national priorities.

As a voluntary sector provider SCCCC has made the most of every opportunity to understand and adapt to the changing environment in health and social care. However, the trustees acknowledge that SCCCC is facing further pressures on its income as well as competition from other agencies.

In spite of this year’s considerable achievements, the trustees are clear that SCCCC has to ensure its services remain relevant, fit for purpose and value for money in order to respond to these new demands. They further acknowledge the need to undertake further work in a number of strategic and operational areas if SCCCC is to maintain its growth in the next few years.

Overview

The financial statements in this report are for the year ended 31 March 2022. Total income in the year was £762,865, of which £134,450 was restricted funds. Income from fundraising was £121,007. Charitable expenditure was £536,556.

Income exceeded expenditure for the year by £226,309 Total reserves at the financial year end are £757,760 More details are provided in the financial statements on the following pages and the notes that accompany them.

Reserves policy

SCCCC has reviewed and updated its reserves policy during the reporting period. Every aspect of financial activity is carefully monitored, and every effort is made to control all expenditure. The trustees have agreed that the organisation should aim to develop and maintain unrestricted reserves at a level, which equates to between six and nine months’ core running costs. This would provide sufficient funds to enable the organisation to respond appropriately to situations such as a sudden loss of income or other unforeseen liability. It also matches the notice period for the main contract that SCCCC holds. The trustees have conducted a review of the major risks to which SCCCC is exposed and established systems and procedures to mitigate risks in every area of activity.

The main risk for the organisation is its reliance on one statutory sector funder as the main source of its income. The situation is being closely monitored and careful attention is being paid to maintaining the relationship with this funder so that any changes in its financial priorities and related impact on SCCCC can be anticipated. Recognising this risk, SCCCC is actively investigating ways to diversify its funding.

The total reserves for the charity as at 31 March 2022 were £757,760. Unrestricted reserves formed £670,909 and restricted reserves £86,851.

General reserves (excluding reserves represented by restricted funds and designated funds) stood at £550,909. This is outside the upper/lower target reserves level. However, a deficit budget has again been planned for 2022/23 which will result in general reserves being brought down further into the target range whilst continuing to provide a service of quality and value to older people and their families.

Principal sources of funds

Although there has been significant progress in obtaining additional income from a wider group of funders this year, the trustees agree that it is vital to make a further case for an increase in funding for SCCCC in the longer term.

In addition, the trustees recognise the importance of monitoring national trends and changes in funding streams that might affect the organisation.

The principal source of funding for SCCCC is from Sheffield City Council with whom SCCCC has a service level agreement and contract. This is currently renewed on an annual basis.

This core funding does not cover a number of essential organisational costs, such as staff training, publicity, IT and expenditure relating to volunteers.

The activities covered by the core funding are:

- Good Neighbours Scheme
- The A&E to Home Scheme
- The Hospital Aftercare Scheme

In addition, a non-recurrent payment was received from Sheffield City Council for the Hospital to Home Service for a further period of 12-months. This funding continued to support the discharge work that commenced as part of the voluntary sector discharge project, which was aimed at

enabling people in Sheffield to leave hospital beds when they were medically fit to do so, rather than waiting either for processes in the hospital or capacity in the community.

Since 2000, SCCCC has received an annual payment (£17,544) for its work supporting hospital discharges via the Hospital Assessment and Integrated Care Scheme (AICS). This funding was originally from Sheffield Primary Care Trust through a pooled budget arrangement and although Sheffield PCT was wound up in 2013, SCCCC continues to receive this payment in recognition of its work with integrated hospital discharges.

Over the last few years we have also received funding from Sheffield Clinical Commissioning Group for work to support the COVID-19 response and this has continued with the funding of new projects. Upon the closure of the Clinical Commissioning Groups in 2022, new organisations were formed (Integrated Care Boards) and we have continued to receive some funding from South Yorkshire Integrated Care Board (Sheffield Place).

SCCCC also receives a number of grants from local charitable trusts and foundations, which help meet the costs of supporting SCCCC volunteers and developing new activities.

Donations are received from local churches and an increasing number of individual donors, particularly those who take part in sponsored activities or attend the events that we hold. However, we are only just starting to build our fundraising back up

since the pandemic and as this report is written we need to be aware of the current economic crisis rocking the country and impacting on many people’s lives. This will undoubtedly have an effect on our ability to fundraise in the medium term.

From time to time a number of private sector organisations make ‘in kind’ donations, mainly through the offer of services and free room hire and we would like to acknowledge these supporters in this report. SCCCC is also assisted by a number of professionals who give their expertise and time.

We would also like to thank everyone who supported the work of SCCCC during 2021/22, including all the individuals and companies who have fundraised for us. Each donation makes a big difference and supports us to continue to have a significant impact on the wellbeing of older people in Sheffield.

Whilst the Annual Accounts that form part of this report are confined to the financial year 2021/2022, the Trustees Annual Report reflects a longer period up to January 2023. It is therefore important that mention is made of anything that has significant financial impact on the charity in the intervening period. Therefore, whilst the impact of COVID-19 and the ongoing economic crisis has impacted upon our ability to fundraise, SCCCC has seen increased income from additional grants, contracts and donations. Contracts and grants with an approximate value of £548,000 were secured from South Yorkshire Integrated Care Board for a range of existing and new projects and this will be carried forward into the 2023/24 financial year.



Statement of trustees' responsibilities

in respect of the trustees' annual report and the financial statements

The trustees are responsible for preparing the Trustees' Report and Accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the accounts comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that to the best of their knowledge there is no information relevant to the independent examination of which the examiner is unaware. The trustees also confirm that they have taken all necessary steps to ensure that they themselves are aware of all relevant information and that this information has been communicated to the examiner.

This report was approved by the Board of Trustees, on 27th January 2023 and signed on their behalf by:


Timothy Plant
Chair



Independent Examiners Report and Accounts

to the trustees of Sheffield Churches' Council for Community Care

I report to the trustees on my examination of the financial statements of Sheffield Churches' Council for Community Care (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report

As the Trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

R J Givans BA FCA
UHY Hacker Young
Chartered Accountants

Dated: 27th January 2023



SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds general £	Unrestricted funds Designated £	Restricted funds £	Total 2022 £	Unrestricted funds general £	Unrestricted funds Designated £	Restricted funds £	Total 2021 £
<u>Income from:</u>									
Donations and gifts	3	62,151	-	58,856	121,007	146,053	-	117,661	263,714
Charitable activities	4	569,517	-	71,594	641,111	452,352	-	-	452,352
Investments	5	747	-	-	747	514	-	-	514
Total income		632,415	-	130,450	762,865	598,919	-	117,661	716,580
<u>Expenditure on:</u>									
Charitable activities	6	482,536	-	54,020	536,556	340,950	-	127,933	468,883
Total resources expended		482,536	-	54,020	536,556	340,950	-	127,933	468,883
Net incoming/(outgoing) resources before transfers		149,879	-	76,430	226,309	257,969	-	(10,272)	247,697

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

Net incoming/(outgoing) resources before transfers	149,879	-	76,430	226,309	257,969	-	(10,272)	247,697
Gross transfers between funds	-	-	-	-	(60,000)	60,000	-	-
Net movement in funds	149,879	-	76,430	226,309	197,969	60,000	(10,272)	247,697
Fund balances at 1 April 2021	401,030	120,000	10,421	531,451	203,061	60,000	20,693	283,754
Fund balances at 31 March 2022	550,909	120,000	86,851	757,760	401,030	120,000	10,421	531,451

The statement of financial activities includes all gains and losses recognised in the year.

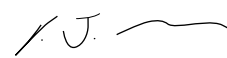
All income and expenditure derive from continuing activities.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

BALANCE SHEET
AS AT 31 MARCH 2022

		2022		2021	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	10		22,083		19,796
Current assets					
Debtors	12	91,851		66,305	
Cash at bank and in hand		674,260		461,848	
		<u>766,111</u>		<u>528,153</u>	
Creditors: amounts falling due within one year	13	<u>(30,434)</u>		<u>(16,498)</u>	
Net current assets			735,677		511,655
Total assets less current liabilities			<u>757,760</u>		<u>531,451</u>
Income funds					
Restricted funds	14		86,851		10,421
<u>Unrestricted funds</u>					
Designated funds	15	120,000		120,000	
General unrestricted funds		<u>550,909</u>		<u>401,030</u>	
			670,909		521,030
			<u>757,760</u>		<u>531,451</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 27 January 2023 and are signed on its behalf by:



P J Skipworth
Trustee

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

		2022		2021	
	Notes	£	£	£	£
Cash flows from operating activities					
Cash generated from operations	19		217,801		235,226
Investing activities					
Purchase of tangible fixed assets		(6,136)		(546)	
Interest received		<u>747</u>		<u>514</u>	
Net cash used in investing activities			(5,389)		(32)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			212,412		235,194
Cash and cash equivalents at beginning of year			<u>461,848</u>		<u>226,654</u>
Cash and cash equivalents at end of year			<u>674,260</u>		<u>461,848</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Company information

Sheffield Churches' Council for Community Care is a registered charity. The principal address is Unit 19 President Buildings, Saville Street East, Sheffield, South Yorkshire, S4 7UQ.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's constitution, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

Income is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business.

