

# THE SURESERVE FOUNDATION

England & Wales · Charity number 1182351

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2019-03-06

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

## Contact

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**Address** Norfolk House  
13 Southampton Place  
Holborn  
London  
WC1A 2AJ

**Phone** 020 3961 5218

**Email** [info@thesureservefoundation.org](mailto:info@thesureservefoundation.org)

**Website** [www.thesureservefoundation.org](http://www.thesureservefoundation.org)

## Activities

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**Objects:** FOR THE PUBLIC BENEFIT, THROUGHOUT ENGLAND AND WALES, THE PREVENTION OR RELIEF OF POVERTY OF PEOPLE WHO ARE VULNERABLE AS A RESULT OF HIGH FUEL EXPENDITURE, IN PARTICULAR BUT NOT EXCLUSIVELY, BY: A. PROVIDING EDUCATIONAL AND ADVICE SERVICES TO COMBAT FUEL POVERTY AND INEFFICIENT ENERGY USE; ANDB. DELIVERING PROJECTS IN COLLABORATION WITH INDUSTRY PARTNERS TO PROVIDE ENERGY EFFICIENT HOME AND COMMUNITY IMPROVEMENTS TO COMBAT FUEL INEFFICIENCY AND THUS POVERTY.

**Activities:** The Sureserve Foundation exists to warm the communities in the UK served by our public and private buildings. We provide support in 2 key ways; through Information, Advice and Guidance to combat fuel poverty and inefficient energy use and intervention measures across our community network to enhance energy savings in the home via our grant programme.

## Classification

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- **How:** Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes
- **Who:** Other Charities Or Voluntary Bodies, The General Public/mankind

## Geography

- Scotland
- Throughout England And Wales

## Finances

Period end	Income	Expenditure	Assets	Employees
2024-09-30	£153,202	£125,958	-	-
2023-09-30	£145,000	£47,000	-	-
2022-09-30	£73,505	£58,381	-	-
2021-09-30	£129,717	£62,352	-	-
2020-09-30	£49,847	£30,014	-	-

## Trustees

Name	Role	Appointed
Ian David Childs	Chair	2022-05-23
Emma Joy Nicklin		2024-10-28
Graeme Heanan		2024-10-28
Julia Small		2025-04-01
MIREN JOSEPHINE RAWLINGS		2018-09-05
Siarah Meah		2025-04-01
Simone Lynn Clarke		2022-12-07
Thomas Roberts		2026-01-13
Uta Maria Luise Hope MA MInstF		2021-01-06

**THE SURESERVE FOUNDATION**

England & Wales - Charity number 1182351

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# Accounts

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## Trustees' Annual Report for the period

**From** 01 October 2023 Period start date

**To** 30 September 2024 Period end date

**Charity name:** The Sureserve Foundation

**Charity registration number:** 1182351

## Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	For the public benefit, throughout England and Wales, the prevention or relief of poverty of people who are vulnerable as a result of high fuel expenditure, in particular but not exclusively, by: <b>a)</b> providing educational and advice services to combat fuel poverty and inefficient energy use; and <b>b)</b> delivering projects in collaboration with industry partners to provide energy efficient home and community improvements to combat fuel inefficiency and thus, poverty.
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	Charitable support delivered within period: <ul style="list-style-type: none"> <li>• Program 1 = 2 x grants totalling £10,000 to Places For People covering support on sustainable and energy efficient cookery lessons and batch cooking.</li> <li>• Program 2 = energy efficiency measures to 100 individual homes for vulnerable residents via Cumbria Action for Sustainability total £4,582.</li> </ul>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	The trustees confirm that they have complied with their duty under section 17 of the Charities Act 2011 to have due regard to the guidance published by the Charity Commission on public benefit. In planning and delivering the charity's activities for the year, the trustees have considered how these activities contribute to the charity's aims and objectives and provide benefit to the public, in line with the Commission's guidance.

### Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	

Policy on grant making	Para 1.38	
Policy on social investment including program related investment	Para 1.38	
Contribution made by volunteers	Para 1.38	
Other		

## Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	<p>Fundraising activities:</p> <ul style="list-style-type: none"> <li>Fundraising a total of £153,202 raised through a number of events throughout the year.</li> </ul> <p>Expenditure:</p> <ul style="list-style-type: none"> <li>Donations and costs out of £125,958 which includes donations and grants to 15 organisations.</li> </ul>

### Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	
Performance of fundraising activities against objectives	Para 1.41	

set		
Investment performance against objectives	Para 1.41	
Other		

## Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	Review has been undertaken and the trustees are satisfied current cash reserves will enable the foundation to achieve it's aims in the 2025 financial year.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	Reserve funds of £18,000 have been agreed with the board of trustees on the basis this is the minimum balance that enables the foundation to achieve it's goals each financial year.
Amount of reserves held	Para 1.22	£18,000
Reasons for holding zero reserves	Para 1.22	N/A
Details of fund materially in deficit	Para 1.24	N/A
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	N/A

### Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	Donations from operating companies within the Sureserve Group.
Investment policy and objectives including any social investment policy adopted	Para 1.46	
A description of the principal risks facing the charity	Para 1.46	
Other		

## Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed, royal charter)	Para 1.25	Constitution
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	Charitable Incorporated Organisation (CIO)
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Voluntary

### Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	Monitoring and evaluation
The charity's organisational structure and any wider network with which the charity works	Para 1.51	Reporting and compliance
Relationship with any related parties	Para 1.51	Conflict of interest
Other		Incoming foundation enquiries Risk assessment and mitigation

### Reference and Administrative details

Charity name	The Sureserve Foundation
Other name the charity uses	Sureserve Foundation
Registered charity number	1182351
Charity's principal address	Norfolk House 13 Southampton Place London WC1A 2AJ

**Names of the charity trustees who manage the charity**

	<b>Trustee name</b>	<b>Office (if any)</b>	<b>Dates acted if not for whole year</b>	<b>Name of person (or body) entitled to appoint trustee (if any)</b>
1	Ian David Childs	Chair		
4	Emma Joy Nicklin	Trustee		
6	Brian James Horton	Trustee	01 April 2024 – 30 Sept 2024	
7	Simone Lynn Clark	Trustee		
8	Uta Maria Louise Hope	Trustee		
9	Miren Josephine Rawlings	Trustee		
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20				

**Corporate trustees – names of the directors at the date the report was approved**

<b>Director name</b>		

**Name of trustees holding title to property belonging to the charity**

<b>Trustee name</b>	<b>Dates acted if not for whole year</b>	

## Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	N/A
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	N/A
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	N/A

