

Trustees' Annual Report for the period						
From	Period start date			Period end date		
	01	April	2020	31	March	2021

Section A Reference and administration details

Charity name	Community Support in the Countryside (CSC)		
Other names charity is known by	Brockham Emergency Response Team (BERT)		
Registered charity number (if any)	1171175		
Charity's principal address	15 OAKDENE CLOSE, BROCKHAM, BETCHWORTH, SURREY		
Postcode	RH3 7JZ		

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Robert James Thomas	Chairperson	Whole year	N/A
2	Alessandra F N Truran	Secretary	Whole year	N/A
3	Trevor John Anderson	Treasurer	Whole year	N/A
4	Craig Scott		Whole year	N/A
5	Robert Gregory		Whole year	N/A
6	Isobel Fiona Heppenstall		Whole year	N/A
7	Zoe Odette Collins		Whole year	N/A
8	Simon Budd		Whole year	N/A
9	Daved Robert Shanks		Whole year	N/A
10	Trevor Hizzard		Whole year	N/A

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year
N/A	N/A

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
N/A		

Name of chief executive or names of senior staff members (Optional information)

N/A

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	CSC is governed by a Constitution document, which was set out when the charity was incorporated on 18 January 2017.
How the charity is constituted (eg. trust, association, company)	CSC is a charitable incorporated organisation (CIO) governed by the Foundation Constitution document.
Trustee selection methods (eg. appointed by, elected by)	The original trustees were appointed from the people who had historically helped BERT, were willing and able to act as trustees and to give an appropriate range of knowledge and skills to cover the legal, financial, technical, promotional and other needs of CSC as a charity. New trustees are appointed following agreement of existing trustees and follow the same principle of creating a group with appropriate knowledge and experience to run the charity effectively.

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

The formal business of CSC is conducted through trustee meetings, which are held at least quarterly. Progress of agreed actions is managed through regular follow up.

In addition to the charity structure, BERT carries out operational tasks with the support of volunteer team leaders. These are typically long-standing BERT volunteers who have been committed to our activities and been willing to undertake the training necessary for the role.

CSC/BERT has adopted a set of policies, which are reviewed annually, to cover the health and safety, safeguarding, and the protection of personal data of trustees and volunteers.

CSC/BERT regularly engages with Brockham Parish Council, Mole Valley District Council, Surrey County Council and with relevant government bodies to manage flood risks, to report incidents or concerns, and to support the local community.

Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

The purposes of CSC, as set out in the founding document, are:

To relieve persons who are in conditions of need, hardship or distress as a result of a natural or other disaster or emergency, to promote public safety and to protect the lives and property of residents of Brockham in particular but not exclusively by:

- a. Developing the capacity of residents with the aim to prevent and reduce the likelihood and consequences of local flooding, particularly from drainage ditches and surface water;
- b. Recruiting and training volunteers to enable Brockham Emergency Response Team (BERT) to provide assistance and undertake preventive activities when the village of Brockham is threatened by severe weather, its consequences or other local emergency or disruption;
- c. Assisting the Brockham community in setting up and organising community information and awareness raising events using BERT's expertise, volunteers and equipment for the benefit of local residents;
- d. Developing technology or systems to enhance the capacity of rural communities to monitor and warn local residents of the risk of flooding from rivers, streams or significant drainage ditches; and
- e. Developing technology or systems to enhance the capacity of rural communities to prevent and assist in the detection of rural crime that may result from natural or other disasters or emergencies.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

In previous years prevention, training, responding and community support was mainly focused on flooding. However, since the coronavirus pandemic, CSC/BERT has also focused on helping local residents in lockdown/isolation. On 17 March 2020 CSC/BERT launched the '**Community Immunity**' (CI) project. CI supports the main object of the charity: *'To relieve persons who are in conditions of need, hardship or distress as a result of a natural or other disaster or emergency, to promote public safety and to protect the lives and property of residents of Brockham'*.