1.5 Resources expended

The analysis of resources expended in the statement of financial activities is determined by the nature of the expense and is inclusive of VAT as the charity cannot recover the VAT it incurs on expenditure.

Charitable activities comprise those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and the costs linked to the strategic management of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures, fittings & equipment	10%/20% reducing balance or 33% straight line
Motor vehicles	25% reducing balance

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies (Continued)

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/(expenditure for the year, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies (Continued)

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.12 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

3 Donations and gifts						
	Unrestricted funds general 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds general 2021 £	Restricted funds 2021 £	Total 2021 £
Donations and gifts	62,151	49,606	111,757	136,053	111,657	247,710
Incoming resources from charitable activities	-	9,250	9,250	10,000	6,004	16,004
	<u>62,151</u>	<u>58,856</u>	<u>121,007</u>	<u>146,053</u>	<u>117,661</u>	<u>263,714</u>
The total for 2022 includes legacies received of £35,000.						
The total for 2021 includes legacies received of £110,075, a discretionary grant from Sheffield City Council relating to Covid-19 of £10,000 and a grant of £6,004 from Sheffield City Council relating to Covid-19 funding to community hubs.						
4 Charitable activities						
				2022 £	2021 £	
Income within charitable activities				<u>641,111</u>	<u>452,352</u>	
Analysis by fund						
Unrestricted funds - general				569,517		
Restricted funds				<u>71,594</u>		
				<u>641,111</u>		
For the year ended 31 March 2021						
Unrestricted funds - general					<u>452,352</u>	

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

5 Investments			2022 £	2021 £
Interest receivable			<u>747</u>	<u>514</u>
6 Charitable activities				
		2022 £	2021 £	
Staff costs		416,811		384,172
Depreciation and impairment		3,849		6,789
Travelling		2,350		3,282
Volunteers Expenses		1,365		1,403
Vehicle expenses		11,019		6,776
Rent, Rates & Car Parking		29,155		17,968
Light and heat		3,158		2,235
Insurance		2,795		2,418
Printing & Stationery		5,544		2,573
Repairs & Computer Maintenance		11,328		16,664
Postage & Telephone		11,502		11,248
Miscellaneous Expenses		9,268		7,976
Project HAC		1,608		60
Bank Charges		485		316
Legal Expenses		14,871		1,874
Recruitment		1,875		(300)
Accountancy		4,795		-
Training		<u>1,550</u>		<u>1,629</u>
		533,328		467,083
Share of governance costs (see note 7)		<u>3,228</u>		<u>1,800</u>
		<u>536,556</u>		<u>468,883</u>
Analysis by fund				
Unrestricted funds - general		482,536		340,950
Restricted funds		<u>54,020</u>		<u>127,933</u>
		<u>536,556</u>		<u>468,883</u>

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

7	Support costs					
		Support costs	Governance costs	2022	2021	Basis of allocation
		£	£	£	£	
	Independent Examiner's Fee	-	3,228	3,228	1,800	Governance
		-	3,228	3,228	1,800	
	Analysed between Charitable activities	-	3,228	3,228	1,800	
8	Trustees					
	None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.					
9	Employees					
	Number of employees					
	The average monthly number of employees during the year was:			2022	2021	
				Number	Number	
	Co-ordinators			17	16	
	Administration & Management			5	5	
				22	21	
	Employment costs			2022	2021	
				£	£	
	Wages and salaries			384,658	354,285	
	Social security costs			23,422	22,297	
	Other pension costs			8,731	7,590	
				416,811	384,172	

No remuneration benefits or expenses have been paid to any of the trustees.

There were no employees whose annual remuneration was £60,000 or more.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

10	Tangible fixed assets			
		Fixtures, fittings & equipment	Motor vehicles	Total
		£	£	£
	Cost			
	At 1 April 2021	17,701	28,000	45,701
	Additions	6,136	-	6,136
	At 31 March 2022	23,837	28,000	51,837
	Depreciation and impairment			
	At 1 April 2021	11,348	14,557	25,905
	Depreciation charged in the year	1,328	2,521	3,849
	At 31 March 2022	12,676	17,078	29,754
	Carrying amount			
	At 31 March 2022	11,161	10,922	22,083
	At 31 March 2021	6,353	13,443	19,796
	All of the above assets are used in the furtherance of charitable activities.			
11	Financial instruments	2022	2021	
		£	£	
	Carrying amount of financial assets			
	Debt instruments measured at amortised cost	747,801	519,588	
	Carrying amount of financial liabilities			
	Measured at amortised cost	30,434	16,498	
12	Debtors	2022	2021	
		£	£	
	Amounts falling due within one year:			
	Trade debtors	70,000	57,740	
	Other debtors	3,541	-	
	Prepayments and accrued income	18,310	8,565	
		91,851	66,305	

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

13 Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	7,660	3,888
Other creditors	242	-
Accruals and deferred income	22,532	12,610
	<u>30,434</u>	<u>16,498</u>

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

14 Restricted funds

The income funds of the charity include restricted funds comprising the following balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2020 £	Movement in funds			Movement in funds			Balance at 31 March 2022 £
		Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	
Hospital Sunday Funds	1,997	1,500	(1,124)	1,200	3,573	2,220	(197)	5,596
Volunteer Funds	1,450	27,095	(27,095)	(1,200)	250	15,858	(15,858)	250
Vehicle Funds	-	-	-	-	-	70,000	-	70,000
National Lottery	17,246	89,066	(99,714)	-	6,598	33,122	(37,965)	1,755
Device Loan Scheme Funds	-	-	-	-	-	9,250	-	9,250
	<u>20,693</u>	<u>117,661</u>	<u>(127,933)</u>	<u>-</u>	<u>10,421</u>	<u>130,450</u>	<u>(54,020)</u>	<u>86,851</u>

The funds received for the Hospital Sunday and Volunteer funds are mainly used to reimburse costs incurred by the volunteers such as mileage & travel costs, DBS checks and relevant administrative costs.

National lottery funding has been received for the Inclusive Community Care project. This project aims to help tackle the problem of loneliness and isolation around Sheffield within the Black, Asian and Minority Ethnic communities.

The Vehicle funds were received from the ICB for the Winter Pressures Service and are primarily used to purchase and adapt a 4x4 Utility Vehicle to support the discharge of patients from hospital and to give assistance to health and social care workers to reach patients who are cut off due to terrain or inclement weather.

The Device Loan Scheme provides funds to help people who are digitally excluded to get online. It does not pay for the devices themselves but does pay for costs related to internet connections etc.

All restricted funds are considered to have sufficient resources held in an appropriate form to enable them to be applied in accordance with the restrictions.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

15 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2020 £	Transfers £	Balance at 1 April 2021 £	Transfers £	Balance at 31 March 2022 £
Dilapidations	10,000	-	10,000	-	10,000
Replacement of assets	40,000	-	40,000	10,000	50,000
Installation of air conditioning	10,000	-	10,000	(10,000)	-
Strategic development	-	-	-	60,000	60,000
Reablement	-	38,000	38,000	(38,000)	-
Pet fostering	-	12,000	12,000	(12,000)	-
Software development	-	10,000	10,000	(10,000)	-
	60,000	60,000	120,000	-	120,000

Designated funds represent the amount set aside by the trustees to cover the anticipated future expenditure for specific areas.

Amounts will be released from these funds to general fund to cover any anticipated excess of expenditure over income in these areas. Sufficient resources are held in an appropriate form to enable each fund to be applied in accordance with its designation.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

16 Analysis of net assets between funds

Fund balances at 31 March 2022 are represented by:

	Unrestricted funds		Designated funds		Restricted funds		Total
	2022	2022	2022	2022	2021	2021	2021
	£	£	£	£	£	£	£
Tangible assets	22,083	-	-	22,083	19,796	-	19,796
Current assets/(liabilities)	528,826	120,000	86,851	735,677	381,234	10,421	511,655
	550,909	120,000	86,851	757,760	401,030	10,421	531,451

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

17 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022	2021
	£	£
Within one year	24,787	16,320
Between two and five years	12,393	24,480
	<u>37,180</u>	<u>40,800</u>

18 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2022	2021
	£	£
Aggregate compensation	<u>82,526</u>	<u>77,830</u>

The trustees review payments made to employees in equivalent managerial positions in similar organisations when considering the levels of pay for key managers. The trustees also take in to consideration the ability of the charitable company to be able to pay such salaries.