### Additional information (optional)

#### Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

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

Ian David Childs - Chairperson

## Exemptions from disclosure

Reason for non-disclosure of key personnel details

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## Other optional information

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## Declarations

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

Signed on behalf of the charity's trustees

Signature(s)

Ian Childs

Full name(s)

Ian Childs

Position (eg Secretary,  
Chair, etc)

Chair

Date

28/07/2025

**Statement of profit and loss**  
*For the year ended 30 September 2024*

		<b>Amount (£)</b>
<i>Income</i>		
Donations and grants income		Err:504
<i>Expenses</i>		
Grants expense	1	Err:504
Events	2	Err:504
Subscriptions	3	Err:504
Other expense	4	Err:504
Bank charges		Err:504
<b>Total expenses</b>		<b>Err:504</b>
<b>Net profit for year</b>		<b>Err:504</b>
Opening bank balance		209,764
Net bank movement		#REF!
<b>Closing bank balance</b>		<b>#REF!</b>

**Income breakdown**

Sureserve Company	Err:504
Supplier	Err:504
Justgiving	Err:504
Individual	Err:504
Dinner auction	Err:504
Other	Err:504
<b>Total income</b>	<b>Err:504</b>
check to P&L	Err:504

## 1 Grants expense

Merchant Taylors School	- 7,286.40
Chelmer Housing Association	- 3,290.27
St Francis Special School	- 5,167.49
Code 1	- 5,000.00
THCH	- 1,666.22
Charis Grants	- 10,000.00
JACKSONS LANE	- 5,400.00
POSITIVE ACTION IN	- 5,000.00
POPLAR HARCA	- 10,000.00
CUMBRIA ACTION FOR	- 4,852.00
PLACES FOR PEOPLE	- 10,000.00
BIRMINGHAM CARE GR	- 5,000.00
BURNTWOOD MEMORIAL	- 750.00
HALSNEAD FOOD INIT	- 5,000.00
<b>Total grants expense</b>	<b>###</b>
<i>check to P&amp;L</i>	<i>Err:504</i>

## 2 Events

TENNENT ASSOCIATES DINNER	- 4,106.40
CAMPAIGN COLLECTIV GUEST SPEA	- 276.80
THE DRAPERS COMPANY	- 34,386.00
MR EDWARD DYE - SSF DINNER 202	- 350.00
Printing	Err:504
Photography	Err:504
Audio visual	Err:504
<b>Total events</b>	<b>Err:504</b>
<i>check to P&amp;L</i>	<i>Err:504</i>

## 3 Subscriptions

Google workspace subscription	Err:504
Website cost	Err:504
Justgiving	Err:504
<b>Total subscriptions</b>	<b>Err:504</b>
<i>check to P&amp;L</i>	<i>Err:504</i>

## 4 Other expenses

JC out of pocket expenses	#REF!
JC GIFT BERRY BROS	#REF! assume retirement as
<b>Total Other expense</b>	<b>#REF!</b>
<i>check to P&amp;L</i>	<i>#REF!</i>

; Trustee gift paid for by Aaron and reimbursed



CHARITY COMMISSION  
FOR ENGLAND AND WALES

reserve Foundation

1182351

## Receipts and payments accounts

CC16a

For the period from	10/1/2023	To	9/30/2024
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### 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 £
<b>A1 Receipts</b>					
Donations, legacies and grant	153,202	-	-	153,202	144,279
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>153,202</b>	<b>-</b>	<b>-</b>	<b>153,202</b>	<b>144,279</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>153,202</b>	<b>-</b>	<b>-</b>	<b>153,202</b>	<b>144,279</b>
<b>A3 Payments</b>					
Grants and donations paid	78,412	-	-	78,412	43,719
Cost of fundraising events	45,735	-	-	45,735	-
IT costs (website, online platforms)	904	-	-	904	3,299
Other costs	898	-	-	898	-
Bank charges	9	-	-	9	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>125,958</b>	<b>-</b>	<b>-</b>	<b>125,958</b>	<b>47,018</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>125,958</b>	<b>-</b>	<b>-</b>	<b>125,958</b>	<b>47,018</b>
<b>Net of receipts/(payments)</b>	<b>27,244</b>	<b>0</b>	<b>0</b>	<b>27,244</b>	<b>97,261</b>
A5 Transfers between funds	0	0	0	0	0
A6 Cash funds last year end	209,764	0	0	209,764	112,503
<b>Cash funds this year end</b>	<b>237,008</b>	<b>0</b>	<b>0</b>	<b>237,008</b>	<b>209,764</b>

## 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 £
<b>B1 Cash funds</b>	Closing cash balance 30/09/2024	237,008	-	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	<b>237,008</b>	<b>-</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK
<b>B2 Other monetary assets</b>	<b>Details</b>	to nearest £	to nearest £	to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B3 Investment assets</b>	<b>Details</b>	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
<b>B4 Assets retained for the charity's own use</b>	<b>Details</b>	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
<b>B5 Liabilities</b>	<b>Details</b>	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
	Ian Childs	Ian Childs	7/28/2025	

**THE SURESERVE FOUNDATION**

England & Wales - Charity number 1182351

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# Accounts

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# Trustees' Annual Report for the period

From	Period start date			Period end date		
	01	October	2022	To	30	September 2023

## Section A Reference and administration details

Charity name

The Sureserve Foundation

Other names charity is known by

Registered charity number (if any)

1182351

Charity's principal address

Crossways Point 15, Victory Way

Crossways Business Park

Dartford

Postcode

DA2 6DT

### 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	John Charlton			
2	Simone Clarke		Appointed 7 December 2022	
3	Yasmine Yeates			
4	Miren Rawlings			
5	Uta Hope			
6	Kelly-Anne Meredith		Resigned 18 <sup>th</sup> January 2023	
7	Jonathan Haste			
8	Ian Childs			
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### 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	N/A	N/A

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

John Charlton – Interim Chairman

**Section B Structure, governance and management**

**Description of the charity’s trusts**

Type of governing document <small>(eg. trust deed, constitution)</small>	Constitution
How the charity is constituted <small>(eg. trust, association, company)</small>	Charitable Incorporated Organisation (CIO)
Trustee selection methods <small>(eg. appointed by, elected by)</small>	Voluntary