Community Immunity

A BERT initiative – Brockham communities' response to Coronavirus

Do you have a neighbour who is over 70 or who has health concerns? Do you even know?

Now is your time to find out if the people you live near will struggle if they are quarantined.

How can you help?

- **Start talking** – find out if the people you live near may be facing exclusion in the coming weeks and see what their concerns are. Tap on a window – remember they may not want to answer the door!
- **Find out how you can help** – Can you pick up a few extra bits when you pop to the shops?, Can you offer to collect a prescription?, Can you walk their dog with yours?
- **Volunteer to become a BEV** – we've developed a new "CoronaBEV" category for those who wish to offer their assistance to help people in their local community. BERT will coordinate requests for assistance and see who is available to help

With you we can create an Immunity in our Community to the disruption, hardship and isolation that restriction to movement may cause.

Get in touch!

Want to Volunteer? – email Bert.Brockham@gmail.com

Need help? Call 01302 GOBERT (01302 462378) or email above address.

Flyer/email issued to Brockham residents in March 2020

From March 2020 Community Immunity recruited over 200 volunteers, answered over 1 thousand calls via the Go-BERT line and managed the following key initiatives:

FoodAid: In conjunction with Brockham Christ Church, FoodAid operated in Brockham from April 2020 to February 2021 and offered free deliveries of food packages to individuals and families who were experiencing hardship due to the pandemic. During this period, FoodAid delivered over 2,500 parcels to local families as well as to two women's refuges and a local programme supplying hot meals for the homeless at Leatherhead Leisure Centre. The number of requests steadily reduced as the year progressed. In March 2021 CI handed the task over to Mid-Surrey Community Fridge who now operates a community fridge in Dorking. CI still delivers food parcels to a residual number of families who are unable to visit the community fridge.

See below FoodAid email from BERT/CI to Brockham residents issued in April 2020:

BERT Food Aid

As the Coronavirus continues to impact our village, we expect some of us may struggle to afford basic food requirements. It is at times like this that we need to come together for the good of us all. With that in mind, BERT has established a regular donated food supply for those facing the greatest hardship.

BERT Food Aid can make deliveries to people's homes on a Monday, Wednesday, and Friday, on an ongoing basis. The food and delivery is free of charge to those facing hardship, loss of income or a delay in benefits. Requests for food can be made by emailing foodaid@bertbrockham.org.uk or by calling us directly on 01737 402821.

Please provide us with your name, address and phone number, as well as how many adults and how many children are in the household, along with any allergies in the family. All such information will be treated in the strictest confidence.

The first deliveries will be Wednesday 1st April, so please contact us before 5 pm on Tuesday 31st March.

BERT Food Aid is run by BERT and the volunteers of Brockham Christ Church. A huge thank you to everyone who has volunteered and donated to support this service. Please help us to help each other. And share this message with your family, friends and neighbours, especially those who may not have access to email.

Community Immunity! ~BERT Trustees

Prescriptions: This initiative started in March 2020 and was still in operation at the end of March 2021. It consisted of providing prescription collection and delivery to self-isolating residents. At its peak in April 2020, CI volunteers delivered 98 prescriptions. All volunteers involved were DBS-checked.

Groceries: This initiative was launched in March 2020 and it was still in operation 12 months later. Volunteers (all DBS-checked) did the grocery shopping for residents who were self-isolating. The number of requests steadily decreased with the easing of the lockdown in the summer. However, at its peak in April 2020, CI handled 25 requests for food shopping.

BERTech: Launched in June 2020, this initiative facilitated the donation of laptops and tablets to families who did not have access to them. This was mainly to help children continue their school activity during periods of self-isolation and school closures. At the end of March 2021 over 55 devices had been distributed to local families and schools.

Fogger: In September 2020 CI purchased two units of ShieldMe, a fogging machine that effectively disinfects surfaces and yet it is harmless to living beings and the environment. Since then, local business, including the chemist and grocery shops, as well as the nursery and community halls, have been using the fogging machines on a self-service rota basis. As a result, CI has helped keep premises safely open and local business/activities running.