Transactions with related parties

During the year the charity entered into the following transactions with related parties:

	The National Lottery	
	2022	2021
	£	£
Grant received	<u>33,122</u>	<u>89,066</u>
	<u>33,122</u>	<u>89,066</u>

J Mothersole is a trustee of the National Lottery.

T Plant is a trustee of Talbot Trust.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

19 Cash generated from operations

	2022	2021
	£	£
Surplus for the year	226,309	247,697
Adjustments for:		
Investment income recognised in statement of financial activities	(747)	(514)
Depreciation and impairment of tangible fixed assets	3,849	6,789
Movements in working capital:		
(Increase)/decrease in debtors	(25,546)	14,403
Increase/(decrease) in creditors	13,936	(33,149)
Cash generated from operations	<u>217,801</u>	<u>235,226</u>

20 Analysis of changes in net funds

The charity had no debt during the year.



Corporate Information

Sheffield Churches' Council for Community Care

(A charitable incorporated organisation).
Also known as SCCCC.

Principal address

Unit 19 President Buildings
Savile Street East
Sheffield
South Yorkshire
S4 7UQ
Telephone 0114 250 5293
Website www.sccccc.co.uk

Registered charity number

1168077

Trustees

The charity trustees are appointed as and when appropriate by the body of trustees in office. The trustees who served during the period and those currently in office are:

- Tim Plant (Chair)
- Anne Jennings
- John Mothersole
- Linda Browell
- Prof. Peter Skipworth
- Russell McSweeney
- Simon Lamb
- Laurence Heijbroek (Resigned October 2022)

Chief Executive Officer

Mark Storey

Independent Examiner

RJ Givans BA FCA, UHY Hacker Young, Chartered Accountants, 6 Broadfield Court, Broadfield Way, Sheffield, S8 0XF

Solicitors

Counterculture Partnership LLP, Unit 115 Ducie House, Ducie Street, Manchester, M1 2JW

Bankers

Unity Trust Bank plc, 9 Brindley Place, Birmingham, B1 2HB.
Triodos Bank, Deanery Rd, Bristol BS1 5AS.
National Westminster Bank plc, 42 High Street, Sheffield, S1 2GE



Thank you Supporters

We would like to thank everyone who supported the work of SCCCC during 2021/22 and since the end of the financial year, including all the individuals and companies who have fundraised for us. Each donation makes a big difference and supports us to continue to have a significant impact on the wellbeing of older people in Sheffield.

We give particular thanks for the financial support given by:

Ant Marketing Ltd.

Asda Foundation

Big Yellow Self Storage Bramall Lane

Church of St Columba

Health Education England

Marjorie Coote Old People's Charity Fund

Morrisons

NHS Sheffield CCG

St Andrew's Psalter Lane

St Andrew's United Reform Church

St Mark's Broomhill and Broomhall

Sheffield Cathedral Chapter

Sheffield City Council

Sheffield Hospital Sunday Fund

Sheffield Teaching Hospitals NHS Trust

Sisters of Mercy

South Yorkshire Community Foundation

South Yorkshire Integrated Care Board

Stowe Family Law LLP

The Estate of Stella Jockel

The National Lottery Community Fund

The Zachary Merton and George Woofindin
Convalescent Trust

Trinity United Reform Church

Twelve Trees Ltd.

Unite the Union

Vivedia Ltd.

Individual donors and fundraisers



The Trustees would like to thank everyone who has supported us financially or through volunteering their valuable time and skills.

Because of your generosity, we've been able to achieve much more than we normally would, helping many more people out of hospital and preventing loneliness and isolation for many more older people who sometimes don't see anyone from one week to the next. Thanks to your support we can continue to give the kind of help that older people sometimes need.

We remain committed to supporting older people where and when they need us, in hospital, on discharge from hospital or in their own homes. We will do this by working in partnership and by using our resources effectively.

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CIO Registration No. 1168077.

Accounts



Sheffield Churches' Council
for Community Care

Annual Report – January 2022

with financial statements for 2020/2021

CIO Registration Number 1168077



Chairs Introduction

As Chairman of Sheffield Churches' Council for Community Care (SCCCC), I am pleased on behalf of the Trustees to present their report for the period to January 2022 along with the financial statements for the year ended 31 March 2021.



The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Constitution, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016).

Sheffield Churches' Council for Community Care (SCCCC) is registered with the Charity Commission as a Charitable Incorporated Organisation (CIO).

Since 1966 the mission of SCCCC has been to improve the lives of older people in Sheffield by providing them with a helping hand when they need it most. We are rooted in Sheffield; a city known for its resilience, innovation and spirit, and never have these qualities been more important than they are now.

You will see that the report covers a 22-month period: extending beyond the financial year. This is as a result of delays caused by the environment in which we were operating; the difficulties faced in recruiting key roles due to labour market shortages; and the increased number of referrals as a result of COVID-19. During this tumultuous period the COVID-19 pandemic has continued to affect our service users, networks, programmes, activities, and organisational structure. As reported in our previous annual report we had to suspend our face-to-face friendly visiting service for the first time in our history and whilst the team innovated to ensure that we were still able to offer some semblance of normality, it remained a particularly challenging time.

However, it was heart-warming to witness the expression of community during those turbulent months. People looked out for each other, particularly the more vulnerable and many volunteered their services to support their neighbours. Despite the difficult circumstances, the pandemic has brought us closer together, and despite everything, we have had an extremely positive year. This has only been possible through the tremendous generosity of people and organisations who have donated time, energy and funds into helping us.

On behalf of the trustees, I would therefore like to thank all our staff, volunteers, supporters and partners for their continued dedication and contributions to the work of SCCCC throughout this time. We should never underestimate the difference this makes to a significant number of people in Sheffield. Without this commitment, the lives of many older people would be poorer.

Once again, thank you.

A blue ink signature of Tim Plant.

Tim Plant
Chair of the Board of Trustees



A message from our Chief Executive

Having led the charity for the last six years I feel that I must start this message by saying that 2020/21 was a year like no other. This in itself seems somewhat of an understatement. It was impossible to predict the global changes that shook our world as we know it, as the pandemic took hold: impacting on the lives of so many people and affecting them in many different ways.

But despite the challenges faced by us all as we navigate through the storm of COVID-19, our supporters have demonstrated dedication and togetherness like never before, and it is because of this that we have been able to achieve extraordinary things, against all the odds. We have experienced the most challenging of times, but we have also been presented with opportunities. Opportunities which have drawn out the best in people and which have demanded the introduction of innovation at unprecedented speed.

I am extremely proud to say that SCCCC has been on the front line since the beginning of the pandemic and we were able to offer immediate support and essential services to older and vulnerable people in Sheffield. Support which would not have been possible without the dedication and selflessness of the staff and volunteers who form the heart of SCCCC. The way that the team responded to unprecedented challenges: adapting quickly to new ways of working; testing new and innovative services; and supporting each other, truly demonstrates the resilience they all have.

There is no doubt there are more challenges and further uncertainty to come, but there will also be opportunities, and through investment and growth we know we can seize these opportunities and deliver results. We also recognise that by working in partnership with others we can achieve even more for older people in Sheffield.

As an organisation SCCCC is committed to providing support to any older person who needs it regardless of race, age, gender, disability, sexual orientation, social class, religion and belief. We will continue to ensure that equality, diversity and inclusion is embedded in our practice and our individual behaviours, and we will drive change within our own organisation and beyond, whilst ensuring that the older people we support remain at the heart of our thinking and decision making.

I feel very fortunate to be able to continue to lead a great team in a job that is so fulfilling and enjoyable and within an organisation that is such an integral part of the local community, and I look forward to the future with confidence.



Mark Storey
Chief Executive Officer



Vision, Mission and Values

SCCCC is inspired by and bases itself on its Vision, Mission and Values to set up the guiding principles of how we operate. We understand that our performance and behaviour are guided as much by the spirit of the mission, vision and values as by the definition of them.

VISION

where lives are positively transformed, needs are met and loneliness eradicated.

MISSION

working through our strong team of volunteers, staff and partners to increase the number of free of charge and responsive, innovative services provided to those who need our help.

VALUES

we are committed, credible, compassionate and caring.

Committed

we believe in what we do

and give our time and energy to doing it.



Credible

we can be trusted

to deliver on our promises.



Compassionate

we have empathy

with the distress of others & have to relieve it.



Caring

we are concerned

for the welfare and wellbeing of older people.