**Additional governance issues (Optional information)**

<p>You <b>may choose</b> to include additional information, where relevant, about:</p> <ul style="list-style-type: none"> <li>• policies and procedures adopted for the induction and training of trustees;</li> <li>• the charity’s organisational structure and any wider network with which the charity works;</li> <li>• relationship with any related parties;</li> <li>• trustees’ consideration of major risks and the system and procedures to manage them.</li> </ul>	<p>Policies in place:</p> <ul style="list-style-type: none"> <li>- Conflict of interest</li> <li>- Incoming Foundation Enquiries</li> <li>- Monitoring and Evaluation</li> <li>- Reporting and Compliance</li> <li>- Risk Assessment and Mitigation</li> </ul>
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**Section C Objectives and activities**

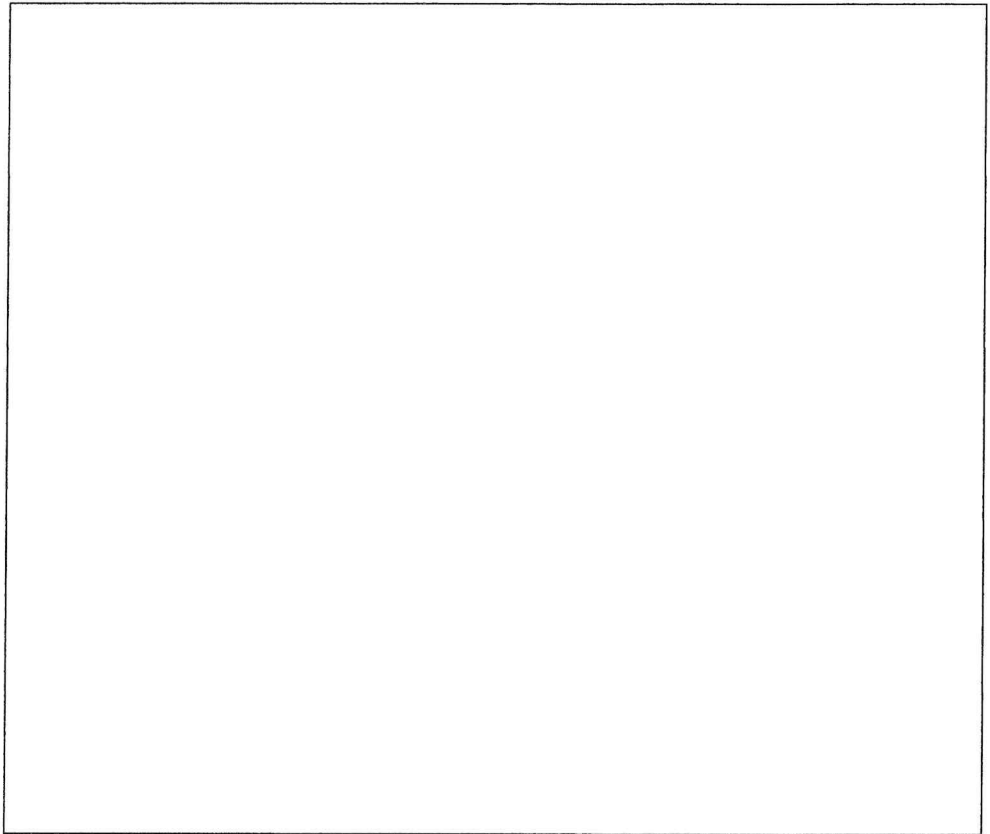
<p><b>Summary of the objects of the charity set out in its governing document</b></p>	<p>For the public benefit, throughout England and Wales, the prevention or relief of poverty of people who are vulnerable as a result of high fuel expenditure, in particular but not exclusively, by:</p> <ol style="list-style-type: none"> <li>a) providing educational and advice services to combat fuel poverty and inefficient energy use; and</li> <li>b) delivering projects in collaboration with industry partners to provide energy efficient home and community improvements to combat fuel inefficiency and thus, poverty.</li> </ol>
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Charitable support delivered within period:

- Energy Efficiency Advice and Guidance booklets were updated with all relevant information, referrals and links in order to reflect the changing landscape with regards to the cost of living crisis as well as the fuel crisis. The digital booklet was made available via the Foundations website as well as being made available for use by all Sureserve Group business partners.
- Winter Warmer and Christmas parcels were delivered in the winter of 2022 in collaboration with businesses across the Sureserve Group and a number of key clients, delivering winter warmer packs to elderly and vulnerable residents identified by those clients, helping keep them warm over the winter period. Clients included: The Guinness Partnership, CHP, Pobl Group, PA Housing, Age UK, via Islington Council, Red Kite Housing and Longhurst Group.
- The Foundation was pleased to provide a grant to assist the Salvation Army's work supporting rough sleepers and the homeless across the UK.
- The Foundation provided grant support to Pathfinders Neuromuscular Alliance – a registered charity supporting users with muscle weakening conditions - to provide a powerbank for users.
- The Foundation also supported the Sureserve Group businesses with printed Energy Efficiency Advice and Guidance booklets for the benefit of at-risk residents in the course of their work. The booklets were handed out during home visits when installing or repairing heating systems and/or energy efficiency measures.
- The Foundation created and delivered a number of co-branded Energy Efficiency Advice and Guidance for Community Associations and Housing Associations who had asked for help in assisting their local community with dealing with emergency aid and crisis management.
- The Foundation, together with Aaron Services, supported St Francis Special School in Lincoln with the provision of winter warmer packs for vulnerable children and their families.

**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)**

**Additional details of objectives and activities (Optional information)**



You **may choose** to include further statements, where relevant, about:

- policy on grant making.
- policy programme related investment.
- contribution made by volunteers.



**Summary of the main achievements of the charity during the year**

Fundraising Activities:

Fundraising total of £82,970 including from the Sureserve Foundation dinner, Business Golf Days

**Section E Financial review**

<p><b>Brief statement of the charity's policy on reserves</b></p>	<p>Reserve funds of £18k agreed with Board of Trustees</p>
<p><b>Details of any funds materially in deficit</b></p>	<p>N/A</p>

**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.

	<p>N/A</p>
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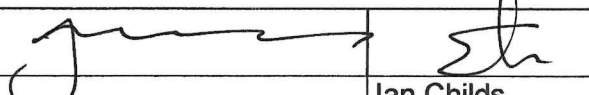
**Section F Other optional information**

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**Section G Declaration**

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

Signed on behalf of the charity's trustees

<p><b>Signature(s)</b></p>		
<p><b>Full name(s)</b></p>	<p>John Charlton</p>	<p>Ian Childs</p>
<p><b>Position (eg Secretary, Chair, etc)</b></p>	<p>Chair &amp; Trustee</p>	<p>Trustee</p>
<p><b>Date</b></p>	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>	