Chairman Bob Thomas operating a fogging machine

Community Immunity also supported the following parallel initiatives:

Take-away delivery: during the lockdown a local catering business used the Brockham's school kitchen to cook ready meals and sell them at a discounted rate to key workers and local families. CI volunteers helped deliver them.

The Shop at Strood Green: this local community shop remained closed for a good part of 2020 and operated on a delivery basis only. CI volunteers helped deliver orders to local residents. CI also helped install a Perspex barrier at the counter to protect staff and residents.

Personal Protective Equipment (PPE) during the lockdown local residents got together to produce PPE and CI helped provide the material and equipment needed. This resulted in the distribution of visors and scrubs to local establishments and key workers.

Face masks: a local businesses, with the help of local residents, produced over 4,000 face masks which were distributed to local residents for a donation to CSC. CI helped provide material and equipment for their production.



Shirley Fisher – maker of masks and Simon Clark maker of PPE Visors coverings on 27 May 2020 at a formal visit paid to Food Aid in Brockham by Chairman MVDC Cllr Mary Huggins

Voice conference facility: in conjunction with the Brockham Parish Church, CI set up a telephone conference line to enable families to join church services during the lockdown. This has become a popular service.

Lockdown library and jigsaw exchange: during the lockdown two local families operated a community library and a jigsaw exchange scheme containing circa 400 books and several jigsaw puzzles. CI helped advertise the initiative and set up a book / jigsaw handling quarantine process.

Brockham befriending scheme: in conjunction with the Brockham Parish Church, the aim of this scheme was to provide local families with a friendly voice when needed. CI helped provide telephones and guidelines. However, despite extensive campaigning, there were next to no calls and the scheme no longer operates.

Ad-hoc jobs: during the lockdown CI received a number ad-hoc requests from local residents including assistance with faulty appliances and dog walking. They provided assurance to residents who were self-isolating that they could count on local support.

Covid Vaccination Clinics

Since January 2021 CI has been recruiting volunteers and coordinators to help run weekdays and weekend vaccination clinics in both Medwyn (Dorking) and Brockwood (Brockham) practices. From 8 January to 31 March 2021 over 90 CI volunteers helped these local practices staff run their car parks, receptions, waiting rooms and recovery rooms. In addition, CI purchased a storage fridge for the Brockwood practice which enabled staff to increase their capacity of storage and administration of the Pfizer vaccine.



Volunteers at the Brockwood practice

Governance

CI online meetings

As well as the quarterly trustees' meetings focusing on BERT activity, another 11 meetings took place during the height of the pandemic to agree, coordinate, launch and monitor various CI initiatives. Apart from the first CI meeting on 15 March 20, all other CI meetings were conducted on-line to guarantee the safety of those involved and comply with lockdown guidelines. A Gold/Silver/Bronze structure was set up to communicate with trustees and key volunteers and facilitate the decision making.

Health & Safety

The safety of volunteers and residents was CI's top priority. The BERT trustees promptly devised and launched a set of policies and guidance which enabled all CI activities to be carried out in a coordinated and safe manner. Every CI volunteer allocated to a task received a briefing first and then received a volunteer kit, including an ID badge and appropriate PPE. The two documents attached, 'FoodAid Policy' and 'Grocery Guide' are examples of the CI set of policies.



