



CHARITY COMMISSION
FOR ENGLAND AND WALES

Trustees' Annual Report for the period

From 1st April 2023 To 31st March 2024

Charity name: Camberley Care Trust

Charity registration number: 1188130

Objectives and Activities

SORP reference

Summary of the purposes of the charity as set out in its governing document	Para 1.17	The relief of poverty, distress and sickness of the elderly, disabled or vulnerable living in the Camberley and Frimley area by providing a car service and a handyman service and in such other ways as the trustees consider appropriate.
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	<p>Camberley Care provides a transport service for the elderly, vulnerable and disabled in Camberley and Frimley using volunteer drivers. There is no cost for this service, but a donation amount is suggested to cover costs.</p> <p>Camberley Care also manages a subsidised low-cost handyman service, which also helps elderly, vulnerable and disabled in the Camberley and Frimley areas.</p>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	<p>The Trustees declare that they have had regard to the guidance issued by the Charity Commission on public benefit. In all aspects of the day-to-day operation and administration of Camberley Care the Trustees meet all the Public Benefit requirements:</p> <ul style="list-style-type: none">• By supporting elderly, vulnerable people in the community to continue to live independently.

		<ul style="list-style-type: none"> • By reporting annually on our operations and providing financial reports in support of this.
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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	<p>The success, high quality and continuity of service provided by Camberley Care is largely attributable to our many volunteers – drivers, duty officers and trustees. Without their dedication and selfless efforts Camberley Care would not be able to support so many people within the Camberley and Frimley Communities.</p> <p>Finding and attracting new volunteers, especially drivers, has remained challenging over the last year. We are therefore especially grateful to everyone who has joined and all those who have continued to volunteer.</p>
Other		<p>Our small handyman team, Mark and Graeme, continue to provide an excellent service to our very grateful clients.</p> <p>Camberley Care Trust are also very fortunate to have an exceptional Office Manager, who is the backbone of the day-to-day running of the Charity, supported by our Office Administrator. Both members of staff are completely dedicated to supporting our many</p>

		volunteers and serving our clients to the very best standards.
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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>Camberley Care Trust continue to operate very successful and busy drive and handyman services. The drive service is now operating at c90% of pre-pandemic levels and growing steadily back to full capacity. The main challenge fulfilling the many drive requests is the reduction in the number of volunteer drivers. Extensive recruitment advertising initiatives have been conducted and the driver numbers are increasing steadily.</p> <p>During the 2023/2024 accounting period approx. 2,600 drives were conducted, and approx. 170 handyman jobs were completed.</p> <p>Along with the regular drives, many clients were taken to the vaccination centres for their COVID and Flu Vaccinations.</p> <p>Regular Social events were organised for our volunteers. These are welcomed and enjoyed by our volunteers. Our Christmas Afternoon Tea for all our volunteers and handymen was held at St Paul's Church in December 2023, and was hosted by the office team.</p> <p>CCT are extremely fortunate and grateful to have been selected by the Camberley Heath Golf Club Captains' Charity as one of their supported charities for 2023/2024. In January 2024 we were presented with our largest donation for many years.</p>
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Additional information (optional)

You may choose to include further statements where relevant about:

<p>Achievements against objectives set</p>	<p>Para 1.41</p>	<p>Office Team Initiatives/Achievements April 2023 to March 2024</p> <p>General office administration IT</p> <ul style="list-style-type: none">• Continued to work with IT consultant on numerous improvements to Charity Portal our IT system.• Working towards being able to do monthly invoicing run unaided• Set up the ability to take donations over the phone <p>Volunteer administration</p> <ul style="list-style-type: none">• Updated our posters and banners for volunteer recruitment• Recruited new volunteers• Recruited new Office Administrator to replace Wendy who resigned due to health reasons• Held three Volunteer coffee and catch-ups <p>Duty Officers</p> <ul style="list-style-type: none">• Trained Duty officers in IT changes to the Charity Portal <p>Marketing and social media</p> <ul style="list-style-type: none">• Developed new marketing adverts.• Continued to post on Facebook and twitter.• Created adverts for volunteer recruitment and advertised in Surrey Heath Heathscene, and Round&About Magazine• Produced new stand-up banner to aid with volunteer recruitment.• Produced 3 newsletters for the volunteers.
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Trustee Initiatives/Achievements April 2023 to March 2024