**Receipts and payments accounts**

For the period from	Period start date	To	Period end date
	01st Oct 2022		30th Sept 2023

**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 £
<b>A1 Receipts</b>					
Internal Fundraising	56,124	-	-	56,124	33,004
External Fundraising	88,155	-	-	88,155	39,987
Other receipts	-	-	-	-	514
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>144,279</b>	<b>-</b>	<b>-</b>	<b>144,279</b>	<b>73,505</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>144,279</b>	<b>-</b>	<b>-</b>	<b>144,279</b>	<b>73,505</b>
<b>A3 Payments</b>					
Charitable activities	43,719	-	-	43,719	57,403
Governance cost	560	-	-	560	560
Other	2,739	-	-	2,739	418
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>47,018</b>	<b>-</b>	<b>-</b>	<b>47,018</b>	<b>58,381</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>47,018</b>	<b>-</b>	<b>-</b>	<b>47,018</b>	<b>58,381</b>
<b>Net of receipts/(payments)</b>	<b>97,260</b>	<b>-</b>	<b>-</b>	<b>97,260</b>	<b>15,124</b>
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	112,503	-	-	112,503	97,379
<b>Cash funds this year end</b>	<b>209,764</b>	<b>-</b>	<b>-</b>	<b>209,764</b>	<b>112,503</b>

**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 £
<b>B1 Cash funds</b>	Closing Bank balance 30/09/23	209,764	-	-
			-	-
			-	-
	<b>Total cash funds</b>	<b>209,764</b>	<b>-</b>	<b>-</b>

(agree balances with receipts and payments account(s))



Receipts and payments accounts

CC16a

For the period from 01st Oct 2022 To 30th Sept 2023

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 £
<b>A1 Receipts</b>					
Internal Fundraising	56,124	-	-	56,124	33,004
External Fundraising	88,155	-	-	88,155	39,987
Other receipts	-	-	-	-	514
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>144,279</b>	-	-	<b>144,279</b>	<b>73,505</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
<b>Sub total</b>	-	-	-	-	-
<b>Total receipts</b>	<b>144,279</b>	-	-	<b>144,279</b>	<b>73,505</b>
<b>A3 Payments</b>					
Charitable activities	43,719	-	-	43,719	57,403
Governance cost	560	-	-	560	560
Other	2,739	-	-	2,739	418
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>47,018</b>	-	-	<b>47,018</b>	<b>58,381</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
<b>Sub total</b>	-	-	-	-	-
<b>Total payments</b>	<b>47,018</b>	-	-	<b>47,018</b>	<b>58,381</b>
<b>Net of receipts/payments</b>	<b>97,260</b>	-	-	<b>97,260</b>	<b>15,124</b>
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	112,503	-	-	112,503	97,379
<b>Cash funds this year end</b>	<b>209,764</b>	-	-	<b>209,764</b>	<b>112,503</b>

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	Closing Bank balance 30/09/23	209,764	-	-
		-	-	-
	<b>Total cash funds</b>	<b>209,764</b>	-	-
<small>(agree balances with receipts and payments account(s))</small>				
B2 Other monetary assets	Details	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
		-	-	-
		-	-	-
		-	-	-
		-	-	-

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

	Signature	Print Name	Date of approval
		JOHN CHARLTON	
		IAN CURTIS	

From: Jemma Redmond  
Sent: 01 May 2024 13:48  
To: Jodie Boggis  
Cc: John Charlton  
Subject: FW: Foundation draft accounts  
Attachments: Annual account period oct22-sep23 draft.xlsx; FY23 2022-2023.zip

Afternoon Jodie,

Apologies for the delay.

I can confirm that the above accounts have been audited and I am happy with the outcome.

Thanks

Kind Regards

Jemma

Jemma Redmond  
Group Financial Systems Manager

Sureserve Group Ltd  
Norfolk House,  
13 Southampton Place,  
London, WC1A 2AJ

T: | M: 07977423001  
Jemma.Redmond@sureservegroup.co.uk |  
www.SureserveGroup.co.uk

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From: Jodie Boggis <Jodie.Boggis@sureservegroup.co.uk>  
Sent: Wednesday, April 10, 2024 10:58 AM  
To: Jemma Redmond <Jemma.Redmond@sureservegroup.co.uk>  
Cc: John Charlton <John.Charlton@sureservegroup.co.uk>  
Subject: FW: Foundation draft accounts

Hi Jemma,

Hope you are well.

Could you kindly do your audit part (same as last year please) and send over confirmation email.

Many thanks

Jodie

Jodie Boggis  
Executive Assistant

Sureserve Group Ltd  
Norfolk House,  
13 Southampton Place,  
London, WC1A 2AJ

T: 02039615229 | M: 07816125674  
Jodie.Boggis@sureservegroup.co.uk |  
www.SureserveGroup.co.uk

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From: Emma Stephens <Emma.Stephens@sureservegroup.co.uk>  
Sent: Thursday, April 4, 2024 9:29 AM  
To: Jodie Boggis <Jodie.Boggis@sureservegroup.co.uk>  
Subject: Foundation draft accounts

Hi Jodie

Here are the draft stat accounts and support. There's a few receipts I'm still awaiting from Jon but majority are there.

Let me know if you need anything else in the mean time.

Thanks  
Emma

Emma Stephens  
Group Finance Manager

Sureserve Group Ltd  
Crossways Point 15,  
Victory Way,

Crossways Business Park  
Dartford, Kent DA2 6DT

T:  
Emma.Stephens@sureservegroup.co.uk |  
www.SureserveGroup.co.uk

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**THE SURESERVE FOUNDATION**

England & Wales - Charity number 1182351

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# Accounts

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# Trustees' Annual Report for the period

From 

Period start date	01	October	2021
-------------------	----	---------	------

To 

Period end date	30	September	2022
-----------------	----	-----------	------

## Section A Reference and administration details

Charity name 

The Sureserve Foundation
--------------------------

Other names charity is known by 

--

Registered charity number (if any) 

1182351
---------

Charity's principal address 

Crossways Point 15, Victory Way	
Crossways Business Park	
Dartford	
Postcode	DA2 6DT

### 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	John Charlton			
2	Alexandra Spragg		Resigned 05/07/2022	
3	Yasmine Yeates			
4	Steve Button			
5	Miren Rawlings			
6	Uta Hope			
7	Kelly-Anne Meredith			
8	Jonathan Haste		Appointed 16/12/2021	
9	Ian Childs		Appointed 23/05/2022	
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