Food Aid policy V2
FINAL.docx



CI Grocery
guide.docx

Risk Management

During CI meeting trustees and key volunteers implemented and monitored mitigation plans for each of the key risks listed below:

key risks	How we are mitigating them
Contagion / safeguarding	Safety equipment and guide handed to volunteers / Volume of gloves and PPE in stock being monitored /H&S + Safeguarding policies in place
Data protection	Privacy policy in place /Controls put in place to restrict volume of personal data in the Google Sheets log.
Lack of governance	Gold Silver Bronze 'structure in place / overarching Covid-19 policy in place / key initiatives have their own separate policies and guidance implemented / decision making through meetings / meetings minutes documented and agreed actions followed up /key documents stored in central location.
Lack of funds available	Requests for funds and government grant as required / All comms to the community contain info on how to make a donation via Virgin Money / funds availability being monitored and reported to key members on a regular basis.
Loss of reputation	Various policies and procedures in place / Regular comms with the Parish Council, local organisations and local government authorities on initiatives / Ready to demonstrate governance on request.
Misappropriation / misuse of funds	Expenditure process in place/ Access to bank account and donations system restricted to the treasurer and chairman / fidelity insurance in place (loss of funds through computer fraud or fraudulent transfer instructions by third parties).
Lack of volunteers	The availability of volunteers is being monitored by the leaders of each initiative / A volunteer coordinator updates the volunteer log in accordance with availability and skills offered.
Lack of comms with the community	Regular comms via the community email and social media (e.g. Facebook, Twitter, Instagram) / Community Immunity website regularly updated / Radio interviews given to local radio stations
Litigation	Governance implemented / H&S + Safeguarding policy in place / liability insurance in place

Monitoring of CI initiatives

During the hight of the pandemic the trustees monitored the progress of each initiative set up or supported by CI via a Roadmap document (attached) which also included the monitoring of calls via the Go-BERT telephone line.



BERT

Flood Prevention

Despite the unprecedented activity that the pandemic created, CSC / BERT still ran a series of working parties in Quarter 4 2020, in accordance with lockdown restrictions. The aim of these working parties was to clear the ditch network to prevent flooding. Working groups were organised in bubbles, which were mostly formed by members of the same family. Social distancing guidelines were observed and all equipment was sanitised before and after use.



BERT working party on 18 October 20 – family bubble



BERT working party on 18 October 20 – three generations of the same family in one bubble



BERT working party on 25 October 20 – ditch clearance in Strood Green



BERT working party on 25 October 20 – ditch clearance in Strood Green

Response

BERT volunteers and coordinators continued to respond to emergency calls, which BERT started receiving at the beginning of the winter. This activity followed the same format of the preventative working parties: social distancing guidelines were observed and all equipment was sanitised before and after use. Below are some examples of BERT response:

15 November 2020: following a night of heavy rain, several potential flood hazards developed to which members responded and resolved. The use of phone apps to communicate ensured that response was promptly organised and deployed after notification.



16 November 2020: BERT has deployed cameras at strategic locations which enables trustees and coordinators to monitor water levels remotely. The photo below is a view from the Bowls Club at 08:26am showing the fast-flowing River Mole.



7 December 2020: Storm Bella brought high winds and heavy rain. It caused a small amount of damage including the parish Christmas tree which was blown over. BERT response team also cleared a busy footpath blocked by a fallen tree and cleared the ditch grills in Wheelers Lane and on the Green.



1 January 2021: After significant rain a large pond soon formed at the corner of the Big Field closing the path and threatening to flood local residences. The BERT camera was used which detected a large amount of debris that was blocking the drainage system.



3 January 2021: BERT attended a blocked drain in Warene Road, Brockham using the camera to understand why. Results passed to SCC Highways.



Safety

During April 20 to March 21 BERT trustees continued to carry out maintenance of BERT equipment. This included the upgrading of the flood alert systems and annual maintenance of pumps and brush-cutters. In addition, BERT invested in additional safety clothing for volunteers.

As listed in Section C – *Objectives and activities* of this report.

Section D Achievements and performance

Summary of the main achievements of the charity during the year

As listed in Section C – *Objectives and activities* of this report.

Section E Financial review

Brief statement of the charity's policy on reserves

CSC aims to keep circa £2,000 in the bank account at all times as a float for emergencies. During April 20 to March 21 grants received and donations made to CSC exceeded expectations. However, CSC trustees anticipate that the aftermath of the pandemic will affect local families in the years to come and are considering the optimal 'save/spend' approach in these unprecedented times which will still be aligned with the objectives of CSC as detailed in its constitution.