- Charity Portal Upgrades and Enhancements are ongoing and are making the booking and donation process more efficient.
- Website Updates. Our website has been moved to a new hosting provider which is a cost saving. The CCT Website has been updated, and irrelevant/old material removed.
- Treasurer successfully used Dave Wilson as Independent Examiner for the accounts to 31 March 2024.
- The suggested donation amounts for car trips were increased in Oct '23 to help cover our increased costs. Our clients have readily accepted these increases.
- Gift Aid documentation to clients was reviewed and updated.
- Planning for our 50th anniversary completed and we were given a grant that we ringfenced for it that covered most of its costs. (We had a super celebration event in May 2024).
- Review of all CCT Policy Documents is ongoing. A specialist HR company is reviewing all changes that we make.
- David Hughes resigned as Trustee.
- Michael Craft was voted in as Trustee.
- Managed the recruitment of a new Office Administrator and Bank members of staff.
- Managed Payroll and statutory employee matters.

Performance of fundraising activities against objectives set	Para 1.41	
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	At the end of the period the financial position remained positive. Although the position is positive it is recognised that year on year we are still eating into existing funds and without additional legacies or donations we will exhaust our existing funds in approximately 4-5 years (all other things remaining equal). We are continually looking for extra grants and ways to reduce our costs.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	Camberley Care Trust reserve policy is to keep an agreed sum of £30,000 in reserve, in order that the trustees can discharge their responsibilities should the charity have to close.
Amount of reserves held	Para 1.22	£30,000
Reasons for holding zero reserves	Para 1.22	
Details of fund materially in deficit	Para 1.24	
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	

Additional information (optional)

You may choose to include further statements where relevant about:

	Para 1.47	Camberley Care Trust's principal source of funding is from the donations made by our clients for the driving service provided. In addition to this, we receive donations from local churches, businesses, and private individuals. Our significant additional
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The charity's principal sources of funds (including any fundraising)		<p>income/donations/legacies (> £300) were as follows during the finance period:</p> <p>Surrey Lottery £445</p> <p>Councillor grant £500</p> <p>Camberley Heath Golf Club Captains' Charity £10,000</p> <p>Wendy Bovenkamp £2,000</p> <p>A Barber £883</p> <p>T Harrison £728</p>
Investment policy and objectives including any social investment policy adopted	Para 1.46	<p>There is no written investment policy and due to the level of funds we do not make investments. We have cash funds on notice bank accounts to enable the maximum interest return to be received whilst not putting funds at risk. The interest returns are reviewed regularly and funds are moved when a higher interest rate is offered elsewhere.</p> <p>We have no documented social investment policy but in practice try to be as ethical, environmentally friendly and sustainable as possible in our purchasing and office activities.</p>
A description of the principal risks facing the charity	Para 1.46	<p>The charity's biggest challenge is the recruitment and retention of volunteer drivers. Without the drivers, trip numbers cannot increase further. A reduced number of client drives, means less donation funds to help support the charity's fixed overheads. Increased salary costs plus more drivers claiming mileage allowances due to their own increased costs further squeezes available funds. The IT system used (Charity Portal) is 10 years old and has been struggling to keep up with demand. Improvements are now being made by an IT Specialist to keep the system running and add new functionality to make it more efficient. We are already seeing significant improvements. The cost to replace the system is financially prohibitive and our solution is to evolve the current system to the point where it will be fit for purpose once again for the foreseeable future.</p>
		<p>With fuel prices increasing and a general cost of living increase we anticipate this will</p>

Other		continue to impact on our ability to attract volunteer drivers.
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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	CIO (Charitable Incorporated Organisation)
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	Appointment of charity trustees (1) Apart from the first charity trustees, every trustee is appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. (2) In selecting individuals for appointment as charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.