### 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	N/A	N/A

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

John Charlton – Interim Chairman

**Section B Structure, governance and management**

**Description of the charity's trusts**

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation (CIO)
Trustee selection methods (eg. appointed by, elected by)	Voluntary

**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.

<p>Policies in place:</p> <ul style="list-style-type: none"> <li>- Conflict of interest</li> <li>- Incoming Foundation Enquiries</li> <li>- Monitoring and Evaluation</li> <li>- Reporting and Compliance</li> <li>- Risk Assessment and Mitigation</li> </ul>
--

**Section C Objectives and activities**

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

<p>For the public benefit, throughout England and Wales, the prevention or relief of poverty of people who are vulnerable as a result of high fuel expenditure, in particular but not exclusively, by:</p> <ol style="list-style-type: none"> <li>a. a) providing educational and advice services to combat fuel poverty and inefficient energy use; and</li> <li>b. b) delivering projects in collaboration with industry partners to provide energy efficient home and community improvements to combat fuel inefficiency and thus, poverty.</li> </ol>
---

**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)**

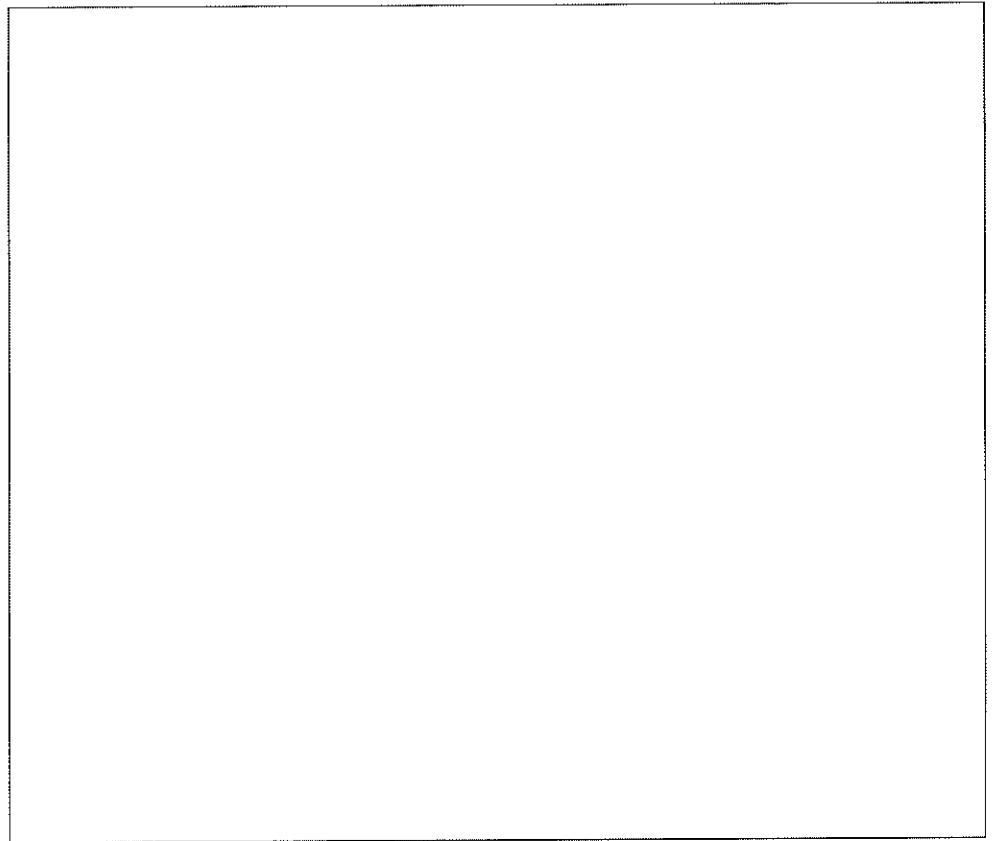
Charitable support delivered within period:

- Energy Efficiency Advice and Guidance was updated with all relevant information, referrals and links in 2022 in order to reflect the changing landscape with regards to the cost of living crisis as well as the fuel crisis. The digital booklet was made available via the Foundations website as well as being made available for use by all Sureserve Group business partners.
- 600 Winter Warmer and Christmas parcels were delivered in the winter of 2021 in collaboration with businesses across the Sureserve Group and a number of key clients, delivering winter warmer packs to elderly and vulnerable residents identified by those clients, helping keep them warm over the winter period. Clients included: The Guinness Partnership, CHP, Pobl Group, PA Housing, Age UK, via Islington Council, Red Kite Housing
- In 2022 The Foundation was pleased to deliver approved grants to the Big Issue Foundation, linking vendors to vital support and specialist services; and to the Salvation Army's work supporting rough sleepers and the homeless across the UK.
- The Foundation also supported the Sureserve Group businesses with printed Energy Efficiency Advice and Guidance booklets for the benefit of at-risk residents in the course of their work. The booklets were handed out during home visits when installing or repairing heating systems and/or energy efficiency measures.
- The Foundation also created and delivered over 400 co-branded Energy Efficiency Advice and Guidance for Zink, a community support charity based in Derbyshire who asked for help in assisting their local community with dealing with emergency aid and crisis management.
- The Foundation, together with Aaron Services, was shortlisted in the Best Initiative to Combat Fuel Poverty category in the 2021 ASCP Safety & Compliance Awards, for the work we undertook late last year to deliver fuel vouchers helping vulnerable households with emergency fuel top-ups over the winter period.

## Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grant making.
- policy programme related investment.
- contribution made by volunteers.



**Summary of the main achievements of the charity during the year**

Fundraising Activities:

Fundraising total of £87,329 including from the Sureserve Foundation dinner, Business Golf Days, Charity events

## Section E Financial review

Brief statement of the charity's policy on reserves

Reserve funds of £18k agreed with Board of Trustees

Details of any funds materially in deficit

N/A

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.

