



## Trustees' Annual Report for the period

From 1<sup>st</sup> April 2024 To 31<sup>st</sup> March 2025

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	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.	Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit
Para 1.17	Para 1.17 and 1.19	Para 1.18
<p>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.</p>	<p>Camberley Care provides a transport service for the elderly, vulnerable and disabled in Camberley and Frimley using volunteer drivers. There is no charge as such for the service, but a donation amount is suggested as contribution towards driver fuel 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>	<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"> <li>By supporting elderly, vulnerable people in the community to continue to live independently.</li> </ul>

<ul style="list-style-type: none"> <li>By reporting annually on our operations and providing financial reports in support of this.</li> </ul>		
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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 car service is now operating at almost pre-pandemic levels and continues to grow steadily. The main challenge fulfilling the many drive requests is the number of volunteer drivers available. Recruitment advertising initiatives are ongoing and the driver numbers are increasing slowly.</p> <p>During the 2024/2025 accounting period 2,708 drives were conducted, a 4% increase on last year. 167 handyman jobs were completed, which is a 2% drop on last year.</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 2024, and was hosted by the office team.</p> <p>This year, Camberley Care were one of the Mayor's chosen charities for her year in office.</p> <p>We were also delighted to receive the Honour of the Freedom of the Borough of Surrey Heath in October 2024.</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><b>Office Team Initiatives/Achievements</b> <b>April 2024 to March 2025</b></p> <p><b>General office administration IT</b></p> <ul style="list-style-type: none"><li>• Continued to work with IT consultant on further improvements to Charity Portal our IT system.</li><li>• Almost able to do monthly invoicing run unaided</li><li>• Increased the number of donations taken over the phone</li></ul> <p><b>Volunteer administration</b></p> <ul style="list-style-type: none"><li>• Continued to update our posters and banners for volunteer recruitment</li><li>• Recruited new volunteers</li><li>• Recruited bank staff to help with holiday cover and ad-hoc extra demand</li><li>• Held three Volunteer coffee and catch-ups plus a (self-funded) curry night</li></ul> <p><b>Duty Officers</b></p> <ul style="list-style-type: none"><li>• Trained Duty officers and Bank staff in IT changes to the Charity Portal</li></ul> <p><b>Marketing and social media</b></p> <ul style="list-style-type: none"><li>• Developed new marketing adverts.</li><li>• Continued to post on Facebook and twitter.</li><li>• Created adverts for volunteer recruitment and advertised in Surrey Heath Heathscene, and Round&amp;About Magazine</li><li>• Produced 3 newsletters for the volunteers.</li></ul>
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Other	Investment performance against objectives	Performance of fundraising activities against objectives set	
	Para 1.41	Para 1.41	
			<p><b>Trustee Initiatives/Achievements April 2024 to March 2025</b></p> <ul style="list-style-type: none"> <li>• Charity Portal Upgrades and Enhancements are ongoing and are making the booking and donation process more efficient.</li> <li>• Website Updates ongoing, which is mainly adding News articles</li> <li>• Our Treasurer resigned and a Deputy Treasurer is now covering until a new Treasurer can be recruited.</li> <li>• We had a super 50<sup>th</sup> anniversary celebration for all volunteers and staff in May 2024.</li> <li>• Review of the CCT Policy Documents is ongoing. A specialist HR company is reviewing all changes that we make.</li> <li>• Linda Christopher resigned as Trustee</li> <li>• Work started on preparing material for our potential KAVS award nomination</li> <li>• We completed an office move at short notice late March 2025. This was triggered by our landlord wanting to triple our rent.</li> </ul>

## 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 reserves 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.	£30,000	Amount of reserves held	Para 1.22	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	
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### 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	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 income/donations/legacies (> £300) were as follows during the finance period: Surrey Lottery £415 Choir donation £320 + £408 Foreign Exchange (coins) £489 John Lewis Plc £1,375 Frimley Baptist Church £492
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		Description of charity's trusts:
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## Structure, Governance and Management

Surrey Heath Show £1,000	Drivers mileage £3,253				
Investment policy and objectives including any social investment policy adopted		Para 1.46	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.	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.	
A description of the principal risks facing the charity		Para 1.46	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 charities 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 have been made by an IT Specialist to keep the current system running and work on a fully modernised version is in progress.	Fuel price increases and the general cost of living increase will continue to impact on our ability to attract volunteer drivers.	
Other					

Constitution	Para 1.25	
	Para 1.25	How is the charity constituted? (e.g unincorporated association, CIO)
	Para 1.25	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
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 have regard to the skills, knowledge and experience needed for the effective administration of the CIO.	Para 1.25	