Strategic Report – Overview

Our current strategy reaffirms our desire to support older people so that they are able to maintain a reasonable quality of life for as long as possible.

The strategic framework in use within SCCCC was developed with flexibility and adaptability in mind and differentiates itself from a fixed strategy in that it allows us to respond quickly, efficiently and

effectively to an ever-changing world. This has never been more important than over the past 22 months.

Our strategic framework establishes a clear direction and parameters, but allows the freedom for us to try new ways of doing things and to adapt what we do to meet the needs of the people we serve. It is this approach which ultimately charts a course that will allow SCCCC to succeed.

Our approach - Our strategy is underpinned by four strategic choices:

1 Increase the number of people we can help Continue working within the health, social and wider voluntary sectors to further increase the number of people we can help	• Continue to deliver excellent services that we are well known and respected for • Increase our scope of services by developing new innovative projects • Increase the number of volunteers and the roles available to volunteers within SCCCC • Engage more widely with the BAME community of Sheffield • Increase the geographical coverage to other areas of South Yorkshire
2 Raise our profile Promote and publicise our work in order to raise our profile and attract additional funding to enable the charity to grow its service	• Conduct survey of service users, their families and interested and involved professionals • Undertake community profiling • Review our fundraising strategy and case for support • Develop and implement marketing and communication strategy • Implement new Google Adwords campaign
3 Build our reputation Maintain our reputation as a committed, credible, compassionate and caring organisation through ensuring that our staff, volunteers and trustees are well trained and capable	• Implement and process of regular semi-formal audits of operational teams to help with continuous improvement • Actively promote safeguarding and ensure all team members are trained appropriately • Provide training and development opportunities to all team members staff, trustees and volunteers
3 Be a well run and viable organisation Be a well run and viable organisation, demonstrating high standards of governance	• Implement continuous cycle of review for policies and procedures • Undertake assessment of SCCCC against charity governance code for small charities • Develop customer charter • Conduct regular reviews of compliments and complaints • Deliver on financial targets • Develop fundraising so that by 2022, no single funding stream represents more than 40% of revenues

These choices must always be relevant to meet the changing environment in which we operate and the evolving needs of our service users. With this in mind, it is subject to regular review and revision. However, what remains is that the focus will always be on helping more older people, ensuring the safety of all our staff and volunteers and securing the future of our charity.



Strategic Report – Achievements and Performance

Our goals for 2020/21 were once again centred around the four key aims of our strategic plan, namely: increasing the number of people we can help; raising our profile; building our reputation; and being a well-run and viable organisation.

Increase the number of people we can help

The 2020/21 financial year was another busy year for SCCCC as we continued to deliver the excellent services that we are well known and respected for.

Our city-wide schemes are co-ordinated by a team of staff who work alongside SCCCC’s volunteers. For the 2020/21 financial year we said that we would have **170 volunteers** that provide help to SCCCC. By the end of the financial year we had **160** volunteers within SCCCC and whilst during this extended reporting period this grew to **196**, at the end of the reporting period it had settled back down to **182**. This is an increase of **52 (40%)** volunteers since the last report in January 2021.

We said that our volunteers would deliver in excess of **13,000 hours of support** to SCCCC. Due to the COVID-19 Pandemic and the suspension of face to face friendly visiting we were unable to achieve this target, delivering an estimated **10,500 volunteer hours**.

Referrals to SCCCC’s services are taken from teams of health and social care professionals based in GP practices, community teams and intermediate care settings, as well as the Royal Hallamshire Hospital, Weston Park Hospital and the Northern General Hospital. Referrals are also made by family, carers and by the service users themselves.

SCCCC works in partnership with a range of agencies across the statutory and independent sector to provide flexible and responsive services for all its stakeholders.

The people who benefit from our services are mainly much older people. Some might be quite

frail or described as “vulnerable”. This might be because of their physical or mental health, or long-term conditions such as coronary heart disease, diabetes or the impact of a stroke.

Many of those we now help have a combination of these conditions and may have lost their partners and many of their friends and may be socially isolated. A significant number do not have any family living in Sheffield. Frequently the help we provide for the patient also helps relatives and friends who devote themselves to caring for a loved one.

SCCCC operates from 8am – 6pm Monday to Friday and also has an out of hours service that operates in the evenings and at weekends.

We said that we would respond to **3,600 referrals** for help. We missed this target by around 5%, **delivering 3,413 referrals for 2,030 unique individuals** during the financial year. However, since the end of the financial year we have delivered a further **3,800** referrals for **2,316** unique individuals, making the total number of referrals collectively responded to through our schemes during this extended reporting period an incredible **7,213** for **4,112** older people and their families. This is an increase of 52.68% on the previous reporting period.

The **Hospital Aftercare Scheme (including A&E to Home)** saw **2,488** referrals in 2020/21 financial year and in the current financial year to date there have been **2,922** referrals. These referrals have been for practical help and support for patients following admission to or discharge from hospital.

Typical tasks include:

- Delivery and fitting small aids such as commodes, bed levers and chair raisers.
- Collecting clothes and other personal items from home as requested by the patient.
- Feeding pets on a short-term basis.
- Assistance with moving small items of furniture to facilitate a hospital bed delivery or hospital discharge.
- Collecting basic shopping to be delivered on the day of discharge.

The Good Neighbour Scheme mobilises volunteers and uses them in the capacity of friendly visitors, helping to enhance quality of life for older people over the age of 65 and providing the kind of support a ‘Good Neighbour’ might give. Whilst friendly visiting is the mainstay of the scheme volunteers may undertake other tasks including:

- Holiday check - short term for the duration of a relative’s holiday.

- Occasional sitting to give a carer time to attend an appointment.
- Re-arranging furniture to enable greater mobility.
- Escorting to hospital appointments.
- One off emergency shopping
- Telephone support

During the 2020/21 financial year, the Good Neighbours Scheme dealt with **657** new referrals, whilst in the current financial year to date there have been **759** new referrals. This is in addition to the **235** regular service users that we support.

We said that we would provide a friendly visitor (either in person or virtually) to **225** older people. During the financial year we surpassed this by over 37% - delivering our service to **310** older people. By the end of the period covered by this report this had increased to **388**.

The Hospital to Home Scheme provides practical support for people aged over 65 to ensure they return home safely. We have two wheelchair accessible vehicles to allow us to support people with varying levels of mobility to get home. We complete practical tasks such as making safe walkways, providing equipment, assisting to clean fridges and shopping. We remain with the patient for up to two hours to provide emotional support whilst waiting for follow on services to arrive. The service is a highly regarded but under-utilised service.

During 2020/21 financial year the scheme received **181** referrals for support. In the current financial year to date there have been **211** referrals. This relatively low take up remains a result of the ongoing COVID-19 pandemic as the hospitals are not yet back to normality.

In our last Annual Report we highlighted that the team at SCCCC had to change the way that services were delivered. Face to face friendly visiting was suspended for the first time in our history and restrictions were only relaxed after several months. New innovative services, including our Pen-Pal Scheme were introduced and quickly gained traction. This proved so successful that by the end of the reporting period the team had dealt with **3,763 pieces of ‘happy mail’**.

In October 2020 SCCCC was recognised for its work during COVID through the awarding of UK Business Hero status. This prestigious award was given by the British Chambers of Commerce, Sheffield Chamber of Commerce and HRH The Countess of Wessex GCVO, for going above and beyond during the COVID-19 pandemic and for providing support and positive contributions during this time.

Subsequent to this, in September 2021, SCCCC was delighted to be presented with the Special Recognition Award by the President of Sheffield Chamber of Commerce Matt Jackson for its work during COVID and this was followed in December 2021 by the Social Impact Award at the Sheffield Business Awards. These awards are testament to the hard work and dedication of trustees, staff and volunteers who make up the SCCCC family and deserved recognition for the way in which they have stepped up to help thousands of older people during the most difficult time in the history of SCCCC.

As an organisation we have also re-committed to engaging with the ethnic minority communities of Sheffield and despite the slowing down of the Inclusive Community Care Project supported by the National Lottery Community Fund we have made some good progress, with a greater number of both service users and volunteers. One of these volunteers Wiktoria Abramowicz hailed the scheme and called for other people to join as volunteers so that older people from diverse cultural and ethnic backgrounds could feel more included and bring some joy into their lives.

This summed up perfectly why we do what we do at SCCCC. It is about making a difference. Making a difference to the lives of older people every day and in every way. As Mother Teresa said: “Loneliness and the feeling of being unwanted is the most terrible poverty”.

At SCCCC we work to break that poverty.

Raise our profile

We were committed to publicising our work in order to raise our profile and attract additional funding to enable the charity to grow.