N/A

## Section F Other optional information

## 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)

John Charlton

Jonathan Haste

Position (eg Secretary, Chair, etc)

Chair & Trustee

Trustee

Date

5 July 2023



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Charity Name

The Sureserve Foundation

No (if any)  
1182351

## Receipts and payments accounts

CC16a

For the period from

Period start date  
01st Oct 2021

To

Period end date  
30th Sept 2022

### 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 £
<b>A1 Receipts</b>					
Internal Fundraising	33,004	-	-	33,004	
External Fundraising	39,987	-	-	39,987	129,717
Other receipts	514	-	-	514	
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>73,505</b>	<b>-</b>	<b>-</b>	<b>73,505</b>	<b>129,717</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>73,505</b>	<b>-</b>	<b>-</b>	<b>73,505</b>	<b>129,717</b>
<b>A3 Payments</b>					
Charitable activities	57,403	-	-	57,403	61,710
Governance cost	560	-	-	560	560
Other	418	-	-	418	82
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>58,381</b>	<b>-</b>	<b>-</b>	<b>58,381</b>	<b>62,352</b>
<b>A4 Asset and investment purchases. (see table)</b>					
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>58,381</b>	<b>-</b>	<b>-</b>	<b>58,381</b>	<b>62,352</b>
<b>Net of receipts/(payments)</b>	<b>15,124</b>	<b>-</b>	<b>-</b>	<b>15,124</b>	<b>67,365</b>
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	97,379	-	-	97,379	30,014
<b>Cash funds this year end</b>	<b>112,503</b>	<b>-</b>	<b>-</b>	<b>112,503</b>	<b>97,379</b>

## 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 £
<b>B1 Cash funds</b>	Closing Bank balance 30/09/22	112,503	-	-
			-	-
			-	-
	<b>Total cash funds</b>	<b>112,503</b>	<b>-</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK
<b>B2 Other monetary assets</b>	<b>Details</b>	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B3 Investment assets</b>	<b>Details</b>	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B4 Assets retained for the charity's own use</b>	<b>Details</b>	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B5 Liabilities</b>	<b>Details</b>	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	

## Jodie Boggis

---

**From:** Emma Stephens  
**Sent:** 28 June 2023 12:03  
**To:** Jodie Boggis  
**Subject:** RE: Sureserve Foundation Annual Account ready for audit

Hi Jodie

I can confirm I have reviewed the finalised annual accounts for FY22 for the foundation and agree that they are correct.

Thanks  
Emma

**Emma Stephens**  
Group Finance Manager



Sureserve Group PLC  
Crossways Point 15,  
Victory Way,  
Crossways Business Park  
Dartford, Kent DA2 6DT

T:  
[Emma.Stephens@sureservegroup.co.uk](mailto:Emma.Stephens@sureservegroup.co.uk) |  
[www.SureserveGroup.co.uk](http://www.SureserveGroup.co.uk)



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**From:** Kelly Anne Meredith <KellyAnne.Meredith@everwarmgroup.com>  
**Sent:** Thursday, December 1, 2022 1:46 PM  
**To:** John Charlton <John.Charlton@sureservegroup.co.uk>  
**Cc:** Emma Stephens <Emma.Stephens@sureservegroup.co.uk>  
**Subject:** Sureserve Foundation Annual Account ready for audit

Hi John,

Please see attached finalised annual accounts for the foundation.

Please can we have 2 Trustees sign the bottom of the annual accounts ready for an independent reviewer.

As the foundation doesn't hold its own drive, I have zipped all the evidence for this financial year into attached folder.

Should you need anything else from me before my departure please let me know.

Many thanks

Kelly

**Kelly Anne Meredith**  
Revenue & Cost Manager



Everwarm 3 Inchcorse Place, Whitehill Industrial Estate  
Bathgate, West Lothian, EH48 2EE

T: 01506 638 600 | M: 07525 633 312  
[KellyAnne.Meredith@everwarmgroup.com](mailto:KellyAnne.Meredith@everwarmgroup.com) |  
[www.everwarmgroup.com](http://www.everwarmgroup.com)



SureserveGroup

**Equality, Diversity & Inclusion**

*Respect. Value. Recognition.*

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**THE SURESERVE FOUNDATION**

England & Wales - Charity number 1182351

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# Accounts

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# Trustees' Annual Report for the period

From 

Period start date	01	October	2020
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 To 

Period end date	30	September	2021
-----------------	----	-----------	------

## Section A Reference and administration details

Charity name 

The Sureserve Foundation
--------------------------

Other names charity is known by 

--

Registered charity number (if any) 

1182351
---------

Charity's principal address 

Crossways Point 15, Victory Way	
Crossways Business Park	
Dartford	
Postcode	DA2 6DT

### 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	John Charlton		16/04/2021	
2	Alexandra Spragg			
3	Yasmine Yeates			
4	Steve Button			
5	Miren Rawlings			
6	Uta Hope		06/01/2021	
7	Kelly-Anne Meredith		06/01/2021	
8	Robert Holt		Resigned in March 2021	
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

### 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	N/A	N/A

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

John Charlton – Interim Chairman

**Section B Structure, governance and management**

**Description of the charity's trusts**

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation (CIO)
Trustee selection methods (eg. appointed by, elected by)	Voluntary

**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.

Policies in place:

- Conflict of interest
- Incoming Foundation Enquiries
- Monitoring and Evaluation
- Reporting and Compliance
- Risk Assessment and Mitigation

**Section C Objectives and activities**

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

For the public benefit, throughout England and Wales, the prevention or relief of poverty of people who are vulnerable as a result of high fuel expenditure, in particular but not exclusively, by:

- a. a) providing educational and advice services to combat fuel poverty and inefficient energy use; and
- b. b) delivering projects in collaboration with industry partners to provide energy efficient home and community improvements to combat fuel inefficiency and thus, poverty.

**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)**

Charitable support delivered within period:

- Energy efficiency advice and guidance – as part of our partnership with National Energy Action (NEA), we have available energy efficiency advice and guidance on our website, which is free to download and updated annually.
- Covid-19 Emergency Fuel Voucher Fund – In October, the Foundation was awarded grant funding from the Energy Redress Scheme, managed by the Energy Saving Trust to deliver emergency fuel vouchers to individuals and households in need, across the UK. The Foundation worked with a number of the Sureserve Group's housing and local authority clients to identify households who are at risk of self-disconnection and who have been adversely affected by the Covid-19 pandemic, either economically or socially. The project provided 937 emergency vouchers by January 2021.
- Easter Parcel Project – At Easter, the Foundation worked with a number of businesses across the Sureserve Group and their clients to identify families across the UK experiencing the challenges of the pandemic. The Foundation developed a supply chain and delivery plan to take 396 gift parcels to these families over Easter weekend. Each parcel included a food shopping voucher, Easter treats, wildflower seeds, an energy saving lightbulb, an energy efficiency advice booklet, coloured pencils and activity booklet for kids.
- Make Christmas Happen Campaign – In December, a key client for Aaron Services, Metropolitan Thames Valley, launched their Christmas hamper campaign, to help 'make Christmas happen' for residents who had been adversely impacted by Covid-19. Unemployment and financial hardship disproportionately affected their residents and local communities, and through their campaign, they hoped to support families through the provision of Christmas food Hampers and small gifts. Together, with Aaron Services, the Foundation made a financial contribution to the campaign and Aaron operatives volunteered to help with the delivery of the hampers in the lead-up to the festive period.