**Additional information (optional)**  
You may choose to include further statements where relevant about:

<p>The following policies are in place to assist with staff, volunteer and trustee induction and training:</p> <ul style="list-style-type: none"> <li>• Complaints</li> <li>• Confidentiality Agreement</li> <li>• Conflict of Interest</li> <li>• Driving</li> <li>• Equality and Diversity</li> <li>• Finance</li> <li>• Health and Safety</li> <li>• Safeguarding</li> <li>• Volunteering</li> <li>• Trustee Handbook</li> </ul> <p>All policies and procedures are reviewed and amended (as appropriate) regularly.</p>	<p>Policies and procedures adopted for the induction and training of trustees</p> <p>Para 1.51</p>	<p>The charity's organisational structure and any wider</p>
<p>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</p>		

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	Michael Craft	Interim Treasurer From February 2025	
3	Lesley Parker	Treasurer	Until February 2025
4	Janet Chapman		
5	Susan Collett	HR	
6	Wendy Orr	Secretary	

### Names of the charity trustees who manage the charity

Charity name	Camberley Care Trust
Other name the charity uses	Camberley Care
Registered charity number	1188130
Charity's principal address	Unit 2G, Station House, 1 Pembroke Broadway Camberley GU15 3XD

### Reference and Administrative details

network with which the charity works	Para 1.51	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		

7	Tim Fitzgerald		
8	Ruby Ford		
9			
10	Linda Christopher	Until February 2025	
11			
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

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

Other optional information

Declarations

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

Signed on behalf of the charity's trustees

Signature(s)	Antonie van de Bovenkamp	Chair
Full name(s)	Michael Craft	Interim Treasurer

Date 2/12/2025

**Camberley Care Trust CIO**

**Final Accounts for the year to 31 March 2025**

	Transport Services Unrestricted	Handyperson Services Unrestricted	Restricted Funds	TOTAL
OPENING BANK BALANCE 1st April 2024	£136,017	-£18,065	£1	£117,953
INCOME	£	£	£	£
Client Donations/Contributions	£39,759	£4,566		£44,325
Other Income:-				
Other Donations	£8,856			£8,856
Gift Aid	£6,700			£6,700
Bank Interest	£4,322			£4,322
Sundry	£10			£10
Restricted donations				
TOTAL INCOME	£59,647	£4,566	£0	£64,213
DIRECT EXPENDITURE				
Mileage Claims	£21,304			£21,304
Handyperson Costs				
TOTAL	£21,304	£3,496		£24,800
Client/Donations/Contributions less Direct Expen	£18,455	£1,070		£19,525
Income(excluding exceptional) less Direct Expen	£38,343	£1,070		£39,413
OVERHEADS				
Admin, Staff Costs - Gross	£28,601	£7,150		£35,751
Rent, rates & insurance	£3,906	£977		£4,883
IT & telephones	£3,464	£866		£4,330
Print, post & stationery	£486	£122		£608
Professional fees & DBS checks	£1,155	£289		£1,444
Advertising & marketing	£67	£17		£84
Sundry expenses	£2,299	£575		£2,874
Restricted funds specific costs				
TOTAL OVERHEADS	£39,978	£9,995	£0	£49,973
TOTAL EXPENDITURE	£61,282	£13,491	£0	£74,773
ORDINARY INCOME less EXPENDITURE	-£1,635	-£8,925	£0	-£10,560
TOTAL INCOME less EXPENDITURE	-£1,635	-£8,925	£0	-£10,560
CLOSING BANK BALANCE 31 March 2025	£134,382	-£26,990	£1	£107,394
Available Funds:-				
Funds @ 1/4/24	£117,953			
Loss for year ended 31/3/25	-£10,560			
Funds @ 31/3/25	£107,394			
Split:-				
Unrestricted funds	£77,393			
Restricted funds	£1			
Reserves	£30,000			
	£107,394			

Subject: Fwd: Camberley Care  
From: Michael Craft <michaelcraft@gmail.com>  
Date: 22/09/2025, 12:06  
To: Tony Bovenkamp <tony@bssb.co.uk>

Hi Tony

I am forwarding an email from Dave Wilson who confirms that the accounts for 2024 -2025 have been audited and all satisfactory.  
Is there anything else you need from me?

I am away from tomorrow returning on 1st October.

Best wishes

Michael

----- Forwarded message -----

From: dave@4wilsons.co.uk <dave@4wilsons.co.uk>  
Sent: Sunday, 21 September 2025 21:11:16 (UTC+00:00) Dublin, Edinburgh, Lisbon, London  
To: Treasurer (CamberleyCare) <treasurer@camberleycare.org>  
Subject: Camberley Care

Hi Michael

For your Trustees - I can confirm that I examined the 2024-2025 records provided, some in detail and some random sampling. Everything reviewed was in very good order and audit trails in place.

If you require anything else please let me know.

Regards, Dave