We continued to review our fundraising strategy and case for support and amended it accordingly, with a greater focus on Charitable Trusts and Foundations and on contracts. This being as a result of the limited scope for community and events fundraising and sponsorship. This led to us securing £313,793 from a combination of these two sources.

We said that we would conduct a survey of service users; their families; and interested and involved professionals. We did this throughout the reporting period and all those service users who responded, reported that they were satisfied with the service. When asked how we could improve 17.14% responded that we should bring back face to face friendly visiting. Of course this is difficult to do in a lock down scenario, but we feel that it is important to note how the lack of face to face contact was affecting the older people we serve.

This is proven through subsequent responses where over two thirds of our service users reported that they were lonely and just under two thirds (62.8%) reported that their feelings of loneliness had worsened since the start of the pandemic. The main reasons were that they had less visitors and family visits; they missed going out and everyday life; and they either had recent bereavements or missed their partner who had predeceased them.

One service user fed back:

“The volunteers calling me is the best thing that’s happened to me and keeps me going... it literally saved me”

In relation to feedback from referrers, 89.5% of respondents felt that it was easy or very easy to make referrals to SCCCC. 100% of referrers were happy or very happy with the service and 100% thought that the team at SCCCC were either helpful (5%) or extremely helpful (95%). One referrer reported that: *“it is an absolutely fabulous service, really simple and quick”*. Whilst another reported: *“SCCCC is so beneficial for our patients with regards the service they provide. Also therapists are always very grateful to have SCCCC to rely on and only a telephone call away if urgent equipment required, to support out patient with the befriending service, support with essential food shop. I have personally used SCCCC for years and the staff are brilliant, couldn’t ask for any more.”*

A number of other extremely positive comments were made which demonstrates the strength of feeling towards SCCCC and the work it does to help both older people and the health and social care workers that support them.

Feedback was also sourced from our volunteers, who generally felt very positive about their volunteering. Where this was not the case it was primarily down to the restrictions placed on them by the COVID-19 pandemic. Volunteers also pointed out that whilst they were still speaking on the phone to service users it is very different from meeting them face to face. What remains is that SCCCC is a good organisation to volunteer in.

We know that we need more volunteers and we said that we would implement a Google AdWords

campaign for volunteer recruitment. To date we have not restarted this as other methods were used to recruit volunteers including the Sheffield Star's Buddy Up Campaign and BBC Sheffield's Volunteer Recruitment drive. However, as we emerge from the pandemic we will re-consider our position on this.

Build our reputation

We said that we would continue the process of implementing regular semi-formal audits of operational teams to help with continuous improvement. Like many other organisations currently we have suffered with recruitment issues, and this has delayed the implementation. However, we continue to undertake informal observations, and feed back as appropriate. It is our intention though, to move this up the priority list and introduce semi-formal audits as quickly as we are able.

We are as committed as ever to safeguarding and trustees consider any safeguarding issues as a standing item on the agenda. In addition, all new members of staff and volunteers are checked via the Disclosure and Barring Service; safeguarding is covered at induction; and safeguarding training is a mandatory requirement for employees. This is updated on a regular basis.

We also said that we would develop our workforce by providing relevant training and development opportunities to all team members within SCCCC as identified through our annual appraisals. Opportunities that employees and volunteers have accessed during the reporting period include Dementia Stars; CMI Operational Management Level 5; Masters of Business Administration; Deprivation of Liberty and Mental Capacity Act training; carer training for moving patients for transport; Customer Service; and First Aid, as well as many others.

SCCCC has also invested heavily in a new e-learning platform and over 2,000 courses for both staff and volunteers will be made available. This will be rolled out during the next reporting period.

Be a well-run and viable organisation

We committed to being a well-run and viable organisation demonstrating high standards of governance. We said we would do this by delivering on financial targets and developing fundraising so that by 2022, no single funding stream represents more than 40% of revenues.

As can be seen from the financial statements, we delivered on our financial targets during 2020/21 and for 2021/22 we are on track to exceed our financial targets despite COVID-19. For the financial year 2020/21 no single funding stream represented more than 32.6%.

We said that we would deliver a minimum of **£1,200,000** of social impact. We estimate that during the 2020/21 financial year we delivered **£1,679,808** of social impact.

We also said that we would review our assessment against the Charity Governance Code for Small Charities ensuring that the high standards of governance that form part of the principles and recommended practice are met and that how we contribute to the code is either applied or explained. Whilst this was commenced it wasn't brought to a conclusion and we will look at this during the next reporting period.

We said that we would review policies and procedures regularly and ensure that any compliments and complaints are used to inform the development of new policies and procedures and future practice. As an organisation we have a continuous cycle of review for policies and procedures and this is delegated to the HR and Policies sub group. Whilst complaints are low in number (0 in 2020/21) we would use them to inform any future development. Likewise, comments and compliments are also considered when developing or amending policies and procedures.

We said that we would develop a Customer Charter as a way to improve the customer experience and act as a guide for staff and service users. A first draft of this charter was produced and this remains in development.



Our Plans

Our plans for the next reporting period are guided by our four strategic choices. Achieving these strategic aims and objectives will result in a greater number of older people being supported.

We will increase the number of people we can help

Respond to 3,800 referrals for help to get older people in our community.

Provide a friendly visitor to at least 250 older people.

Have 190 volunteers that provide help to SCCCC.

Deliver over 14,800 hours of volunteer time in support of SCCCC.

Engage more widely with the BAME community in Sheffield.

Increase our scope of services by developing new innovative projects.

We will raise our profile

Undertake another survey of service users, their families and interested and involved professionals.

As we hopefully progress out of COVID-19 we will once again review our fundraising strategy and case for support and explore opportunities for fundraising.

Implement new Google AdWords campaigns for both fundraising and volunteer recruitment.

We will build our reputation

We will recommit to implementing regular semi-formal audits of operational teams to help with continuous improvement.

Develop our workforce by providing relevant training and development opportunities to all team members within SCCCC as identified through our annual appraisals. We will also invest in e-learning for both staff and volunteers.

Actively promote a culture of safeguarding within SCCCC and ensure that all team members are trained appropriately.

We will be a well-run and viable organisation

Deliver a minimum of £1,500,000 of social impact.

Review our assessment against the Charity Governance Code for Small Charities ensuring that the high standards of governance that form part of the principles and recommended practice are met and that how we contribute to the code is either applied or explained.

Continue with the development of a Customer Charter.

Review policies and procedures regularly and ensure that any compliments and complaints are used to inform the development of new policies and procedures and future practice.

Deliver on our financial targets.





Governance Structure and Management

The Charity is a Charitable Incorporated Organisation (CIO) governed according to a Charity Commission Foundation Model Constitution dated 6th July 2016 and is therefore detailed and fit for purpose and protects the continuation of the charity.

Objectives and Aims

The objects of the CIO are for the public benefit:

1. To provide relief for those in need in Sheffield and neighbouring districts by reason of age, ill-health, disability, financial hardship or other disadvantage by the provision of goods and services, in particular but not exclusively by providing:
 - a) Assistance and after-care for patients following admission to or discharge from hospital or other care facility;
 - b) Practical and emotional support for those in need to improve the quality of life of those who are residing in their own homes;
 - c) Delivery of emergency goods and medical related equipment to assist people in need in their homes; and
 - d) Assistance and support to prevent admission or re-admission to hospital or other after care facility.

The charity works with statutory and other voluntary agencies to provide packages of care for vulnerable people: specifically to relieve poor, sick, elderly or disabled persons in Sheffield by providing or assisting in the provision of services calculated to reduce the need, hardship or distress of such persons.

Public Benefit

In planning the Charity's activities, the trustees consider the specific objectives of the charity, along with its vision, mission and values. We review our aims, objectives and activities annually. As part of that process, we consider the outputs of our activities, assess the benefit of those outputs on the lives of older people and develop future objectives to make sure that our work continues to deliver the most benefit against our charitable objectives.

This report contains more information on the way our work has benefited older people and their families over the last 22 months, measured against objectives set at the beginning of 2019.

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

Activities

We want to place SCCCC at the heart of the community it serves. To do this effectively we continually monitor and evaluate the services and activities we provide to ensure they meet the needs of our service users and their carers. The current services delivered by SCCCC are:

- Good Neighbour Scheme
- Hospital to Home Scheme
- Hospital After Care Scheme
- A&E to Home Scheme

The schemes are co-ordinated by a team of staff and a large amount of the work is carried out by volunteers currently numbering around 182 who live in all areas of the city.

Our volunteers come from a wide range of backgrounds and vary in age from 18 to 88.