## Additional details of objectives and activities (Optional information)

Charitable contribution of £81,427 made by the Sureserve Group in November 2020.

You **may choose** to include further statements, where relevant, about:

- policy on grant making.
- policy programme related investment.
- contribution made by volunteers.

Summary of the main achievements of the charity during the year

Fundraising Activities:

Internal fundraising total – £0  
External fundraising total – £129,717  
Other –

Outgoings:

Charitable Activities total – £61,710  
Governance Costs – £560  
Other – £82

**Section E****Financial review**

Brief statement of the charity's policy on reserves

Reserve funds of £18k agreed with Board of Trustees

Details of any funds materially in deficit

N/A

**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.

N/A

**Section F****Other optional information**

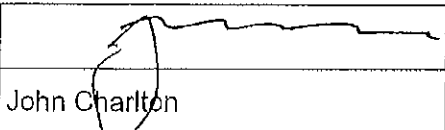

In March 2021, Robert Holt resigned as Chair of the Sureserve Foundation – John Charlton was subsequently appointed Interim Chair.

The Foundation's registered address was changed on 1<sup>st</sup> December 2021 to Crossways Point 15, Victory Way, Crossways Business Park, Dartford, DA2 6DT.

**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)	John Charlton	Jonathan Haste
Position (eg Secretary, Chair, etc)	Chair & Trustee	Trustee

Date 22/06/2022



CHARITY COMMISSION  
FOR ENGLAND AND WALES

The Sureserve Foundation

No. (if any)  
1182361

CC16a

**Receipts and payments accounts**

For the period from	Period start date	To	Period end date
	01st Oct 2020		30th Sept 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 £
<b>A1 Receipts</b>					
Internal Fundraising		-	-		39,452
External Fundraising	129,717	-	-	129,717	10,040
Other receipts	-	-	-	-	365
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross Income for AR)</b>	<b>129,717</b>			<b>129,717</b>	<b>49,847</b>
<b>A2 Asset and Investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>					
<b>Total receipts</b>	<b>129,717</b>			<b>129,717</b>	<b>49,847</b>
<b>A3 Payments</b>					
Charitable activities	61,710	-	-	61,710	28,047
Governance cost	560	-	-	560	236
Other	82	-	-	82	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>62,352</b>			<b>62,352</b>	<b>29,183</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>					
<b>Total payments</b>	<b>62,362</b>			<b>62,362</b>	<b>29,183</b>
<b>Net of receipts/(payments)</b>	<b>67,365</b>			<b>67,365</b>	<b>20,664</b>
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	30,014	-	-	30,014	30,014
<b>Cash funds this year end</b>	<b>97,379</b>			<b>97,379</b>	<b>50,678</b>

## 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 £
<b>B1 Cash funds</b>	Closing Bank balance 30/09/21	97,379	-	-
			-	-
			-	-
	<b>Total cash funds</b>	<b>97,379</b>	<b>-</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK
<b>B2 Other monetary assets</b>	<b>Details</b>	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B3 Investment assets</b>	<b>Details</b>	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B4 Assets retained for the charity's own use</b>	<b>Details</b>	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B5 Liabilities</b>	<b>Details</b>	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	

**Jodie Boggis**

---

**From:** John Charlton  
**Sent:** 22 June 2022 14:00  
**To:** Jodie Boggis  
**Subject:** FW: Sureserve Foundation Accounts

**John Charlton**  
Group Company Secretary



Sureserve Group PLC, Crossways Point 15,  
Victory Way  
Crossways Business Park,  
Dartford, Kent, DA2 6DT

T: | M: 07966 533 074  
[John.Charlton@sureservegroup.co.uk](mailto:John.Charlton@sureservegroup.co.uk) |  
[www.SureserveGroup.co.uk](http://www.SureserveGroup.co.uk)



Here at Sureserve Group PLC we care for your privacy. That is why we have taken appropriate measures to ensure that the data you have provided to us is always secure. If you have any questions related to GDPR compliance or data protection, please contact our [Data Protection Officer](#).

**From:** Jemma Redmond <[Jemma.Redmond@sureservegroup.co.uk](mailto:Jemma.Redmond@sureservegroup.co.uk)>  
**Sent:** 22 June 2022 13:58  
**To:** John Charlton <[John.Charlton@sureservegroup.co.uk](mailto:John.Charlton@sureservegroup.co.uk)>  
**Cc:** David Harrison <[David.Harrison@sureservegroup.co.uk](mailto:David.Harrison@sureservegroup.co.uk)>  
**Subject:** Sureserve Foundation Accounts

Hello John,

I can confirm that I have reviewed the Sureserve Foundation Account and the figures look correct.

Thanks

Kind Regards

Jemma  
**Jemma Redmond**  
Group Financial Systems Manager



Sureserve Group PLC, Unit 1,  
Yardley Business Park,



**THE SURESERVE FOUNDATION**

England & Wales - Charity number 1182351

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# Accounts

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# Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	01	October	2019		30	September	2020

## Section A Reference and administration details

Charity name

Other names charity is known by

Registered charity number (if any)

Charity's principal address   
  
  
Postcode

### 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 Holt			
2	Alexandra Spragg			
3	Yasmine Yeates			
4	Steve Button			
5	Miren Rawlings			
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

### 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	N/A	N/A

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

Robert Holt

**Section B Structure, governance and management**

**Description of the charity's trusts**

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation (CIO)
Trustee selection methods (eg. appointed by, elected by)	Voluntary

**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.

Policies in place:

- Conflict of interest
- Incoming Foundation Enquiries
- Monitoring and Evaluation
- Reporting and Compliance
- Risk Assessment and Mitigation

**Section C Objectives and activities**

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

For the public benefit, throughout England and Wales, the prevention or relief of poverty of people who are vulnerable as a result of high fuel expenditure, in particular but not exclusively, by:

- a) providing educational and advice services to combat fuel poverty and inefficient energy use; and
- b) delivering projects in collaboration with industry partners to provide energy efficient home and community improvements to combat fuel inefficiency and thus, poverty.