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	<p>The following policies are in place to assist with staff, volunteer and trustee induction and training:</p> <ul style="list-style-type: none"> • Complaints • Confidentiality Agreement • Conflict of Interest • Driving • Equality and Diversity • Finance
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		<ul style="list-style-type: none"> • Health and Safety • Safeguarding • Volunteering • Trustee Handbook <p>All policies and procedures are reviewed and amended (as appropriate) regularly.</p>
The charity's organisational structure and any wider network with which the charity works	Para 1.51	Camberley Care Trust is managed by a Board of Trustees. The charity employs two part-time staff : an Office Manager and an Office Administrator, who manage a number of office volunteers and bank staff. The Board and Office Manager meet once a month to discuss and agree on the management of the charity's operations.
Relationship with any related parties	Para 1.51	
Other		

Reference and Administrative details

Charity name	Camberley Care Trust
Other name the charity uses	Camberley Care
Registered charity number	1188130
Charity's principal address	Community Link, Ian Goodchild Centre, Knoll Road, Camberley GU15 3SY

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	Antonie van de Bovenkamp	Chair		
2	Angela Barnatt	Deputy chair	Until Sept 2023	
3	Lesley Parker	Treasurer		
4	Janet Chapman			
5	Susan Collett	HR		
6	Wendy Orr	Secretary		
7	Tim FitzGerald			
8	Ruby Ford			
9	David Hughes		Until October 2023	
10	Linda Christopher			
11	Michael Craft		From January 2024	
12				
13				
14				
15				
16				

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

Director name		

Name of trustees holding title to property belonging to the charity

Trustee name

Dates acted if not for whole year

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	

Details of arrangements for safe custody and segregation of such assets from the charity's own assets	
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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)

Susan Pearson, Office Manager

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)		
Full name(s)	Antonie van de Bovenkamp	Lesley Parker
Position (eg Secretary, Chair, etc)	Chair	Treasurer

Date 30/10/2024

Camberley Care Trust CIO
Final Accounts for the year to 31 March 2024

	Transport Services Unrestricted	Handyperson Services Unrestricted	Restricted Funds	TOTAL
OPENING BANK BALANCE 1st April 2023	£131,262	-£9,737	£0	£121,524
INCOME	£	£	£	£
Client Donations/Contributions	£33,079	£5,113		£38,192
Other Income:-				
Other Donations	£17,787			£17,787
Gift Aid	£5,306			£5,306
Bank Interest	£1,367			£1,367
Sundry	£48			£48
Restricted donations			£250	£250
TOTAL INCOME	£57,587	£5,113	£250	£62,950
DIRECT EXPENDITURE				
Mileage Claims	£17,986			£17,986
Handyperson Costs		£4,729		£4,729
TOTAL	£17,986	£4,729		£22,715
Client Donations/Contributions less Direct Expenditure	£15,093	£384		£15,477
Income(excluding exceptional) less Direct Expenditure	£39,601	£384		£39,985
OVERHEADS				
Admin.Staff Costs - Gross	£27,150	£6,787		£33,937
Rent,rates & insurance	£2,679	£670		£3,349
IT & telephones	£2,354	£589		£2,943
Print,post & stationery	£1,098	£274		£1,372
Professional fees & DBS checks	£502	£125		£627
Advertising & marketing	£128	£32		£160
Sundry expenses	£936	£234		£1,170
Restricted funds specific costs			£249	£249
TOTAL OVERHEADS	£34,846	£8,712	£249	£43,807
TOTAL EXPENDITURE	£52,832	£13,441	£249	£66,522
ORDINARY INCOME less EXPENDITURE	£4,755	-£8,328	£1	-£3,572
TOTAL INCOME less EXPENDITURE	£4,755	-£8,328	£1	-£3,572
CLOSING BANK BALANCE 31 March 2024	£136,017	-£18,065	£1	£117,952

Available Funds:-

Funds @ 1/4/23	£121,524
Loss for year ended 31/3/24	-£3,572
Funds @ 31/3/24	£117,952

Split:-

Unrestricted funds	£87,951
Restricted funds	£1
Reserves	£30,000
	£117,952



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees

CAMBERLEY CARE TRUST

On accounts for the year
ended

31 MARCH 2024

Charity no
(if any)

1188130

Set out on pages

3

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended .

Responsibilities and
basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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 all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

~~[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.~~

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did 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 accounts to be reached.

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

Signed:

Date:

29-09-24

Name:

DAVID WILSON

Relevant professional
qualification(s) or body

(if any):

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Address:

23 RIDGEWAY CLOSE
LIGHTWATER
GV18 5XX

Section B

Disclosure

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

Give here brief details of any items that the examiner wishes to disclose.

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