The people who benefit from our services are mainly much older people. Some might be quite frail or described as “vulnerable”. This might be because of their physical or mental health, or long-term conditions such as coronary heart disease, diabetes or the impact of a stroke. Many of those we now help have a combination of these conditions and may have lost their partners and many of their friends and may be socially isolated.

A significant number do not have any family living in Sheffield. Frequently the help we provide for the patient also helps relatives and friends who devote themselves to caring for a loved one.

SCCCC strives to work in collaboration with its partners in both the statutory and independent sector to provide a flexible and responsive service for all its stakeholders. Referrals are taken from teams of health and social care professionals based in GP practices and community teams, as well as the Royal Hallamshire Hospital, Weston Park Hospital and the Northern General Hospital. Referrals are also made by family carers and by the service users themselves.

SCCCC operates from 8am - 6pm Monday to Friday and also has an out of hours service that operates in the evenings and at weekends.

In the 22 months covered by this report, the schemes have helped **5,629** older people and their families.

Governance and Management

The overall management and control of the charity rests with the individual members of the Board of Trustees who give their time freely and receive no remuneration or other financial benefits. The charity’s Trustees meet in accordance with the Constitution which requires the presence of at least two or, if greater, a third of its members to form a quorum. The Board may appoint a Chairperson and revoke such appointment at any time. All business is decided by a simple majority, each Trustee having one vote. In the event of an equality of votes, the Chairperson of the meeting has a second or casting vote. The Trustees are responsible for decisions taken in relation to the strategic running of the charity but the day to day running of the charity is delegated to staff.

Trustee committees

The Trustees delegate responsibility for more detailed consideration of the Charity’s affairs to four sub-groups, each including at least two places for trustee members, chaired by a trustee and reporting to the Board of Trustees. These sub-groups are:

- Finance
- HR and Policies
- Strategy and Service Development
- Fundraising and Marketing

Recruitment and appointment of new trustees

The existing Trustees are responsible for the recruitment of new Trustees. The Trustees having undertaken a skills audit have identified specific skills needed to enhance the existing board. In selecting individuals for appointment as appointed charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO. In addition, individuals who apply to become trustees must demonstrate a personal or professional interest in the care and well-being of older people.

Every appointed trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. Trustees retiring at the end of their term are eligible for reappointment. A charity trustee who has served for three consecutive terms of three years may not be reappointed for a fourth consecutive term but may be reappointed after an interval of at least one year.

There shall be a minimum of 5 trustees and a maximum of 12. At the end of the reporting period there were 8 trustees.

Following appointment, new trustees are introduced to their new roles and given a trustee’s handbook that covers all aspects of the role. This includes a copy of the Charity Commission’s guide ‘The Essential Trustee’ and copies of the charity’s Governing Document, financial statements and a guide to the policies and procedures adopted by the charity. An induction checklist to ensure everything is covered and signed off is included. All trustees are DBS checked and references obtained.

Voluntary support

Whilst voluntary help is not valued for the purposes of the financial statements, the charity benefits immensely from the services provided by volunteers. In the 22 months covered by this report the charity had an average of 160 volunteers, completing more than 15,000 volunteer hours

between them. This volunteer contribution was mainly to support our Good Neighbour Scheme, but volunteers also helped out in many other ways such as through fundraising, office administrative support, or by helping the Hospital After-care Team.

The trustees would like to take this opportunity to thank all our volunteers for their continued support. Without their time and skills, our impact would not be as significant as it is.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Strategic risk management is regularly overseen by the Board of Trustees. There is an overarching Risk Management policy which involves a regular review of key risks faced by the charity, and setting up systems and procedures to address those potential risks and to minimise any impact on the charity if the risks materialise. An annual review of the risk register also takes place.

The trustees also have in place policies addressing the main operational risk areas and they aim to use best practice. The trustees consider the following to be the key risks facing the organisation:

- Similar to many charities, the main risks facing SCCCC are financial, relating to the loss of contracts, a reduction in grant income or a reduction in public donations, thus impacting on income targets. Because of the reliance identified above we need to take account of changing economic, policy and social conditions that may affect individual supporters, corporate donors, and statutory and trust funders. These risks are managed proactively through the assessment of new opportunities and existing contracts, planned appeals and a continuous review of organisational costs. An appropriate level of funds will be maintained to help mitigate the main financial risks. Additionally, trustees monitor results quarterly and consider the longer-term impact of emerging trends. They also oversee compliance with fundraising regulation and ensure that fundraising is carried out to high ethical standards. Investment continues in income diversification projects to mitigate the risk where possible.
- We recognise the importance of safeguarding vulnerable people in all areas of our work. The charity has a safeguarding policy which applies to all staff and volunteers who have regular contact with older people. This policy is supported by safer recruitment practice and training programmes for staff and volunteers. Although we believe the operational procedures

have strong safeguards embedded in them, it remains a key risk on our risk register.

- We recognise the risks associated with information security and the importance of protecting our IT systems from malicious attack and unauthorised access and misuse. Security measures are in place to protect from unauthorised access to IT systems and to test vulnerabilities in the network. We hold a limited amount of personal information about our service users and supporters in order to understand their needs and offer an improved service. We have a data protection policy in place which ensures only authorised access to personal details and continues to enhance the security of the data in line with best practice.
- We deliver services where they are needed. In all situations the health and safety of our staff, service users and others working with us is a prime concern. A significant proportion of staff volunteers are lone workers, making visits to a range of locations. The charity has appropriate policies, guidance and training, and a health and safety summary is reported to the trustees at quarterly meetings.



Financial Review

Major changes continue to be made across adult social care nationally. At the same time there are also constant changes in how the NHS operates and commissions services and the impact of a number of national priorities.

As a voluntary sector provider SCCCC has made the most of every opportunity to understand and adapt to the changing environment in health and social care. However, the trustees acknowledge that SCCCC is facing further pressures on its income as well as competition from other agencies.

In spite of this year’s considerable achievements, the trustees are clear that SCCCC has to ensure its services remain relevant, fit for purpose and value for money in order to respond to these new demands. They further acknowledge the need to undertake further work in a number of strategic and operational areas if SCCCC is to maintain its growth in the next few years.

Overview

The financial statements in this report are for the year ended 31 March 2021. Total income in the year was £716,580, of which £117,661 was restricted funds. Income from fundraising was £263,714. Charitable expenditure was £468,883.

Income exceeded expenditure for the year by £247,697. Total reserves at the financial year end are £531,451. More details are provided in the financial statements on the following pages and the notes that accompany them.

Reserves policy

SCCCC has reviewed and updated its reserves policy during the reporting period. Every aspect of financial activity is carefully monitored, and every effort is made to control all expenditure. The trustees have agreed that the organisation should aim to develop and maintain unrestricted reserves at a level, which equates to between six and nine months’ core running costs. This would provide sufficient funds to enable the organisation to respond appropriately to situations such as a sudden loss of income or other unforeseen liability. It also matches the notice period for the main contract that SCCCC holds. The trustees have conducted a review of the major risks to which SCCCC is exposed and established systems and procedures to mitigate risks in every area of activity.

The main risk for the organisation is its reliance on one statutory sector funder as the main source of its income. The situation is being closely monitored and careful attention is being paid to maintaining the relationship with this funder so that any changes in its financial priorities and related impact on SCCCC can be anticipated. Recognising this risk, SCCCC is actively investigating ways to diversify its funding.

The total reserves for the charity as at 31 March 2021 were £531,451. Unrestricted reserves formed £521,030 and restricted reserves £10,421.

General reserves (excluding reserves represented by restricted funds and designated funds) stood at £401,030. This is outside the upper/lower target reserves level. However, a deficit budget has again been planned for 2021/22 which will result in general reserves being brought down further into the target range whilst continuing to provide a service of quality and value to older people and their families.

Principal sources of funds

Although there has been significant progress in obtaining additional income from a wider group of funders this year, the trustees agree that it is vital to make a further case for an increase in funding for SCCCC in the longer term.

In addition, the trustees recognise the importance of monitoring national trends and changes in funding streams that might affect the organisation.

The principal source of funding for SCCCC is from Sheffield City Council with whom SCCCC has a service level agreement and contract. This is currently renewed on an annual basis.

This core funding does not cover a number of essential organisational costs, such as staff training, publicity, IT and expenditure relating to volunteers.

- The activities covered by the core funding are:
- Good Neighbours Scheme
 - The A&E to Home Scheme
 - The Hospital Aftercare Scheme

In addition, a non-recurrent payment was received from Sheffield City Council for the Hospital to Home Service for a further period of 12-months. This funding continued to support the discharge work that commenced as part of the voluntary

sector discharge project, which was aimed at enabling people in Sheffield to leave hospital beds when they were medically fit to do so, rather than waiting either for processes in the hospital or capacity in the community.