**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)**

Charitable support delivered within period:

- Endotherm – Through a partnership set-up between the Sureserve Foundation and Endo Enterprises, and in collaboration with Sure Maintenance and Irwell Valley Housing, a number of households were identified across Greater Manchester as having inefficient boilers and heating systems which have now been fitted with EndoTherm, a heating system additive, in order to help make the system more efficient and reduce their heating bills by up to 15%.
- C.H.E.E.S.E Grant – The C.H.E.E.S.E Project (Cold Homes Energy Efficiency Survey Experts) is an award-winning Community Interest Company that has worked for five years in Bristol. Their unique thermal imagery surveys enable householders to reduce wasted heat and achieve warmer, healthier homes, which helps save carbon emissions using low-cost DIY methods. Fuel poverty is likely to be worsened by the economic downturn caused by the COVID-19 epidemic, but with the support of the Foundation, the C.H.E.E.S.E Project now have the opportunity to expand their operation. To respond to the urgent need to retrofit homes to combat both fuel poverty and carbon emissions, TCP will utilise the money from the Foundation to enhance and strengthen its training provision.
- Depher CIC Grant – Depher (Disabled and Elderly Plumbing and Heating Emergency Response) support approximately 50-70 individuals and families each week, and since 2017 have helped over 6400 families in need: responding to over 3000 emergency breakdowns, providing over 100 free boilers and fitting 8 disabled bathrooms. The organisation is totally dependent on fundraising, and the grant money offered through the Foundation has helped to assist with the continued provision of both free or heavily discounted services, which in turn allows the individuals and households that they support the opportunity to spend the money they have saved on important household costs, such as energy bills and food.
- COVID-19 Support – the Foundation offered support to a number of client and community hardship funds throughout the pandemic, to support individuals and households experiencing financial hardship during COVID-19. Organisations included: Wandle Housing, Salford 4 Good & Lincolnshire Emergency Blood Bikes Service (LEBBS).
- Energy efficiency advice and guidance – as part of our partnership with National Energy Action (NEA), we have available energy efficiency advice and guidance on our website, which is free to download and updated annually.

## Additional details of objectives and activities (Optional information)

N/A

You **may choose** to include further statements, where relevant, about:

- policy on grant making.
- policy programme related investment.
- contribution made by volunteers.

**Summary of the main achievements of the charity during the year****Fundraising Activities:**

Internal fundraising total - £39,452  
External fundraising total - £10,040  
Other - £355

**Outgoings:**

Charitable Activities total - £28,947  
Governance Costs - £236

Activities included inaugural fundraising dinner held in November 2019 and various fundraising activities and contributions made by individuals directly to the foundation.

## Section E

## Financial review

Brief statement of the charity's policy on reserves

Reserve funds of £18k agreed with Board of Trustees

Details of any funds materially in deficit

N/A

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.

N/A

## Section F

## Other optional information

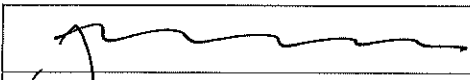

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## Section G

## 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)	John Charlton	Lesley Dobinson
Position (eg Secretary, Chair, etc)	Chair & Trustee	Secretariat

Date 21/07/2021



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Charity Name <b>The Sureserve Foundation</b>	No (if any) <b>1182351</b>
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**CC16a**

## Receipts and payments accounts

For the period from	Period start date 01st Oct 2019	To	Period end date 30th Sept 2020
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### 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 £
<b>A1 Receipts</b>					
Internal Fundraising	39,452	-	-	39,452	1,450
External Fundraising	10,040	-	-	10,040	7,900
Other receipts	355	-	-	355	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>49,847</b>	<b>-</b>	<b>-</b>	<b>49,847</b>	<b>9,350</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>49,847</b>	<b>-</b>	<b>-</b>	<b>49,847</b>	<b>9,350</b>
<b>A3 Payments</b>					
Charitable activities	28,947	-	-	28,947	-
Governance cost	236	-	-	236	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>29,183</b>	<b>-</b>	<b>-</b>	<b>29,183</b>	<b>-</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>29,183</b>	<b>-</b>	<b>-</b>	<b>29,183</b>	<b>-</b>
<b>Net of receipts/(payments)</b>	<b>20,664</b>	<b>-</b>	<b>-</b>	<b>20,664</b>	<b>9,350</b>
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	9,350	-	-	9,350	-
<b>Cash funds this year end</b>	<b>30,014</b>	<b>-</b>	<b>-</b>	<b>30,014</b>	<b>9,350</b>

## 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 £
<b>B1 Cash funds</b>	Closing Bank balance 30/09/20	30,014	-	-
			-	-
			-	-
	<b>Total cash funds</b>	<b>30,014</b>	<b>-</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK

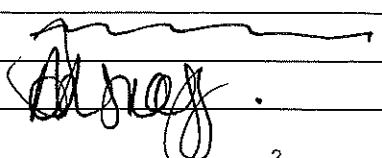
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
			-	

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

Signature	Print Name	Date of approval
	JOHN CHARLTON	21/7/21
	ALEXANDRA SPENCE	21/7/21

## Alex Spragg

---

**From:** David Harrison  
**Sent:** 28 June 2021 15:07  
**To:** Alex Spragg; John Charlton  
**Cc:** Kelly Anne Meredith  
**Subject:** FW: SSFoundation 2019-2020  
**Attachments:** SS Foundation Annual Accounts Oct19-Sept20 Corrected.pdf

Hi

I have reviewed the attached and the figures look correct

Thanks

Dave

**David Harrison**  
Group Financial Controller



T: 020 3961 5235 | M: 07525 633 303  
[DavidHarrison@sureservegroup.co.uk](mailto:DavidHarrison@sureservegroup.co.uk) |  
[www.SureserveGroup.co.uk](http://www.SureserveGroup.co.uk)



---

**From:** Kelly Anne Meredith <KellyAnneMeredith@sureservegroup.co.uk>  
**Sent:** 28 June 2021 14:48  
**To:** David Harrison <DavidHarrison@sureservegroup.co.uk>  
**Subject:** SSFoundation 2019-2020

Hi David,

I have corrected the balance and attached latest version.

Many thanks

Kelly

**Kelly Anne Meredith**  
Group Treasury Controller



Sureserve Group PLC, Unit 1 Yardley Business Park, Luckyn  
Lane, Basildon, Essex, SS14 3BZ  
T: 020 3961 5231 | M: 07525 633 312  
[KellyAnneMeredith@sureservegroup.co.uk](mailto:KellyAnneMeredith@sureservegroup.co.uk) |  
[www.SureserveGroup.co.uk](http://www.SureserveGroup.co.uk)





SureserveGroup

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