Details of any funds materially in deficit

None to report

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

The principal sources of funds are donations made by local residents and supporters as well as proceedings from the sale of items sold via the BERT community email. During April 20 to March 21 CSC also received 3 specific grants to support the 'Community Immunity' initiative, Covid Sponsorship, one of which was directly government funded, being from Mole Valley District Council. The 3 grants totalled £12,000 and were spent in full.

CSC funds were mainly used to support 'Community Immunity' activity. This included the purchase a vaccine storage fridge for the Brockwood practice, two foggers, PPE and a fridge, shelves and food for FoodAid. CSC also spent funds on the upgrade and maintenance of BERT equipment and the purchase of additional safety gear.

Detailed information on receipts and payments is available in the Annual Accounts (CC16a).

Section F Other optional information

Further to your [requirement](#), we declare that there were no serious incidents to report.

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)



Full name(s)

Robert James THOMAS

Position (eg Secretary, Chair,
etc)

Chair

Date

13th October 2021



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name
Community Support in the Countryside

Charity No
1171175

Receipts and payments accounts

CC16a

For the period
from

01/04/2020

To

31/03/2021

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
District Council Covid Grant	5,000	-	-	5,000	-
Covid Sponsorship	7,000	-	-	7,000	-
Donations	30,179	-	-	30,179	7,009
Gift aid reclaimed	3,342	-	-	3,342	735
Other fund raising	-	-	-	-	498
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	45,521	-	-	45,521	8,242
A2 Asset and investment sales, (see table).					
Sale surplus equipment	200	-	-	200	300
	-	-	-	-	-
Sub total	200	-	-	200	300
Total receipts	45,721	-	-	45,721	8,542
A3 Payments					
Insurance	747	-	-	747	574
General maintenance, fuel etc	1,515	-	-	1,515	143
Credit / Debit card fees	65	-	-	65	35
Coronavirus support -food aid	12,105	-	-	12,105	-
Coronavirus support -others	6,611	-	-	6,611	50
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	21,043	-	-	21,043	802
A4 Asset and investment purchases, (see table)					
Pumps & other equipment	-	-	-	-	630
Flood Alert System upgrade	448	-	-	448	545
Safety Clothing	1,638	-	-	1,638	67
Covid sanitisation equipment	1,044	-	-	1,044	-
Fridges for food aid project	-	-	-	-	1,350
	-	-	-	-	-
	-	-	-	-	-
Sub total	3,130	-	-	3,130	2,592
Total payments	24,173	-	-	24,173	3,394
Net of receipts/(payments)	21,548	-	-	21,548	5,148
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	9,767	-	-	9,767	4,619
Cash funds this year end	31,315	-	-	31,315	9,767

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank	31,315	-	-
	Petty Cash	-	-	-
		-	-	-
	Total cash funds	31,315	-	-
	(agree balances with receipts and payments account(s))			


	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	Storage equipment	Unrestricted	-	-
	Drain scanning equipment	Unrestricted	-	-
	Pumps and generators	Unrestricted	-	-
	Tools	Unrestricted	-	-
	Safety equipment	Unrestricted	-	-
	Other equipment	Unrestricted	-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	ROBERT THOMAS	30/9/2021
T. Anderson	TREVOR ANDERSON	30/9/2021



CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
Community Support in the Countryside

On accounts for the year
ended

31st March 2021

Charity no
(if any)

1171175

Set out on pages

1 to 2

(remember to include the page numbers of additional sheets)

Responsibilities and
basis of report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2021
As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

Independent
examiner's statement

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

I have completed my examination. I confirm that no material matters have come to my attention (~~other than that disclosed below~~ *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

30-9-21

Name:

Mrs C Braidwood FCA

Relevant professional
qualification(s) or body
(if any):

Institute of Chartered Accountants in England and Wales

Address:

Lowood, The Street

Betchworth, Surrey

RH3 7DJ

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).