Since 2000, SCCCC has received an annual payment (£17,544) for its work supporting hospital discharges via the Hospital Assessment and Integrated Care Scheme (AICS). This funding was originally from Sheffield Primary Care Trust through a pooled budget arrangement and although Sheffield PCT was wound up in 2013, SCCCC continues to receive this payment in recognition of its work with integrated hospital discharges.

SCCCC receives a number of grants from local charitable trusts and foundations, which help meet the costs of supporting SCCCC volunteers and developing new activities.

Donations are received from local churches and an increasing number of individual donors, particularly those who take part in sponsored activities or attend the events that we hold. Although many of the events have been suspended during the pandemic.

In addition, from time to time a number of private sector organisations make ‘in kind’ donations, mainly through the offer of services and free room hire. SCCCC is also assisted by a number of professionals who give their expertise and time.

We would also like to thank everyone who supported the work of SCCCC during the reporting period, including all the individuals and companies who have fundraised for us. Each donation makes a big difference and supports us to continue to have a significant impact on the wellbeing of older people in Sheffield.

Whilst the Annual Accounts that form part of this report are confined to the financial year 2020/2021, the Trustees Annual Report reflects a longer period up to January 2022. It is therefore important that mention is made of anything that has significant financial impact on the charity in the intervening period. Therefore whilst COVID-19 has prevented us from holding our regular fundraising activity, SCCCC has seen increased income from additional grants, contracts and donations. A contract with an approximate value of £146,000 was secured from Sheffield CCG for COVID-19 support.



Statement of trustees' responsibilities

in respect of the trustees' annual report and the financial statements

The trustees are responsible for preparing the Trustees' Report and Accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the accounts comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that to the best of their knowledge there is no information relevant to the independent examination of which the examiner is unaware. The trustees also confirm that they have taken all necessary steps to ensure that they themselves are aware of all relevant information and that this information has been communicated to the examiner.

This report was approved by the Board of Trustees, on 27th January 2022 and signed on their behalf by:



Timothy Plant
Chair



Independent Examiners Report and Accounts

to the trustees of Sheffield Churches' Council for Community Care

I report to the trustees on my examination of the financial statements of Sheffield Churches' Council for Community Care (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

As the Trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

R J Givans BA FCA
UHY Hacker Young
Chartered Accountants

Dated: 28th January 2022



SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds general £	Unrestricted funds Designated £	Restricted funds £	Total 2021 £	Unrestricted funds general £	Unrestricted funds Designated £	Restricted funds £	Total 2020 £
<u>Income and endowments from:</u>									
Donations and gifts	3	146,053	-	117,661	263,714	33,467	-	67,222	100,689
Charitable activities	4	452,352	-	-	452,352	242,135	-	-	242,135
Investments	5	514	-	-	514	939	-	-	939
Other income	6	-	-	-	-	5,406	-	-	5,406
Total income		598,919	-	117,661	716,580	281,947	-	67,222	349,169
<u>Expenditure on:</u>									
Charitable activities	7	340,950	-	127,933	468,883	321,272	3,334	49,527	374,133
Total resources expended		340,950	-	127,933	468,883	321,272	3,334	49,527	374,133
Net incoming/(outgoing) resources before transfers		257,969	-	(10,272)	247,697	(39,325)	(3,334)	17,695	(24,964)

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

Net incoming/(outgoing) resources before transfers	257,969	-	(10,272)	247,697	(39,325)	(3,334)	17,695	(24,964)
Gross transfers between funds	(60,000)	60,000	-	-	(46,833)	46,833	-	-
Net movement in funds	197,969	60,000	(10,272)	247,697	(86,158)	43,499	17,695	(24,964)
Fund balances at 1 April 2020	203,061	60,000	20,693	283,754	289,219	16,501	2,998	308,718
Fund balances at 31 March 2021	401,030	120,000	10,421	531,451	203,061	60,000	20,693	283,754

The statement of financial activities includes all gains and losses recognised in the year.

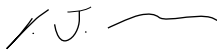
All income and expenditure derive from continuing activities.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

BALANCE SHEET
AS AT 31 MARCH 2021

		2021		2020	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	11		19,796		26,039
Current assets					
Debtors	13	66,305		80,708	
Cash at bank and in hand		461,848		226,654	
		528,153		307,362	
Creditors: amounts falling due within one year	14	(16,498)		(49,647)	
Net current assets			511,655		257,715
Total assets less current liabilities			531,451		283,754
Income funds					
Restricted funds	15		10,421		20,693
<u>Unrestricted funds</u>					
Designated funds	16	120,000		60,000	
General unrestricted funds		401,030		203,061	
			521,030		263,061
			531,451		283,754

The financial statements were approved by the Board of Trustees and authorised for issue on 27 January 2022 and are signed on its behalf by:


P J Skipworth
Trustee

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies
Company information Sheffield Churches' Council for Community Care is a registered charity. The principal address is Unit 19 President Buildings, Saville Street East, Sheffield, South Yorkshire, S4 7UQ.
1.1 Accounting convention The financial statements have been prepared in accordance with the charity's constitution, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102. The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows. The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £. The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.
1.2 Going concern At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. In making that assessment, the trustees have specifically considered the impact of the coronavirus on the operations of the charity, alongside actions taken to mitigate that impact. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.
1.3 Charitable funds Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives. Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements. Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies (Continued)

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Income is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business.

1.5 Resources expended

The analysis of resources expended in the statement of financial activities is determined by the nature of the expense and is inclusive of VAT as the charity cannot recover the VAT it incurs on expenditure.

Charitable activities comprise those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and the costs linked to the strategic management of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures, fittings & equipment	10%/20% reducing balance or 33% straight line
Motor vehicles	25% reducing balance

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies (Continued)

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/(expenditure) for the year, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 ‘Basic Financial Instruments’ and Section 12 ‘Other Financial Instruments Issues’ of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.12 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

3 Donations and gifts

	Unrestricted funds general 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds general 2020 £	Restricted funds 2020 £	Total 2020 £
Donations and gifts	136,053	111,657	247,710	33,467	67,222	100,689
Incoming resources from charitable activities	10,000	6,004	16,004	-	-	-
	<u>146,053</u>	<u>117,661</u>	<u>263,714</u>	<u>33,467</u>	<u>67,222</u>	<u>100,689</u>

The total for 2021 includes legacies received of £110,075, a discretionary grant from Sheffield City Council relating to Covid-19 of £10,000 and a grant of £6,004 from Sheffield City Council relating to Covid-19 funding to community hubs.

The total for 2020 includes legacies received of £3,000 in the year.

4 Charitable activities

	2021 £	2020 £
Income within charitable activities	<u>452,352</u>	<u>242,135</u>

5 Investments

	2021 £	2020 £
Interest receivable	<u>514</u>	<u>939</u>

6 Other income

	2021 £	2020 £
Other income	<u>-</u>	<u>5,406</u>

Due to Covid-19 no special events were held this year.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

7 Charitable activities

	2021 £	2020 £
Staff costs	384,172	271,781
Depreciation and impairment	6,789	9,991
Travelling	3,282	4,504
Volunteers Expenses	1,403	2,746
Meetings	-	86
Vehicle expenses	6,776	5,944
Rent, Rates & Car Parking	17,968	18,067
Electricity	2,235	2,553
Insurance	2,418	2,158
Printing & Stationery	2,573	3,281
Repairs & Computer Maintenance	16,664	9,761
Postage & Telephone	11,248	8,187
Miscellaneous Expenses	7,976	10,493
Project HAC	60	49
Bank Charges	316	255
Legal Expenses	1,874	6,580
Recruitment	(300)	11,395
Training	1,629	4,850
	<u>467,083</u>	<u>372,681</u>
Share of governance costs (see note 8)	<u>1,800</u>	<u>1,452</u>
	<u>468,883</u>	<u>374,133</u>
Analysis by fund		
Unrestricted funds - general	340,950	321,272
Unrestricted funds - Designated	-	3,334
Restricted funds	<u>127,933</u>	<u>49,527</u>
	<u>468,883</u>	<u>374,133</u>

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

8 Support costs

	Support costs £	Governance costs £	2021 £	2020 £	Basis of allocation
Independent Examiner's Fee	-	1,800	1,800	1,452	Governance
	-	1,800	1,800	1,452	
Analysed between Charitable activities	-	1,800	1,800	1,452	

9 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Co-ordinators	16	16
Administration & Management	5	4
	<u>21</u>	<u>20</u>

Employment costs

	2021 £	2020 £
Wages and salaries	354,285	252,400
Social security costs	22,297	14,498
Other pension costs	7,590	4,883
	<u>384,172</u>	<u>271,781</u>

No remuneration benefits or expenses have been paid to any of the trustees.

There were no employees whose annual remuneration was £60,000 or more.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

11 Tangible fixed assets

	Fixtures, fittings & equipment	Motor vehicles	Total
	£	£	£
Cost			
At 1 April 2020	17,156	28,000	45,156
Additions	546	-	546
At 31 March 2021	17,702	28,000	45,702
Depreciation and impairment			
At 1 April 2020	9,040	10,077	19,117
Depreciation charged in the year	2,309	4,480	6,789
At 31 March 2021	11,349	14,557	25,906
Carrying amount			
At 31 March 2021	6,353	13,443	19,796
At 31 March 2020	8,116	17,923	26,039

All of the above assets are used in the furtherance of charitable activities.

12 Financial instruments

	2021	2020
	£	£
Carrying amount of financial assets		
Debt instruments measured at amortised cost	519,588	299,642
Carrying amount of financial liabilities		
Measured at amortised cost	16,498	49,647

13 Debtors

	2021	2020
	£	£
Amounts falling due within one year:		
Trade debtors	57,740	72,988
Prepayments and accrued income	8,565	7,720
	66,305	80,708

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

14 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	3,888	2,036
Accruals and deferred income	12,610	47,611
	16,498	49,647

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

15 Restricted funds

The income funds of the charity include restricted funds comprising the following balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			Balance at 31 March 2021 £
	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	
Hospital Sunday Funds	2,748	1,600	(2,351)	1,997	1,500	(1,124)	1,200
Volunteer Funds	250	21,200	(20,000)	1,450	27,095	(27,095)	(1,200)
National lottery	-	44,422	(27,176)	17,246	89,066	(99,714)	-
	2,998	67,222	(49,527)	20,693	117,661	(127,933)	-
							10,421

The funds received for the Hospital Sunday and Volunteer funds are mainly used to reimburse costs incurred by the volunteers such as mileage & travel costs, DBS checks and relevant administrative costs.

National lottery funding has been received for the Inclusive Community Care project. This project aims to help tackle the problem of loneliness and isolation around Sheffield within the Black, Asian and Minority Ethnic communities.

All restricted funds are considered to have sufficient resources held in an appropriate form to enable them to be applied in accordance with the restrictions.

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

16 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2019 £			Resources expended £			Transfers £			Balance at 1 April 2020 £			Transfers £			Balance at 31 March 2021 £		
	£			£			£			£			£			£		
Dilapidations	-	-	-	-	-	-	-	-	-	10,000	10,000	-	-	-	-	-	10,000	-
Replacement of assets	-	-	-	-	-	-	-	-	-	40,000	40,000	-	-	-	-	-	40,000	-
Installation of air conditioning	-	-	-	-	-	-	-	-	-	10,000	10,000	-	-	-	-	-	10,000	-
Building and repairs	9,000	-	-	-	-	-	-	-	-	(9,000)	-	-	-	-	-	-	-	-
Information	1,300	-	-	-	-	-	-	-	-	(1,300)	-	-	-	-	-	-	-	-
Training	2,867	-	-	-	-	-	-	-	-	(2,867)	-	-	-	-	-	-	-	-
Strategic development	3,334	-	-	(3,334)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reablement	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	38,000	38,000	-
Pet fostering	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	12,000	12,000	-
Software development	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10,000	10,000	-
	16,501	-	-	(3,334)	-	-	-	-	-	46,833	60,000	-	-	-	-	60,000	120,000	-

Designated funds represent the amount set aside by the trustees to cover the anticipated future expenditure for specific areas.

Amounts will be released from these funds to general fund to cover any anticipated excess of expenditure over income in these areas. Sufficient resources are held in an appropriate form to enable each fund to be applied in accordance with its designation.

17 Analysis of net assets between funds	Unrestricted funds		Designated funds		Restricted funds		Total	
	2021	2020	2021	2020	2021	2020	2021	2020
	£	£	£	£	£	£	£	£
Fund balances at 31 March 2021 are represented by:								
Tangible assets	19,796	26,039	-	-	19,796	-	19,796	26,039
Current assets/(liabilities)	381,234	177,022	120,000	60,000	511,655	20,693	511,655	257,715
	401,030	203,061	120,000	60,000	531,451	20,693	531,451	283,754

SHEFFIELD CHURCHES' COUNCIL FOR COMMUNITY CARE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

18 Operating lease commitments		
At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:		
	2021	2020
	£	£
Within one year	16,320	16,320
Between two and five years	24,480	40,800
	40,800	57,120

19 Events after the reporting date	
As referred to in the going concern section of the accounting policies, the trustees are monitoring the situation concerning the coronavirus and any impact it may have on the charity. Given the current uncertainties, any longer term financial effect cannot be estimated.	

20	Related party transactions		
	Remuneration of key management personnel		
	The remuneration of key management personnel is as follows.		
		2021	2020
		£	£
	Aggregate compensation	77,830	74,520

The trustees review payments made to employees in equivalent managerial positions in similar organisations when considering the levels of pay for key managers. The trustees also take in to consideration the ability of the charitable company to be able to pay such salaries.

Transactions with related parties				
During the year the charity entered into the following transactions with related parties:				
	Talbot Trust		The National Lottery	
	2021	2020	2021	2020
	£	£	£	£
Grant received	-	5,000	89,066	-

J Mothersole is a trustee of the National Lottery.

T Plant is a trustee of Talbot Trust.



Corporate Information

Sheffield Churches' Council for Community Care

(A charitable incorporated organisation).

Also known as SCCCC.

Principal address

Unit 19 President Buildings
Savile Street East
Sheffield
South Yorkshire
S4 7UQ
Telephone 0114 250 5293
Website www.scccc.co.uk

Registered charity number

1168077

Trustees

The charity trustees are appointed as and when appropriate by the body of trustees in office. The trustees who served during the period and those currently in office are:

Tim Plant (Chair)
Anne Jennings
John Mothersole
Linda Browell
Prof. Peter Skipworth
Russell McSweeney
Simon Lamb
Laurence Heijbroek (appointed June 2021)

Chief Executive Officer

Mark Storey

Independent Examiner

RJ Givans BA FCA, UHY Hacker Young, Chartered Accountants, 6 Broadfield Court, Broadfield Way, Sheffield, S8 OXF

Solicitors

Counterculture Partnership LLP, Unit 115 Ducie House, Ducie Street, Manchester, M1 2JW

Bankers

Unity Trust Bank plc, 9 Brindley Place, Birmingham, B1 2HB
Triodos Bank, Deanery Rd, Bristol BS1 5AS
National Westminster Bank plc, 42 High Street, Sheffield, S1 2GE



Thank you Supporters

We would like to thank everyone who supported the work of SCCCC during 2020/21 and since the end of the financial year, including all the individuals and companies who have fundraised for us. Each donation makes a big difference and supports us to continue to have a significant impact on the wellbeing of older people in Sheffield.

We give particular thanks for the financial support given by:

Big Yellow Self Storage Bramall Lane
 Church of St Columba
 Cidon Construction
 Health Education England
 HM Burdall Charity
 JG Graves Charitable Trust
 John Wade Choir
 Madina Mosque
 Marjorie Coote Old People's Charity Fund
 Millhouses Methodist Church
 NHS Sheffield CCG
 St Andrew's United Reform Church
 Sheffield Chamber of Commerce
 Sheffield Church Burgesses Trust
 Sheffield City Council
 Sheffield Hospital Sunday Fund
 Sheffield Jewish Friendship Club
 Sheffield Quakers - The Religious Society of Friends
 Sheffield Soroptimist Housing Co Ltd.
 Sheffield Teaching Hospitals NHS Trust
 Sheffield University Students Union
 Sisters of Mercy
 South Yorkshire Community Fund
 Swann Morton
 The Cutlers Company Charitable Trust
 The National Lottery Community Fund
 The Ronald and Kathleen Pryor Charity
 The Talbot Trust
 The Zachary Merton and George Woofindin Convalescent Trust
 The Vine Sheffield
 Totley Rise Methodist Church
 Trinity United Reform Church
 Unite the Union
 Virgin Money Foundation
 Westfield Charity
 Zenos Technology
 Individual donors and fundraisers



The Trustees would like to thank everyone who has supported us financially or through volunteering their valuable time and skills.

Because of your generosity we've been able to achieve much more than we usually would, helping many more people out of hospital and preventing loneliness and isolation for many more older people who sometimes don't see anyone from one week to the next. Thanks to your support we can continue to give the kind of help that older people sometimes need.

We remain committed to supporting older people where and when they need us, in hospital, on discharge from hospital or in their own homes. We will do this by working in partnership and by using our resources effectively.

Sheffield Churches Council for Community Care 2021.

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